

Welcome to Anfield

Accessibility guidance for major events.

ANFIELD FACTS:

Ground: Anfield
Capacity: 61,000 (all seated)
Address: Anfield Road,
Liverpool L4 0TH Year
Ground Opened: 1884

Official Website: www.liverpoolfc.com
Customer Service Telephone No. 0151 264 2500
Contact Us: <http://www.liverpoolfc.com/contactus>

Anfield Stadium prides itself on being inclusive and accessible to all its audience members.

We recognise that disabled audience members may need assistance to fully enjoy the experience at Anfield Stadium and offer a variety of reasonable adjustments based on individual needs, not their disability. This guide has been designed to ensure that you have all the information you need to help you plan your trip to Anfield Stadium.

Anfield Stadium is located about 2 miles north of Liverpool city centre (a 10-minute car journey away) in a residential area of Liverpool. Address: Anfield Road, Liverpool, L4 0TH

The stadium has four stands: the Kop, Main Stand, Sir Kenny Dalglish Stand and Anfield Road. The Main Stand has three tiers, the Anfield Road Stand and Sir Kenny Dalglish Stand are two-tiered, while the Kop is a single-tier. Leading up to the ground, the majority of road surfaces are level and as you enter the stadium gates, all surfaces are paved and accessible.

We offer a range of accessible services and facilities across the stadium – full details are included in this guide. In addition, we have a welcoming Fan Support Team who can be easily identified by a prominent information flag. We also have an Accessibility Support Team wearing blue high visibility jackets who are on hand around the ground to help you make the most of your concert experience.

We look forward to welcoming you to Anfield.

Visiting Anfield

We take great pride in welcoming visitors to our ground. We want to ensure that we provide you with all the information you need to help you prepare for your visit.

Pre Arrival:

Contacting the Club

If you have any queries or require assistance, please contact our disability ticketing team on +44 (0)151 264 2500 selecting the relevant option for disabled supporters, and a member of staff will be more than happy to assist. Alternatively, you can contact us via email at

disability@liverpoolfc.com

We aim to respond to all emails within 5 working days.

Bringing Medication to the Ground

Any supporter who needs to bring an oversized bag for medical reasons are advised to inform the club via email at least 48hrs before the event. The request should be sent to the Disability Team at disability@liverpoolfc.com. An email approving the request will be returned to the supporter who may be asked to present it at the stadium.



Helpful Information

We have updated some of the information we provide in different formats to ensure that the information we provide is accessible to all.

We Provide:

- Online '[Accessibility](#)' FAQs
- which are printed in a size 16 font.

Large print menus are available at catering kiosks within the ground. These menus are printed in black size 16 font and are presented on a yellow background. Just ask a member of the Catering Team for a copy on the day of the event.

Hearing loops are fitted at the ticket office, the retail store and at selected low counter catering kiosks across the ground.



Getting to the ground

Regardless of how you travel, please allow extra time for your journey to and from Anfield. There are number of transport options available for supporters travelling to Anfield which includes the following private transport options:

On Foot

Anfield is located within a residential area. The majority of the surrounding area around the ground is flat, however if you are travelling from the County Road area (by Goodison Park) you may find that the uphill walk to the Stadium is quite steep.

Drop-Off Point

There are two accessible drop off areas for disabled audience members:

- On Gilman Street close to the Kop and Main Stand. Please note this will only operate before the event.
- Top of Stanley Park Car Park - closest to the Sir Kenny Dalglish Stand and in operation before and after the event.

Please note that road closures will be in place immediately after each concert to allow pedestrians to leave Anfield Stadium safely.

These will be in place along Walton Breck Road from 10pm – 12 midnight.

Anfield Road will also be closed on the day of the event.

Car Parking Facilities and Arrival

Accessible Parking

For our disabled audience members, we currently have a limited number of car park spaces available to pre book on Stanley Park Car Park. Spaces must be pre booked and a blue badge must be displayed.

If you would like to apply for a car park pass, please contact us on **+44 (0)151 264 2500**, selecting the option for disabled supporters.

The accessible parking bays in Stanley Park Car Park are located at the top end (close to the ground). They are 2.4m x 4.8m and the commute from the car park to the ground is less than 5 minutes. The Stanley Park Car Park surfaces are tarmacked, level and wheelchair friendly. The route from Stanley Park Car Park to the ground is lit by streetlights.

The following public transport options are also available:

Bus

The 917 and Concertbus are both accessible services available to transport supporters to and from Anfield Stadium.

Taxi

Taxis from the city centre to Anfield usually cost between £7-£9.

Taxi One operates a taxibus service from St Johns Lane, Liverpool city centre direct to Anfield.

Train

There are a range of train travel options for supporters living outside and within the Liverpool area.

Bike

The Cycle Hub is a FREE service that allows visitors who cycle to the game to drop-off and park their bike safely and securely with an attendant. The Cycle Hub is situated on the Anfield Road end of the Stadium.

For further details on getting to and from Anfield please visit our website [here](#)

Prohibited Items and Bag Policy

 **WHAT CAN I BRING INTO THE STADIUM?**

-  **SMALL COMPACT CAMERAS**
-  **BAG NO BIGGER THAN AS**
-  **CRUTCHES**
-  **RETAIL PURCHASES IN CLEAR RETAIL CARRIERBAGS**
-  **SMALL UMBRELLAS**
-  **CLEAR 500ML PLASTIC BOTTLE CONTAINING CLEAR LIQUID WITH SEALED TOP**

 **WHAT CAN'T I BRING INTO THE STADIUM?**

-  **BAGS AND SUITCASES OVER AS**
-  **UMBRELLAS**
-  **LAPTOPS/COMPUTER TABLETS**
-  **VIDEO RECORDING EQUIPMENT AND LARGE BODIED CAMERAS**
-  **SELFIE STICK**
-  **FLAGS AND BANNERS (UNLESS AUTHORISED)**
-  **DRONES**
-  **BABY BUGGIES/PRAMS**
-  **TOOLS**
-  **ALCOHOL**
-  **DRINK CARTONS, CANS, FLASKS, PLASTIC BOTTLES OVER 500ML, GLASS BOTTLES AND DRINKING GLASSES**
-  **WALKING AIDE/ FOLDING WHEELCHAIRS***
-  **KNIVES/WEAPONS AND LASER DEVICES**
-  **SMOKE CANISTERS/FIREWORKS/ FLARES AND AIR HORNS**
-  **MUSICAL INSTRUMENTS AND LOUD HAILERS**

*Please visit [liverpoolfc.com](#) for external storage options

Concert Access Arrangements:



- | | | | | |
|----------------|-------------------------------|-------------------------------|----------------------------------|---|
| Taxi Rank | Pick up and drop off | Stanley Park PT1 entrance | Recommended Pedestrian Route | Road Closure from 4pm (Pre and post event)* |
| Food and Drink | Meeting Point | Paisley Square Pitch Access | Disabled Entry Points | Road Closed Post Event Only |
| First Aid | Welfare | Pitch Access via Anfield Road | Disabled Drop Off | City Centre Shuttlebus pick up and drop off |
| Merchandise | Pre-booked Accessible Parking | Ticket Office | Road Closure (Pre & Post Event)* | Concert Bus to Sandhills / City Centre |

Car park available for pick up and drop off only. We encourage ticket holders to park in City Centre car parks and use the express shuttle bus services.

*Road closures subject to change



The Ticket Office is located in the Kop end of the Stadium, on Walton Breck Road.

The postcode for the stadium is L4 0TH.

Upon entering the Paisley Gates the office is to the left of the Stadium, past the Bill Shankly Statue.

There are no steps/ramps, and the floor is flat concrete with block paving directly in front of the Ticket Office.



There is an accessible window.
This is the furthest away into
the corner of the building -
window 1.

The window is clearly signed with
black and yellow signage, and it
offers a low counter and a service
button to receive attention.



The windows at the Ticket Office are not enclosed they are in 'the open'. There are no seats for supporters to sit whilst they are waiting to be served.

The lighting is natural light, once dark the accessible window is lit from the outside with a flood light and the remaining windows have fluorescent tubes.

The hospitality collections window is located at ground level underneath the Main Stand podium on 97 Avenue.

Entering the Stadium

All entrances are operated by stewards who will welcome audience members into the Stadium. All tickets either paper or card access will need to be scanned at the turnstile to gain entry.

Stadium entry information for audience members.

Accessible Entrance	Blocks	Concourse level	Lift or ground level access
Accessible Entrance 3 (Stanley Park Entrance)	KN & KP	Level 3	Lift Access
Accessible Entrance 9 (Main Stand)	L9 & L10	Level 3	Lift access
Main Stand Reception	DB	Level 3	Lift access
Main Stand Reception	M4/M6/M8/M9	Level 5	Lift access
Accessible Entrance 7 (Main Stand)	U5	Level 6	Lift access
V1-8* (BSL)	L7	Level 0	Ground level (lift available for podium)

*these entrances are accessible but do not allow access to wheelchair positions.

For any other positions consult your match ticket for entry information or speak to a member of fan support or a disability steward on your arrival.

Viewing Areas

Accessible Viewing Areas

- Anfield has a number of spaces available for wheelchair users in the Main Stand and Sir Kenny Dalglish Stand.
- Members of the Accessibility Support Team, identified by blue bibs will be on hand before, during and after the match to assist any disabled supporters.
- Ambulant disabled audience members are able to sit anywhere in the Stadium. However, as the upper tiers of Anfield are very steep, we would discourage any audience members who would be unable to exit the Stadium quickly in the event of an emergency from purchasing tickets in any upper tiers.
- Personal assistants' seats are situated either behind or next to the supporter.
- A dedicated area for ambulant disabled audience members is provided in the Main Stand lower (blocks L8 and L9) as this area is accessible with wider walkways and seats with extra legroom. Ambulant and easy access seating is also available at a number of locations on the ground.
- Please note, due to safety concerns, access to the pitch standing areas will not be permitted to audience members in a wheelchair

Accessible Services and Information

We welcome any audience members using an assistance dog, although we do ask for advanced notification so that we can allocate an appropriate space and also ensure that we have facilities or support available for you and your dog. Please let us know when purchasing tickets that you will be accompanied by an assistance dog when attending.

Catering facilities are available and accessible (low level counters) from most areas apart from the Main Stand middle tier (Levels 3 & 5) and Sir Kenny Dalglish stand area where steward assistance is available upon request.



Toilets

Accessible Amenities

There are accessible toilets within the Stadium, all toilets are clearly sign posted. There are also two changing places facilities available in the Stadium. One in the Kop and the other is located in the Main Stand.

Please find below a table detailing the accessible toilets available at Anfield.

	Number of accessible toilets
Main Stand	13
Sir Kenny Dalglish Stand	6
The Kop	5
Total	24

- There are Changing Places facilities available in the Main Stand and the Kop
- A radar key is required for all accessible toilet facilities. Radar keys are available from stewards
- close to each facility

Toilets are equipped with mirrors, distress alarm systems, support rails, high contrast décor, hand dryers, sinks and coat hooks at accessible heights and lever taps on sinks

Catering Food Venues - Inside the Ground



We have low counter facilities in the following areas:

- Lower KOP concourse
- Levels 2 and 6 of the Main Stand

In each stand there is a ramp paving the route for fans to access the catering kiosks.

All general admission wheelchair users who have tickets for Main Stand middle tier, a waiter service can be provided upon request. This service is also available for wheelchair users in the Sir Kenny Dalglish Stand. Just speak to your nearest steward.

Temporary Illness/Injury

Any audience member who is not necessarily disabled in the legal sense but who is suffering from temporary injuries or illnesses which could affect their ease of access whilst at Anfield (e.g. a broken leg) should contact the disability team on **+44 (0) 151 264 2500**, selecting the relevant option for disability supporters. Each case will be assessed on an individual basis.

Training

All stewards and frontline staff are trained in equality and disability awareness.

Our stewards are located in the concourses before, during and after the concert so if you need any assistance at all, they will be more than happy to help.

Low counter kiosks in the areas listed above have a queueing system which is managed by both stewards and catering staff. All low counter kiosks have an alternative format of the menu to hand, printed in black size 16 font on yellow paper. Just ask a member of staff for a copy.

Food Venues - Outside the Ground

We have many different outside catering kiosks located across the ground. This includes Venmore Food Hub, which is located opposite the Kop Stand.

Emergency Procedures

In the event of an emergency at Anfield you will hear a police message over the public address system. It will be preceded by a loud 'bing-bong' sound. Please remain where you are, listen to the message and, if it affects your area of the stadium, comply with the instructions immediately. These will be direct you to a safe area, through exit gates and doors into car parks, roads or the pitch area. If you are disabled or feel unsafe in a large crowd, remain where you are until the stewards assist you to leave. Above all, remain calm and do not move unless the announcement concerns your area of the stadium.