



BRIGHTON & HOVE ALBION FOOTBALL CLUB
ACCESS GUIDE 2018/19

WELCOME

WALKING

If you live within a reasonable distance of the Amex, then please walk. There are several safe and well-lit footpaths approaching the stadium which make access on foot easy.

CYCLING

If you feel you live just a little too far from the Amex to walk, then how about cycling? The stadium is equipped with ample covered and secure cycle parking close by, while new cycle paths to the stadium from both Lewes and Brighton make it easy for cyclists to get to and from matches.

MOTORBIKES

Free motorbike parking is available on-site at the Amex Stadium. Please note spaces are limited and will be allocated on a strict first-come, first served basis.



We look forward to welcoming you to the American Express Community Stadium, the home of Brighton & Hove Albion Football Club. Here we provide a wide range of facilities and services to enable all supporters to visit our stadium. If you have any queries, please contact our DLO (Disability Liaison Officer).

Oliver Riley

supporter.services@bhafc.co.uk

0344 324 6282

BUYING A TICKET

For general information on ticket prices, priority and release dates please visit **BrightonAndHoveAlbion.com/tickets**.

Disabled supporters will be charged the ticket price equivalent to the pricing structure in the area of the ground they wish to purchase a ticket within.

ONLINE TICKET BOOKINGS

In March 2017 we launched our online ticketing system for disabled supporters, which provides by far the easiest method of booking a ticket.

Disabled supporters can create an account at **BrightonAndHoveAlbion.com/tickets** and subsequently book their ticket and personal assistant ticket to both home and away matches.

For more information please see the Disabled Supporters' Booking Guide, under the 'Info & Other' tab on **BrightonAndHoveAlbion.com/tickets**.

In order for disabled supporters to purchase a personal assistant ticket online, they must have registered their proof of disability with the club in advance of purchase.

For further details please see page 5.

Please note: that those booking online are given a priority window to purchase.

BUYING A TICKET

TICKET OFFICE BOOKINGS

Tickets can also be purchased in the ticket office.

The ticket office opening hours are as follows:

Monday: 09:00 – 17:00

Tuesday: 09:00 – 17:00

Wednesday: 09:00 – 17:00

Thursday: 09:00 – 17:00

Friday: 09:00 – 17:00

Saturday: 10:00 – 15:00 (non match day)

Match day ticket office opening times may vary.

For more details regarding the access of the ticket office, please see page 18.

Please note: that supporters are able to book online prior to tickets going on sale in person in the Ticket Office.

TELEPHONE BOOKINGS

Supporters can also purchase tickets over the telephone by phoning **0844 327 1901**

(Calls cost seven pence per minute plus your network charge).

Please note that supporters are able to book online prior to tickets going on sale on the telephone.

BUYING A TICKET

PERSONAL ASSISTANT

The club offers a free personal assistant ticket to all those who require additional assistance to enable them to attend a match. Supporters requiring a personal assistant ticket must register proof of their disability with Supporter Services in advance of a matchday.

Proof of disability includes the following:

- Middle/Higher rate Disability Living Allowance (DLA)
- Personal Independence Payment (PIP)
- Attendance Allowance (AA)
- Severe Disablement Allowance (SDA)
- War Disabled Pension
- Certificate of Visual Impairment (CVI 2003)

If the supporter is not in receipt of any of the above, or if additional documentation is required, then a signed letter from a doctor stating that the named individual requires personal assistance in order to attend a match will be accepted.

For more information contact Supporter Services on 0344 324 6282 and a member of the team will be happy to assist you.

GETTING TO THE AMEX

For the full club travel guide including maps, please visit **BrightonAndHoveAlbion.com** and select 'Travel Guide' from Supporters Guides.

PARKING

The club has excellent car parking facilities available to both home and visiting supporters. Spaces must be pre-booked in advance of any match or event.

Pre-booked parking costs £15 per car and can be booked by calling the Albion Booking Line on 0844 327 1901.

(Calls cost seven pence per minute plus your network charge).

Please note: disabled parking must be booked in advance of a matchday. Seasonal disabled parking is currently sold out and we are operating a waiting list.

Disabled parking is available at a discounted rate of 50% when pre-booked on a match-by-match or seasonal basis. Please note that a Blue Badge will be requested in advance and should be displayed on matchdays.

ON-SITE PARKING

CAR PARK A - SATNAV: BN1 9BL

(formerly Bennett's Field Car Park)

Car Park A provides the best access to the ground, and is located on site. It is situated on the east side of the stadium and provides by far the shortest journey to and from the stadium.

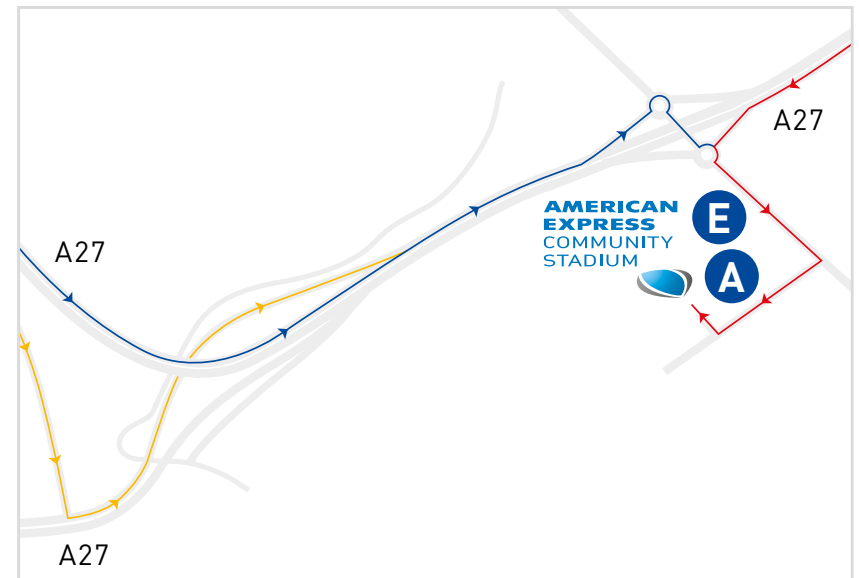
CAR PARK E - SATNAV: BN1 9BL

(formerly VIP Car Park)

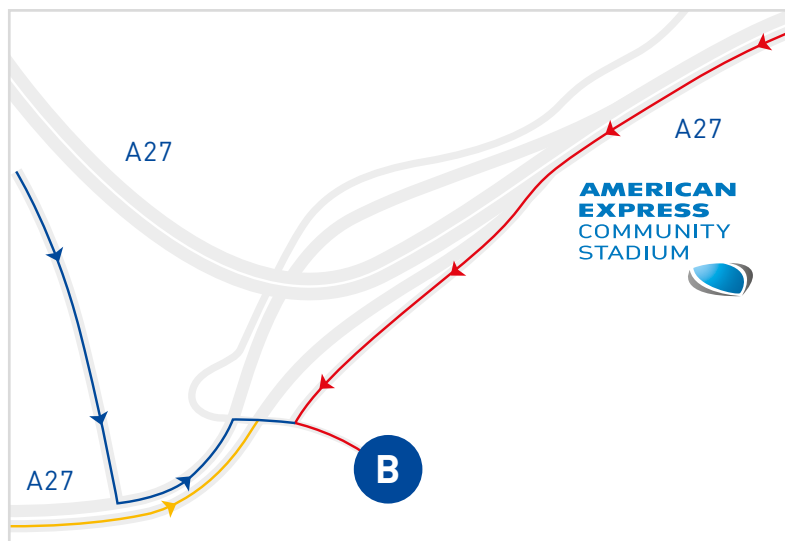
Car Park E, like Bennett's Field, provides very good access to the ground and is located on site between the North and East Stands.

There are a limited number of disabled parking spaces available at the ground itself which can be pre-booked by calling the Albion Booking Line on 0844 327 1901.

(Calls cost seven pence per minute plus your network charge).



CAR PARKING



CAR PARK B - SATNAV: BN1 9BP

(formerly Bridge Car Park)

— FROM BRIGHTON CITY CENTRE: Take the A23 northbound on Old Steine and bear right, following signs for Lewes (A270). Continue for approximately three miles, cross the traffic lights at the junction of the A270, proceed until you arrive at the junction with Stony Mere Way, and turn right, proceed under the A270, through the tunnel into the Bridge car park, where stewards will direct you.

— EASTBOUND: Leave the A27 at the Hollingbury exit and follow the signs for Coldean. At the roundabout take the exit for Coldean and after one mile, turn left at the lights on to the A270. At the junction with Stony Mere Way, turn right, proceed under the A270, through the tunnel and into the Bridge car park, where stewards will direct you.

— WESTBOUND: On the A27 head past the off-slip for the Stadium and Falmer and bear left off the A27 at the next junction, signposted to Brighton, onto the A270. Stay left on the slip road, and at the traffic lights, turn left through the tunnel into the Bridge car park, where stewards will direct you.

The stadium is approximately an 850-metre walk from the Bridge car park.

CAR PARKING

CAR PARK C - SATNAV: BN1 9RB

(formerly Sussex University (Stanmer Park))

— **FROM BRIGHTON CITY CENTRE:** Take the A23 northbound on Old Steine and bear right, following signs for Lewes (A270). Continue for approximately three miles, before turning left onto Stony Mere Way, which is just before the A27 junction.

— **EASTBOUND:** Leave the A27 at the Hollingbury exit and follow the signs for Coldean. At the roundabout take the exit for Coldean and after one mile, turn left at the lights on to the A270, proceed until you arrive at the junction with Stony Mere Way, and turn left and follow the road into Sussex University.

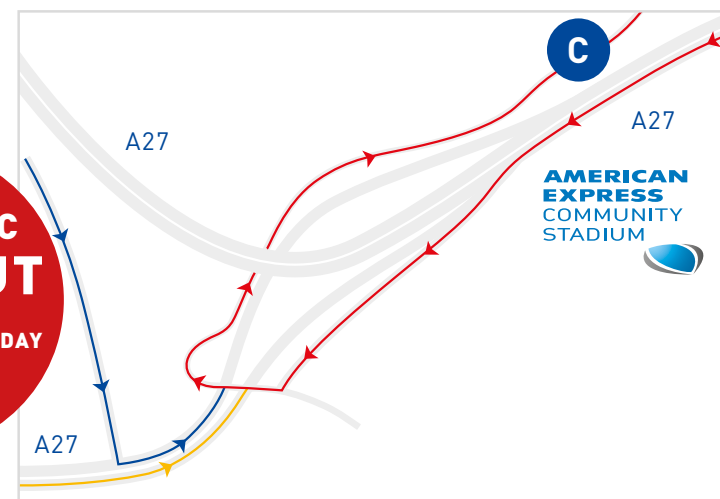
— **WESTBOUND:** On the A27 head past the Amex stadium, and bear left off the A27 at the next junction, signposted to Brighton, onto the A270. Stay left on the slip road and at the bottom of the slip road, turn right into Stony Mere Way and follow the road into Sussex University.

Upon entering the site, stewards will then direct you to the available car parks, and the stadium is a short walk from the campus.

CAR PARK 5

Car Park 5 is located within Car Park C (University of Sussex) and is reserved for disabled supporters who have pre-booked into this car park and an accessible shuttle bus service is provided from here to the stadium. All other car parks at University of Sussex are located no more than 250 metres from the nearest bus stop.

Disabled supporters can also be dropped off at Car Park 5 and take full advantage of the accessible shuttle bus.



PARK & RIDE SITES

For home league fixtures the club offer three park and ride sites around the city. All of the sites are served by at least one wheelchair accessible bus.

Supporters with specific mobility needs should tell the stewards on arrival so they can be directed to appropriate parking areas.

Park and ride drops supporters off in the coach park on site, where a lift can take supporters to concourse level. Buses then leave from the same location after the match.

PARK & RIDE 1 - SATNAV: BN1 8ZF

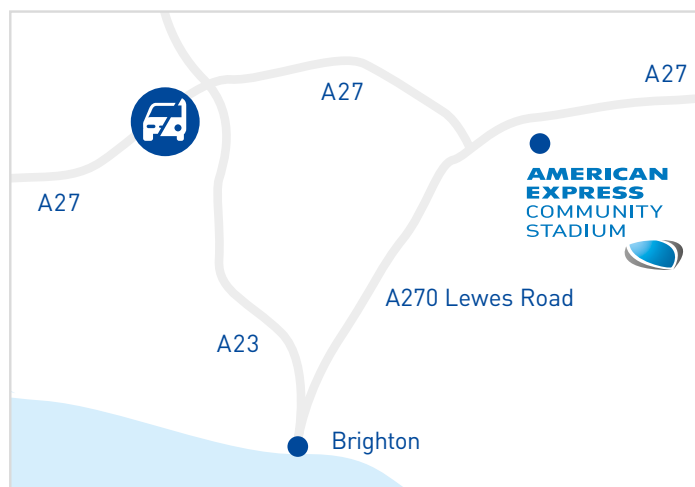
(formerly Mill Road Park & Ride)

Mill Road is the most popular park and ride site with 450 spaces available. The car park is usually full 1.5 hours before kick-off, so if you are running late you are advised to head to the park and ride at Brighton Racecourse site (see directions). Make sure you follow the directions to the Mill Road site carefully, as driving past the car park entrance could result in traffic congestion delays for up to 45 minutes.

DIRECTIONS TO MILL ROAD

Mill Road is located off the roundabout at the end of the A23 dual carriageway. Take the exit towards the petrol station and head under the narrow bridge. Stewards and signs will direct you to the parking and bus waiting area.

If the site is full before you get there, please follow directions to **Park and Ride 3** (formerly Brighton Racecourse) **BN2 9XZ** on page 6 of this guide.



PARK & RIDE SITES

PARK & RIDE 2 - SATNAV: BN2 4AT

(formerly University of Brighton Park & Ride)

University of Brighton has 3500 spaces divided across University car park on both sides of Lewes Road. Journeys to the stadium take approximately 10 minutes. If you are heading for this site from the Lewes direction follow the directions below:

1. From A27 westbound take the junction to Brighton city centre.
2. Head over the flyover and onto Lewes Road and straight over the first set of traffic lights at the junction of Lewes Road with Coldean Lane.
3. The University of Brighton Park & Ride site is located on your left-hand side approximately one mile after the traffic lights further towards Brighton city centre.

If you are heading for this site from the north of the city, Haywards Heath, Burgess Hill, etc, head towards the city centre and follow the signs to Lewes, Newhaven, and Universities. As you get near the Park & Ride sites signs and stewards will direct you as necessary.

PARK & RIDE 3 - SATNAV BN2 9XZ

(formerly Brighton Racecourse Park & Ride)

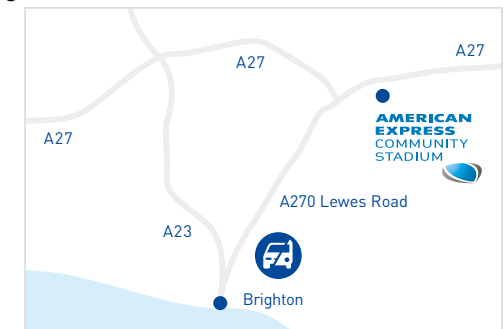
The Brighton Racecourse site always has lots of spare capacity with 700 parking spaces available. Buses usually take approximately 20 minutes to reach the stadium.

1. Follow A23/London Road south towards the City Centre.
2. After 2.9 miles, turn left with the one-way system, with the fire station on your left.
3. At the first set of traffic lights bear right.
4. At the next set of traffic lights turn left.
5. Head along Union Road with the park on your right and at the traffic lights turn left.
6. Head immediately into the right-hand lane and at the next set of traffic lights turn right and into Elm Grove.
7. Immediately after the hospital, turn right.
8. On arrival at the Racecourse, stewards will direct you to a space.

Do not use the Woodingdean crossroads to get to the racecourse.

All of the roads around the stadium are very busy as is the Woodingdean crossroads every evening.

Make sure you follow these directions and avoid using the A27. The A27 gets very busy on a matchday and you may miss kick-off.

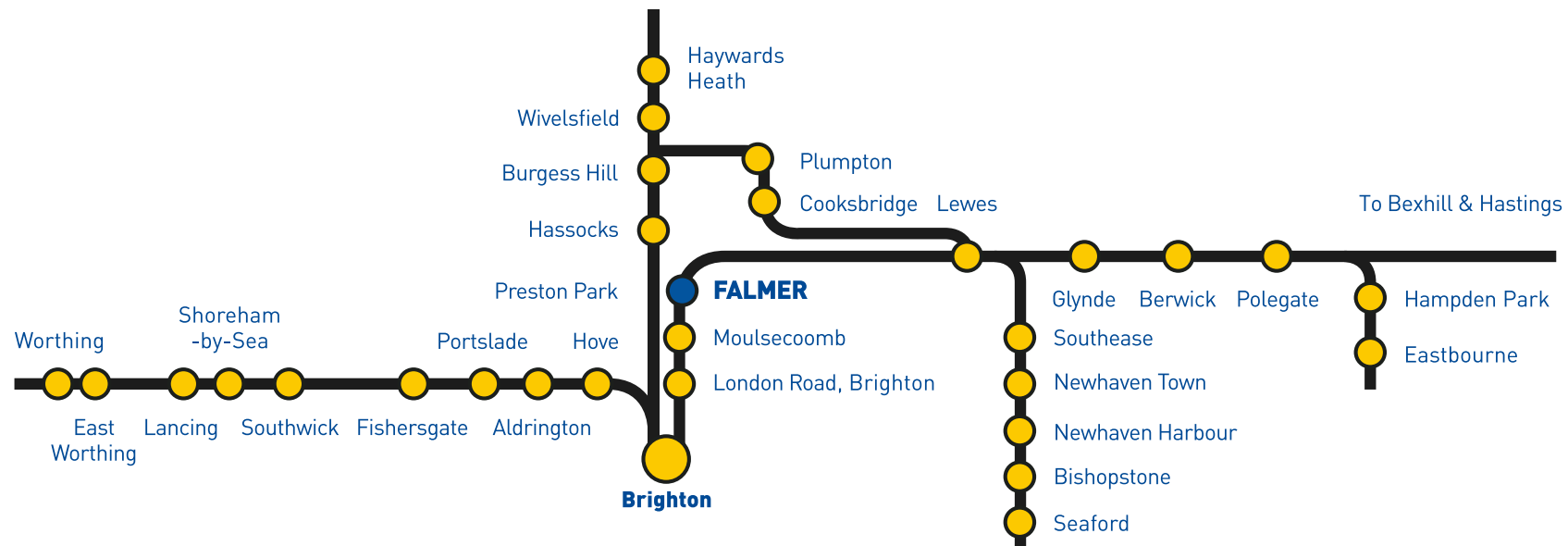


TRAIN TRAVEL

For all Premier League games at the Amex we offer home and away fans complimentary train travel within the Free Travel Zone (shown below). Supporters must show their match ticket or season ticket card to obtain free travel.

The nearest train station to the Amex is Falmer. The stadium is 250 metres from the station and has the following facilities:

- Staff available for assistance
- Step-free access via side gate to each platform
- Ramp for train access
- Step-free route between platforms



BUS TRAVEL

We also offer free bus travel within the designated bus Travel Zone. For details please refer to our travel guide at **BrightonAndHoveAlbion.com** and select 'Fan Guide' from the Supporters Guides.

The stadium is served regularly by the number 25, 84, 50, 23 and 50U buses. The nearest stop to the stadium is 'The Amex Stadium'.

The buses have the following facilities:

Each bus has suspension that is capable of being lowered to meet the level of the kerbstone. Every bus is fitted with screens showing the name of the next stop.

Bright and easy displays on the front, rear and nearside of the buses which clearly show the route number and final destination of each service.

For more information on bus times and accessibility please visit **buses.co.uk**



BUS TRAVEL

The entire stadium perimeter is accessible: around the east side of the stadium is flat tarmac and on the west side there is a ramp.

The map on the right shows the wheelchair entrances to the stadium.

-  WHEELCHAIR USER ENTRANCE
-  DISABLED LIFT
-  CHANGING PLACES FACILITY



VIEWING AREAS

The stadium has a total of 185 wheelchair spaces in a variety of locations around the stadium. This includes pitchside and on raised platforms which gives wheelchair users a choice of different prices and views.

There are wheelchair spaces in the North Stand, East Lower, East Upper, South Stand (home and visiting supporters), West Lower and the West Middle Tier. Hospitality boxes also have one wheelchair space each.

There are a minimum of 17 spaces in the visitors' stand, all of which are on a raised platform. (The overall number does depend on the size of the away allocation taken).

Please note: that the West Upper Tier is not accessible via lift.

There are also in excess of 720 easy access seats. These are located in all stands excluding the West Upper Tier.



TICKET OFFICE

The ticket office, twinned with the club shop, is located on the north side of the stadium and has level access.

Doors to the club shop are large and accessible and staff are always on hand to assist visitors.

There are two collection points for tickets:

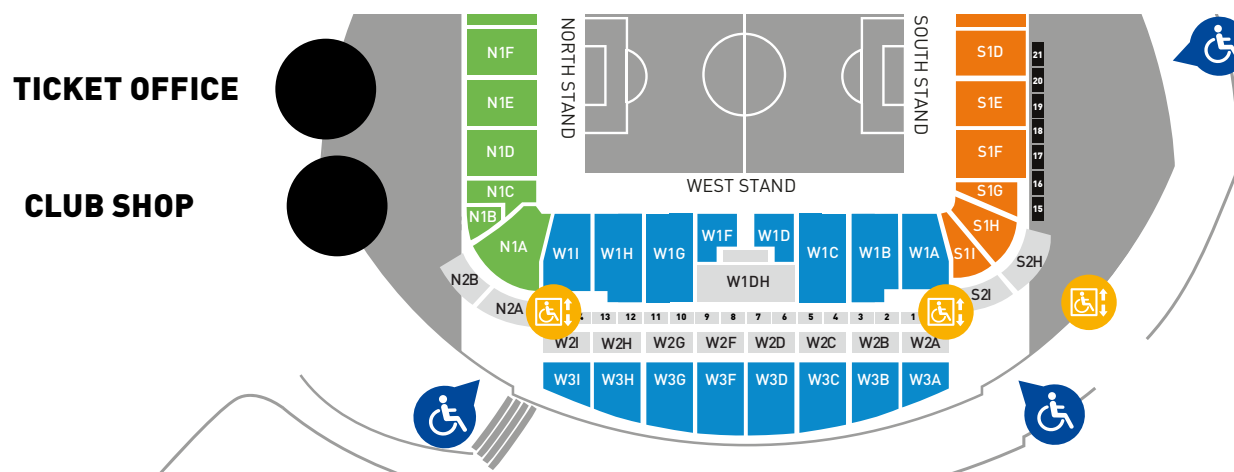
ON NON-MATCHDAYS

Inside the club shop from the serving counter, which is lowered for improved accessibility.

ON MATCHDAYS

Ticket office windows facing outwards onto the north concourse. There is a wheelchair accessible window on the right with a ramp (**window 1**).

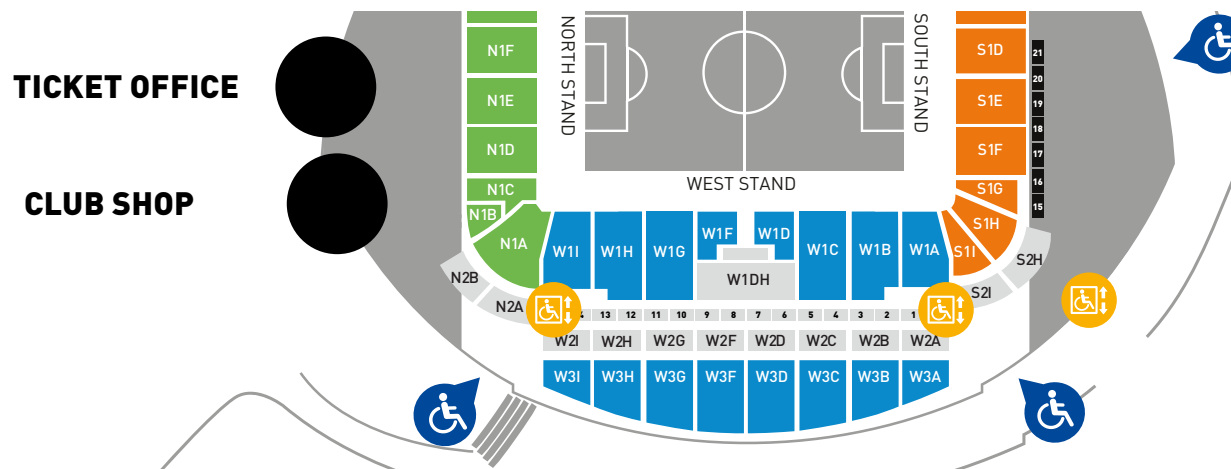
- All ticket office windows are fitted with Securicom speech transfer systems with integral induction loops. To prevent interference, the induction loops are utilised in windows 1, 5 and 10, as indicated by induction loop system stickers on the relevant windows.
- Audio description commentary receivers + assistive hearing receivers are available at window 1 on matchdays.
- On matchdays a managed queuing system is in place at the ticket office windows. There is a separate queue for **window 1**, the accessible ticket window.



CLUB SUPERSTORE

The club superstore is located in the North Stand. It has level access in addition to the following:

- Wide aisles with large spaces between displays
- One till with fitted induction loop system with a microphone
- Large wheelchair accessible changing room
- Staff are available on the shop floor to provide assistance
- Seating is available next to the changing rooms
- Managed queuing system on matchdays
- One till with a dropped counter



ACCESSIBLE TOILETS

There are a total of 37 disabled toilets in the stadium and one Changing Places facility. These are found in the concourses, lounges, hospitality areas and Dick's Bar.

The disabled toilets have the following facilities:

- Grab rails by the toilet and sink
- Mounted flushing lever
- Back rest
- Emergency assistance alarm fitted to floor level
- WC height 480mm
- Dryer height 900mm
- Sink height 740mm

There are a total of 52 accessible toilets (larger cubicles) which are in every stand and on every concourse.

CHANGING PLACES FACILITY

We have a Changing Places facility measuring 6.16m x 2.56m located in the East Stand in section E2A.

The facilities are as follows:

- Bench (adjustable height, adult size, free standing)
- Hoist (ceiling)
- Peninsular toilet
- Non-slip floor
- Shower and shower curtain
- Emergency alarm
- Paper roll

**ONLY
1 of 3
IN BRIGHTON**

ADDITIONAL FACILITIES

DEAF OR HARD OF HEARING SUPPORTERS

- The seating area within the stadium is fully covered by a radio-based assistive hearing system.
- The system is designed for supporters who have Telecoil hearing aids, with the 'T' setting. The system allows supporters of varying hearing impairments to listen to both safety and matchday entertainment announcements.
- Supporters wishing to use this service must visit ticket office window 1 on a matchday to sign out the neck loop and receiver.



BLIND OR VISUALLY IMPAIRED SUPPORTERS

- Audio description commentary is available to supporters via the use of a receiver and headset.
- Equipment can be signed out from ticket office window 1.
- Equipment must be returned in the same condition as it was when signed out.

THE STADIUM ALSO HAS THE FOLLOWING ADDITIONAL FACILITIES:

- Regular disabled refuge points across the stadium.
- Assistance dogs welcome but please contact Supporter Services in advance.
- Clear signage throughout the stadium.
- Hidden disability wristband system – for more details please contact Supporter Services.

TESTIMONIALS

“Don’t be apprehensive about coming to a match. Football is brilliant at bringing people together and that is something the Albion is really good at.

“You can come to a game at the Amex and for 90 minutes you are just a football fan like everyone else.

“At the Albion it is completely different. The stadium has a Changing Places toilet, complete with hoist and wet room facility, including a sluice bed.

“This makes a big difference to many disabled fans as it provides a level of dignity not afforded by more dated disabled toilets found at other grounds.”

Matt Francis,

Upper East stand season ticket holder

“Steve Baker [audio description commentator] provided an excellent commentary... taking on the whole of the game, without any assistance or support, and doing so in a clear, comprehensive and unbroken fashion”

Lord David Blunkett

16th June 2016, Albion v Sheffield Wednesday

PLANNED IMPROVEMENTS IN 2018/19

Currently the club are making improvements to our facilities throughout the stadium as follows:

- Ear protectors are available from the ticket office on matchday
- Easy access seating has been reviewed
- Sensory Room to be launched
- Review of signage in disabled toilets
- Review of hand rails in ambulant disabled toilets
- Toilet walls painted with a contrasting colour
- Ponchos will be available for wheelchair users if there is inclement weather
- Wristbands will be available for persons with hidden disabilities
- Disability survey to be carried out annually
- Full Access Guide to be provided by 'Disabled Go'

CONTACT US

BRIGHTON & HOVE ALBION FOOTBALL CLUB

American Express Community Stadium
Village Way
Brighton
BN1 9BL

Phone:
0344 324 6282

Website:
BrightonAndHoveAlbion.com

Social Media
@officialbhafc

CLUB SUPERSTORE

Website
BrightonAndHoveAlbion.com/shop

Phone:
0845 4969 442*

E-mail:
shop@bhafc.co.uk



The club has a designated Disability Liaison Officer (DLO) named Oliver Riley.

Oliver works within the Supporter Services Department and can be contacted in relation to any disability matters on 0344 324 6282 or via supporter.services@bhafc.co.uk.

We look forward to welcoming you to the American Express Community Stadium.



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