



The
Wilf Ward
Family Trust

York City FC and The Wilf Ward Family Trust Inclusive Access Match Day Guidance

Getting your tickets (including where to sit)

All tickets must be booked with the Ticket Office, ideally in advance of the game.

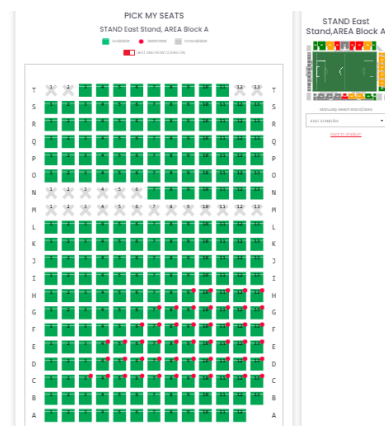
How do I book tickets?

- [Online at the Ticket Office website](#)
- By phone on 01904 942232
- By e-mail at tickets@yorksmc.co.uk
- In person at the Ticket Office at LNER Community Stadium

Where should I sit?

The best place is the quietest part of the stadium:

- Stand: East
- Block: A
- Rows: R, S, or T



You are welcome to book seats for anywhere in the stadium but we strongly recommend this area for your visit. Please note, these seats are accessed via a staircase with approximately 20 steps. If you need an alternative route, please follow the Wheelchair and Mobility Scooter Users guidance in the Stadium Entry section.

Are there wheelchair or mobility scooter spaces?

These are situated nearby and are removed from the main crowd. Please note, your point of entry will be slightly different (see below for more information). **Tickets for these spaces are not available to book online and can only be obtained via phone or in person with the Ticket Office.**



Left: View from East Stand Block A, Row T

Right: Wheelchair and mobility scooter spaces

York City FC

LNER Community Stadium | Kathryn Avenue | York | YO32 9AF

Phone: 01904 624447

E-Mail: enquiries@yorkcityfootballclub.co.uk

Website: www.yorkcityfootballclub.co.uk

Registered in England: 04689338

VAT Registration Number: 809336031



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Are carers eligible for a free ticket?

Yes, all carers can obtain a free ticket if they are attending the match with a person they provide care for. **Free carer tickets are not available to book online and can only be obtained via phone or in person with the Ticket Office.**

Is there more information?

Please [visit our website for further details](#) on **ticket prices** and the **location of ticket booths**.

Getting to the Stadium

The stadium is accessible via car and public transport, with parking and bus stop just a short distance away.

How do I get to the stadium?

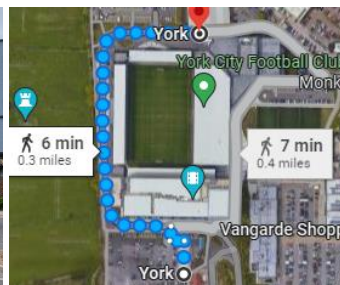
For all the details on **travel**, including **public transport**, and **match day parking**, [please visit our website](#).

Can I book a parking space?

This needs to be [booked in advance](#) and can be done alongside your tickets.

How do I book a disabled access parking space?

Please select this at the checkout (if buying online) or arrange with the Ticket Office via phone, e-mail, or in person.



Left: View of the car park

Centre: View of the bus stop

Right: Walking route from the car park/bus stop, around the West Stand, to turnstiles 7-9/main leisure centre reception

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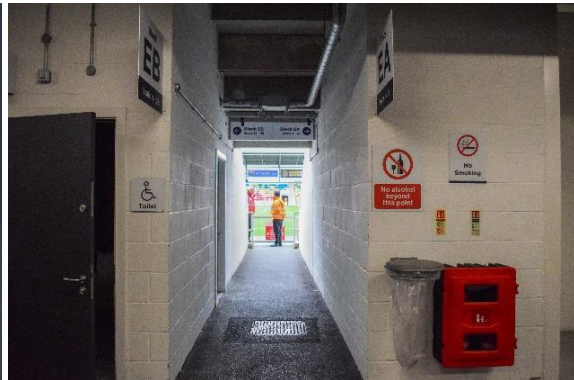


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Collecting your ear defenders

Firstly, [please complete this form](#) to let us know that you'd like to collect a set at the match.

At turnstiles 7-9, you'll meet the lovely **Dean and Doreen** (below), part of our match day volunteers team, YCFC Volunteers, who will have your ear defenders. Providing you've [completed the form](#), just give your name(s) and they'll hand them over.



Left: Dean and Doreen - see them to get your ear defenders before you enter the stadium

Right: Once inside, toilets are in front of you then walk down this passageway to find your seats.

The ear defenders are yours to keep, and we hope they inspire you to come back!

Stadium Entry

The quietest route is around the West Stand, then enter at turnstiles 7-9. A match day steward will grant you access through a large gate, rather than the regular turnstile, upon presentation of your match tickets.



Left: View of the West Stand, keep going past this on your right to find your entry point

Right: Turnstiles 7-9, the gate you'll go through is on the right of the picture

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Wheelchair and Mobility Scooter Users

Continue past Dean and Doreen and into the main leisure centre entrance. There are lifts at the far wall (keep going past the Club Shop on your right), take one of these up to Floor 2. Once the doors open, our match day volunteers will issue you with a wrist band to wear during your visit so you can move through the Hospitality lounges to access concessions stalls and toilets and will guide you to your space to enjoy the match.



Left: View of the leisure centre entrance

Centre: View of the lifts, take one of these to Floor 2

Right: View from exiting the lift; see our YCFC Volunteers for a wrist band and they will guide you to your space

Toilets and Changing Facilities

There are male, female, and accessible toilets in front of you as soon as you enter the stadium at turnstiles 7-9. For those requiring a Changing Places Toilet, this can be found at the Leisure Centre reception.

Wheelchair and Mobility Scooter Users

All toilets are located on Floor 2 and can be accessed via the Hospitality lounges.

Volunteers

At your seat, you'll meet **Jennifer and Judy** (below) from our YCFC Volunteers team. They'll be sat near you and will be there to help if you need anything.



Left: Jennifer and Judy, YCFC Volunteers who will be sat near you

Centre: View of the toilets and Quiet Room, just inside the leisure centre entrance

Right: Leisure Centre reception

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Safe Exit and Quiet Room

If for any reason you need to leave the stadium, go back the way you came in and stewards will help guide you outside to a safe, quiet space.

A quiet room is accessible on the day for anyone who needs a private space; please just speak to the Leisure Centre reception for access.

Leaving the Stadium

Whenever you would like to leave the stadium, please do so via the same route as when you came in. Please speak to club volunteers or any match day stewards if you're not sure where to go.

Wheelchair and Mobility Scooter Users

In cases of emergency, all wheelchair or mobility scooter users are advised to remain in place so that they can be guided out safely.



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