



The
Wilf Ward
Family Trust

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

Getting Your Match Tickets

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

How do I book match tickets?

- [Online via the club website](#)
- By phone on 01904 950950
- By e-mail at tickets@yorksmc.co.uk
- In person at the Ticket Office at LNER Community Stadium*

*The Ticket Office has a specific accessible serving point for wheelchair and mobility scooter users.

Where should I sit?

We have a Quiet Zone located in the East Stand; this is a specific area of the stadium (East Stand Block A, rows Q to T) specifically for neuro-diverse individuals and groups. Accessed via the least busy stadium entry point, this area is the quietest part of the stadium and is suitable for any individuals with specific sensory needs. We'll have YCFC Volunteers on hand to meet you, show you to your seat, and help to make you feel comfortable. Should you wish to sit in the Quiet Zone, please book your tickets via the link below and let us know any additional needs so we can make the necessary arrangements.

Please note, individual match tickets for the Quiet Zone are not available for every fixture. High demand fixtures and/or all other competitions e.g. pre-season, FA Trophy, FA Cup, cannot be guaranteed due to the potential reconfiguration of seating.

[Book a ticket for the Quiet Zone here.](#)

Neuro-diverse supporters are of course 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.

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

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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Above: Zoe (left) and Eileen (right), YCFC Volunteers who will be in the Quiet Zone to support you

Are there wheelchair or mobility scooter user spaces?

The West Stand has an extensive gantry with wheelchair and mobility scooter user spaces between regular seating (1 space for every 2 seats). This area is situated above the main seating area and is accessed by 2 lifts as soon as you enter.

There is pitch level spaces and seating for wheelchair and mobility scooter users at the East, South, and North Stands, however please note that these are unprotected from the elements and there is nothing between these spaces/seats and the playing area.

The East Stand also features a gantry with wheelchair and mobility scooter user spaces between regular seating. **This area and seats in higher rows can be accessed via the Hospitality Entrance and lifts for any supporters with mobility issues who have East Stand tickets. Enter via the Hospitality entrance and collect a blue access wristband upon arrival.**

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: East Stand wheelchair and mobility scooter user spaces

Right: West Stand wheelchair and mobility scooter user spaces

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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 a 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 an accessible 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 and the Leisure Centre reception

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Makaton on Big Screens

Thanks to the support of some amazing local people, we have some [Makaton](#) videos to display on the big screens both inside and outside of the stadium which will show:

- 'Welcome to The LNER Community Stadium'
- 'Thank you for your support'
- 'Goal!'
- 'Come on City!'

Look out for them on the big screens and feel free to join in!

Audio Devices, Ear Defenders and Sensory Packs

York City FC and [The Wilf Ward Family Trust](#) are continuing their excellent working relationship into the 2024/25 season by expanding their match day accessibility provision. The aim is to create a welcoming and supportive environment for all fans, ensuring that every individual can enjoy the excitement of sports and feel fully included in the community.

Audio Devices

Blind or partially sighted supporters can loan a matchbox-size audio device to hear real-time audio commentary of the match from BBC Radio York (using a radio streaming service can have up to a seven second delay). Please bring your own headphones with an aux input cable to use.

Ear Defenders

We are able to provide complimentary ear defenders, which are yours to keep, upon request to help individuals who may experience sensory overload during the game.

Sensory Packs*

We also have ten x sensory packs which are available to loan on a match-by-match basis; please note that we can only offer one pack per family/group per match to make sure as many can access these as possible.

*Sensory packs and individual items (fidget spinners and stress balls) will be available to purchase, so they are yours to keep, [in our Club Shop here](#).

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Left: Audio device, which receive real-time match commentary from BBC Radio York, can be loaned by completing [this form](#) (please bring your own headphones with an aux input cable to use).

Centre: Sensory packs, which will soon be available to purchase from our Club Shop or loan on a match by match basis by completing [this form](#).

Right: Ear defenders, which are included in sensory packs but can be obtained individually free of charge upon completion of [this form](#) and are yours to keep.

Supporters who wish to access any of these resources are requested to complete [this short form](#) once they have secured their tickets so that we can prepare the appropriate number of items to distribute on the day. Anyone who does not complete the form but would like to receive a resource may not be able to so please complete the form in advance to avoid disappointment.

Collection and Return

On the day, head to Turnstiles 7-9 (closest to the swimming pool entrance of the Leisure Centre) to collect your ear defenders and/or sensory packs from our YCFC Volunteers team.

After the match, you are kindly requested to return your sensory pack(s) to the club office, located inside the Leisure Centre (opposite the lifts).

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 resource(s). Providing you've [completed the form](#), just give your name(s) and they'll hand them over.

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Left: Dean and Doreen - see them to get your resource(s) before you enter the stadium

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

Stadium Entry

All entries to the stadium require a match ticket, which must be scanned before entry. There are automated turnstiles with built-in ticket scanners to use but for those uncomfortable with small spaces, please speak to any of the stewards on duty who will grant you access through a large gate next to the turnstiles, rather than the regular turnstile, upon presentation of your match tickets.



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

Right: Turnstiles 7-9, entry point for the Quiet Zone; the gate you can go through is on the right of the picture

Wheelchair and Mobility Scooter Users and Supporters with Limited Mobility

Enter the stadium via the Hospitality Entrance where you can access the lifts to take you to the top of the East Stand. Once the doors open, our match day volunteers will signpost you through the Jorvik Lounge and out to the gantry through the

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accessible route. From here, you can access the wheelchair and mobility scooter user spaces as well as any other seats in the stand, which may be particularly helpful to those seated towards the top of the stand. Wheelchair and mobility scooter users are welcome to enter and exit via the Jorvik Lounge to access concessions stalls and toilets and return outside to enjoy the match.



Top Left: View of the Hospitality Entrance

Top Right: View of the East Stand lifts, take one of these to Floor 2

Bottom Left: View from exiting the East Stand lifts; see our YCFC Volunteers to be guided to your space via the accessible route

Bottom Right: View of a West Stand lift

Toilets and Changing Facilities

There are male, female, and accessible toilets in every stand within the stadium and Hospitality. For those requiring a Changing Places Toilet, this can be found at the Leisure Centre reception.

All toilets within the stadium also feature baby changing facilities from the 2024/25 season.

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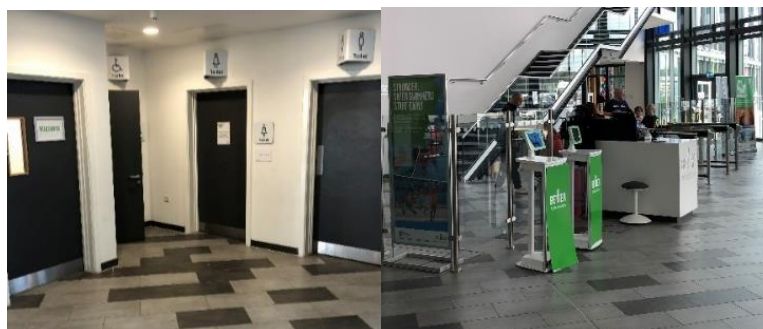


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All accessible toilets inside the stadium are now stoma-friendly to support those with additional needs.

Wheelchair and Mobility Scooter Users

Toilets are located just inside the swimming pool entrance to the stadium, with more on Floor 2 which can be accessed via the Hospitality lounges once your match ticket(s) has been scanned.



Left: View of the toilets and Quiet Room, just inside the Leisure Centre entrance
Right: Leisure Centre reception

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 (see photo above) 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. Evac Chairs are stored at every stand for use in emergencies.

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Further Information

To view the club's inclusive match day guidance document for supporters, please visit:

<https://yorkcityfootballclub.co.uk/accessibility/>

To discuss any of the initiatives in this guide further, please contact:

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