



# VISITING CARROW ROAD

## Access Statement 2022/23





# WELCOME TO CARROW ROAD

The Home of Norwich City Football Club



Thank you for choosing to come and watch Norwich City Football Club. We are keen that your visit to Carrow Road will be as enjoyable as possible, so we have put together this information about the accessibility of our stadium and matchday experience.

In this guide, you'll find details of our provision for disabled supporters along with information on parking, transport and a stadium map showing all accessible points.

Queries relating to individual home or away match tickets for disabled supporters should be directed to our dedicated mailbox for disabled supporters:

[dlo@canaries.co.uk](mailto:dlo@canaries.co.uk)

For any queries relating to season tickets, stadium access enquiries or our provision for disabled supporters, please contact our Disability Liaison Officer Stephen Graham:

[dlo@canaries.co.uk](mailto:dlo@canaries.co.uk)



# ORDERING YOUR TICKETS

## Buying Tickets

We aim to provide a personal service for all disabled supporters.

In order to purchase tickets, please call our ticket office hotline on 01603 721902 option 1 where our team will be happy to discuss your individual requirements and provide the best ticket available.

If you prefer to purchase tickets on-line, please log on to [tickets.canaries.co.uk](https://tickets.canaries.co.uk) using your one city account details. If you believe you should be eligible for either a wheelchair bay or ambulant disabled seating but are not able

to access these seats online, please email:

[dlo@canaries.co.uk](mailto:dlo@canaries.co.uk)

If you have not registered for a one city account this can be created online, in person or over the phone. If creating an account online, our website uses recite me for all of your accessibility needs, this can be located at the top right hand side of the screen.

## Personal Assistants

Where the need for support has been identified, the Club will admit the personal assistant free of charge on the understanding that they are providing a service to the disabled supporter to enable them to access matchday facilities.

Disabled Priority Members who wish to acquire an personal assistant match ticket at the earliest opportunity will need to either supply the Club with an existing Priority Membership number or purchase an additional Priority Membership by contacting the Ticket Office on 01603 721902.

## Ticket Office Access (Open Matchdays only)

Our ticket office is fully accessible. There is a step and ramp free access via an automatic door and non-slip surfaces are around the office itself. A dropped counter and induction loops are available inside and at the accessible window.

The queueing system is fully managed, and our team will be available to provide any additional support you require.

# GETTING TO CARROW ROAD

## By Train

The nearest station to the stadium is Station Approach, Thorpe Road, Norwich, NR1 1EF (0.5 miles, 10 mins walk)

Services are run by Greater Anglia.

- Accessible taxis are available from the front of the station
- Assistance is provided by station staff during the hours of train service operation. Booking is recommended
- Induction loop available
- Accessible ticket machines available
- Accessible booking office counter available
- Ramp for train access available
- This station has step free access to all platforms
- Impaired mobility set down available
- Wheelchairs are available
- National key toilets available

## By Bus

First Group provide city and county-wide bus services into Norwich. Norwich Bus Station is located approximately one mile from Carrow Road on Surrey Street NR1 3NX (1.6 miles, 22 mins walk)

- Assistance animals travel free
- All First buses are built for low floor access

## Parking and Drop-off Points

We have 217 car parking spaces- 15 of which are designed for wheelchair access. These are booked on a season-by-season basis (Subject to availability). When parking is not available at the stadium, parking for blue badge holders is available on Kerrison Road.

Supporters can use the entrance of the Holiday Inn as a drop off point only.





# GETTING TO CARROW ROAD

## By Car

Norwich City Football Club is signposted along the major routes coming into Norwich via A11 and A47, with the postcode NR1 1JE.

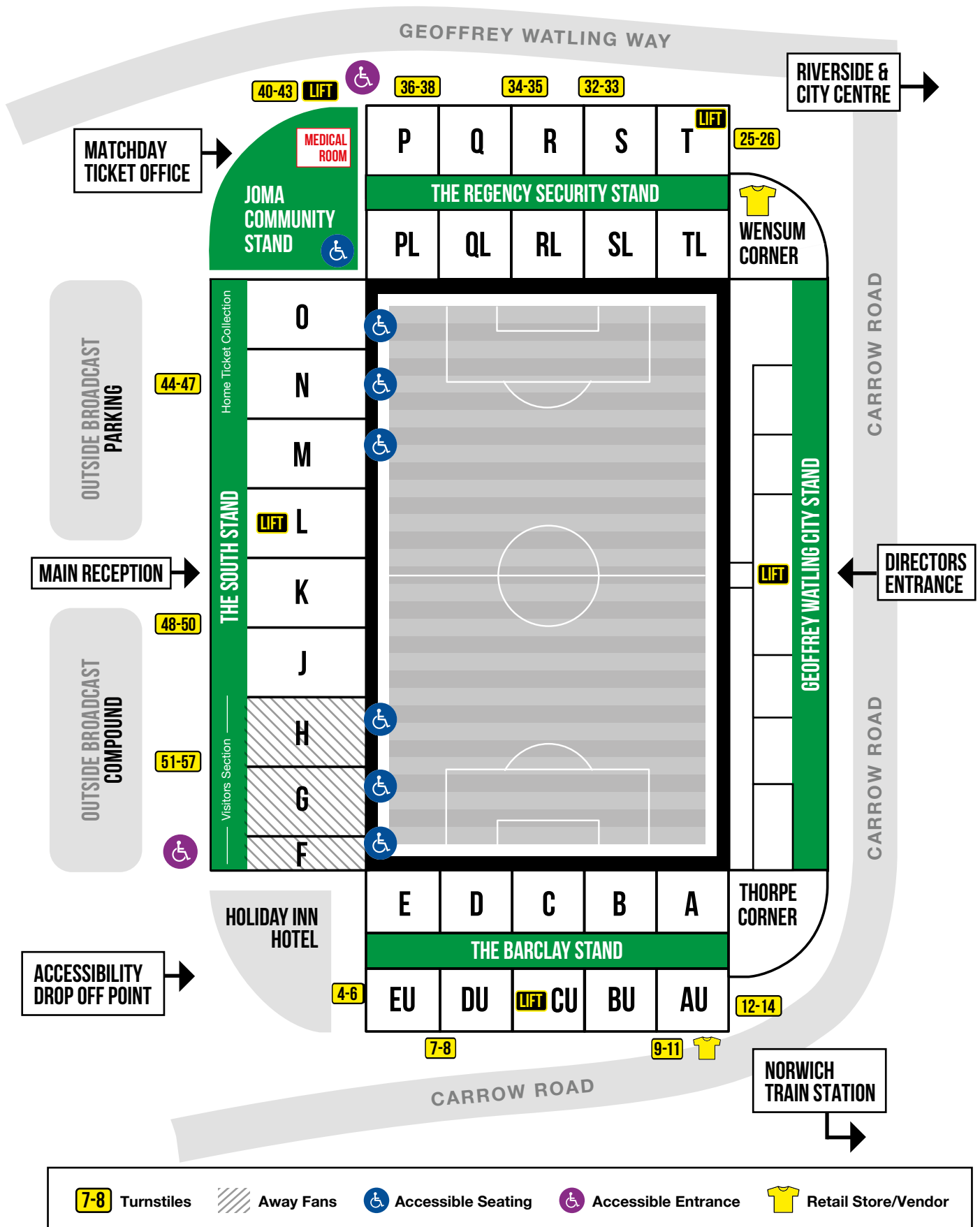
From the West (A47) Exit A47 at A146, following signs for Norwich and Lowestoft. Turn left at the first set of lights at the bottom of the slip-road, then continue to the next set of traffic lights and turn right onto Martineau Lane. Keep in the right-hand lane and at the County Hall roundabout take the second exit. Keep right and turn right at the next set of traffic lights onto King Street – follow this road as it bends to the right over a bridge, with Carrow Road then visible to your right.

From the South (A11) Approaching Norwich on the A11, take the fifth exit at Thickthorn roundabout onto the A47, following signs for Great Yarmouth. Having joined the A47, follow the directions listed above to access the stadium.

From Ipswich (A140) Approaching Norwich on the A140, eventually reaching a roundabout as the road meets the A47. Take the third exit at this roundabout onto the A47 towards Great Yarmouth. Follow the road to the next exit (A146) then follow the directions listed 'From the West' to access the stadium.

From the East (A47) Exit the A47 at A146, following signs for Norwich and Lowestoft. Turn right at the first set of lights at the bottom of the slip-road, signposted Norwich, then continue to the next set of traffic lights and turn right onto Martineau Lane. Keep in the right-hand lane and at the County Hall roundabout take the second exit. Keep right and turn right at the next set of traffic lights onto King Street – follow this road as it bends to the right over a bridge, with Carrow Road then visible to your right.

# STADIUM MAP





## VIEWING AREAS

Facilities for disabled supporters at Norwich City Football Club include places for up to 84 wheelchair users and 186 ambulant supporters. While the majority of places will be taken up by season ticket holders, a number will be kept for home casual tickets and away supporters.

### **Indoor Joma Ability Counts Gallery**

24 wheelchairs and 24 escorts/65 ambulant seats.

The Joma Ability Counts Gallery is an inside viewing area, behind glass with heating when necessary. This is fully accessible by a lift and is self-contained with Radar key accessible toilets and a large refreshment area with a lowered counter.

### **Platform Joma Ability Counts Gallery**

18 wheelchairs and 18 escorts.

### **Outside South Stand Areas N & O**

15 wheelchairs and 15 escorts/27 ambulant seats.

### **Outside South Stand Areas J & M**

11 wheelchairs and 11 escorts/20 ambulant seats.

Supporters can sit at the front of the South Stand at pitch level with disabled toilets close by and refreshments available from within the South Stand concourse.

### **Away Section South Stand**

13 wheelchairs and 13 escorts/13 ambulant and 13 escort seats.

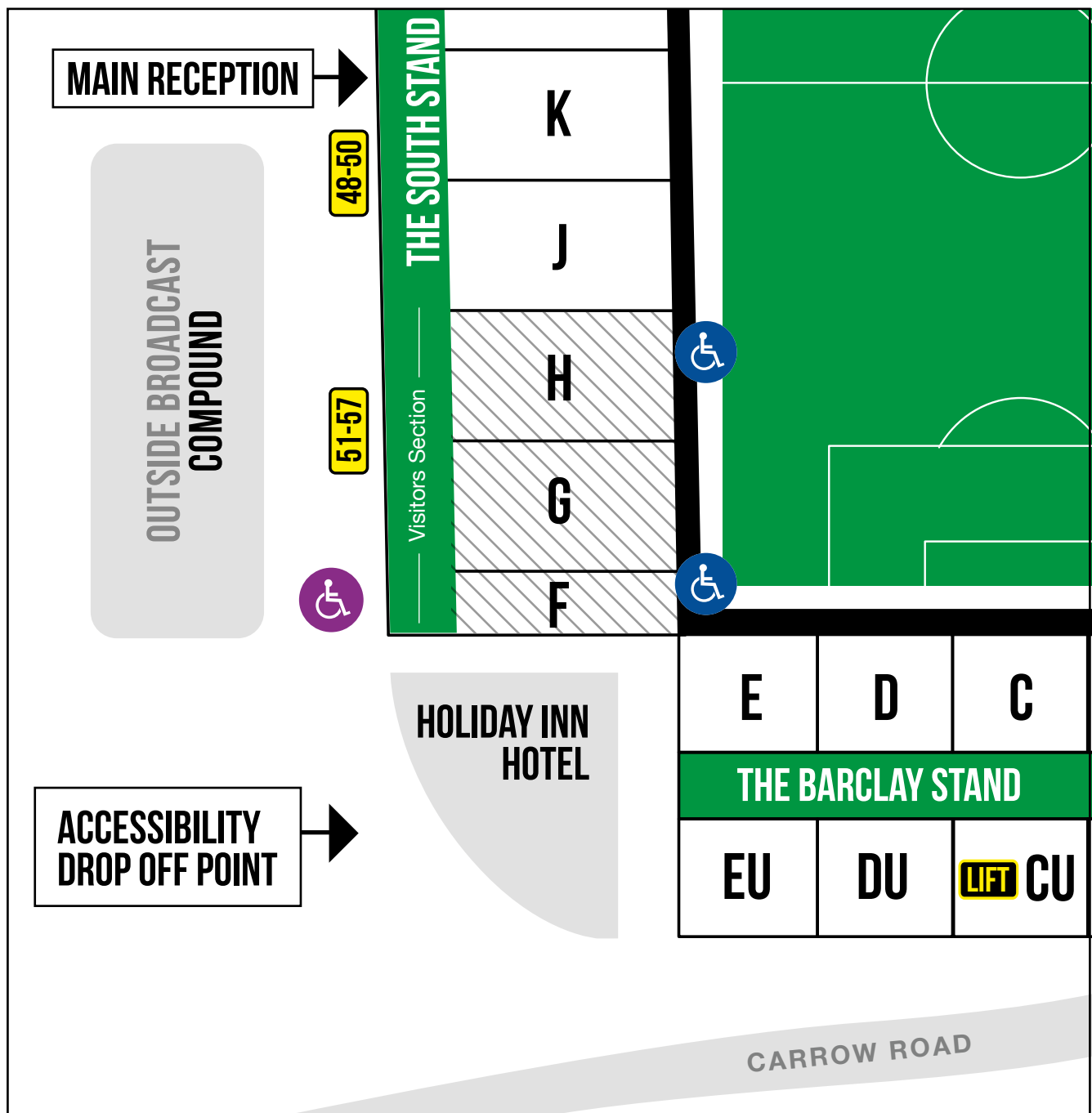
### **Temporary Accessible Seating**

We are now currently sold out of season tickets within all disability areas. However, to join the waiting list, contact the Ticket Office on 01603 721902 option 1.

### **Accessible Toilets**

All of our accessible toilets are now fitted with the Radar key system for easy access. These are located in all accessible areas of the stadium.

# AWAY SUPPORTERS MAP



**51-57**

Turnstiles



Accessible Seating



Accessible Entrance



Refreshments (lowered counter)





# OUR TEAM OF ACCESSIBILITY VOLUNTEERS LOOK FORWARD TO WELCOMING YOU TO CARROW ROAD

## **Who are the Accessibility Volunteers?**

The Accessibility Volunteers are here to assist supporters both Home and Away with accessibility needs in the stadium disability areas on a matchday. They all enjoy helping supporters on a matchday, to give them their best matchday experience.

## **How can we help you?**

Our team can provide you with the following support during your time at Carrow Road

- Escorting supporters to the accessible toilets
- Assisting with the purchasing of food and drink
- Helping with the soccer sight system and headphones
- Providing ponchos during bad weather

## **How and where can you find us?**

If you require assistance from our accessibility volunteers, please contact our Disability Liaison Officer Stephen Graham:  
[dlo@canaries.co.uk](mailto:dlo@canaries.co.uk)



## CARROW ROAD STORE

The Carrow Road store is located at the stadium. Open 7 days per week.

On matchdays, there are several pop-up shops located around the outside of the stadium. These can become extremely busy on matchdays, so if you need a quieter shopping experience it is recommended that you visit the store earlier in the day.

If shopping outside of a matchday, there are parking spaces located outside of the shop, as well as the stadium's main carpark.

The shop is fully accessible. There is step free and ramp free access into the store and a dropped till counter for easier payment, and an induction loop at the till point.



## MATCHDAY PROGRAMMES

Matchdays wouldn't be a matchday without the purchase of a programme- available at all pop ups and external programme seller points. These are available every matchday.

The 116-page programme includes exclusive interviews, an in depth guide to the opposition, columns and insights from club legends, notes from the manager plus quizzes, fan articles, a Junior Canaries sections and reports from the academy.