

VISTING CARLISLE UNITED FOOTBALL CLUB BRUNTON PARK

Carlisle United FC Access Statement 25/26



Carlisle United welcome all disabled supporters to Brunton Park.

We fully support the principle of equal opportunities and oppose all forms of unlawful or unfair discrimination on the grounds of disability as defined by the Equalities Act 2010.

Our aim is to make the matchday experience as enjoyable and inclusive for all supporters.

The matchday experience is important to everyone. We appreciate that disabilities are wide-ranging and that not all are visible. Our Disability Liaison Officer Teresa Mulholland can be contacted on edi@carlisleunited.co.uk.

We have a dedicated Supporter Liaison Officer, Simon Clarkson, who can be contacted on slo@carlisleunited.co.uk.

This guide has been designed to assist you in planning your journey to Brunton Park and provides information on the facilities and services available. Our staff strive to deliver the best service to all supporters on a matchday and will be happy to help with any enquiries or issues that may arise.

You can always approach a member of our 'Meeter and greeter' team and our members of the EDI Team whom are located in the fan zone and around the ground.

You can also speak to the nearest steward in and around the stadium for help, while our shop, kiosk and ticketing staff can also provide assistance. Similarly, if you require First Aid, alert a steward or staff member, who will get you the help you need.

GETTING TO BRUNTON PARK

Carlisle "The Great Border City" is easily accessible by road and rail and offers visitors plenty to do whether it's just a few hours for the match or a weekend break visiting the Castle, Cathedral and Tullie House Museum.

There's an excellent choice of hotels, restaurants and bars in the area and Hadrian's Wall and the Lake District are around a 30 minutes' drive away.

The information on this page may help you plan your trip.

BY CAR

Brunton Park is situated 1.5 miles on the main route from the M6 (junction 43) to the City Centre. Use postcode CA1 1LL.

Currently there is only unreserved Blue Badge parking available on the east side of the stadium on a first come, first served basis. This is accessed from Warwick Road at the crossroads by the traffic lights.

Local streets operate as disc zones and offer 2 hours free parking.

Plan your journey here <https://www.rac.co.uk/route-planner/>

BY TRAIN

Carlisle railway station is served by trains from many major cities in England and Scotland. It is around 25 minutes (1 mile) walk from Brunton Park.

Leave the station at the main exit passing the Station Hotel and Costa on your right. Cross at the lights outside the Griffin bar on The Crescent. Follow the path until you reach Nando's on the corner where you'll turn right onto Warwick Road passing the Halston Hotel and Casa Romana on your right as you continue straight out this road to the stadium.

Bus 63 to Brunton Park (destination Durranhill) leaves from The Crescent (stop U) at 21, 41 and 01 minutes past each hour on a Saturday. Show your match ticket to obtain a discounted footyriders fare.

Taxis can be found opposite the station square on the left.

Plan your journey here <https://www.nationalrail.co.uk/>

BY COACH

National Express, Megabus and Flixbus operate long distance coach services dropping off at the bus station or city centre (Halston Hotel, Warwick Road) depending on the operator used.

Plan your journey here:

<https://www.nationalexpress.com/en>

<https://uk.megabus.com/>

<https://www.flixbus.co.uk/>

Supporters coaches and minibuses can drop off and park on the east side of the stadium accessible from Warwick Road at the crossroads by the traffic lights. Cost of parking is £20 for coaches and £15 per minibus.

BY BUS

Local bus services are provided by Stagecoach with routes 63 and 685 taking you straight to Brunton Park from the city centre. Show your match or season ticket when you board and ask for a footyriders ticket giving you half price travel in Carlisle on the day of the game.

Plan your journey here <https://www.stagecoachbus.com/promos-and-offers/cumbria-and-north-lancashire/carlisle-footyriders-tickets>

BY FOOT

Brunton Park is a pleasant 20-to-30-minute walk along Warwick Road from most parts of the city centre. Post code of the Stadium CA1 1LL.

BY BICYCLE

Bike racks are available on the East and West side of the ground. Cycles are left at your own risk.

NEARBY SERVICES

CASH MACHINE – Premier Store, Warwick Road, CA1 2BX

FILLING STATION – Tesco, Warwick Road, CA1 2SB

HOSPITAL (A&E) – Cumberland Infirmary, Newtown Road, CA2 7HY

HOTEL – Premier Inn, Warwick Road, CA1 2WF

PHARMACY – Tesco, Warwick Road, CA1 2SB

POLICE STATION – Brunel Way, CA1 3NQ

POST OFFICE – Premier Store, Warwick Road, CA1 2BX

SUPERMARKET – Lidl, Warwick Road, CA1 2RZ

TAXIS – (01228) 527575 / 515818 (01228) 247365

TOURIST INFORMATION – Market Street, CA3 8JE

Club or stadium contacts for disabled fans

Teresa Mulholland

Equality, Diversity & Inclusion Officer

edi@carlisleunited.co.uk

01228 554 169

Mobile 07923244854

General ticket office contact

Lucy Weston

Ticket Office

lucy.weston@carlisleunited.co.uk

0330 094 5930 (option 1)

Accessible ticket contact

Teresa Mulholland

Equality, Diversity & Inclusion Officer

edi@carlisleunited.co.uk

01228 554 169

Disabled EDI Representative

Disabled Fan Representative contact

Mr David Gale

dave.gale1983@gmail.com

07923244854

Accessibility information

Number of wheelchair user spaces:34

There are sixteen spaces for wheelchairs located at the southern end of the East Stand. These are all currently allocated on a first come, first served basis for each game. These spaces are partially covered and located at pitch level.

There are four spaces for wheelchairs available at the northern end of the Paddock, for home supporters. These spaces are in a raised and covered viewing area, in line with the Waterworks End 18-yard box. They are also allocated on a first come, first served basis. There are four wheelchair spaces available for **away fans**, located in the Waterworks End adjacent to the away fan seated area.

In the event of poor weather, there is provision for wheelchair supporters and carers to be moved to the home area, should space allow.

Accessible toilets

There are specially adapted toilets located in the East Stand.

Please ask stewards for advice, should you need to use the facilities.

There is also an adapted toilet at the north end of the Paddock, adjacent to the catering facility. Each of these toilets is alarmed.

Audio commentary

Unfortunately, the club does not, at this time, provide a dedicated audio-described commentary service. BBC Radio Cumbria 104.1 is a local station providing commentary.

Family Zone

The Family Zone opens at 1.30pm on a Saturday match day, and at 6.30pm for an evening fixture, and provides a fun place to meet new friends and play games ahead of the big match action. The Zone is open through to half time and, with staff in place to keep an eye on things, gives a safe and secure environment where children of all ages can relax.

Accessed via the main concourse in the East Stand, the Family Zone has Xbox games consoles, football play areas, TV screens, an arts and crafts zone and a sensory area, suitable for autistic children. Please note – section 7 of the East Stand is the preferred seated area for users of our Family Zone, but families and children from any area of the stand can use our Family Zone facility.

Sensory Bags

We appreciate that for some fans, the matchday experience can be overwhelming. The loud cheers, bright lights, and bustling crowds can create sensory challenges, especially for individuals with autism, ADHD, or other sensory sensitivities.

Recognising this we have the availability of ten sensory packs to loan to fans to ensure they can enjoy the beautiful game comfortably, these are bookable in advance by contacting edi@carlisleunited.co.uk

Assistance dogs

Assistance Dogs are allowed into the stadium, but the club recommend that any supporter wishing to bring an assistance dog contact the ticket office at least seven days before the match. Due reference will be given to all aspects of safety and guidance from Guide Dogs

for the Blind to ensure safety in the ground. Measures will also be taken to ensure that the welfare of the assistance dog is preserved.

Hearing loops

The ticket office has hearing loops.

Club shop

The Blues Store is accessible via a disabled ramp which runs from the rear of the store to the main entrance.

The Blues Store is laid out in such a manner to be wheelchair friendly.

Club hospitality

Foxy's Restaurant is accessed by disabled supporters via a lift.

Staff will be on hand to assist with the operation of the lift upon your arrival.

Braille and large print provision

If any visually impaired supporters require alternative formats of club publications, please contact the Disabled Supporter Liaison Officer.

Accessible lounge

Foxy's Restaurant is accessed by disabled supporters via a lift. Staff will be on hand to assist with the operation of the lift upon your arrival. We have a family zone for children, which is accessible with a wheelchair.

Food and drink:

We have a number of catering kiosks situated throughout Brunton Park, offering a range of food and beverage options. In addition, our Fan Zone has two container bars and a range of usual matchday vendors, who sell an array of food and drink option the club stewards, meeters and greeters and our EDI representatives will also offer assistance in getting refreshments for disabled supporters.

Total number of parking spaces

Parking is on a first come first served basis on match days and is located behind the Pioneer stand next to the away turnstiles. Coach parking costs £20, mini-bus parking is £15 and can only be purchased on the day of the game.

Please note, cash is the only form of payment accepted for the parking mentioned above.

There are approximately 400 available spaces in the car park, with a small number of disabled bays. Disabled bays are allocated on a first-come, first-served basis and a valid disabled badge must be displayed in the car window.

Ticket Concessions

Child U7 (0-6); Child U11 (7-10); Junior U14 (11-13); Junior U18 (14 - 17); Young Person (18-22); Adult (23-64) and Senior (65+).

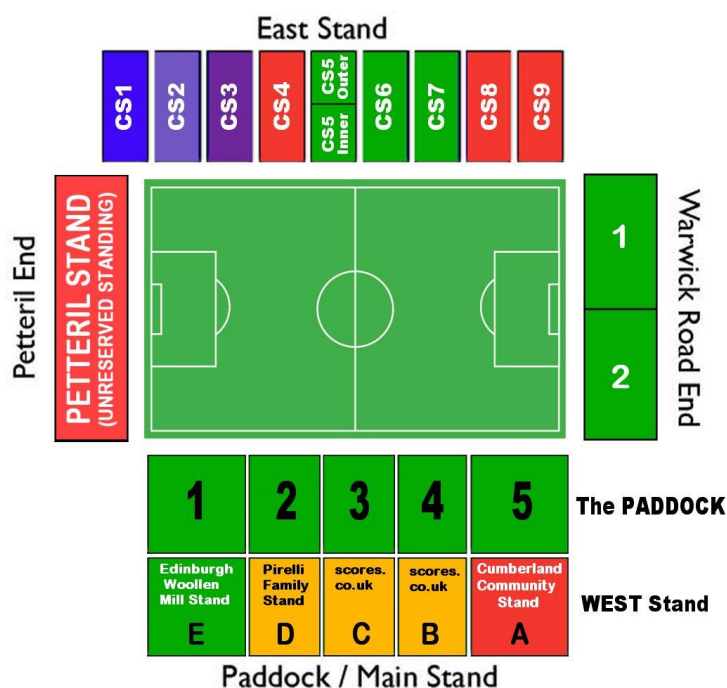
U14, U11 and U7s must be accompanied by an adult. Concessionary tickets may be asked for proof of ID. Please bring proof of ID to every game as stewards are authorised to carry out spot checks as and when required. If ID cannot be provided, then admittance may be refused. The ticket must then be upgraded to the correct price bracket at the main ticket office and the difference in price paid.

Wheelchair & Carer

The wheelchair access area of the ground has limited space, and we strongly advise these tickets are bought in advance. These sections are located in the Pioneer Stand, Warwick Road End and in the Paddock.

Ambulant Disabled Supporters

Individuals who require a full-time carer can get a carer ticket free of charge. Evidence of full-time carer status must be provided (DWP or Pip letter showing the disability allowance in the higher band of care).



If you require any further information or this document in a different format, please contact EDI Lead Teresa Mulholland via email: edi@carlisleunited.co.uk