

August 2024



Access Statement

Season 2024/25

 **KING POWER**
STADIUM

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01 Welcome to Leicester City Football Club

The Club look forward to welcoming you to King Power Stadium.

Leicester City Football Club provides services and facilities for supporters with disabilities (full details of which are in this Access Statement) with the Club's own dedicated stewarding team on hand to help make the most out of your matchday experience.

All queries prior to you visit should be directed to the Club's Supporter Liaison Officer, Jim Donnelly, or Disability Liaison Officer, Anna Dickman. Call **0344 815 5000 (Option 2)** or email **disability@lcfc.co.uk**.



Image: Outside the reception of King Power Stadium

02

How to get to King Power Stadium

Train

Leicester Train Station is roughly 1.2 miles from King Power Stadium. This equates to an approximate 5-minute car journey or up to a 45-minute walk.

To walk from Leicester Train Station:

- 1** Cross London Road at the traffic lights, turn left and follow the road to King Power Stadium around to the right.
- 2** Keep the Central Ring Road (Waterloo Way) on your left as the path separates from the road, staying on this path as it crosses New Walk.
- 3** The path then re-joins the pavement, at which point Nelson Mandela Park will be in view.
- 4** Turn right onto Lancaster Road and walk through the park, heading for the crossings by the public toilets.
- 5** Cross Welford Road and turn left, following the road around – passing Morrisons supermarket – to King Power Stadium.

For more information on travelling to King Power Stadium by train, please visit the following:

nationalrail.co.uk eastmidlandsrailway.co.uk

Car

The M1 and M69 Motorways interchange at Junction 21 (M1), where you should exit and follow the signs for the City Centre via the A5460.

After three miles, turn right onto Upperton Road, follow the road down until you get to the Liberty Statue Island and take the fifth exit down Western Boulevard. You will then see King Power Stadium on your right-hand side.

Parking

King Power Stadium offers four car parks, two are on-site and a further two off-site (but within close proximity to the ground).

There are 68 bays in total allocated for Blue Badge holders.

These need to be booked in advance by calling **0344 815 5000 (Option 2)** or by emailing **disability@lcfc.co.uk**.

- All LCFC car parks are open air/surface.
- The average dimensions of the designated parking bay(s) are 360cm x 490cm (11ft 10in x 16ft 1in). This can vary, as not all bays have hatched markings.
- The distances between designated parking bays and accessible entrances vary, but will usually be between 30 and 200 metres.

Bus

Several bus services run from Leicester city centre to King Power Stadium, stopping on Aylestone Road, which is a 5-minute walk from King Power Stadium.

Most buses in Leicester are low floor vehicles, meaning they can be lowered to pavement level once the bus has stopped. Buses all include wheelchair spaces.

For details on routes to Leicester, visit travelineeastmidlands.co.uk



Image: King Power Stadium

Park and Ride

There are three Park & Ride sites in Leicester, operating from 7am until 7pm, Monday to Saturday.

Users of the Park and Ride services can **park for free** at the sites.

For full details, including prices of Park and Ride services in Leicester, please visit choosehowyoumove.co.uk/park-ride

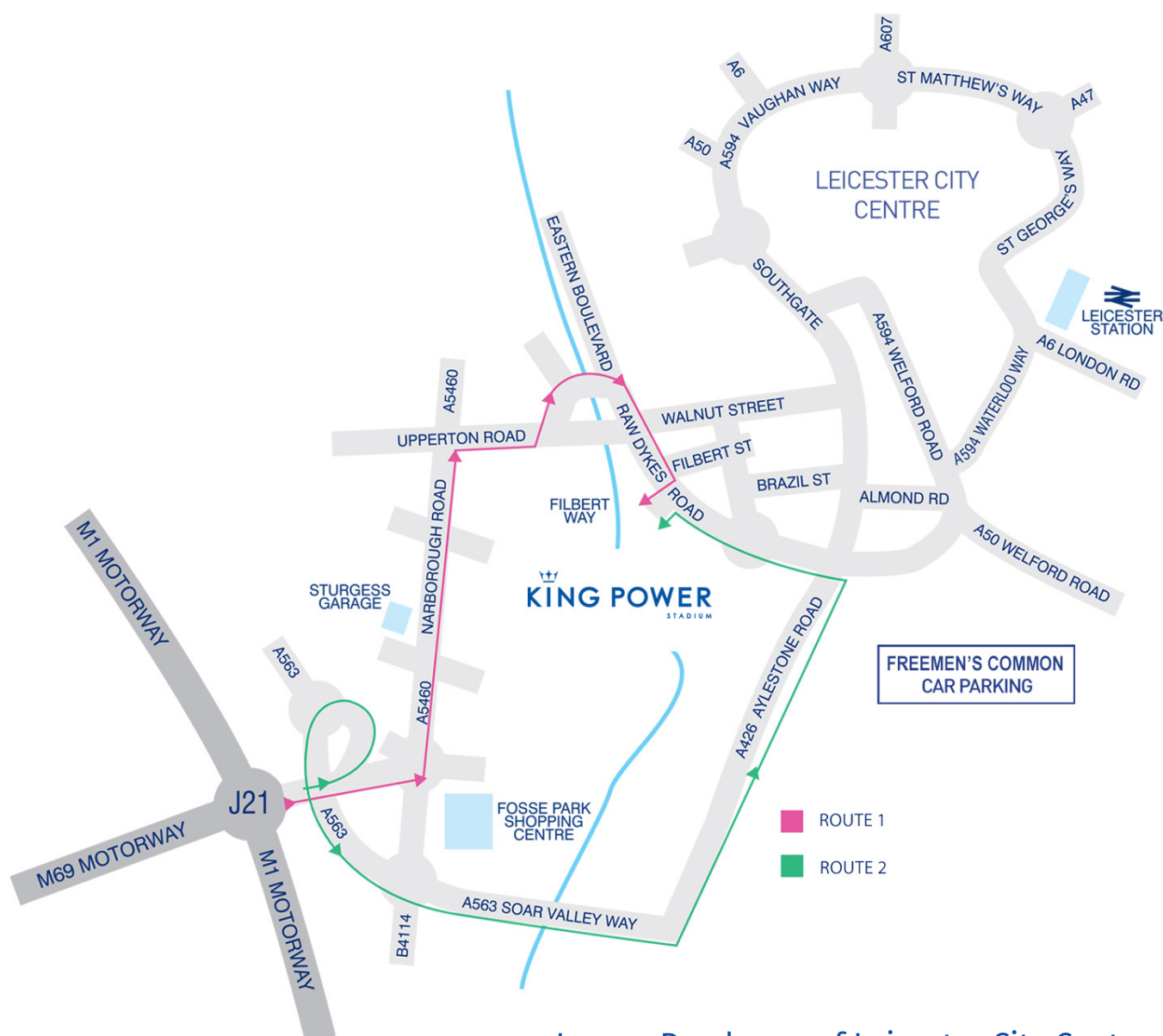


Image: Road map of Leicester City Centre

03

During your visit

Reception

Access to the reception area of King Power Stadium is gained via two sets of automatic doors.

These open away from you and are of single width, providing an opening gap of 2ft 8in.

- There is level access to reception from the entrance

- The reception desk, although high (110cm+), does have a lower section
- The reception desk is generally staffed
- The lighting levels are bright
- There are fixed hearing loops and portable loops available on request



Image: Outside the reception of King Power Stadium at night

Foxes Fanstore

Foxes Fanstore at King Power Stadium is located on the corner of the North and West Stands, providing level access on entry.

On a matchday, the Foxes Fanstore is extremely busy. Although a managed queuing system is in place at all times, if you'd prefer to visit at quieter times, the opening hours are:

Monday – Friday:	10am until 7pm
Saturday (non-matchday):	9am until 5pm
Sunday:	10am until 4pm
Matchday:	9am until kick-off, and then for 45 minutes after the final whistle

* Bank Holiday hours may vary. Please check LCFC.com.



Image: Home shirts in the Foxes Fanstore



Image: The Foxes Fanstore

Within the Foxes Fanstore

- Staff are available on the shop floor to assist
- There is a level surface throughout, with aisles generally wide
- Lighting is bright
- Background music is played throughout
- The main sales counter is 90cm high, without a lowered section
- The ticket counters are 101cm high, with one lowered counter
- All points of sale have a fixed hearing assistance loop
- There is level access to the changing rooms, with the largest changing room being 160cm x 300cm
- Accessibility queue and easy-access changing rooms are provided
- There is a fixed hearing loop
- Accessible doors allow wheelchair users to pass through freely



Images: Hospitality, Champions Club and The Gallery

Matchday hospitality

Entry to hospitality areas is obtained through the Hospitality Entrance, located to the right of Reception. Access to the Hospitality Reception is granted via double doors which pull outwards, providing an opening gap of 5ft 3in. The doors are manned on a matchday.

From the Hospitality Reception, access to all levels of hospitality can be gained via a lift which is 3ft 7in x 3ft 11in, with a clear door width of 2ft 7in.

There is a fixed hearing loop.

Multi-faith prayer room

King Power Stadium has its own multi-faith room. For more information, or to be taken to the multi-faith room, please speak to your nearest steward or customer liaison officer.

04 Viewing Areas

Ambulant supporters

The Stadium also provides designated seating for ambulant supporters with disabilities in:

Block SK4 Block H Block P2



Platform wheelchair spaces

Within King Power Stadium, there are also a number of upper and lower platform wheelchair spaces, with carer's seats behind.

These are located in:

Upper Platform

**Block P2
Block SK4
Block H
Block J3**

Lower Platform

**Block P2
Block SK4
Block L1
Block M1**

(Visitors stand)



Images: Supporter viewing areas



Image: Supporters pitchside

Pitch level wheelchair spaces

There are also a number of pitch level wheelchair spaces with carers' seated immediately adjacent, with seats available in the following areas:

East Stand

Block H
Block J1
Block J2
Block J3
Block L1

South Stand

Block SK1
Block SK2
Block SK3
Block SK4

West Stand

Block A2
Block B1
Block B2
Block B3
Block C1
Block C2

North Stand

Block P
Block P1
Block P2
Block P3

Stadium access

All entrances into the stadium have step-free access. There are easy slopes along the outer concourses block-paving surface. On a matchday, the area around King Power Stadium houses:

- Independent food stalls and vans
- Mobile counters selling CITY Matchday Magazine
- Here to Help Staff, who'll answer any questions and point you in the right direction

When walking around local areas on a matchday, please stick to the pedestrian footpaths and avoid walking in the road – even if the pavement appears congested.

This is particularly important on Aylestone Road and Narborough Road with the amount of fast-moving vehicles passing.

Details of known road closures throughout the season will be communicated via the Club's media channels at the earliest opportunity.

King Power Stadium is three miles away from Leicester city centre. The area around the stadium has level access, pavements, drop kerbs and are a mixture of tarmac and slab paving. If you have any questions, please email help@lcfc.co.uk

* Please note, all seats and spaces are subject to availability

King Power Stadium



05

Accessible facilities

Reception

- The accessible toilet is 8m from the Main Reception entrance, located to the left as you enter the reception area
- There is level access to the accessible toilet
- A key is not required for the accessible toilet, with the door (which opens outwards) locking via a twist lock
- The width of the accessible toilet door is 2ft 10in
- The dimensions of the accessible toilet are 4ft 6in x 6ft 5in
- There is a dropdown rail on the transfer side
- There is an emergency alarm in the cubicle

First Floor

- The accessible toilet is 45m from the main reception lift, located at the rear of the Keith Weller Lounge and the Walkers Hall
- There is level access to the accessible toilet
- A key is not required for the accessible toilet, with the door locking through a locking handle
- The width of the accessible toilet door is 2ft 10in
- The dimensions of the accessible toilet are 4ft 12in x 6ft 5in
- There is a dropdown rail on the transfer side
- There is an emergency alarm in the cubicle

Second Floor Foyer

- The accessible toilet is 8m from the main reception lift, with level access to the toilet
- A key is not required for the accessible toilet as the door, which opens outwards, is locked by a lever twist
- The width of the accessible toilet door is 2ft 10in
- The dimensions of the accessible toilet are 5ft 5in x 8ft 6in
- There is a dropdown rail on the transfer side
- There is an emergency alarm in the cubicle

Second Floor Premier Lounge

- The accessible toilet is 35m (38yd 10in) from the lift, and located along the second floor corridor, opposite the Premier Lounge
- A key is not required for the accessible toilet, with outward open locking and a locking handle
- The width of the accessible toilet door is 2ft 10in
- The dimensions of the accessible toilet are 4ft 9in x 8ft 10in
- There is a dropdown rail on the transfer side
- There is an emergency alarm in the cubicle



Image: Premier Lounge

Third Floor – Outside Box 10

- The accessible toilet is 20m from the main reception lift, and is located along the third floor corridor opposite box 10
- A key is not required for the accessible toilet, with the door (which opens outwards) locking via a lever twist
- The width of the accessible toilet door is 2ft 9in
- The dimensions of the accessible toilet are 5ft 5in x 5ft 11in
- There is a dropdown rail on the transfer side
- There is an emergency alarm in the cubicle

Third Floor – Box 33/34 Location

- The accessible toilet is 40m from the main reception lift, and is located along the third floor corridor opposite boxes 33 and 34
- A key is not required for the accessible toilet, with the door (which opens outwards) locking via a lever twist
- The width of the accessible toilet door is 2ft 10in
- The dimensions of the accessible toilet are 5ft 1in x 6ft 5in
- There is a dropdown rail on the transfer side
- There is an emergency alarm in the cubicle



Image: Fans waving flags

North Stand – 23

- The accessible toilet is 25m from the North Stand Lower Platform – V50, which is located on the North Stand concourse, to the right after you enter the stand
- A RADAR key is required for the accessible toilet, which can be obtained from a steward
- The width of the accessible toilet door 2ft 10in
- The dimensions of the accessible toilet are 6ft 7in x 6ft 7in
- There is a dropdown rail on the transfer side
- There is an emergency alarm in the cubicle

North Stand – 21

- The accessible toilet is 70m from the nearest designated seating, located at the rear of the North Stand concourse
- A RADAR key is required for the accessible toilet, which can be obtained from a steward
- The width of the accessible toilet door is 3ft 2in
- The dimensions of the accessible toilet are 5ft 6in x 6ft 11in
- There is a dropdown rail on the transfer side
- There is an emergency alarm in the cubicle

North Stand – 13

- The accessible toilet is 5m from the North Stand upper platform, and is located in the North Stand upper concourse, after you exit the lift
- A RADAR key is required for the accessible toilet, which can be obtained from a steward
- The width of the accessible toilet door is 2ft 10in
- The dimensions of the accessible toilet are 5ft 7in x 5ft 9in
- There is a dropdown rail on the transfer side
- There is an emergency alarm in the cubicle

East Stand – 16

- The accessible toilet is 23m (25yd 6in) from the nearest pitchside designated seating, located along the East Stand concourse next to Block G
- A RADAR key is required for the accessible toilet, which can be obtained from a steward
- The width of the accessible toilet door is 2ft 10in
- The dimensions of the accessible toilet are 5ft 2in x 8ft
- There is a dropdown rail on the transfer side
- There is an emergency alarm in the cubicle

East Stand – 17

- The accessible toilet is 24m (26yd 9in) from the nearest pitchside designated seating, with the toilet located along the East Stand concourse in Block G
- A RADAR key is required for the accessible toilet, which can be obtained from a steward
- The width of the accessible toilet door is 2ft 10in
- The dimensions of the accessible toilet are 4ft 11in x 8ft
- There is a dropdown rail on the transfer side
- There is an emergency alarm in the cubicle

East Stand – 9

- The accessible toilet is 6m (6yd 1ft) from the East Stand Upper Platform V33, located on the East Stand upper concourse, near the designated seating
- A RADAR key is required for the accessible toilet, which can be obtained from a steward
- The width of the accessible toilet door is 2ft 10in
- The dimensions of the accessible toilet are 4ft 10in x 6ft 7in
- There is a dropdown rail on the transfer side
- There is an emergency alarm in the cubicle

South Stand – SK1

- The accessible toilet is 75m from the nearest designated seating, located at the rear of the South Stand concourse
- A RADAR key is required for the accessible toilet, which can be obtained from a steward
- The width of the accessible toilet door is 3ft 1in
- The dimensions of the accessible toilet are 4ft 11in x 6ft 7in
- There is a dropdown rail on the transfer side
- There is an emergency alarm in the cubicle

South Stand – 14

- The changing places toilet is 34m from the South Stand lower platform (V19), located on the South Stand lower concourse
- A RADAR key is required for the changing places toilet, which can be obtained from a steward
- The width of the changing places toilet door is 2ft 10in
- The dimensions of the changing place toilet are 6ft 5in x 8ft 2in
- There is a dropdown rail on the transfer side
- There is an emergency alarm in the cubicle

South Stand Upper – 8

- The accessible toilet is 8m from the South Stand upper platform (V21), located on the South Stand upper concourse
- A RADAR key is required for the accessible toilet, which can be obtained from a steward
- The width of the accessible toilet door is 2ft 10in
- The dimensions of the accessible toilet are 5ft 9in x 5ft 9in
- There is a dropdown rail on the transfer side
- There is an emergency alarm in the cubicle

West Stand – 24

- The accessible toilet is 17m from the nearest designated pitchside seating, located in the West Stand lower concourse, close to seats 111-170 in Block B
- A RADAR key is required for the accessible toilet, which can be obtained from a steward
- The width of the accessible toilet door is 2ft 10in
- The dimensions of the accessible toilet are 7ft 7in x 7ft 1in
- There is an emergency alarm in the cubicle

West Stand – 25

- The accessible toilet is 22m (24yd 2in) from the nearest pitchside designated seating, located in the West Stand lower concourse (V11)
- A RADAR key is required for the accessible toilet, which can be obtained from a steward
- The width of the accessible toilet door is 2ft 10in
- The dimensions of the accessible toilet are 6ft 7in x 7ft 10in
- There is an emergency alarm in the cubicle

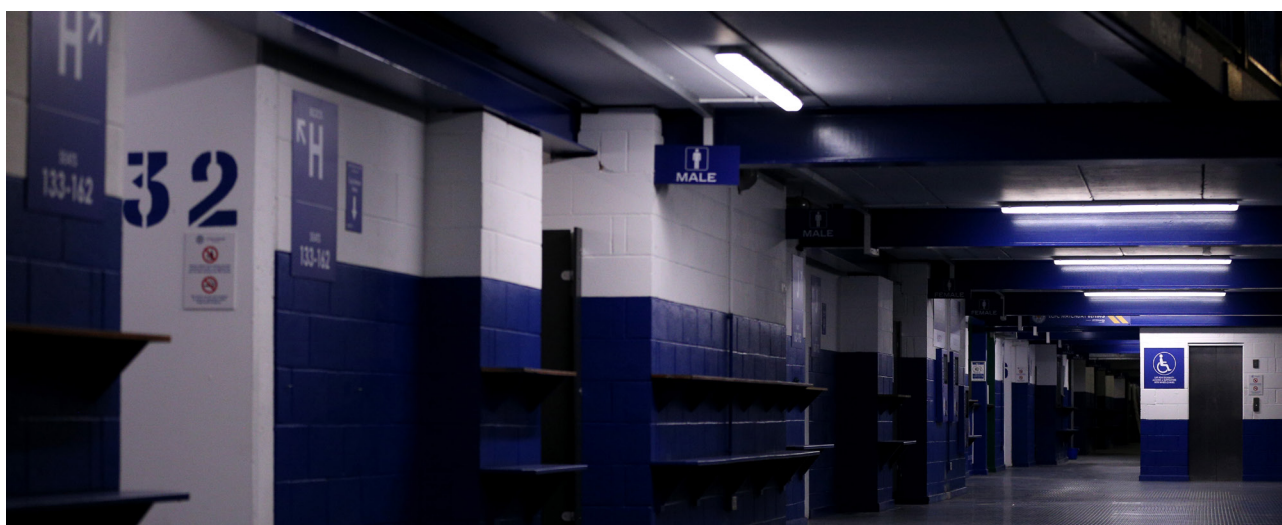


Image: Concourse

Visitor Section – 19

- The accessible toilet is 25m (27yd 1ft) from the nearest designated seating, located along the East Stand concourse next to the pitchside entrance V41
- A RADAR key is required for the accessible toilet, which can be obtained from a steward
- The width of the accessible toilet door is 2ft 10in
- The dimensions of the accessible toilet are 5ft 3in x 9ft 6in
- There is a dropdown rail on the transfer side
- There is an emergency alarm in the cubicle

Visitor Section – 20

- The accessible toilet is 25m from the nearest designated seating, and is located along the Visitors Section concourse
- A RADAR key is required for the accessible toilet, which can be obtained from a steward
- The width of the accessible toilet door is 2ft 10in
- The dimensions of the accessible toilet are 5ft 11in x 7ft 5in
- There is a dropdown rail on the transfer side
- There is an emergency alarm in the cubicle



Image: Turnstiles

All accessible toilets have been fitted with sensor lights, automatic soap dispensers and automatic hand dryers.

06 Additional facilities

At King Power Stadium, there are a range of facilities available for supporters with disabilities including:

Each area of the ground has access for wheelchair users, while the concourses have accessible toilets, with access granted via RADAR keys, obtained from stewards or a member of our corporate stewards team.

Other facilities available for supporters with disabilities to enhance their matchday experience at King Power Stadium, include:



Image: LCFC fans pitchside

Audio descriptive service

Headsets with full descriptive commentary can be provided for visually impaired supporters.

These are available from the matchday staff entrance an hour and a half before kick-off.

Headsets should be returned to the same location after the match.

To take advantage of this service, please email disability@lcfc.co.uk.

*Failure to return the headset may result in a charge.

Hearing loops

Hearing loops are fitted and clearly signed at various locations around King Power Stadium including the ticket office, Foxes Fanstore, main reception and catering outlets.

Sensory pack

Please apply for your pack, including ear defenders, in advance of a home fixture by emailing disability@lcfc.co.uk.

Catering

Catering is available in every stand throughout King Power Stadium, with level access provided to all food counters (all between 77cm – 109cm in height). Stewards can provide assistance when ordering food and drink, while plastic cutlery and cups are available with all purchases.

The Club also offers accessible cutlery and hearing loops at each service point in all concourses.

Blankets and waterproofs

Access Stewards will provide blankets and waterproofs on request for your use and return.

If you have any other queries, please contact Anna Dickman the Club's Disability Liaison Officer by emailing disability@lcfc.co.uk or telephone **0116 229 4540** or telephone **0116 229 4540**.

07 Away fixtures

Leicester City are committed to looking after all supporters when travelling to support the team. As such, the Club provide wheelchair-accessible coach travel to most away matches, as demand dictates.

Each coach is fully stewarded, with hot and cold beverages along with snacks, available to purchase.

For further information – or to book a seat, call **0344 815 5000** (Option 1) or email **disability@lcfc.co.uk**.



Images: LCFC Fans attending away fixtures

08 Contact us

If you have any enquiries before, during or after your visit to King Power Stadium, please do not hesitate to contact the Club, via the following methods:

Address

Leicester City Football Club
King Power Stadium
Filbert Way
Leicester, LE2 7FL

T: 0344 815 5000

W: lcfc.com

Ticket Sales

W: lcfc.com/tickets

T: 0344 815 5000 (Option 1)

E: ticketsinfo@lcfc.co.uk

Merchandise

W: lcfc.com/shop

Visit the Foxes Fanstore
at King Power Stadium



Images: King Power Stadium view of the pitch

Hospitality

W: [lcfc.com/hospitality](https://www.lcfc.com/hospitality)

T: 0344 815 5000 (Option 1)

E: hospitality@lcfc.co.uk

Safeguarding

E: safeguarding@lcfc.co.uk

Conference and events

E: levysalesupport@levy.co.uk

LCFC Help

T: 0344 815 5000 (Option 2)

E: help@lcfc.co.uk

Supporters with disabilities

T: 0116 229 4540

E: disability@lcfc.co.uk

Reporting a hate crime during a match

If you are reporting a hate crime, please text 'FOXES' followed by your message, seat number and the nature of your concern to 6066.



Images: King Power Stadium view of the pitch



Leicester City Football Club
King Power Stadium | Filbert Way | LE2 7FL