

ACCESSIBILITY

Information for Visiting Access Supporters

We look forward to welcoming you to Elland Road. Please see the following important accessibility information ahead of your visit.

Stadium Entry: Visiting disabled supporters who have purchased accessible seating will receive tickets with black stubs. Please enter the stadium via Exit W1, where our team will assist you with access to the appropriate area.

Wheelchair Supporters: Please be aware that there is **no accessible concourse facility available for wheelchair supporters within the away section**. We therefore recommend that you only enter the stadium once you are ready to take your seat. Once you have entered, **re-admission is not permitted**, so please ensure you have everything you require before entering the stadium.

Mobility Aids & Storage: Please be aware that **we do not have storage facilities within the stadium for wheelchairs, mobility scooters or other mobility aids**. If you require a mobility aid to access Elland Road, please ensure that you have made suitable arrangements for it throughout your visit. If you have any questions regarding bringing a mobility aid to the stadium, please contact our Accessibility Team before travelling.

Complimentary Refreshments: As there is no accessible refreshment facility within this area, Leeds United will provide wheelchair supporters with a **complimentary grab bag delivered directly to their seat**. This will include a **bottle of water, packet of crisps and chocolate bar**.

Wellbeing Support: Our **Wellbeing Team** will be positioned within the away area throughout the match and can be identified by their **blue high-visibility jackets**. If you require any assistance during your visit, please speak to a member of the team, who will be happy to help.

Accessible Parking: We have **four accessible parking spaces available at Elland Road for visiting disabled supporters**. These spaces are limited and must be arranged in advance. Please contact the **Disability Access Officer (DAO) at your own club**, who will be able to provide further information regarding the booking and allocation process.

Matchday Incident Reporting: If you need to report an incident while at Elland Road, please use our **Matchday Text Line**. Text **LEEDS** to **60006**, along with any relevant information about the incident and your **ticket/seat details** where possible. Once your report has been received, it will be logged and managed by our **Stadium Control Room team**, who can coordinate the appropriate response.

Questions, Medication & Feedback: If you have any questions ahead of your visit, require further accessibility information, or need to bring **medication or medically necessary equipment into the stadium**, please contact our Accessibility Team in advance at **accessibility@leedsunited.com** so that we can advise you regarding your individual requirements.

We would also welcome any feedback following your visit to Elland Road. Please send this to **accessibility@leedsunited.com**. Feedback from visiting disabled supporters is important to us and helps us continually review and improve the accessibility of the matchday experience.

We hope you enjoy your visit to Elland Road and look forward to welcoming you.