

Access Statement

2026/2027 Season compiled by the Accessibility Team

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Image: St Mary's Stadium Pitch and Bowl.



Introduction

Welcome to St Mary's Stadium

Welcome to St Mary's Stadium

We take pride in providing excellent service and facilities for disabled supporters and their personal assistants.

If you have any questions or require assistance before your visit, please contact Helen Goosey, our Inclusion and Disability Access Officer on 02381 780 780 / 07840 843863 or email accessibility@saintsfc.co.uk.

The information contained within this statement is not intended to be exhaustive and should you have any queries or concerns while visiting then please feel free to raise them with any member of staff immediately or contact Helen Goosey.

Supporters and personal assistants are welcome to visit our facilities before purchasing tickets. We can also make arrangements, subject to availability, for supporters with temporary disabilities (e.g. a broken leg) that may affect access to and from the stadium. Supporters who would find a familiarisation tour of the stadium helpful or would like a picture journey please get in touch with Helen Goosey.

We're committed to making your visit as comfortable and enjoyable as possible, and we always welcome feedback and suggestions to help us improve the service we provide.



Image: St Mary's Stadium Front Exterior

Meet Helen Goosey

Helen Goosey
Inclusion and Disability Access Officer

Contact Details

Phone: 02381 780 780 | 07840 843 863

Email: accessibility@saintsfc.co.uk



Image: Inclusion and Disability Access Officer Helen Goosey

Where we are

Southampton Football Club,
St Mary's Stadium,
Britannia Road,
Southampton,
Hampshire,
SO14 5FP.

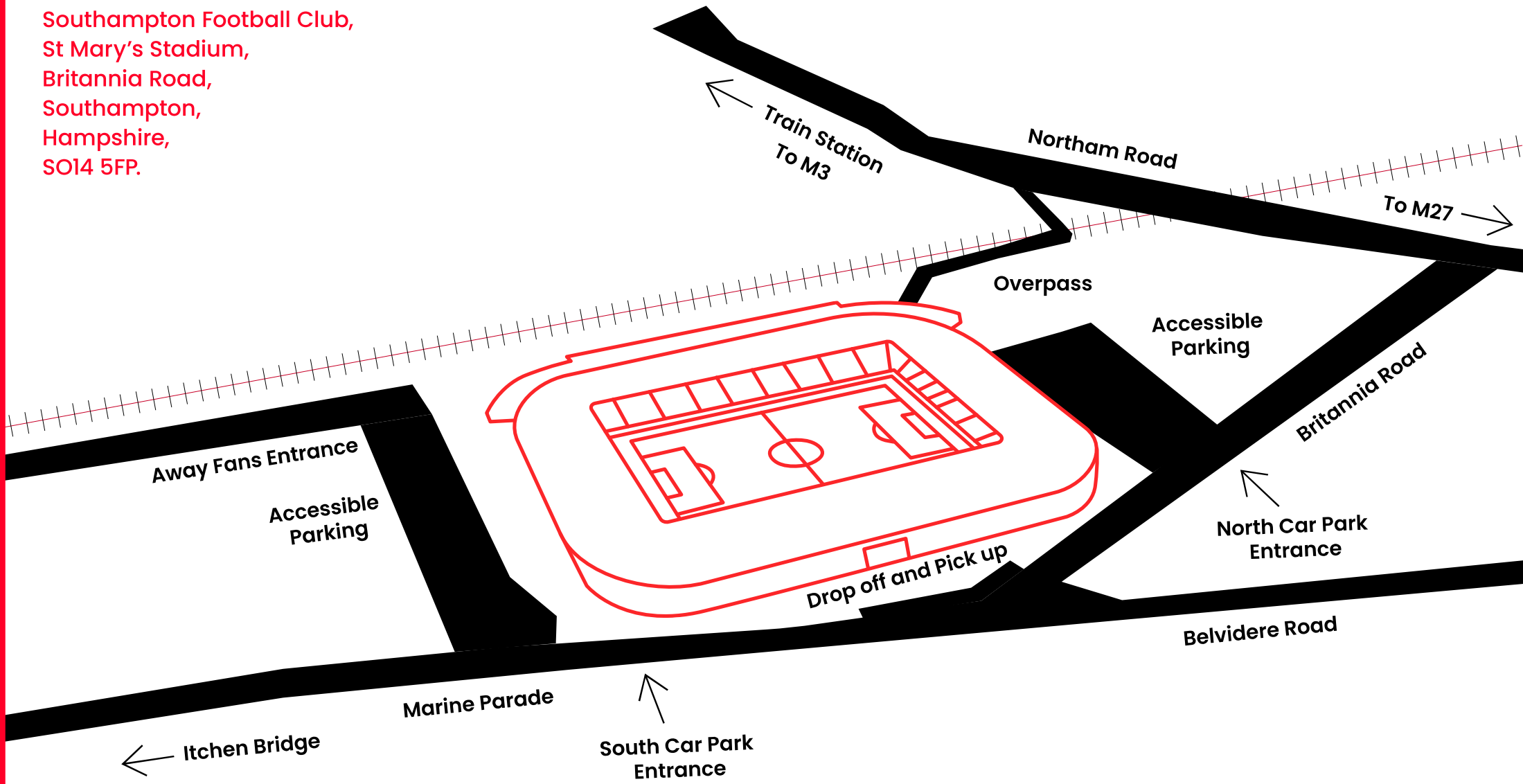


Image: St Mary's Stadium footprint

For further information about tickets, visit www.Southamptonfc.com



Getting to St Mary's Stadium

Getting to St Mary's Stadium

Train

The nearest train station is Southampton Central. This is approximately a 20-minute walk. For more information on Southampton Central Station click on the link below

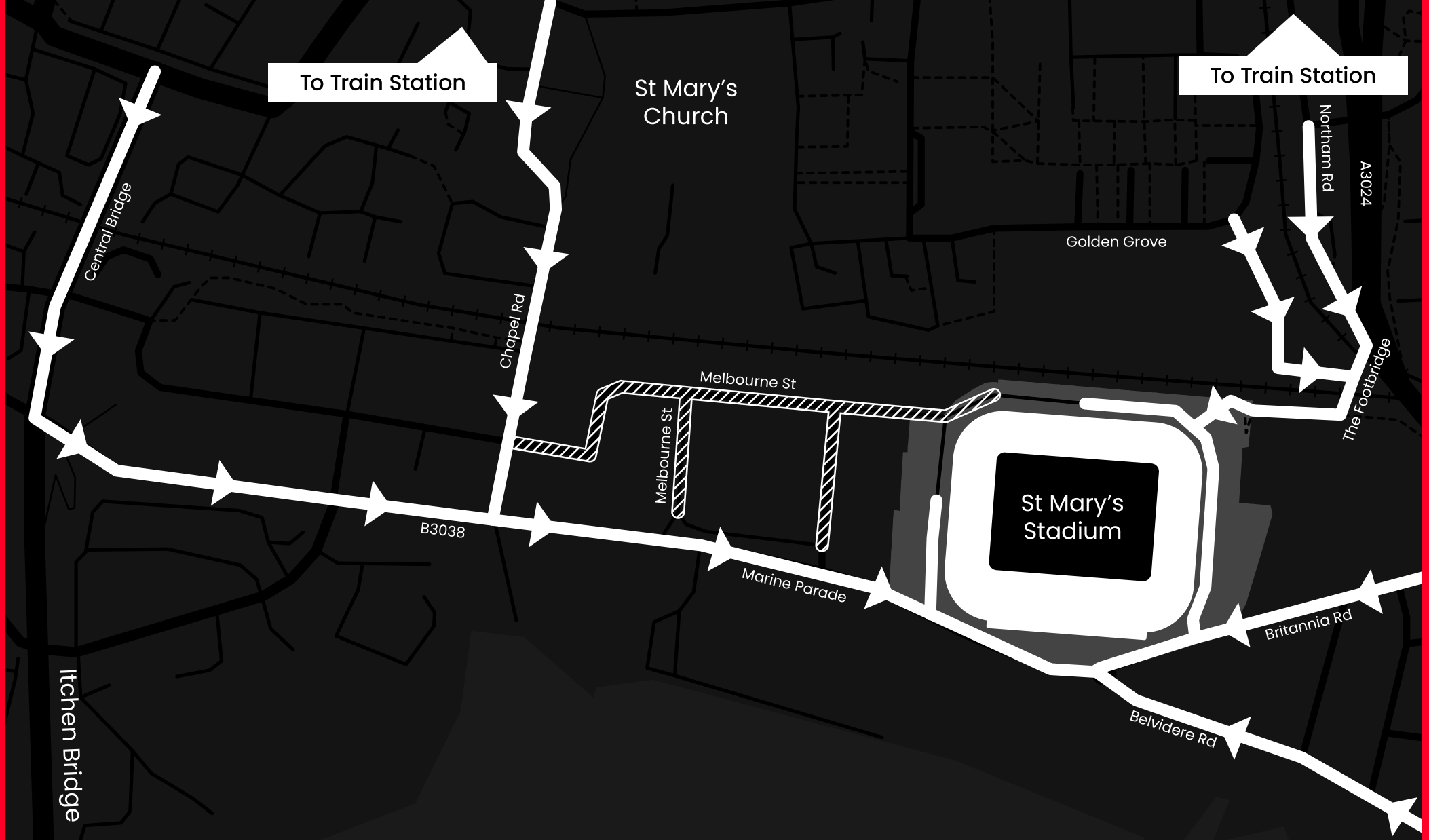
www.nationalrail.co.uk/stations/

Accessibility Information - Southampton Central Station

- Staff Help Available (24 hours a day)
- Ramp for Train Access
- Step-Free Access Coverage
- Wheelchairs Available
- Accessible Toilets



Image:
Southampton Central Station Front Entrance



Key

Suggested Routes for Home Fans

No access to Home Fans

Image:
Map Suggesting Best Routes for Home Fans

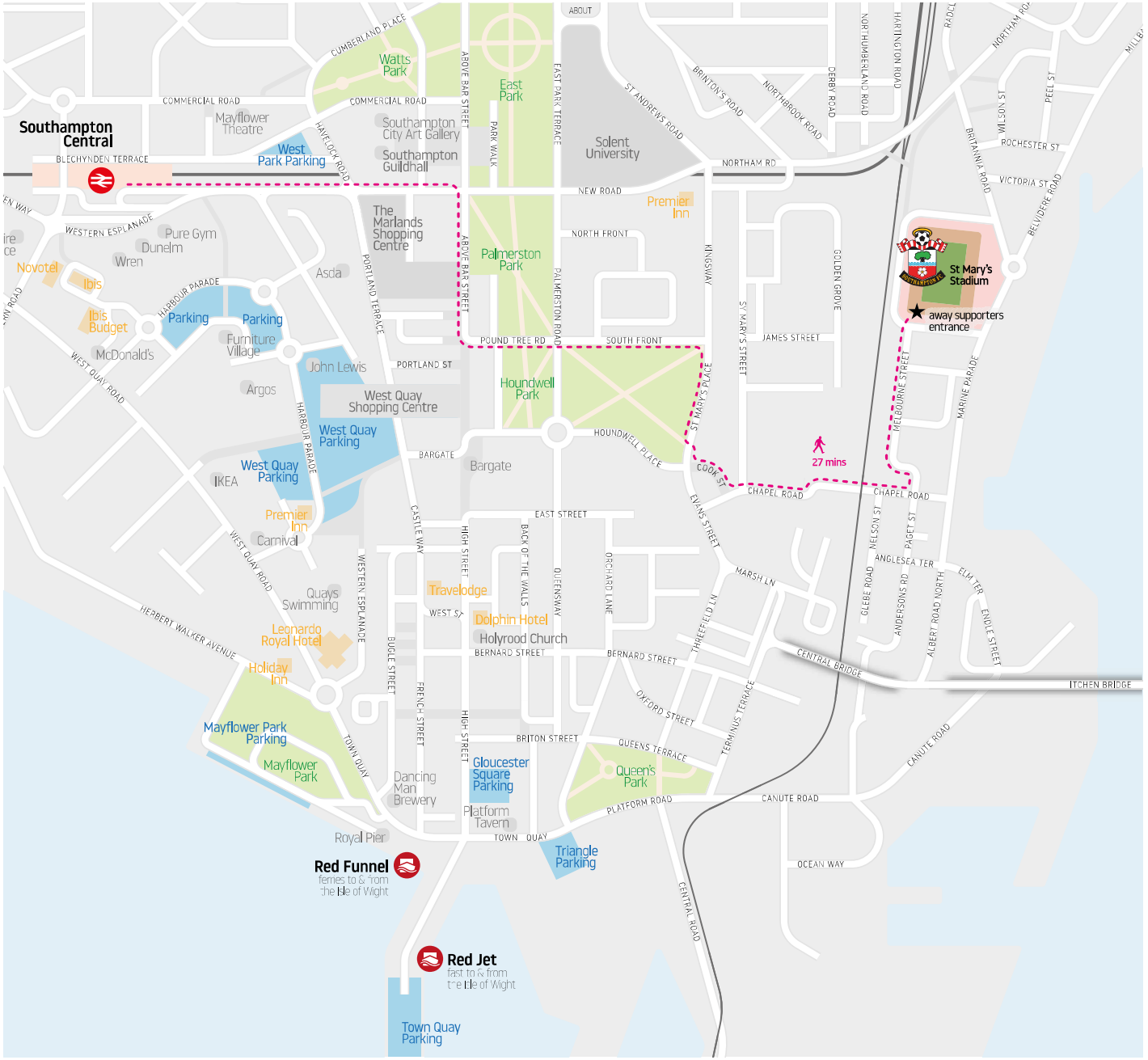


Image: Map showing the suggested walking route to the away supporters entrance at St Mary's Stadium

LINK

Getting to St Mary's Stadium

Bus

To reach the stadium, take the Bluestar 3, 16, or 18, which stop on Britannia Road, just a short walk away. Alternatively, you can take the Bluestar 7, which stops at City College, also a short walk from the stadium.

Visit the Bluestar website to check timetables and plan your route. www.bluestarbus.co.uk/

For full accessibility information on Bluestar Buses, please use the following link: www.bluestarbus.co.uk/accessibility

Southampton City Council also offers a helpful travel tool called www.myjourneysouthampton.com/ to assist with planning your journey.

Shuttle Bus Service From Southampton Central Train Station and Town Quay

Our matchday shuttle bus service operates from two key locations:

Southampton Central Station – Drops off and picks up directly outside the stadium on Britannia Road

Town Quay (Red Funnel Ferry Terminals) – Drops off and picks up at Chapel Road

For further information, including a map of the routes and drop-off points, please see the following link:

www.cesfamily.co.uk/mayflower/football



Image: Mayflower Shuttle Bus

Getting to St Mary's Stadium

One Community Bus

SFC is pleased to offer a free Dial-A-Ride service for disabled supporters living in Southampton, providing transport to first-team home matches. Spaces are limited, so please contact One Community as soon as you secure your match ticket.

This service is provided by One Community, a charity supporting individuals in maintaining their independence.

To book or learn more, please call 02380 902400. The booking line is open Monday to Friday between 7:30am - 5:30pm or email transport@1community.org.uk for an enquiry.



Image: One Community Transport Bus Outside St Mary's Stadium

Getting to St Mary's Stadium

Taxi

Details of companies with wheelchair accessible taxis in Hampshire can be found here:

www.hants.gov.uk/transport/publictransport

Red Funnel Ferry

Red Funnel offers a reliable service from the Isle of Wight, adjusting timetables and adding extra Red Jets to accommodate fixture changes and late matches.

For accessibility information, please visit the help section on Red Funnel's website.

www.redfunnel.co.uk/isle-of-wight-ferry/plan/fares



Image
Red Funnel Ferry Entrance Ramp.

Getting to St Mary's Stadium

Car

A designated drop-off and pick-up area is located outside the Main Reception, next to the Ted Bates statue. Access is via the south of the stadium along Marine Parade. This area is strictly for set down and pick up purposes.

Please note that due to matchday road closures, this area may be busy, and vehicles left unattended risk being towed.

Please see the location of the drop-off and pick-up area on the map on page 6.

Home Fan Parking

Onsite accessible parking is sold out for all League matches. Parking may be available for Cup matches and can be booked directly through our ticket office by calling 02381 780 780. The North and South car parks and Britannia Road close 1 hour 30 minutes before kick-off, and are also closed up to 20 minutes after the full-time whistle. In some cases the car park may be closed earlier should a large number of supporters start to arrive earlier and it is deemed a risk for the car park to remain open. Please ensure you arrive in plenty of time to avoid not being given access to the car park on the day.

Away Fan Parking

Away supporters have four allocated accessible spaces per matchday in the South car park at St Mary's Stadium. To book, please contact your club directly for further details.

The parking area is flat and tarmacked, with no ramps or steps to navigate, ensuring easy access for all supporters.



Image:
Away Fan Parking Spaces Located by the Away Entrance

Getting to St Mary's Stadium

Parking Information

If driving to St Mary's Stadium, you can use a Southampton City Council car park: www.southampton.gov.uk/travel-transport/find-and-plan/find-parking/

The nearest car parks are:

Bond Street (SO14 5QA) – 2 accessible bays

Northam Road (SO14 0PD) – 2 accessible bays

Crosshouse Road (SO14 5GZ) – 2 accessible bays

Blue badge holders are welcome to park in marked accessible spaces located on Rochester Street. There are 14 spaces available on a first-come, first-served basis.

Important Note

Avoid parking on double yellow lines in the surrounding areas of the stadium due to council restrictions as vehicles parked in these areas may be towed.

A map showing the restricted roads is available on page 16.



Image:
Accessible Bays Located on Rochester Street

Stadium Event Day

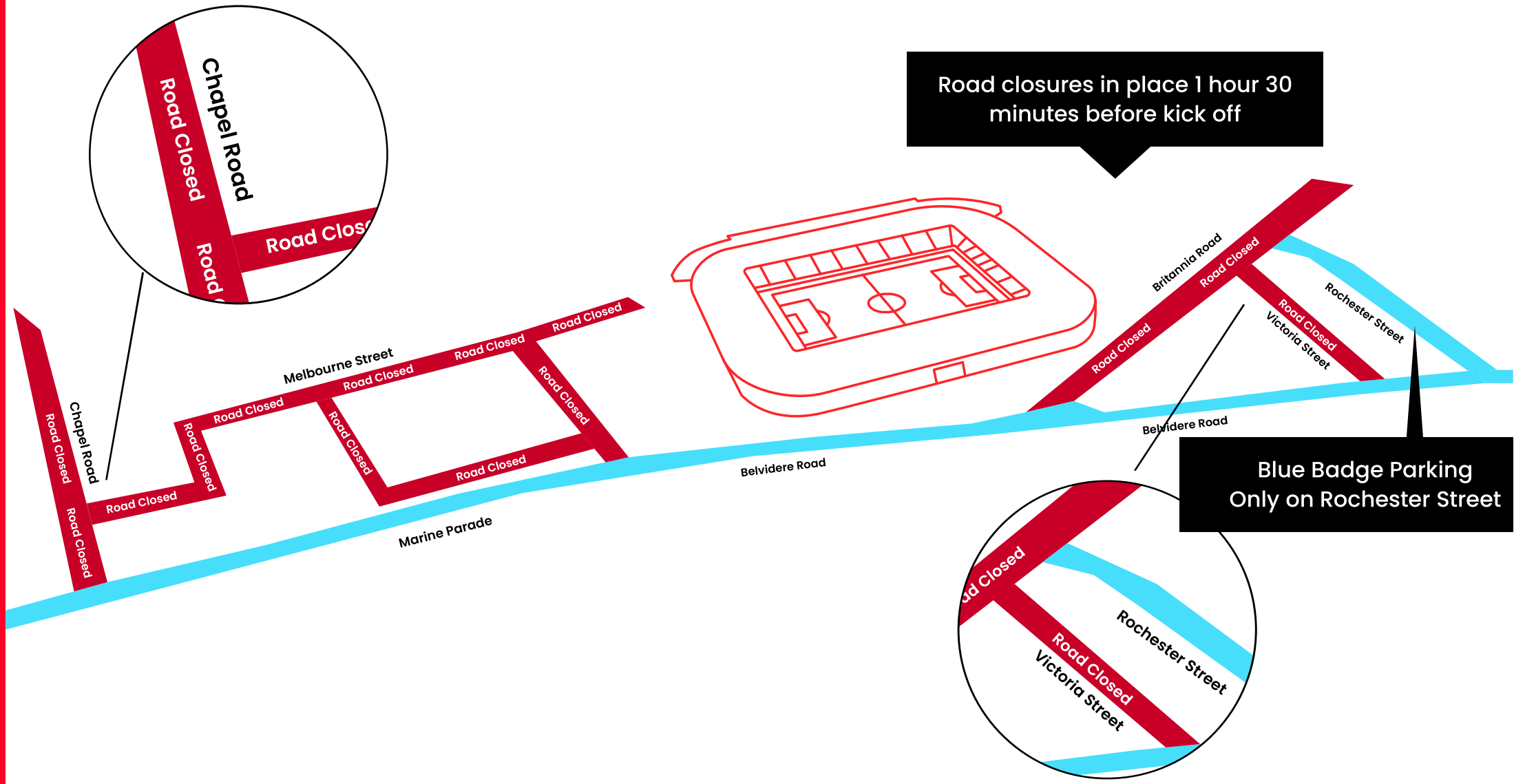


Image:
Map showing road closures on matchday

Getting to St Mary's Stadium

Away Supporter Coaches Travelling to St Mary's

All official away coaches should park along Melbourne Street, a short walk from the away stand (see map – Page 16). If organisers contact the club in advance, we will make every effort to accommodate an accessible coach to drop off as close to the stadium as possible. Please email accessibility@saintsfc.co.uk if you have an accessible coach.

Approaches, Ramps, and Steps

The approach to St Mary's is accessible from all directions, with no steps or ramps to navigate from outside the stadium to pitchside.

For information about the wider area, please contact us with your direction of travel at:

02380 780 780 or accessibility@saintsfc.co.uk

SFC Supporters Travelling to Away Matches Via Official Coach

If you're a disabled supporter planning to travel to an away game on one of our official coaches, we recommend contacting the Ticket Office in advance. For supporters with limited mobility, we advise booking onto Coach 2, where possible. If the coach needs to park a distance from the turnstiles, we make every effort to ensure Coach 2 is able to drop off and pick up closer to the stadium entrance.

If you're a wheelchair user and unable to transfer to a standard seat on the coach, please contact the Ticket Office as early as possible, by calling 02381 780 780. This will allow us time to check the availability of a wheelchair-accessible coach with a lift.



Ticketing

Ticket Office

Home Supporters

The home Ticket Office is located next to the stadium shop in the Itchen South/Chapel corner.

Away Supporters

The away Ticket Office and turnstiles are on the south side of the stadium, between the Chapel and Kingsland stands.

Visiting supporters can use turnstile E to access the away stand, with the accessible entrance and Ticket Office located nearby.

Entry and exit for away fans is via Melbourne Street.

Accessibility Features

Both Ticket Offices are step-free with no gradients and have lowered counters and hearing loops. Stewards, Matchday Supporters Liaison Officers and Happy to Help staff are available on matchdays to assist and guide you. If you need help in the queue, they will be happy to help.



Image:
Home Ticket Office with Lowered Counters



Image:
Away Ticket Office with Lowered Counters

Ticket Information

Under the **Equality Act 2010**, a disabled person is defined as someone with a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

To buy a Season or Match Ticket with a Personal Assistant for a Disabled Adult, Over 65, 18-25, or Under 18, you'll need to provide one of the following:

- **DLA** (Middle/Higher rate care or mobility)
- **PIP** (Standard/Enhanced rate mobility or daily living)
- **Certificate of Visual Impairment** (CVI)
- **Nimbus Access Card** (Showing +1 Symbol)
- **Attendance Allowance** (AA)
- **War Pension**

Please submit your documentation to the Ticket Office before purchasing your ticket. Allow three working days for processing (longer during busy periods). You can bring it to the Ticket Office or email a copy to **tickets@saintsfc.co.uk**.



Image: Picture of Wheelchair User and Personal Assistant on the Raised Deck.

Ticket Information

Once your access requirement form has been approved, please complete our access requirement form here. This provides us with information about how we can best support you on matchday. Please note even if you're not attending with a personal assistant you can also complete this form to request further information about our access facilities.

If you're under the age of 14 and have a disability, you'll not be entitled to a free Personal Assistant. In accordance with our Ground Regulations, fans under the age of 14 are required to attend with a parent or guardian over the age of 18.

In most areas of the stadium, the personal assistant seat is next to the wheelchair user – in some areas, it may be located behind. We have allocated seats set aside for ambulant disabled supporters who may benefit from an aisle ticket seat, a seat with extra leg room, a seat with fewer steps to negotiate and a seat near to an exit.

For all questions, please contact our Ticket Office Team on: 02381 780 780 or tickets@saintsfc.co.uk.

01

If you require a personal assistant or disabled rate ticket, please submit the relevant documents to the ticket office before purchasing your ticket.

02

Allow 3 working days for processing (longer during busy times).

03

Once approved, complete the access requirement form here to specify matchday support requirements.



Matchday Accessibility Information

Hospitality

Our Hospitality Team offers a range of packages for all supporters. If you require easy-access seating, please inform the team at the time of booking so they can allocate the best available seats.

For wheelchair access, spaces are limited but we will do our best to accommodate you. We recommend contacting the Hospitality Team as early as possible to secure a space. Please note, you may need to move to another floor for pitchside wheelchair bays, subject to availability.

If you have any dietary requirements, please let us know at least three working days before the match. All hospitality areas are accessible via lift.

To get in touch, email hospitality@saintsfc.co.uk or call 02380 727 768.



Image: Knightwood Lounge Hospitality Located on the Top Floor of St Mary's.

Stadium Store

The Club Shop is located on the south side of the stadium, at the corner of the Chapel and Itchen stands. It is best accessed via the South Car Park, which offers disabled parking bays.

The shop entrance and exit have automatic doors, and the approach is flat for easy access. A lowered counter is available at the till nearest the exit. A hearing loop is also available at Till 2 — please speak to a member of staff if you require assistance.

Staff are trained to help and will be happy to assist. The shop aisles are wide enough for wheelchair access, and there is a large changing room with grab rails, suitable for those with mobility needs and some wheelchair users. If you have an access requirement, please make the staff aware and they will be happy to assist.

Quiet Hour

The shop also operates a Quiet Hour scheme for visitors who would benefit from a calmer shopping experience.
This takes place from 2pm - 3pm on Thursdays and Fridays (non-matchdays), with lowered lighting and no music. Our retail team also receives awareness training to better support visitors during this time.

https://store.southamptonfc.com/page/storeopeninghours



Image: The Home kit for the 2026/27 season inside the St Mary's Stadium Store.

Accessibility Stewards

Whilst all our stewards are happy to help all supporters, we also have a team of dedicated Accessibility Stewards who are on hand to assist with any aspect of your matchday experience. They can be identified by their pink high visibility jackets with ‘Accessibility Steward’ written on the back. They are most often found at the front of each stand.



Image: Accessibility Steward with their identifiable pink high visibility jacket

Catering

All concourse catering units have lowered counters, marked with a wheelchair symbol, and are accessible via flat surfaces with no steps or ramps. Accessibility Stewards are available to assist if you have any specific access requirements.

St Mary's Stadium is cashless — card payments only.

All catering units are fitted with hearing loops. Large print menus are available on request at the kiosks.

We offer gluten-free & vegan options so please speak to a member of the catering team if you have any dietary requirements. Alternatively, if you have a question in advance of a match, please contact accessibility@saintsfc.co.uk.



Image: Lowered Counters located in the Stadium Concourse

Fan Zones & Bars

Our Family Zone, Gasworks Bar, Northam Fan Zone and The Dell are accessible to all home supporters, opening up to three hours before kick-off.

All areas are accessible via flat surfaces with no steps or ramps and each has an accessible toilet. At the Northam Fan Zone, there is an accessible route marked to the lowered counter, and a hearing loop is available.



Image: Entrance to the Nothern Fan Zone, Accessible Route Marked.



Stadium Access and Facilities

General Information

Accessible Entrances

Accessible entrances are located next to every set of turnstiles and are staffed by stewards. These can be used by anyone who may find turnstiles difficult or daunting. Tickets will be scanned using a handheld device. There are no steps or ramps from the stadium exterior to pitchside. If you have a hidden disability which means you could benefit from using the accessible entrance on matchday, please email **accessibility@saintsfc.co.uk** to discuss any additional requirements.

Signage

Clear signage indicates accessible toilets, pitchside access, lowered counters at kiosks, and First Aid points.



Image: Accessible Entrances Located Next to Turnstiles Throughout the Stadium

General Information

Accessible Toilets

Accessible toilets are available across all concourses and levels, near raised decks and hospitality areas. They include left-hand and right hand transfer options. Many toilets use Radar Locks — please bring your key, or ask a steward for access. All facilities are step-free, clearly signposted, and have emergency pull cords monitored by stewards. Accessible toilets are fitted with alarms. Please see the location of the accessible toilets inside the stadium concourse on the stadium map on page 36.

There are a total of nine accessible toilets available across the hospitality levels of the stadium:

First Floor: Three accessible toilets (including the changing places toilet) serve the raised decks in Blocks 4 and 7, as well as the Saints Bar Hospitality Suite.

Second Floor: Two accessible toilets serve the Markus Liebherr and Staplewood Lounges.

Third Floor: Four accessible toilets serve the Executive Boxes, Halo and Knightwood Lounges, the 1885 Suite, and the Sensory Room.

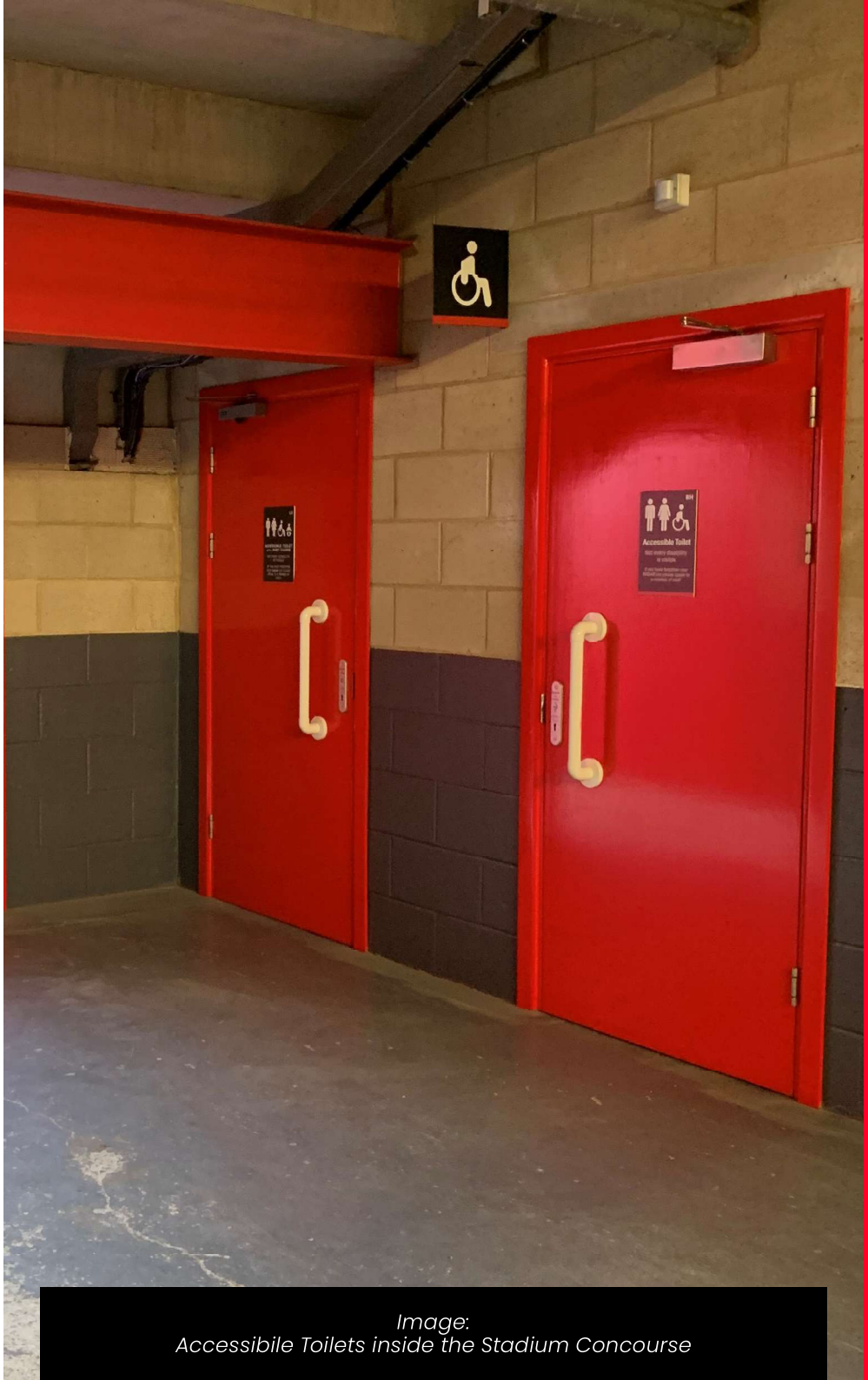


Image:
Accessibile Toilets inside the Stadium Concourse

General Information

Changing Places

Changing Places toilets offer additional space and specialist equipment to support visitors with complex accessibility needs. This facility is located on the first floor of the stadium, close to the raised deck seating. The facility is available to all supporters who may require it. After purchasing your ticket, please contact our Inclusion and Disability Access Officer on 02381 780 780 or accessibility@saintsfc.co.uk to discuss any additional needs and ensure a safe, comfortable experience.



Image: Changing Places Facilities, Please See Location on Map (Page 36)

Seating

Home Areas

Wheelchair spaces are available at the front of each stand and on raised decks in various stands. Personal Assistant seats are located next to the wheelchair user where possible. On raised decks, some personal assistant seats may be positioned directly behind due to space. For advice on availability and the best location, please contact our ticket office at tickets@saintsfc.co.uk.

Lifts are available for access to hospitality areas and raised decks. Raised decks are located halfway up the stands and provide spaces for wheelchair users and their personal assistants. Lift locations are shown on the stadium map on page 36.

If you're located within our raised decks in Block 4 or Block 44, you'll need to enter through a restricted area. We ask supporters to arrive at our Executive Entrance, which is located on the corner of the Itchen North / Northam Stands, 45 minutes prior to kick off, where you will be greeted by a member of our stewarding team.

Supporters who are sat on the raised deck in Block 7 can enter through our Guest Entrance. This is located to the right-hand side of the main reception (as you face the stadium) and is just behind where the away coach parks on matchday.

Supporters seated on the raised decks in Blocks 4, 7, and 44 will not have access to the concourse food and drink kiosks. However, our Happy to Help team will ensure refreshments are available to order on the day. Please note, alcohol is not permitted on the raised decks.

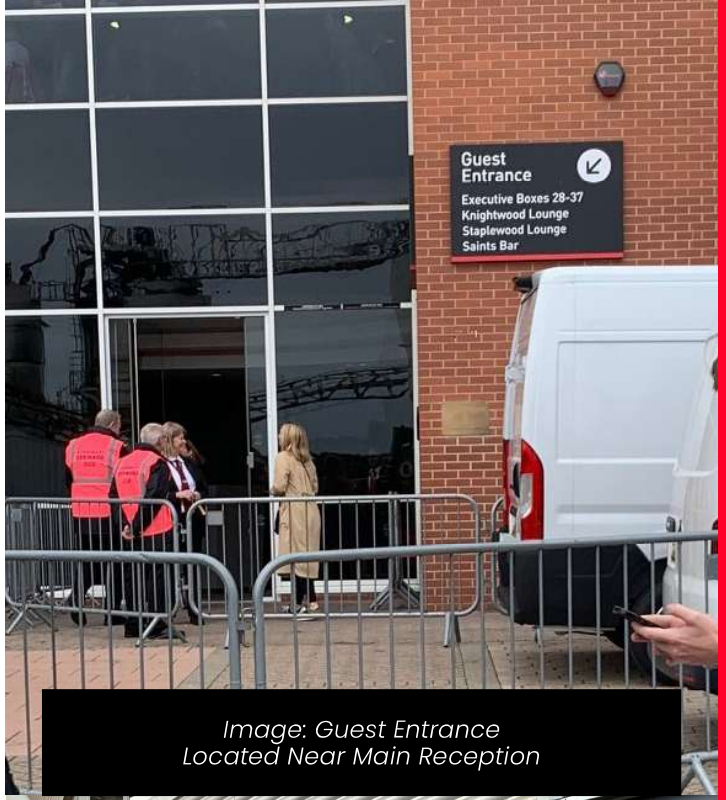


Image: Guest Entrance Located Near Main Reception



Image: Executive Entrance Located Near The Dell

Seating

Away Areas

We offer a selection of ambulant disabled seats which can be located at the front of the stands, as well as at the end of aisles and near to exits. For further information on their exact locations, please speak to your club.

There are 16 wheelchair spaces available at the front of the stands, all pitchside at ground level. A small number of personal assistant seats are positioned directly next to the wheelchair user, with the majority located just behind.

P Rails /Handrails

P Rails are located in the following locations around the stadium:

- Chapel - Row 16/17 (RHS)
- Itchen - Row 4/5 (LHS) & 9/10 (RHS)
- Kingsland - 32/33 (LHS)

The rails provide additional support, stability and safety for supporters who need them.

Please contact our ticket office on 02381 780 780 for availability.

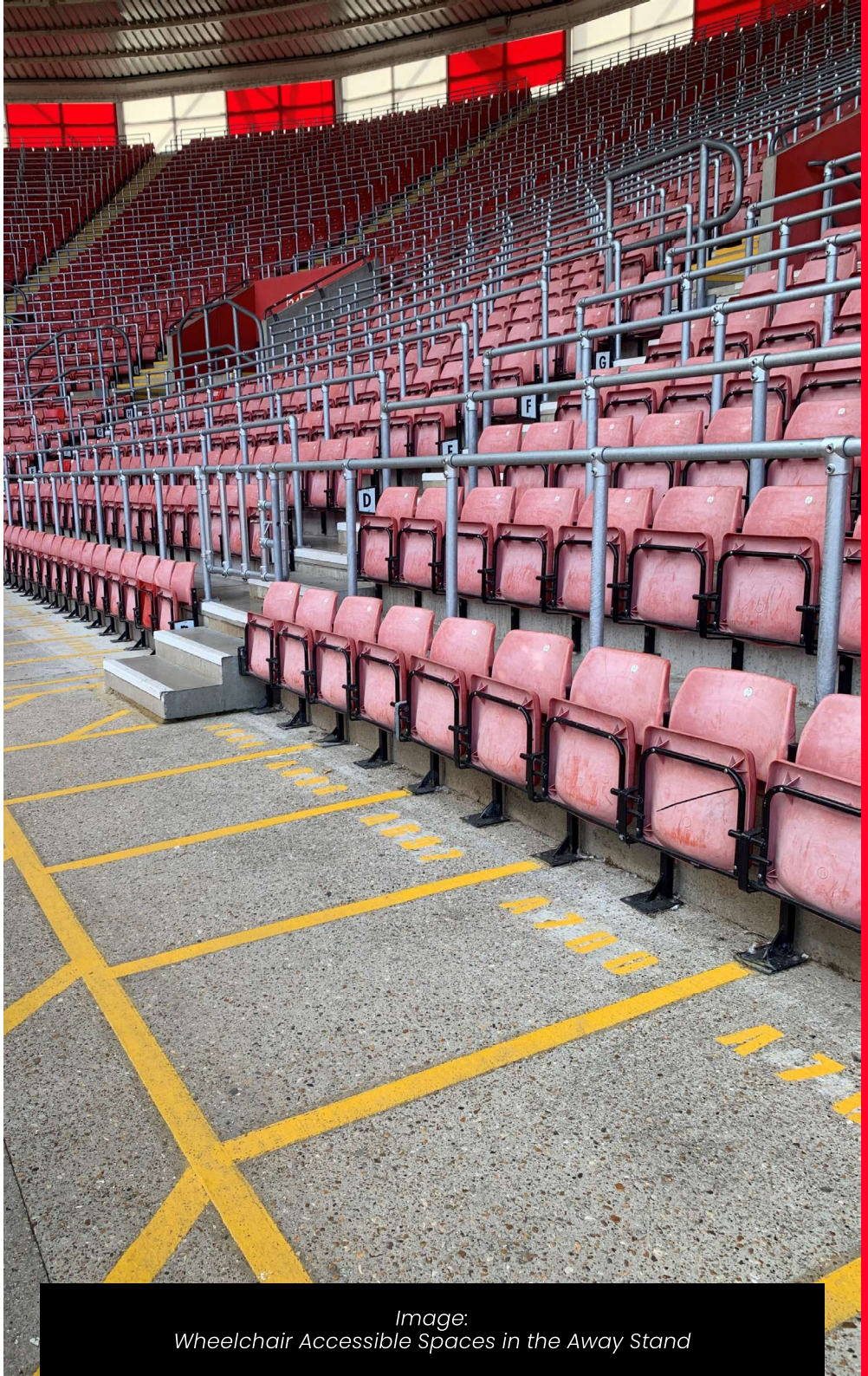


Image:
Wheelchair Accessible Spaces in the Away Stand

Stadium Access and Facilities

We offer SFC Access Wristbands for supporters with hidden disabilities.

Available free of charge, wearing an SFC Access Wristband on a matchday will allow staff to recognise that you may require additional assistance, without you having to share your specific disabilities, or needs, in an open space.

The SFC Access Wristband enables you:

- Access to accessible toilets
- To leave the stadium for a short period of time, should you need access to a 'safe space'
- To lift access if you are within Hospitality areas
- To further assistance should you wish to purchase refreshments
- Access through our accessible entrance points at the turnstiles
- The ability to bring a larger bag if you need to carry medication or equipment

If you'd like to find out more information, or would like to know how to get a wristband for the upcoming season, please contact Helen Goosey at accessibility@saintsfc.co.uk.



Image: SFC Access Bands photographed on St Mary's Stadium Pitch

Stadium Access and Facilities

Sensory Room

The Sensory Room offers a calming space for supporters of all ages with sensory differences or who may find the stadium environment challenging. It's an ideal setting for new fans and families who may otherwise feel unable to attend.

Places are available for all first-team Men's and Women's fixtures, subject to availability. Proof of eligibility may be required.

To request use of the Sensory Room, please complete our booking form below.

If you are unable to do so, please call 02381 780 780 or email accessibility@saintsfc.

Journey to the Sensory Room

www.southamptonfc.com/en/news/article/getting-to-the-sensory-room-at-st-marys-stadium

Sensory Room booking form

www.southamptonfc.com/en/sensory-room-booking-form



Image: The Bargate Homes Sensory Room inside St Mary's Stadium.

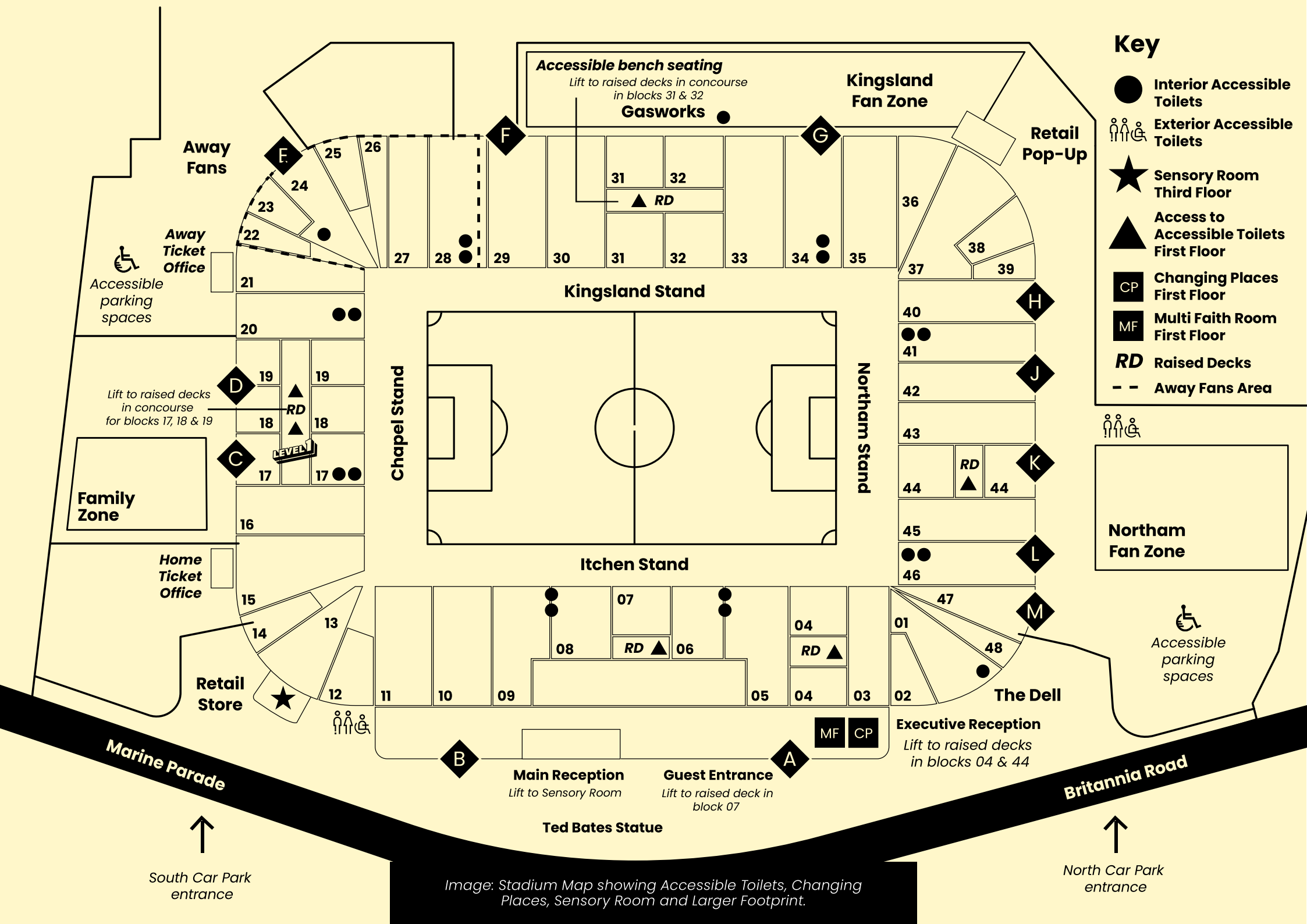
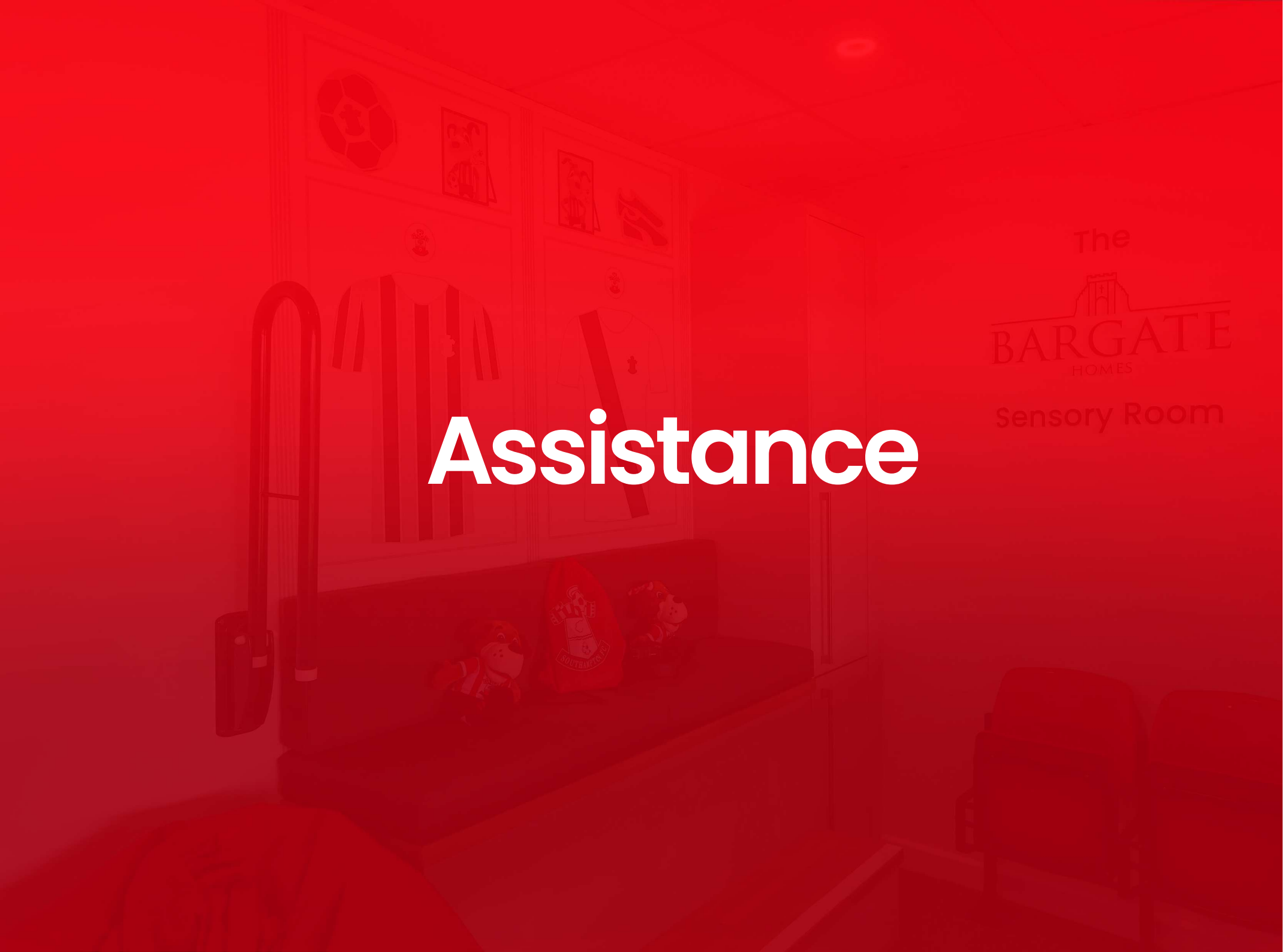


Image: Stadium Map showing Accessible Toilets, Changing Places, Sensory Room and Larger Footprint.



Assistance

Assistance

Assitance Dogs

We welcome assistance dogs and have assessed suitable seating areas with safety officers and organisations such as Guide Dogs and Canine Partners.

We can accommodate both home and away supporters with assistance dogs, with away fans seated among their own supporters. Water bowls are available on request, though there are no dedicated relieving areas.

If you plan to attend with an assistance dog, please contact us before tickets go on sale to check availability and discuss any requirements. We can also arrange a pre-visit if helpful.

Contact us on 02381 780 780 or accessibility@saintsfc.co.uk.

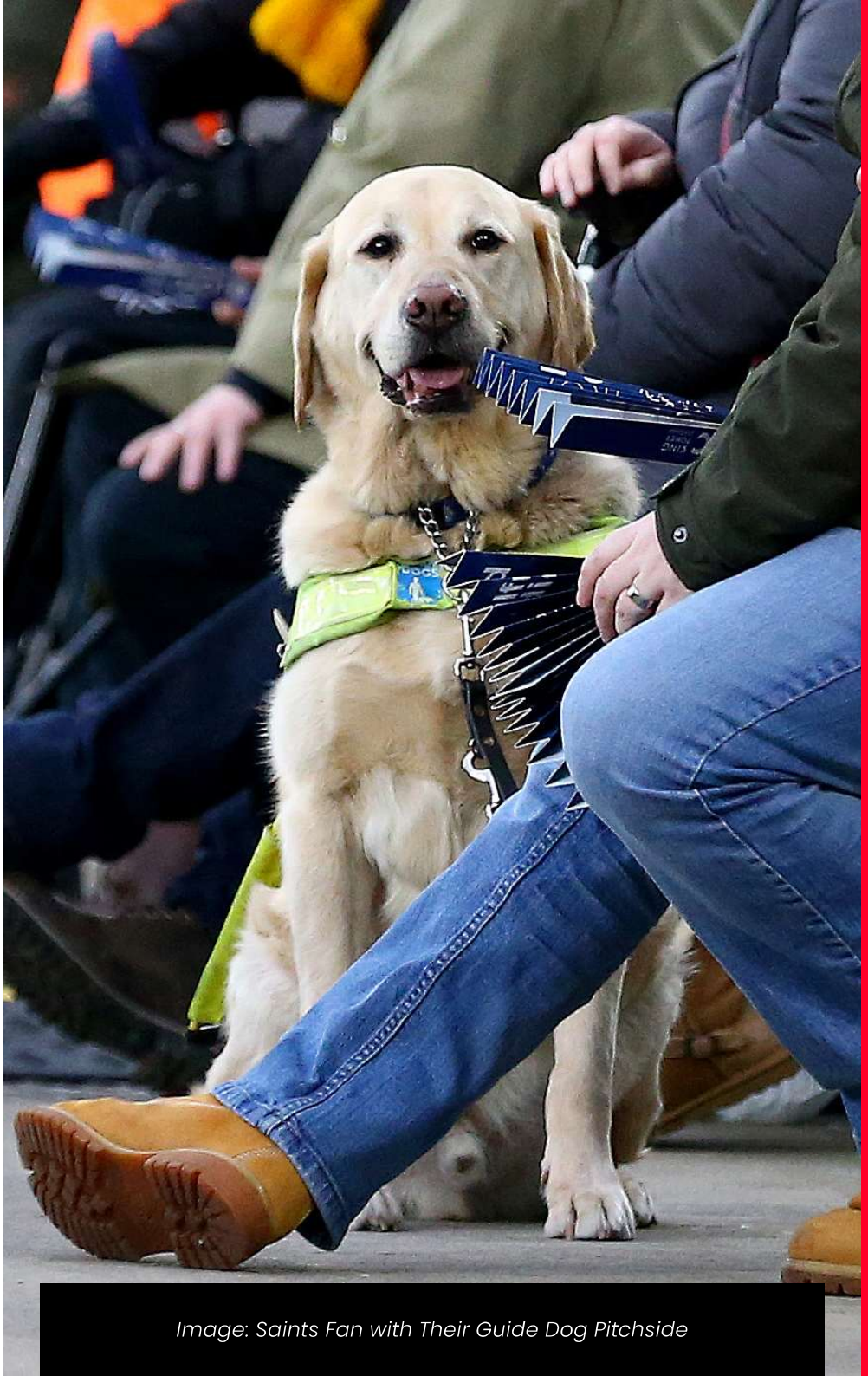


Image: Saints Fan with Their Guide Dog Pitchside

Assistance

Audio Description Service

We provide an Audio Description Service to all home and away supporters who are visually impaired. To make use of this service, please contact our Inclusion and Disability Liaison Officer no later than 2 working days before the match, on 02381 780 780 or accessibility@saintsfc.co.uk with your seat details. We advise supporters to bring their own headphones which require the old style 3.5mm plug in jack.

To access audio description highlights post-match, please follow the steps below.
'Matches' - 'Results' - Choose your game and click on 'Match Centre'

Audio Programmes

We create audio recordings of our men's and women's teams matchday programmes for fans who could benefit from listening to the content.

Feel free to give them a listen on your next trip to St Mary's Stadium.

Find our audio programmes on Apple Podcasts.

Find our audio programmes on Spotify.



Image: Matchday programme

Assistance

Medication and Equipment / Exemption Certificates

Please email accessibility@saintsfc.co.uk in advance to inform us of any medication or equipment you will be bringing to the stadium, and to discuss any support you may require. Alternatively, you can complete an exemption certificate form here.

Powered Wheelchairs and Mobility Scooters

Powered wheelchairs and mobility scooters are welcome in all wheelchair-accessible spaces. Please inform the Ticket Office when booking, so we can allocate an appropriate space.

Please note there's a maximum speed of 4mph.

The maximum permitted size is 1200mm long (including footplates) and 700mm wide.

We also kindly ask that you remain in your powered wheelchair or scooter throughout your visit, as storage facilities are not available.

Please ensure your device is fully charged for your journey and time at St Mary's.

Sensory Packs

Sensory Packs are available free of charge for supporters who may benefit from additional sensory support during their visit. Visitors can request a sensory pack ahead of their visit to the stadium by emailing accessibility@saintsfc.co.uk. We kindly ask that requests are submitted by those who feel they would benefit from this support when attending matches as a neurodivergent fan, or on behalf of a neurodivergent supporter. Applications will be assessed, and packs will be allocated subject to availability.

Ear Defenders

Ear Defenders are available for use across the stadium. Please email: accessibility@saintsfc.co.uk or call our Contact Saints team on 02381 780 780 in advance of your visit with your name and seat number to order a pair. They can be collected when you arrive at the stadium and returned after the match.



Image:
Ear Defenders inside the St Mary's Stadium Store.



Countdown to Kick Off

Countdown to Kick-Off

Matchday Itinerary Example

Pre-Match

12:00: Gates Open / Early Doors on Screens

12:45: Live Music

13:45: Saints Foundation Interview held in Northam Fan Zone

13:50: Saints Interview held in Northam Fan Zone

13:55: Live Music in Northam Fan Zone

15:00: Kick-off

Post-Match

17:00: Live Music in Northam Fan Zone

18:00: Last Orders at all on-site bars

18:30: Close

19:00: The Dell remains open till late



Image:
Live Music in the Northam Fan Zone before Matchday Kick-off



SDSA

Saints Disabled Supporters Association

SDSA

Southampton FC works closely with the **Saints Disabled Supporters Association (SDSA)** to maintain an ongoing dialogue with our disabled supporters.

The SDSA was formed in September 2010 following discussions with the Club and disabled supporters about improving accessibility at St Mary's Stadium. Their aim is to help make Southampton FC the best club in the Premier League for disabled fans and to ensure every supporter enjoys the same matchday experience.

Membership is free and open to all. Supporters under 16 can join but will not have voting rights until they turn 16.

For more information or to join, contact the SDSA on **07849 787 685** or email **contact@saintsdsa.org.uk**.

Website: SaintsDSA.org.uk

Facebook: facebook.com/SaintsDSA

X: x.com/SaintsDSA_2010



Image: British Wheelchair Rugby player and Gold medal Winning Paralympian Aaron Phipps pitchside at St Mary's Stadium.


SOUTHAMPTON FC