

Key Contacts

Disability Liaison Officer:
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Location

All visiting supporters are located in the Bill Shankly Kop which is behind the goal. Seating is reserved. The blocks run from block K which is nearest to the Sir Tom Finney stand, to block R which is nearest the Invincibles Pavilion. Block N is the most central block.

Seating Plan



Wheelchair User Provision

Total number of wheelchair bays available:	15
Are the bays elevated or pitch level?	Both
Total number of elevated & pitch level bays:	3 elevated 12 pitch level <i>(Please note the elevated platform is situated in Block K which may be away from your main allocation).</i>

	Are the bays located with the visiting allocation?	Yes
	Ticket prices for wheelchair & carer tickets:	Disabled supporters pay according to age band with the carer ticket complimentary if one is required. Adults £24 Seniors (65+) £16 Young adults (19-24) £15 Juniors (11-18) £8 Under 11s £2
	Can additional family & friends tickets be accommodated in this area?	Yes
	Are the concourse facilities accessible to wheelchair users?	Yes – we also offer a *waiter service on request for those who cannot access the concourse.
	How many accessible toilets do you have in the visitors section?	2
Ambulant Disabled Provision	Total number of ambulant disabled & carer tickets available:	No limit – can sit anywhere providing this is safe and accessible to do so.
	Can more ambulant disabled & carer tickets be requested if required?	N/A – no limit
	Ticket prices for ambulant disabled & carer tickets:	Disabled supporters pay according to age band with the carer ticket complimentary if one is required. Adults £24 Seniors (65+) £16 Young adults (19-24) £15 Juniors (11-18) £8 Under 11s £2
	Is there a disabled access door or lift which can be used in the visitors section if required?	Yes – there is a lift for access to the elevated platform and a pitch level access door (NX07) for easy access.
	Which seats are the most accessible from the vomitories and the most accessible at ground level?	The most accessible row out from the vomitory is row 6 in all blocks. There are 8 stairs from the concourse to the vomitory and the seats on row 6 are level from the stairway.

		The row nearest the front is row 2 and has two steps up to it.
	Do you have any provisions for blind/partially sighted visiting supporters?	Yes – 2 receivers are available to be booked out in advance of the fixture, no later than 5pm the day before a Saturday game and 12 noon on the day of a midweek fixture. The receivers tap into the local Hospital Radio commentary. Supporters must bring their own headphones. We can also accommodate supporters with guide dogs on request.
	Any other provisions?	N/A
Criteria	What criteria do you require for disabled and carer tickets?	For visiting supporters we ask that disabled and carer tickets are sold in accordance with your club's terms and conditions/criteria.
Disabled Parking	How many accessible parking bays are available for visiting supporters?	4
	How much do these cost?	£15
	Can these be booked in advance and on the day?	Advance purchases only. (No later than 5pm the day before a Saturday game and 12 noon on the day of a midweek fixture)
	Do you have any drop off areas around the ground?	Yes – one at the Sir Tom Finney stand and one at the Invincibles stand.
Additional Information	<p>*Waiter service available on request – the kiosk staff in the Bill Shankly Kop will take orders from disabled supporters who cannot access the concourse and deliver the products to their seat. This service is available just after kick off. An order form will be made available for supporters to select the products they want and the quantities.</p> <p>A Changing Places facility is also available which is located in the Invincibles Pavilion. This can be used by visiting fans if required.</p>	