Access information for disabled supporters

Wolves are committed to providing services and facilities for supporters with disabilities. Concessions are available on season tickets to supporters providing proof of disability and helpers are accommodated at a charge seasonally, or on a match to match basis when supporting evidence is provided.

This guide has been designed to assist you in planning your journey to Molineux and provides information on the facilities and services available for disabled supporters.
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For any accessibility or disability enquiries, please contact:

**Laura Wright**  
*Disability Access Officer*  
Telephone: 01902 828312  
Email: laurawright@wolves.co.uk  
Office hours: 08:30 – 17:45  
Matchday hours: 3 hours before kick off

**Dave Wood**  
*Supporter Liaison Officer*  
Telephone: 01902 828312  
Email: davidwood@wolves.co.uk  
Office hours: 09:00 – 17:00  
Matchday hours: 3 hours before kick off
We are Wolves. Progressive, determined, bright, unified and humble. A pack that is hungry for success. Wolves is one of the fastest growing professional football clubs in the UK and boasts one of the richest histories in the beautiful game.

Formed in 1877, Wolves was a founder member of the Football League, and was one of the most successful sides in the fifties and sixties. During a two decade spell, the Black Country’s most decorated side won three First Division titles and one of its four Cups.

After a sensational 2017/18 season which saw Wolves clinch the Sky Bet Championship trophy and promotion into the Premier League, the club is now settled into the Premier League with a slot in the Europa League as well. But at Wolves it is all about what we will do, not what we have done.

We don’t simply look to the future, we seize it.
Disability Defined

As defined by the Equality Act 2010, a disabled person is an individual who “has a physical or mental impairment which has a substantial and long-term adverse effect on his or her ability to carry out normal day to day activities.”

You may be asked to provide proof of eligibility for your complimentary personal assistant’s ticket. The club accepts the following documents:

- Receipt of Disability Living Allowance (DLA) (mobility and/or care component) for children under 16.
- Receipt of Personal Independence Payment (PIP) for mobility, and/or care.
- Receipt of either Severe Disablement Allowance or Attendance Allowance.
- War Pensioners’ Mobility Allowance or War or Service Disablement pension for 80% or more disability.
- Blind or partially sighted registration certificate (BD8 or CV1 certificate) or evidence from an eye specialist, for example an optometrist, that the individual would qualify to be registered as severely sight impaired (blind) or sight impaired (partially sighted). Further advice can be found on the Royal National Institute of Blind people (RNIB) website.
- A personal letter from the GP, community nurse or social worker stating that the individual has a long-term impairment or disability and requires assistance.
- Confirmation in writing from Social Services that the individual is included on their Deaf Register; or a letter or report from an aural specialist confirming that hearing loss has been recorded at 70-95 dBHL or worse.
- Confirmation in writing from Social Services that the individual has a learning difficulty or disability. This may include proof of registration with Social Services, or if not on the Local Authority Register.

NB- this list is not exhaustive and consideration will be given to any other evidence that can be provided. Please note in the case of DLA, as the allowance may be for life or a fixed period, the Club reserves the right to periodically check that an applicant remains eligible.
**Buying your ticket**

Disabled supporters should contact the Clubs Disability Access Officer Laura Wright – laurawright@wolves.co.uk or 01902 828312. Alternatively, you can visit the ticket office in person for advice on purchasing tickets for all Wolves fixtures.

In addition, tickets can be purchased online – to access this facility you must first register an account on wolves.co.uk, please contact Laura who can provide you with further assistance.

We would ask that, wherever possible, you detail the nature of your disability so that we are able to assist your purchase and offer you seats most suited to your requirements (Subject to availability).

Tickets for wheelchair uses spaces and seats to accommodate disabled supporters are available on a match to match basis, subject to availability.

**Purchasing a Season Ticket**

Season tickets are subject to a waiting list, please contact the Ticket office for more information on how to join this list.
Membership

Wolves will be offering an Adult and Junior membership offering supporters a number of benefits. Terms and conditions can be found on the Wolves website.

MyWolves (17+ years) - £30
- Exclusive Gift - Lucky socks, pin badge and pen
- 100 loyalty points
- New for 19/20 ‘Wolves Cash’
- Eligibility to join season ticket waiting list (when applicable)
- Pay no admin fees on home tickets when you buy online and upload to your smartcard
- Your own personalised smartcard which acts as your match ticket and access to special offers
- Free entry to home reserve matches upon production of your smartcard
- Access to the North Bank Bar in the Stan Cullis Stand before home matches (subject to availability)
- Members only events and competitions
- 10% discount on your food bill in Sir Jack’s Restaurant

#WolfPack (12-16 years) - £17.50
- An exclusive joining gift - Wolves snood & power bank
- Opportunity to claim one of 5,000 FREE tickets to be made available to junior members across the Premier League season*
- Chance to win the opportunity to be the Wolves mascot at away matches (subject to age restrictions)
- New for 19/20 ‘Wolves Cash’
- Your own personalised smartcard which acts as your match ticket and access to special offers
- Free entry to home reserve matches upon production of your smartcard
- 100 loyalty points
- Members only events and competitions
- Opportunity to come to the Christmas party and Young Wolves End of Season Dinner with Wolves first team players

Young Wolves (4-11 years) - £15
- An exclusive joining gift - 3D Wolfie pencil case with notepad and pens
- Opportunity to claim one of 5,000 FREE tickets to be made available to junior members across the Premier League season*
- Chance to win the opportunity to be the Wolves mascot at away matches (subject to age restrictions)
- New for 19/20 ‘Wolves Cash’
- Your own personalised smartcard which acts as your match ticket and access to special offers
- Free entry to home reserve matches upon production of your smartcard
- 100 loyalty points
- Priority window to purchase tickets for home, away, cup and play-off matches
- Members only events and competitions
- Opportunity to come to the Christmas party and Young Wolves End of Season Dinner with Wolves first team players

Wolves Dribblers (0-3 years) - £12
- An exclusive joining gift - Two bandana bibs, plate, fork & spoon
- Welcome certificate
- New for 19/20 ‘Wolves Cash’
- Exclusive Mother & Toddler event
The club is given a limited number of tickets for disabled fans (wheelchair bays and ambulant supporters) for away fixtures. Disabled supporters can purchase tickets under the same conditions as non-disabled supporters (priority given to season ticket holders and those with enough loyalty points). Details of ticket priority windows are published for each home and away game respectively.

Disabled supporters who would like tickets for Wolves away fixtures or who would like more information on the Club’s away ticket allocations should contact Laura Wright or the ticket office.

Please ensure that you have purchased a ticket before making arrangements to travel.

Disabled supporters can travel to away games on the DSA adapted coach should they wish to do so subject to availability. If unavailable, the Club’s official supporters coaches can be booked with advanced notice.
There are a number of ways for supporters to travel to Molineux.

By Car

Post Code for SAT NAV: WV1 4QR
Make your match day more enjoyable with hassle free parking available at various locations around Molineux:

• Redhill Street WV1 1NR  •  Whitmore Hill WV1 4RU  •  Faulkand Street WV1 1JN

To book a match day parking pass, contact the Ticket Office by calling the Ticket Office on 0871 222 1877.
By Train

National Rail
Wolverhampton Railway Station,
Railway Dr, West Midlands, Wolverhampton WV1 1LE

Wolverhampton Railway Station is around a 15 minute walk away from Molineux. From the main station entrance proceed straight on towards the city centre and as you reach the inner ring road turn right. Just follow the ring road as it continues in a circular pattern around to the left. Eventually you will see the Molineux on the right.

West Midlands Trains - www.networkwestmidlands.com
West Midlands Trains operates high-speed trains to and from London and regional train services across the West Midlands.

By Bus

Matchday Bus Services to Molineux - http://nxbus.co.uk/west-midlands
Local bus travel is a great way of reducing the traffic around the stadium on a matchday.

Zeelo are running direct coach services for home fans travelling to Molineux. With the long train and bus journey or tiring drive, Zeelo offer a hassle free service straight to Molineux. Travel in a comfortable coach, with a guaranteed seat and soak in the atmosphere with other fans. This family friendly service has special rates for seniors and children with prices starting from as little as £8 return. - http://www.zeelo.co/rides/Wolverhampton-Wanderers
**Molineux Stadium Information**

Molineux stand diagram with seating areas and turnstiles.

- **Denotes Turnstile**
- **Accessible Entrance**
- **Megastore**
- **Museum & WV1 Entrance**
- **Executive Entrance 1**
- **Executive Entrance 2**
- **Main Entrance**
- **North Bank Bar**
- **Steve Bull Executive Box Entrance**
- **Wolfe’s Den**

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**Molineux Stadium capacity 2019/20:** 32,100

**Record PL attendance:** 31,322 v Manchester City (25th August 2018)

**Built:** 1889

**Pitch size:** 105m x 68m

**Stadium address:** Molineux Stadium, Waterloo Rd, Wolverhampton, WV1 4QR

**Phone:** +44 (0) 871 222 1877
Parking Facilities

Limited accessible parking is available on matchdays. Please contact Laura Wright for further details.

Please note that due to limited parking spaces we can advise away fans where to park in the surrounding car parks but cannot offer official Club parking.
Road Closures

Waterloo Road
Will be closed from the roundabout leading to ASDA up to the traffic lights at Newhampton Road from 90 minutes before kick off, up until a period at the discretion of the Matchday Safety Officer at the end of the game (expected to be between 15 and 30 minutes).

- Molineux Street at the junction with Camp Street and Sir Hayward Way
- Sir Jack Hayward Way opposite the Stan Cullis Car Park kiosk
- Top of Whitmore Hill
These roads will be closed here from one hour before kick off, up until a period at the discretion of the Matchday Safety Officer at the end of the game (expected to be between 15 and 30 minutes).

Car Parks
1. Sir Jack Hayward Car Park
2. Whitmore Hill Car Park
3. Waterloo Road Car Park
4. Directors Car Park
5. Whitmore Hill Upper Car Park
6. Stan Cullis Stand Car Park
7. Steve Bull Car Park
8. University Car Park
9. Red Hill Street Car Park

Some car parks are closed or have restricted access on match days.

Pre-Match Safety Measures

- Vehicle Blocks
- Closed Road / No Parking at any time
- Access to ASDA Car Park Only
- Barriers
- Left Turn Only
Matchday ticket offices are located next to the Megastore in the corner of the Stan Cullis Stand and the Billy Wright Stand. Ticket office is open Monday to Friday 10am-5pm. Home match Saturdays 9am until kick off, and away match Saturdays 9am-1pm.

The ticket office is accessible via a ramp and has a low level service window to access tickets and information.

Collections of tickets are on the day of the game from the Ticket Collection Point which is located in the Stan Cullis Stand near to the North Bank Bar.

CALL: 0371 222 1877

If you have a My Molineux smartcard we will upload your match ticket to the card, alternatively we will post or you can print your match ticket at home. If you decide to collect on the day, the Ticket Collection Point is located between the Megastore and the Ticket Office and will be open from 12:30pm on a weekend afternoon match and 5pm on a weekday evening match.
# Countdown to kick off

## 3pm Kick off

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>09.00</td>
<td>Ticket Office opens</td>
</tr>
<tr>
<td>10.00</td>
<td>Megastore opens</td>
</tr>
<tr>
<td>11.00</td>
<td>Museum opens</td>
</tr>
<tr>
<td>12.00</td>
<td>Official car parks open (Whitmore Hill &amp; Red Hill St) &amp; North Bank Bar opens to season ticket holders/members</td>
</tr>
<tr>
<td>12.30</td>
<td>Ticket collection office opens</td>
</tr>
<tr>
<td>13.00</td>
<td>Hospitality suites open &amp; Wolfie’s Den opens</td>
</tr>
<tr>
<td>13.30</td>
<td>Turnstiles open &amp; last advised entry time to the Museum</td>
</tr>
<tr>
<td>14:30</td>
<td>Make sure you take your seats to catch the pre-match build-up</td>
</tr>
<tr>
<td>15.00</td>
<td>Kick off</td>
</tr>
<tr>
<td>15.45</td>
<td>Half time</td>
</tr>
</tbody>
</table>
| 16:45 | Full time, North Bank Bar reopens for home fans (until 5:45pm) & Megastore reopens (until 6pm) |}

## 7:45pm Kick off

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>09.00</td>
<td>Megastore opens</td>
</tr>
<tr>
<td>10.00</td>
<td>Ticket Office opens</td>
</tr>
<tr>
<td>12.00</td>
<td>Museum opens</td>
</tr>
<tr>
<td>16:30</td>
<td>North Bank Bar opens for season ticket holders/members &amp; official car parks open</td>
</tr>
<tr>
<td>18:00</td>
<td>Hospitality suites open</td>
</tr>
<tr>
<td>18:30</td>
<td>Turnstiles open &amp; Ticket Collection Office opens</td>
</tr>
<tr>
<td>19.00</td>
<td>Last advised entry into the Museum</td>
</tr>
<tr>
<td>19.30</td>
<td>Make sure you take your seats to catch the pre-match build-up</td>
</tr>
<tr>
<td>19.45</td>
<td>Kick off &amp; Megastore closes</td>
</tr>
<tr>
<td>20.30</td>
<td>Half time</td>
</tr>
<tr>
<td>21.15</td>
<td>Megastore reopens</td>
</tr>
<tr>
<td>21:30</td>
<td>Full time &amp; North Bank Bar reopens for home fans</td>
</tr>
</tbody>
</table>
**Stadium Access**

**Accessible Entrances**

There are five accessible entrances into the stadium, all of which offer ground level access to wheelchair user viewing facilities. Entrances are clearly signed and open approximately one hour prior to kick off. Stewards are present to offer assistance and tickets are checked at each entrance with readers.

**All registered disabled season ticket holders can use this entrance to access the Paycare lounge before kick off but exit the ground and use their designated turnstile to enter for other stands of the ground.**

**Entrance 7** is designated wheelchair accessible entrance serving the Billy Wright stand WL1-4.

**Entrance 3** is used for away disabled supporters and monitored by stewards who can take in supporters as needed.

**Entrance 5** is an accessible entrance for the Sir Jack Hayward Stand. Stewards are on hand if disabled supporters are booked in this stand.

**AE1** - This provides an accessible entrance for supporters seated in the Stan Cullis lower and upper and WL6-9.

**AE2** - This provides an accessible entrance for supporters seated in the Stan Cullis lower and upper.

**Accessibility Stewards**

We have a dedicated stewarding team identified by blue high visibility jackets who are on hand before, during and after the match to help you make the most of your match day experience. All stewards are working towards or have gained an NVQ Level 2 in Spectator Safety with a specialist module in disability.
Where to Sit

Accessible viewing areas

Wolves have a total of 140 spaces for wheelchair users within the stadium. Home supporters have 125 wheelchair spaces available to them. Spaces are in the Billy Wright Stand (55 spaces), Stan Cullis Stand (63 spaces) and Sir Jack Hayward Stand (7 spaces). Visiting clubs have 14 spaces which are located in the lower Steve Bull stand which is pitch side.

Pitchside wheelchair user positions have little cover – blankets subject to availability are available during inclement weather.

Elevated positions in the Stan Cullis stands are accessible by lifts.

Companions can sit adjacent to the wheelchair user, but for busy games there are carer seats behind the wheelchair user.
Ambulant Disabled Supporters

All ambulant disabled supporters are able to enjoy the game at Molineux with their companions from any seat they chose. However as the upper Stan Cullis can be very steep we would remind supporters when exiting in a hurry how high it is and how many steps there are to the top.

If you require easy access seats or have a specific seating requirement please contact the Club’s Disability Access Officer to discuss. Every effort will be made to accommodate such requests, subject to availability.

Accessible Toilets

There are 20 accessible toilets within the stadium. All are accessed via level or a slight incline and are clearly sign posted. Toilets have a RADAR key system for all facilities, for supporters who do not have their own RADAR key, please ask a steward for assistance.

We also have a Changing Places facility that is situated between the Stan Cullis and Steve Bull stands – this is open to anyone. Please contact a steward for more information.
For the 19/20 season Wolves have dedicated a Sensory Room for use on matchdays. People with autism and other conditions can book this room on a match by match basis or use during the match when the need arises (subject to availability).

The room holds 8 people and has an accessible toilet adjacent to it. It holds a TV, whiteboard and sensory equipment to help with sensory overload and stimulation gained from being in a busy ground.

If you would like to book the Sensory Room please call Laura for more information. Disabled supporters.
Deaf or hard of hearing supporters
The Club have induction loop equipment in the Megastore and the Ticket Office.

Blind and partially sighted supporters
Audio description is available from the ticket office to listen to live match commentary from specially trained commentators.

Disabled supporters with learning difficulties
There is no allocated seating for supporters with learning difficulties and they may therefore sit (subject to availability) in their preferred area.

Assistance dogs
Any supporter wishing to attend Molineux with an assistance dog must contact the Club’s Disability Access Officer to ensure the appropriate match tickets are available and adequate arrangements can be made.

Reduced Mobility
Temporarily disabled supporters (eg broken leg) that may affect access to Molineux or seating areas should contact the Club’s Disability Access Officer before the game to arrange alternative seating.
Accessible kiosks with low level counters are available in the Stan Cullis Stand.

- Stewards are available in the concourse before, during and after the game so if you need any assistance they will be more than happy to help
- Allergen information is available upon request
- We offer an ‘at seat’ refreshment service for supporters when required. Please let stewards near you know that you need assistance.
Here at Wolverhampton Wanderers we pride ourselves on being inclusive for all.

One initiative we have for autistic supporters is to hold an Autism Hour every Sunday from 3pm-4pm.

The Mega Store dims its lights, lowers stimulation and turns off music as well as having a dedicated Sunday staff serving.

We also have the Sensory Room for use on matchdays, which you can read about on page 20.
In August 2012 a ‘Steering Group’ was formed to create the Wolves DSA. The group was elected from our registered disabled fanbase and fantastically supported ‘Level Playing Field’ the representing body guiding both clubs and disabled people when developing such associations. The Steering Group agreed the basis of a constitution and the reasoning for the existence of the DSA while also electing a Chairperson, Assistant Chair and Secretary.

The DSA has its own ‘code of conduct’ binding all members in supporting each other together with Wolves. Furthermore two members of the DSA were elected to sit on the clubs Fans Parliament thereby providing an important flow of communication between the two groups.

Issues addressed by the Wolves DSA include: facilities at away grounds, essential access, vehicle parking, seating and ticketing information. All impact on disabled people enjoying their football and this is where DSA members’ feedback can prove invaluable. Football clubs and national football bodies need the assistance of disabled supporters in order to maintain and improve the facilities that are provided. The enthusiasm and commitment of Wolves DSA members demonstrates that, given the opportunity, disabled supporters can be an active part of the football community.

0371 222 2220  wolvesdsa@hotmail.co.uk
Additional Information

Rachael Heyhoe Flint – Accessible Paycare Lounge

Our Disabled supporters are welcome to join us in the recently re-named Rachael Heyhoe Flint Paycare Disabled Lounge in the Stan Cullis Stand. The facility provides a complimentary drink in a dedicated room and is available to all disabled supporters. If you’d like to visit please ask the Steward when entering the Stadium.

- To bring medication into the stadium please contact our Disability Access Officer with details of your current medication and any support you may require for the duration of your stay with us.
- We would ask that you advise the Club if you are to be accompanied by a personal assistant who is under the age of 16 at any time as this will ensure that the stewards in your area are aware should there be an emergency.
- All stewards and frontline staff are trained in equality, diversity and disability awareness.
- Evacuation procedures will be advised by matchday stewards in the event of an evacuation being necessary.

If you cannot find the information you need please contact the Club’s Disability Access Officer.