



# Accessibility Information

We hope that you have a wonderful visit to the London Stadium for the Muller Anniversary Games. Here is some helpful information about the access arrangements in place.

The Stadium Turnstiles will be open from 11.00am on both days.

## Travelling to the Stadium

### *Pre-Booked Blue Badge Parking: Directions and Information*

The Blue Badge car park is located at London Stadium, close to Bridge 4. To access the main concourse level from bridge 4 there will be a lift in operation. If you require pre-booked Blue Badge parking, please email: [majorevents@britishathletics.org.uk](mailto:majorevents@britishathletics.org.uk) with the required details:

- Vehicle (Make & Model)
- Vehicle Registration
- Blue Badge permit number
- Expiry Date
- Council that issued the blue badge

*\*Please note that blue badge parking is nearly at capacity and we might not be able to accommodate any new requests. Blue Badge parking is also available at Westfield Shopping Centre.*

Please use the following address if using a satellite navigation device – the Blue Badge Car Park can be accessed from Loop Road.

*Gate 1A, London Stadium,  
Queen Elizabeth Olympic Park,  
London,  
E20 2ST*

As you approach the car park there will be a road closure in place. To be able to pass through the road closure it is important you display your parking pass and Blue Badge. If you have any problems please advise the road team of your booking name - they will have a full list of names of customers who have pre-booked parking. Further details on directions are at the bottom of this document.

The car park will open at 10.00am. Please do not arrive before this time as you will not be allowed through the road closure. It will remain open until 5.30pm.

**Please Note:** After the games have finished there will be a vehicle curfew in place which means cars cannot move from the stadium while the crowds clear - this usually lasts for around 30 minutes. The stewards manning the car park will advise you when it is safe to leave.

Facilities such as toilets won't be available until you enter the stadium. Vehicles cannot be left in this car park overnight.

## *Public Transport and Stratford Accessible Shuttle Service*

Stratford has a number of accessible transport options, all the details of which you can find on the TFL website: <https://tfl.gov.uk/transport-accessibility/>

For those who require it, an Accessible Shuttle Service will run from next to Platform 13, which is served directly by the Jubilee Line, at Stratford Station to the Stadium. There is step-free access from all lines to Platform 13.

The shuttle service timings are:

**Starts – 10.30am at platform 13**

**Finishes – 5.00pm, this will be the last shuttle from the Stadium to platform 13**

The Accessible Shuttle will drop off and pick up at the London Stadium on the Loop Road adjacent to Bridge 3 (North West side of Stadium).

Please be aware that demand for the return shuttle service immediately after the event will be high and at this time there may be a delay in boarding a shuttle service. At busy times the service may be limited to one companion per wheelchair user. Immediately after the games have finished a vehicle curfew is put in place by the stadium safety officer, this means the shuttle buses may not be able to operate for around 30 minutes until it is safe to do so. Once the crowds have cleared the shuttle will run until everyone is back at the station. We thank you for your patience in advance.

## **At the Stadium**

### **Guide Dogs and Assistance Dogs**

Are very welcome at London Stadium.

### **Accessible Toilets**

These are available on all levels, near the wheelchair bays. These toilets are larger than standard toilets.

Many of these toilets are controlled by RADAR keys which will be given to staff but if you have your own key please make sure you bring it with you.

### **Changing Places Toilet**

There is a Changing Places toilet at Block 149 (North of the Stadium) and Block 125 (South of the Stadium) which includes a height-adjustable changing bench, a hoist and room for up to two personal assistants.

This is designed for customers who need hoisting and extra care/support and should only be used where necessary. Please make sure that if you require this facility you bring your own slings as these cannot be provided. These toilets are also RADAR key controlled.

## **Accessible Entry**

We have one dedicated accessibility lane on each bridge for disabled customers, their personal assistant and family to use. This is where a bag check will take place. You are welcome to use any bridge irrespective of the one printed on your ticket. Stewards will be able to direct you to the shortest route.

There will be an Accessible Turnstile at each set of Turnstiles which will be used for ticket scanning and entry to the stadium.

## **Access to the Box Office**

The Box Office is found on the concourse near Turnstile E. A quarter of ticket counters are at accessible height for wheelchair-users and include induction loops to support hearing aid users.

## **Accessible Seating**

Accessible seating is available on each level at London Stadium, including: aisle seats, seats with few or no steps nearby, seats which have nothing directly in front of them, and those closest to toilet facilities. These seats are pre-bookable by contacting Ticketmaster's Accessible Ticketing Team on **0333 321 3125**. Please endeavour to book your accessible seats in advance of the event, there is no guarantee that we'll be able to accommodate any seating changes on the day.

## **Medication**

Spectators are advised to bring medication in its original packaging and only enough for use during the event. All spectators are subject to bag searches and any unmarked / unpackaged medication will be confiscated.

There is no refrigeration on site so please make sure that you package your medication appropriately for the duration of your visit; we suggest bringing a small cool bag for any medication which needs to be kept cold.

## **Special Effects**

Please be aware that strobe lights, special effects and fireworks may be used at this event.

## **Distances - \* All distances are approximate and subject to change**

Please take note of the distances involved when attending London Stadium. We ask all guests to plan their visit accordingly and give themselves enough time when setting off on their journey.

From the shuttle drop off to bridge 3 entrance = 5-10m  
Bridge 3 ticket bag check point to Entrance A = 75m  
Bridge 3 to block 102 = 125m  
Bridge 3 to block 140 = 370m  
Bridge 3 to block 123 = 385m  
Bridge 3 to Ticket Office = 800m (not on halo)  
Stratford Station to Bridge 1= 950m  
Stratford Station to Bridge 5 = 1090m  
Bridge 1 to Entrance E =380m  
Bridge 1 to block 138 = 150m  
Bridge 1 to block 107 = 460m  
Bridge 1 to Ticket Office = 300m  
Distance around the whole concourse = 950m  
Seating Row 22/23 (back row of the lower stand) to the closest toilet = 30m

## Blue Badge Parking – Further Travel Information

### From A12 North:

Travelling south on the A12 Take the A106 towards Dalston, Hackney, Stratford & Westfield –follow signs for Westfield.

Keep in the left lane.

Follow signs to Westfield. At traffic lights keep in left lane.

Keep in the left lane onto Waterden Road into the Queen Elizabeth Olympic Park.

When road widens into 3 lanes, keep in right lane and turn right at traffic lights on to Clarnico Lane.

At T junction turn right on to Whitepost Lane then first left on to Loop Road and continue South towards Gate 1, past Gate 1 and Gate 1A is on the left.

### From A11 Central London:

East on the A11 Bow Road.

Take the left hand slip road, before the flyover.

At the Bow Roundabout take the second exit on to A118 High Street.

Follow sign to Stratford/Westfield At the first set of traffic lights turn left on to Marshgate Lane.

Stay on Marshgate Lane until you pass under two bridges and at the traffic lights turn left on to Loop Road.

Gate 1A is on your right as you pass the Stadium and Bridge 4.

### From A12 South:

Take the A11/A118 exit at Bow Roundabout.

At the Bow Roundabout take the third exit on to A118 High Street.

Follow sign to Stratford/Westfield.

At the first set of traffic lights turn left on to Marshgate Lane.

Stay on Marshgate Lane until you pass under two bridges and at the traffic lights turn left on to Loop Road.

Gate 1A is on your right as you pass the Stadium and Bridge 4.

