

## **Sale Sharks Access Statement**

Sale Sharks are committed to making the home of North West Rugby accessible for everyone. We work closely with Sharks Community Trust to support everyone attending our fixtures whilst continuing to improve and update our matchday processes.

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### **Personal Assistant:**

Sale Sharks offers a free ticket to supporters with disabilities that wish to have a personal assistant accompany them. The Club provide a complimentary ticket for personal assistants as required. Proof of disability documentation will need to be provided and confirmation when booking your ticket to ensure the tickets are allocated together.

Please contact our ticket office on 0161 667 7519 or via email to [angela.traynor@salesharks.com](mailto:angela.traynor@salesharks.com)

Facilities for Supporters using Wheelchairs

There are up to 81 wheelchair places for supporters around the stadium situated as follows:

- North Stand: 10 personal assistant seats/ 10 wheelchair spaces
- South Stand: 10 personal assistant seats/ 10 wheelchair spaces
- East Stand: 20 personal assistant seats/ 20 wheelchair spaces
- West Stand Lower: 14 personal assistant seats/ 14 wheelchair spaces
- West Stand Upper: 27 personal assistant seats/ 27 wheelchair spaces

### **Facilities for Ambulant Disabled Supporters**

Ambulant Disabled Supporters include individuals who:

- Use wheelchairs for outdoor mobility but are not necessarily confined to their wheelchair
- People with walking difficulties and or physically restricting medical conditions

### **Facilities for Supporters with Visual Impairments**

Guide dogs are permitted within the stadium however we request that supporters with guide dogs contact us ahead of a fixture they are attending on 0161 667 7519 or via email to [Kayleigh.baxter@salesharks.com](mailto:Kayleigh.baxter@salesharks.com) so that we can discuss access to the stadium and the welfare of the dog during the match.

Sale Sharks will also offer a free ref-link to supporters attending fixtures with visual impairments, please contact Sale Sharks in advance of the fixture on 0161 667 7519. A certificate of vision impairment or similar document must be provided as evidence.

### **Facilities for Supporters with Learning Difficulties and Unseen Disabilities:**

Supporters with learning difficulties or unseen disabilities can be accommodated in any part of the stadium in standard seating. However, if any person with learning difficulties feels that standard match seating would be unsuitable, they are entitled to sit in any of the disabled supporter areas with a personal assistant if required. (the set-up is a seat then a wheelchair space so there would be a space between the personal assistant and where a wheelchair would be positioned). Please contact our ticket office on 0161 667 7519 or via email to [angela.traynor@salesharks.com](mailto:angela.traynor@salesharks.com)

**Temporary Mobility Restrictions:**

Supporters suffering from temporary mobility restrictions (i.e. broken leg) can contact us on 0161 667 7519 or via email to [angela.traynor@salesharks.com](mailto:angela.traynor@salesharks.com) to arrange access to the stadium and a more suitable seat if required.

**How to get to the AJ Bell Stadium: Public Transport**

The AJ Bell stadium can be accessed via the following modes of public transport:

**Bus:** You can find all the information on buses here: <https://tfgm.com/public-transport/bus/accessible-transport>

Virtually all First buses have a dedicated area for people who use wheelchairs. Many are low-floor buses with steps that can be lowered or ramps. First Bus has signed the Confederation of Passenger Transport Mobility Scooter Code.

Special passenger journey cards let you tell the driver if you need extra help - like more time to reach your seat or louder announcements if you have a hearing impairment. You can find out more on the operator's website: <https://www.firstgroup.com/bus-accessibility>

A number of bus routes run along Liverpool Road and all buses are low floor vehicles (they can be lowered to pavement level when the bus stops and the doors open).

From Manchester City Centre to the stadium are the number 10, 67 and 100. Buses from the Trafford Centre (many services connect here from across the region). Number 100 to Liverpool Road, Irlam. (2-minute walk from the Liverpool Road stop.)

For further information, bus timetables and journey planning visit <https://tfgm.com/>

**Train:** Train services are becoming far more accessible, and many disabled people can use the rail network without help. If customers do need help, it's best for them to book their journey 24 hours in advance, this is so the train company can assist passengers if they: find it hard to get on and off trains // use a wheelchair - on most trains you'll need a boarding ramp and to reserve a wheelchair space // use a mobility scooter - some train companies have restrictions.

You can find out more information here: <https://tfgm.com/public-transport/train/accessible-transport>

Useful page for customers to book National Rail website: [https://www.nationalrail.co.uk/stations\\_destinations/disabled\\_passengers.aspx](https://www.nationalrail.co.uk/stations_destinations/disabled_passengers.aspx)

The nearest train stations are Irlam and Patricroft.

	Irlam Station	Patricroft Station
Assisted Travel	<a href="https://www.northernrailway.co.uk/stations/IRL#station-accessibility">https://www.northernrailway.co.uk/stations/IRL#station-accessibility</a>	<a href="https://www.northernrailway.co.uk/stations/PAT#station-accessibility">https://www.northernrailway.co.uk/stations/PAT#station-accessibility</a>
Help Points	No	No
Staff Help	No	No
Induction Loop	Yes	Yes
Accessible Ticket Machines	No	Yes
Accessible Booking Office Counter	No	No
Ramp for Train Access	Yes	Yes

Step Free Access	No part of station	No part of station
Impaired Mobility Set Down	No designated area is provided	No designated area is provided
Wheelchairs Available	No	No

For both stations walk to Liverpool Road and take the number 67 bus.

#### **Metrolink:**

All Metrolink trams and tram stops are accessible for wheelchair users. Mobility scooter users must have a mobility scooter permit to take their scooter on a tram.

Every tram stop has:

- a ramp, lift, or escalator
- step-free access for wheelchair users and people with pushchairs
- CCTV and emergency call-points
- platforms with tactile edges for visually impaired passengers

Every tram has:

- an area for people who use wheelchairs
- space for pushchairs
- seats marked for people who have trouble standing
- emergency call points

You can find a full breakdown of all the information here: <https://tfgm.com/public-transport/tram/accessible-transport>

The nearest Metrolink tram stop is Eccles. From here, the AJ Bell Stadium is approximately 40 minutes' walk or you can take the number 67 bus along Liverpool Road.

- All Metrolink stops have either a ramp, lift or escalator access.
- All stops have Ticket Vending machines, CCTV, Emergency Call Points and Customer Information Points along with 'Get Me There' smart readers.
- Most platforms have tactile edges for visually impaired passengers.
- All platforms have designated wheelchair / pushchair access point for step free access.
- Each tram has designated disabled / pushchair areas with their own emergency call / information call points.

For further information please visit [tfgm.com](https://tfgm.com) or [networkrail.co.uk](https://networkrail.co.uk).

#### **Car Parking:**

The AJ Bell stadium is accessible from the M60 (junction 11), A57 (Liverpool Road) and the Salford Western Gateway.

There are 10 match by match accessible spaces in the West Car Park which is located within approximately 30 metres of the main entrance to the Stadium. Disabled parking can be booked via <https://salesharksparking.co.uk/rugby/events>

Mini buses & coaches can be parked on the South car park and can be booked via <https://salesharksparking.co.uk/rugby/events> at a cost of £20 per vehicle.

Official off-site parking can be booked via <https://salesharksparking.co.uk/rugby/events>.

Sale Sharks Shuttle Services operate from the following locations: Makro, Ladywell, Trafford Centre and Stockport and all vehicles used are low floor vehicles that allow wheelchair access.

**STADIUM PARKING & ENTRY**



**STADIUM SEATING**



## OFFSITE PARKING



### While You Are at The AJ Bell Stadium:

#### **Ticket Office:**

The ticket office is located at the front of the AJ Bell Stadium and has sales, collections & queries windows. There are 6 windows 1 with lowered counter. Supporters queue externally and the ticket office is covered by a canopy. There is level access and the queuing system is managed on matchdays. An induction loop is available at all windows.

#### **Hospitality:**

Hospitality lounges & boxes can be accessed via lift (3 lifts) or stairs. All hospitality suites have access to disabled toilets and all supervisors are disability inclusion & etiquette trained. There is accessible seating outside the Platinum Suite for up to 27.

#### **Club Shop:**

The Club Shop is extremely busy on matchdays. If you would like to visit the Club Shop during a quieter time, we would recommend at least 2 hours before kick-off or 45 minutes post-match. There is currently no induction loop system in the Club Shop. There is a lowered counter at the Club Shop till point. We sell 'ref links' in the Club Shop for £12 per unit – the ref links provide 2 channels (full access to referee and full commentary). The Club Shop has an induction available – please ask staff.

#### **Stadium Access:**

The stadium is accessed via a level access non-slip surface. With migration allowed supporters can enter via the turnstile printed on their ticket or the nearest gate and head to their seats. Supporters are offered the following whilst in the AJ Bell stadium:

- Accessible seating at pitch level is available in front of the West, North & South (North & South are standing stands) and at either end of the East stand (10 personal assistant seats/ 10 wheelchair spaces)
- Disabled toilets are available in all concourses

- All kiosks have at least one lower counter available for supporters to make use of as required
- We sell 'ref links' in the Club Shop for £12 per unit – the ref links provide 2 channels (full access to referee and full commentary)

**The Quiet Room:**

The AJ Bell stadium is an Autism Friendly venue offering the 'quiet room' which can be accessed by all guests at any time once inside the stadium. The Quiet Room is in the West North concourse and is open at all times. The room is equipped with ambient lighting, toys, books, chairs & a beanbag.

The quiet room is available to all supporters at Sale Sharks games.