

ACCESS STATEMENT FOR STADIUM TOUR AND MUSEUM, ARSENAL FOOTBALL CLUB

Introduction

Emirates Stadium is located between Drayton Park and Hornsey Road in the borough of Highbury and Islington, North London and is situated approximately 3.8 miles from Central London. The Emirates Stadium is a 5 minute walk from Arsenal tube station and 3 min walk from Holloway Road tube station and high street.

Arsenal Football Club was founded in 1886 by David Danskin. The team were called Dial Square and were based in Woolwich Arsenal. In 1913, and after several name changes, the team moved to Highbury Stadium and became known shortly after as Arsenal. In 2006 Arsenal relocated a short walk from Highbury Stadium to the newly built Emirates Stadium.

Emirates Stadium is a purpose built, modern day football stadium. Even walkways and ramped access is located all around the Stadium providing visitors who are disabled, visually impaired or a wheelchair user easy access. The Stadium Tour and Museum starting point is located within the Armoury Store on Hornsey Road. Once inside the Stadium, the tour route and the Museum walkways are clearly marked, lifts are accessible and ramps provided where necessary.

The Stadium Tour and Museum has been a member of the Visit Attraction Quality Assurance Scheme since October 2015.



Pre-Arrival

Emirates Stadium is situated approximately 3.8 miles from central London and can be reached by tube, rail and bus.

By Tube

The closest underground stations are not wheelchair accessible. However some ambulant disabled guests (e.g. people using walking sticks) may be able to use them.

Piccadilly Line

ACCESS STATEMENT FOR STADIUM TOUR AND MUSEUM, ARSENAL FOOTBALL CLUB

- Holloway Road, 3 minute walk, 0.2 miles
- Arsenal, 5 minute walk, 0.4 miles
- Finsbury Park, 20 minute walk, 1 mile

Victoria Line

- Highbury and Islington, 15 minute walk, 0.7 miles
- Finsbury Park, 20 minute walk, 1 mile

London Overground

- Highbury and Islington, 15 minute walk, 0.7 miles

By Rail

Great Northern Rail

- Drayton Park, 5 minute walk, 0.3 miles
- Finsbury Park, 20 minute walk, 1 mile

By Bus

All TFL main bus routes are wheelchair accessible.

Holloway Road Bus Station, stop SU

- 43, 153, 263, 271, 393, N41

Taxi

All London 'black cabs' are wheelchair accessible and can provide a suitable alternative to the bus or car. Suggested drop off points are outside the Armoury Store (where the Stadium Tour and Museum desk is located) or Queensland Road.

Car Parking and Arrival

Car Parking

There are a limited number of Blue Badge parking spaces within the Emirates Stadium and must be booked in advance. The car park entrance is situated at the Security Entrance on Queensland Road. Please call 020 7704 4504 to book. Upon arrival within the Stadium, the Security team will advise of an appropriate car parking space and area. All pavements onto the tour route have drop curbs for wheelchair and disabled access.

On street parking is also available for Blue Badge holders. Further information can be found via www.islington.gov.uk.

Main Entrance, Reception and Ticketing Area

The Stadium Tours and Museum ticket desk is located inside the Armoury Store on Queensland Road. Upon entering the store please turn right. There are yellow navigational light boxes suspended from the ceiling to aide direction as well as staff who can provide further assistance. The doors are manual and open outwards, away from the Store. Access to the ticket desk is step free and floor surfaces are flat, even and tiled. The store is well-lit with both ceiling lights and wall lights throughout. There is no seating available at the ticket desk. Disabled guests are offered a concession price and a complimentary carer on all tour types.

ACCESS STATEMENT FOR STADIUM TOUR AND MUSEUM, ARSENAL FOOTBALL CLUB

Access to the Museum can be found opposite turnstile E and located close to the Tony Adams statue. The Museum is located on the lower ground and is accessible by 23 steps and a lift. Wheelchair guests can access the Museum via the Stadium ramp. The doors are manual and open outwards, away from the Museum Entrance. Museum entrance is included within the Stadium Tour ticket price. Separate tickets can be purchased for the Museum only. Disabled guests are offered a concession price and complimentary carer.



Disabled guests who require the use of a guide dog are able to bring them into the Stadium and Museum to aide assistance.

BSL interpreters can be provided for those that require. However this must be booked at least one month in advance by emailing tours@arsenal.co.uk

Attraction (displays, exhibits, rides etc.)

The Stadium Tour is a self-guided audio tour available in 9 languages (English, Dutch, French, German, Italian, Spanish, Portuguese, Chinese and Japanese). At each stop there is information provided on the area as well as directions to next stop on the tour. There are staff on hand to assist those that require further help. At each stop there is signage indicating the stop number. Throughout the tour route there is additional navigational signage and information signs complete with imagery.



ACCESS STATEMENT FOR STADIUM TOUR AND MUSEUM, ARSENAL FOOTBALL CLUB

Throughout the tour route all doors are held open by magnetic holders. In the event of a fire alarm activating in the Stadium these doors will automatically close and staff will be on hand to aide evacuation.

The Stadium Tour visits ten areas in total throughout the Stadium. Six of these areas have accessible seating for all guests. The floor surfaces throughout vary from area to area and include: tarmac, tiles, wood, vinyl, Astroturf, carpet (short pile) and concrete.

The Museum is divided into two sections, first half and second half, with wall signage advising where each half is located. Both halves consist of display cases and audio-visual equipment. Signage is displayed beside corresponding memorabilia in the display cases in English only. The Museum displays are at varying heights. Within the Museum there are several areas where guests can sit, both to watch certain video displays as well as to rest. The floor surfaces in the Museum is a combination of carpet and tiles.



Public Toilets

The public toilets are situated on the Podium Level of the Stadium, are in a separate building from the main Stadium. The toilets have two accessibility points, either to the left of the Armoury Store (when stood outside the store facing it) via 39 steps or to the right of the Armoury Store via ramp.

The toilets located inside the Museum are accessible by either 23 steps or via lift access.

In both the public toilets and Museum toilet there is a cubicle fitted with horizontal grab rails to the side of the toilet as well as on the door. In both these cases the toilet door opens outwards for guests. The Museum toilet has an alarm cord for guests to pull in case of emergency. This will alert staff working inside the Museum by a flashing light and sound.

All floors situated inside the toilet areas are non-slip surface tiles.

ACCESS STATEMENT FOR STADIUM TOUR AND MUSEUM, ARSENAL FOOTBALL CLUB

Shop

The Stadium Tour and Museum desk and Stadium Tour entrance is located inside the Armoury Store. The tour starts and ends inside the Armoury (please see Main Entrance, Reception and Ticketing Area for further details).

The store layout has a clear passageway down the centre of the store so guests can visually see all items as they pass. Items are displayed on walls and gondolas for guest ease. The different store merchandise can be recognised by visual yellow light display boxes suspended from the ceiling.

Merchandise is displayed at a variety of levels, on hooks, racks and shelves. The shop is divided up into a number of areas with a member of staff working in all areas to assist guests with all types of enquiries. Guests can also purchase their retail items at the Stadium Tour and Museum desk when purchasing a tour ticket.

Music is played within the Store at a low level.

Contact and Additional Information

Stadium Tour and Museum
Arsenal Football Club
Highbury House
75 Drayton Park
London
N5 1BU

www.arsenal.co.uk/tours
tours@arsenal.co.uk
020 7619 5000

Please note: Europa League and Whistlestop matchday tours are not fully wheelchair accessible. For these tours disabled guests will be offered complimentary entrance where applicable.