

# THE EXERCISE STADIUM ACCESS STATEMENT





# INTRODUCTION



This access statement provides information about the accessibility features and facilities available at The Exercise Stadium. If you have an invisible disability, please contact HTAFC, pre-match day, at [dao@harrogatetownafc.com](mailto:dao@harrogatetownafc.com).

We are committed to ensuring that all visitors, including those with disabilities, can fully enjoy their experience at our stadium. We continuously strive to improve accessibility and make reasonable adjustments to ensure everyone's needs are met.

## Venue Information:

- Name: The Exercise Stadium
- Address: Harrogate Town AFC  
Wetherby Road  
North YORKSHIRE  
HG2 7SA
- Contact: DAO@harrogatetownafc.com
- Website: [www.harrogatetownafc.com](http://www.harrogatetownafc.com)







# PRE-VISIT INFORMATION

Our website provides detailed accessibility information, including parking facilities, seating arrangements, and facilities for people with disabilities. We encourage visitors to contact us in advance to discuss any specific requirements and to make arrangements for assistance if needed.

## **PARKING:**

- LIMITED PARKING AVAILABLE - please email [Dao@harrogatetownafc.com](mailto:Dao@harrogatetownafc.com)

## **ENTRANCES:**

- The stadium has designated accessible entrances with ramps and wide pathways for easy entry.
- Clear signage is provided to guide visitors to the accessible entrances.

## **TICKETING:**

- Accessible seating areas are available in the Family Stand and Exercise (Main) stand.
- Visitors with disabilities can request accessible seating when purchasing tickets.

## **SEATING:**

- Wheelchair spaces are provided in the **home** end only to ensure an inclusive experience. Crutches and walking sticks are allowed but must be stored
- under your seat. Walking frames and rollators cannot be kept in the seating areas for safety reasons. Stewards can help store these and return them after
- the event. Companion seating is available adjacent to wheelchair spaces. Seating areas are well-maintained, and staff are available to assist with seating arrangements.

## **FACILITIES:**

- Accessible restrooms equipped with appropriate facilities are located within the stadium. Baby changing facilities are available. Stoma toilets are available. For standing tickets only standard crutches and walking sticks are allowed. Folding chairs, walking seats with seats, wheelchairs and rollators are not
- permitted in standing areas. If you cannot stand for long periods please book a seated ticket.

Guide dogs and assistance dogs are permitted within the Stadium , however we recommend that visitors with guide dogs/assistance dogs contact us directly our customer service number or by email [enquiries@harrogatetownafc.com](mailto:enquiries@harrogatetownafc.com) before attending any event at the stadium so that we can discuss access to Ground and the welfare of the guide dogs/assistance dogs before, during and after the event.

# ACCESSIBILITY UPDATE



We are currently working hard to improve our facilities, with a particular focus on enhancing accessibility for disabled supporters. During this period of development, we must temporarily accommodate away wheelchair users within the home end.

Please be assured that we are doing everything we can to make this experience as safe and enjoyable as possible. Where feasible, we will also ensure that disabled supporters are seated near each other for comfort and convenience.

Away supporters are very welcome to wear their own respective club colours.

If you have any questions or concerns, fans are encouraged to contact the club by telephone or email. We appreciate your understanding and support as we work to make our stadium more inclusive for everyone.

# WHAT WE PROVIDE



- Disability parking
- Map of Lancaster Road
- blue badge parking available
- Stoma facilities
- Information Hub Food service – DAO will assist in purchasing food from the kiosk and deliver it to your seat.
- Ponchos handed out for free in rainy conditions, those fans who are in the accessible seats – front row of the Exercise Stand and Black Sheep stand.
- Sensory packs available upon request Rest Seats for Added Comfort
- Male incontinence bins in male toilets across our facilities

We care about every fan, and we want everyone to enjoy the game comfortably. That's why we've introduced rest seats, strategically placed around the stadium. These seats are for those who may have trouble walking to their designated seats or are experiencing any physical difficulties. Your comfort is a top priority for us.







# HOW TO FIND US

By Bus ·the Wetherby bus service number 7 (Transdev) and the X70 (Connexions busses) stops outside the ground. The service runs frequently with a journey time of around 10 minutes from Harrogate Bus station. ·The busses operated by Transdev are all low floor vehicles (this means they can be lowered to pavement level when the bus stops and the door opens) and each bus has a minimum of one dedicated wheelchair space. ·All busses have clearly marked priority seats for anyone who needs them, these seats have more legroom than the standard seats and there is a space underneath for an assistance dog. ·The bus floor is non-slip, and they are colour- contrasting handrails on the side of each door with horizontal handrails in the gangway areas. ·A dedicated wheelchair space is normally located on the right-hand side of the bus. Fans are reminded that busses can get very busy on Matchdays. Further information can find via the Transdev website: <https://www.transdevbus.co.uk/harrogate/>

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By Train ·New automatic audio announcements systems and electric information screens have been installed at Harrogate Railway station and they provide audible and visual information about the next train to arrive. ·Trains have push buttons operated power siding doors and flat wide entrance, good internal lighting and handy grab rails, door opening buttons have colour- contrast surrounds, and tactile and Braille text. The nearest Train Station to the ground is Harrogate Train Station 1.6 miles. What facilities are available at Harrogate Station? -Toilets, Station Buffet, Wi-Fi, Shops, ATM, Post-box, Telephones - coins and card, Disabled Access - the whole station is step-free, and there are wheelchairs, ramps and induction loops available.

# CLUB SHOP/TICKET OFFICE

Our club shop stocks a range of club merchandise, all of which can be viewed and purchased at our online [Shop](#)

As well as being available to buy online, all items below are available in our Official Store at 32 Commercial Street, Harrogate, HG1 1TY.

On matchdays, merchandise can be purchased from our pop-up store, located behind the Aon Stand.

## OPENING TIMES

Monday - CLOSED

Tuesday - 12PM - 4.30PM

Wednesday - CLOSED

Thursday - 12PM - 4.30PM

Friday - 12PM - 4.30PM

Saturday - 11AM - 3PM (closed home matchdays)

Sunday - CLOSED



## BUY TICKETS





# COUNTDOWN TO KICK-OFF

Please be advised that the following times are for a 3pm kick-offs time will be adjusted accordingly for other kick off times.

**9AM – TICKET LINES ARE OPEN.**

**1.30- TURNSTILES OPEN**

**1.35- PRE-MATCH ENTERTAINING COMMENCES**

**2.15- PLAYERS PRE MATCH WARM UP**

**2.55 – TEAMS EMERGE FROM TUNNEL**

**3PM- KICK OFF.**

We have options to suit all budgets at Harrogate Town, with a number of kiosks around the ground where you and your family can pick up traditional matchday food and a mixture of hot & cold beverages before and during the match. Our full matchday menu can be seen on the next page.

## DISABLED AWAY SUPPORTERS ARRIVING BY COACH.

Generally Away coaches are instructed to park at the show ground, please ask the coach driver to drop any disabled fans off at willow tree primary school Wetherby Rd, Harrogate HG2 7SG.



# Who made all the pies? .....MrD



Proud to be  
@TOWN



## MENU

### For the Kick-Off!

- Freshly Baked Jelly-less Pork Pie **df** £3.8
- MrD's "Fill yer Boots" Larger Pie £6.0  
*Minced Steak or Chunky Steak (large)*
- Mr D's Speciality Individual Steak Pie £4.5
- Pie of the Match *See Specials Board* £4.0
- Glorious Game Pie **df** £4.8
- Winn'r Winn'r Chicken Dinn'r Pie £6.0  
*Chicken Balti or Chicken and Mushroom*
- Wicked Sweet Potato & Veg Tikka Pie **v df** £6.0
- Cheese & Onion Slice **v** £3.8
- Go to Town on your pie!**
- A Side Step of Mushy Peas & Mint Sauce **v df gf** +£2.5
- OR** A Dugout of Mash & Black Sheep Gravy **gf** +£4.0
- OR** Add both for the "The Full Monty"? +£6.0

### Don't fancy a pie?

- The "Clean Sheet" Burger **df** £8.0  
*7oz hand-pressed freshly griddled British beef burger, fresh bread*
- The "Gaffer" Burger **df** £8.3  
*7oz hand-pressed 100% British beef burger, fresh bread bap, iceberg lettuce, tomato, gherkin, DIY on the sauce*
- The "Eeeez-eh Cheese-eh" Boss Burger £8.8  
*It's our top scorer! As The "Gaffer" Burger but with a delicious slab of cheese melted over the top*

- The "Bhaji" Burger\* **v** £8.3  
*Handmade onion bhaji, lettuce, tomato, red onion, chilli hoops, minted yoghurt, mango chutney*
- The "Top Dog" **df** £6.5  
*American-style hot dog in soft roll, always mustard & ketchup*
- Chilli "Top Dog" £8.5  
*as above with our "spiky" beef chilli and optional sprink of cheese and chilli hoops*
- The "Frankenfeast" Frankfurter Sausage **df** £8.0  
*Soft fresh 9" topped roll, large frankfurter, balsamic onions, ketchup, mustard and crispy onions to finish*
- The "Vegan" Dawg **v df** £7.8  
*Plant-based protein at its best, balsamic onions, ketchup, mustard and crispy onion topping*

### Lighter bites... back of the net!

- Loaded "1919" Cheesy Nachos **gf** £6.5  
*Served warm, topped with guacamole, salsa, sour cream and optional chilli hoops*
- Fully Loaded "Kickin" Beef Chilli Nachos £8.5  
*As above but also with scallions added*
- Loaded "Broken Burger" Nachos £8.9  
*With salsa, burger sauce, scallions, melted cheese, crispy onions*
- Into Added Time...**
- Various extras... onions, gravy, sauces, cheese +£0.5

### Juniors, it's in the bag!

- Kids "Harry-Gator" Meal £5.5  
*Junior Hot Dog in a finger roll or Junior 4oz Burger or Chicken Wrap (served cold) plus fresh fruit, Haribo's, sauce and drink*
- Pot shot of fruit **v df gf** £2.4  
*Sliced peaches or pineapple chunks*

### They think it's all over...

- Confectionery £1.4
- Lister's Yorkshire Crisps\*\* £1.4
- Sharer Sweet Bags £3.8

### Warm-Up's

- Yorkshire Tea £2.0
- Douwe Egberts Coffee £2.7
- Hot Chocolate £2.7
- Hot Bovril £2.6
- Cuppa Soup £2.4

### Cool Down's

- Diet Coke & Oasis £2.7
- Coke & Fanta £2.9
- Harrogate Spring Water £2.0

### "Get in there" Mr D's Deal!

Buy a hot drink and add a confectionery bar for £1.0 - it's the Yorkshire coming out!

# CONTACT US



**DAO@HARROGATETOWNAFC.COM**  
**01423 210600**

**HAMILTON MATTOCK**

**FAN ENGAGEMENT MANAGER**

**MAGGIE PATTISON**

**DISABILITY ACCESS OFFICER**

