



CAFE

CENTRE
FOR ACCESS
TO FOOTBALL
IN EUROPE

Disabled spectators' guide Principality Stadium, Cardiff

Centre for Access to Football in Europe



UEFA Champions League Final

3 June 2017

Supported by



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Getting around the City

Cardiff has several accessible transport hubs, including an international airport and train station. The majority of public transport in Cardiff is accessible.

For further information on accessible public transport around in Cardiff, in addition to this Guide, please see: <https://www.traveline.cymru/travellers-with-a-disability/>

To contact the public transport services in Cardiff, please contact the Traveline Cymru contact centre:

T: +44 (0) 800 464 00 00

E: feedback@traveline.cymru

The airport – Cardiff Airport

Cardiff airport is located approximately 20km from the Principality Stadium.

Details on the accessible services available at Cardiff airport for disabled passengers can be found by visiting: <https://www.cardiff-airport.com/special-assistance/>

The airport has accessible drop-off and pick-up points located outside the terminal building. A special assistance vehicle is available to assist disabled passengers between the terminal building and drop-off and pick-up points. More information on the pick-up and drop-off points can be found here: <https://www.cardiff-airport.com/drop-off-and-pick-up/>

For more information on the services and help available at Cardiff Airport for disabled passengers, please contact the airport's dedicated assistance team:

T: +44 (0) 1446 729 329

E: prmdesk@cwl.aero

To get to Cardiff city centre from the airport, disabled passengers can take The Cardiff Airport Express Bus (T9) bus from outside the terminal building to the city centre. All buses that operate on this service have low-level floors and have space for a wheelchair user.

T9 airport express buses depart every 20 minutes. The journey time to Cardiff city centre is approximately 40 minutes.

For more information on the T9 airport express bus service please see <http://www.trawscymru.info/t9/>



Cardiff Airport Express Bus

To get to Cardiff Central train station, located in the centre of the city, disabled passengers can take a train from the Rhoose train station. Access to this station is available from the airport terminal building via a shuttle bus service that is fully accessible for disabled passengers. The shuttle bus journey to Rhoose station takes approximately 10 minutes.

Trains depart from Rhoose station once an hour and the journey time to Cardiff Central Station is 33 minutes. For further information on this train service and to book assistance with boarding and alighting, please contact the Traveline Cymru:

T: +44 (0) 871 200 22 33

For further information on the airport train service, please see: <https://www.cardiff-airport.com/by-rail/>

Getting around by train – Cardiff Central

Cardiff Central train station is the main station in the city and is located approximately 0.8km from the Friends Arena. The station is fully accessible for disabled passengers and station staff are available to provide assistance.

Further information about this station can be found at:

<http://www.nationalrail.co.uk/stations-and-destinations/stations-made-easy/cardiff-central>

A “station made easy map”, allowing disabled passengers to have an idea of the station layout, has been created. The map also provides further information on accessible services available at Cardiff Central and can be found at:

<http://www.nationalrail.co.uk/stations-and-destinations/stations-made-easy/cardiff-central-station-plan>

Assistance with boarding and alighting is available at the station. Assistance must be pre-booked at least 24 hours in advance by contacting the Arriva Trains Wales Passenger Assist Team:

T: +44 (0)33 300 50 501

Alternatively, assistance can be booked when purchasing tickets online. The Arriva Trains Wales website allows disabled passengers to choose what assistance is needed from a number of available options:

W: <https://www.buytickets.arrivatrainswales.co.uk/advancedsearch.aspx>

Getting around by bus

The majority of buses in Cardiff have low-level access and most are also equipped with a ramp. Audio-visual “next stop” announcements and display screens are available on most bus services.

For more information on bus routes and the accessibility of buses in Cardiff, please contact the city’s two main bus companies:

Arriva Bus Wales

T: +44 (0)344 800 44 11

W: <https://www.arrivabus.co.uk/wales/> (online form)

Cardiff Bus

T: +44 (0)29 20 66 64 44

E: talktous@cardiffbus.com

W: <http://www.cardiffbus.com/english/homepage.shtml>

Getting around by taxi

Accessible taxis are available in Cardiff and must be pre-booked ahead of travel.

Capital Cabs:

T: +44 (0)29 20 777 777

W: <https://ebook.autocab.net/index.php>

Dragon Taxis Cardiff:

T: +44 (0)29 20 333 333

W: <https://book.veezudispatch.com/b7f664341f049206aeaf34f2c1a36eff5584ec66/public/login>

E: Cardiff-customerservices@dragontaxis.com

Fan Meeting Points and Fan Zones

Neutral Fan Zone – UEFA Champions Festival

This year the UEFA Champions Festival will be located in the magnificent setting of Cardiff Bay.

With more entertainment, music and football activities from UEFA and its partners than ever before. Entrance to the Festival is free and gives visitors the chance to taste a real Champions League experience in one of the most passionate sporting cities in the world.

Here are some of the activities available at the Festival:

- Have your photograph taken with the Champions League Trophy in the Ultimate Stage Star Ball Dome with the beautiful Cardiff Bay backdrop.
- Visit the Champions Gallery displaying some of the iconic moments from UEFA Men's and Women's Champions League Finals.
- The Pierhead building will be transformed into an interactive Virtual Champions Arena offering an immersive virtual reality experience in which YOU can be part of your team's road to the Final.
- Meet the former stars of the UEFA Champions League at one of the ambassador autograph signing sessions.
- Watch the Ultimate Champions Match on Friday 2 June at 16:00, which will see UEFA Champions League legends go head-to-head in a five-a-side match which, for the first time, will be played on the Champions Floating Pitch which will be installed in the Bay.

- The Champions League Festival will be open from 11:00 to 23:00 on Thursday 1 and Friday 2 June and from 11:00 to 17:00 on Saturday 3 and Sunday 4 June.

Getting to Cardiff Bay from Cardiff central station:

- By foot: 30 minutes
- By taxi: 7 - 10 minutes
- By bus: Buses 89A, 89B and X8 run from Central Station and alight at the Millennium Centre – journey time is between 15 – 18 minutes.
- By train: trains run from Cardiff Central Station to Cardiff Bay Station approximately every 10 minutes via a change at Cardiff Queen Street Station and the journey takes between 10 – 15 minutes. From Cardiff Bay Station it is approximately a 5 minute walk to the Champions Festival

Accessible car parking is available the Cardiff Bay Park and Walk sites. Accessible spaces need to be booked in advance, for further information, please see <https://www.uclf17parking.co.uk/>

Finalist Fan Meeting Points, open on Saturday 3 June

- Churchill Way will be the designated meeting point for Real Madrid CF supporters.
- Callaghan Square will be the designated meeting point for Juventus Football Club supporters.

Getting to Churchill Way - Real Madrid CF supporters from Cardiff central station:

- By foot: 10 minutes
- By taxi: 7 minutes
- By bus: 10 - 12 minutes, take buses X1 or 44 and alight at the stop Churchill Way.
- By train: 5 minutes, take train Arriva Trains Wales to Aberdare and alight at the stop Cardiff Queen Street, then walk 2 minutes along Station Terrace and Guildford Street.

Getting to Callaghan Square - Juventus Football Club from Cardiff central station:

- By foot: 4 minutes
- By taxi: 3 minutes

SPECTATOR TRAVEL MAP: CARDIFF CENTRAL



Spectator Travel Map: Cardiff Central

The Principality Stadium

Getting to the stadium

Public transport will be very busy before and after the match, therefore CAFE would advise that disabled spectators arrive early and allow plenty of time to reach the stadium.

From the airport: Cardiff Airport

To get to the stadium from the airport, you should take the train from Rhose station to Cardiff Central Station. From here, supporters can walk the short distance (approximately 0.8km) to the entrance points. When arriving from Cardiff Central station passengers should bear left along Wood Street for Gates 5, 6 and 7 or bear right along Wood Street to Westgate Street for Gates 4, 3, and 2 continuing around to Gate 1 on Castle Street.

From the main station: Cardiff Central

Cardiff Central station is approximately 0.8km from the stadium. When leaving the station supporters should bear left along Wood Street from Gates 5, 6 and 7 or bear right along Wood Street to Westgate Street for Gates 4, 3, and 2 continuing around to Gate 1 on Castle Street.

From the Fan Meeting Points

To reach the stadium from Cardiff Bay

- By taxi: 10 minutes
- By bus: 15 minutes, take bus X8 from Millennium Centre direction Thornhill, to Havelock Street, walk then 4 minutes along Park Street.
- By train: trains run from Cardiff Bay Station to Cardiff Central Station approximately every 10 minutes via a change at Cardiff Queen Street Station and the journey takes between 10 – 15 minutes. From Cardiff Central follow route as above from here to the stadium.

To reach the stadium from Churchill Way - Real Madrid CF supporters

- By foot: 10 minutes
- By taxi: 11 minutes. **See map on page 11, which indicates the stadium drop-off point**
- By train: From Cardiff Queen Street station, take local services heading towards Barry Island or Penarth to Cardiff Central Station and then take the short walk as detailed above to the stadium.

Please note that services from Cardiff Queen Street Station will be stopping at Cardiff Central from 19:00 on the evening of the Final

To reach the stadium from Callaghan Square - Juventus Football Club supporters

- By foot: 10 minutes – walk to Cardiff Central and follow route as above from Cardiff Central to the stadium
- By taxi: 7 minutes. **See map on page 11, which indicates the stadium drop-off point**
- By bus: 10 minutes, take X8 from Callaghan square, direction Thornhill, to Havelock Street and walk 4 minutes along Park street

Accessible (disabled-friendly) car parking

Parking passes for accessibility tickets holders will be available on request on a first come first served basis and subject to availability. Accessibility ticket holders will be sent an email with a link to apply for a parking pass. Please note that passes, if allocated, are delivered with tickets.

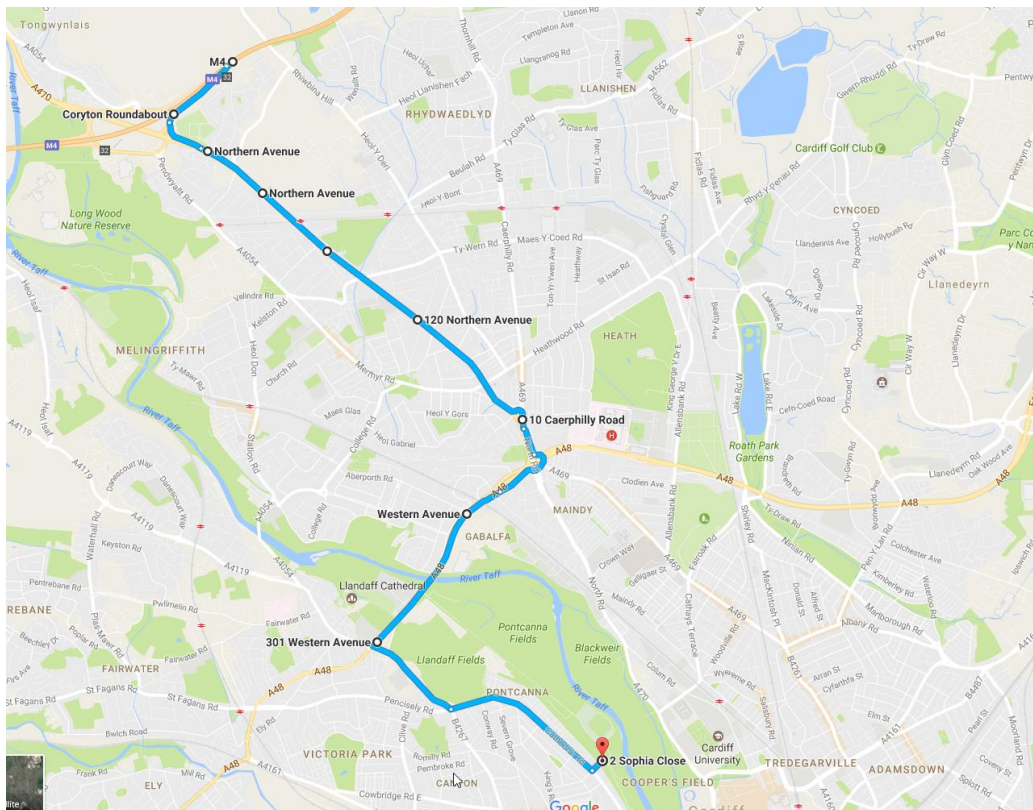
Accessible (disabled-friendly) parking is only available to disabled spectators with a valid match day ticket and parking pass.

Accessible parking is located in P2 in Sophia Gardens, approximately 0.9km from entrance gate 1. P2 is a tarmac parking and has no maximum vehicle height.

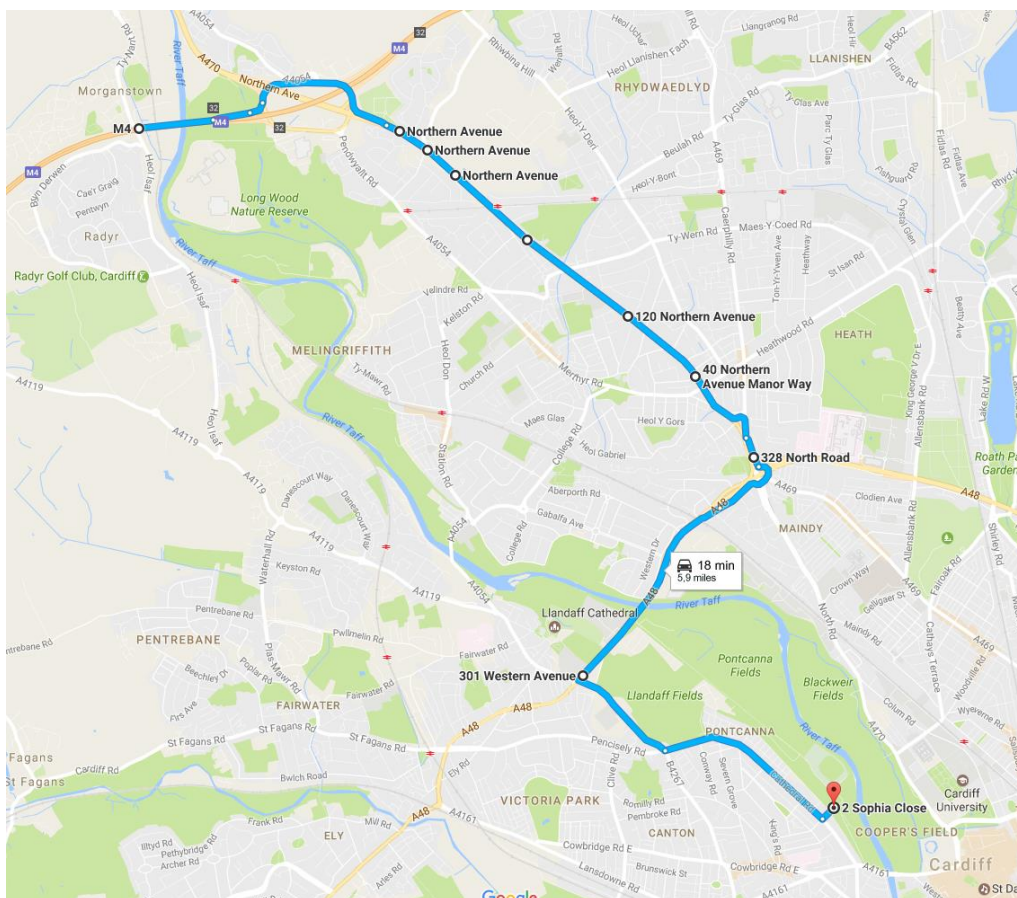
Signage and volunteers will be available to assist or direct disabled spectators to the stadium.



Map showing route to accessible parking



Map showing route to accessible parking coming from London via M4

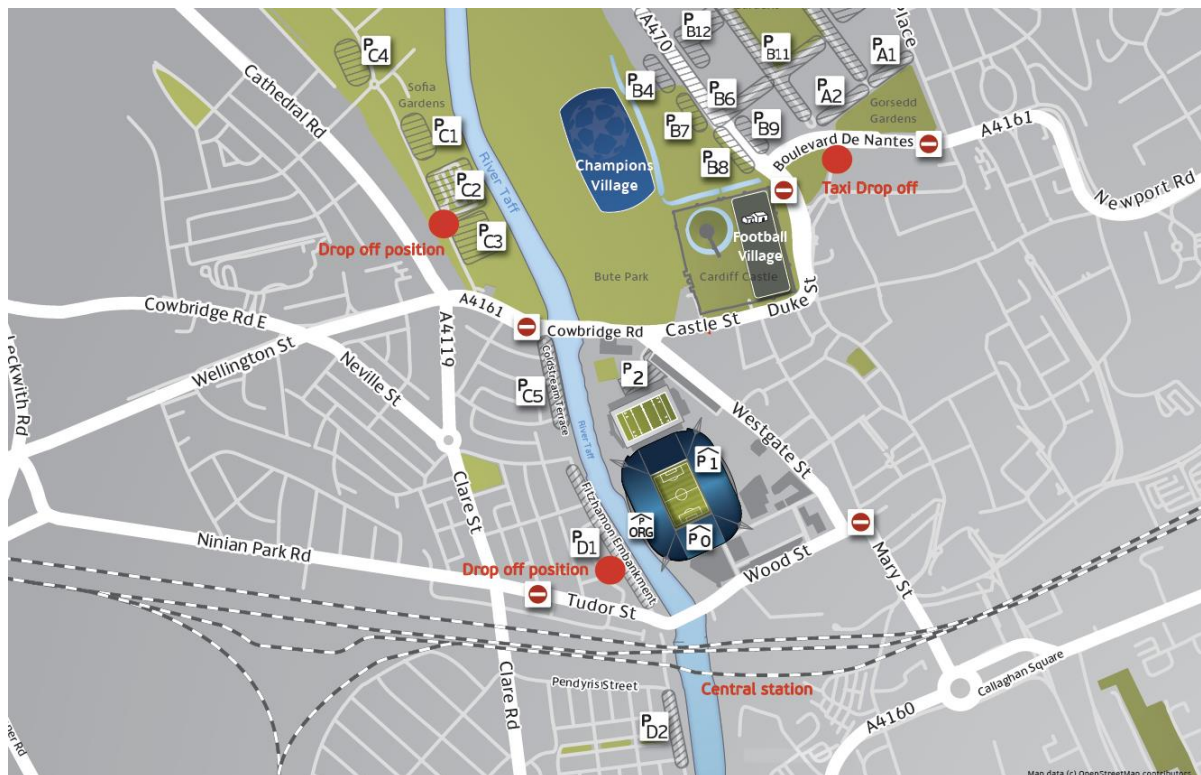


Map showing route to accessible parking coming from Swansea via M4

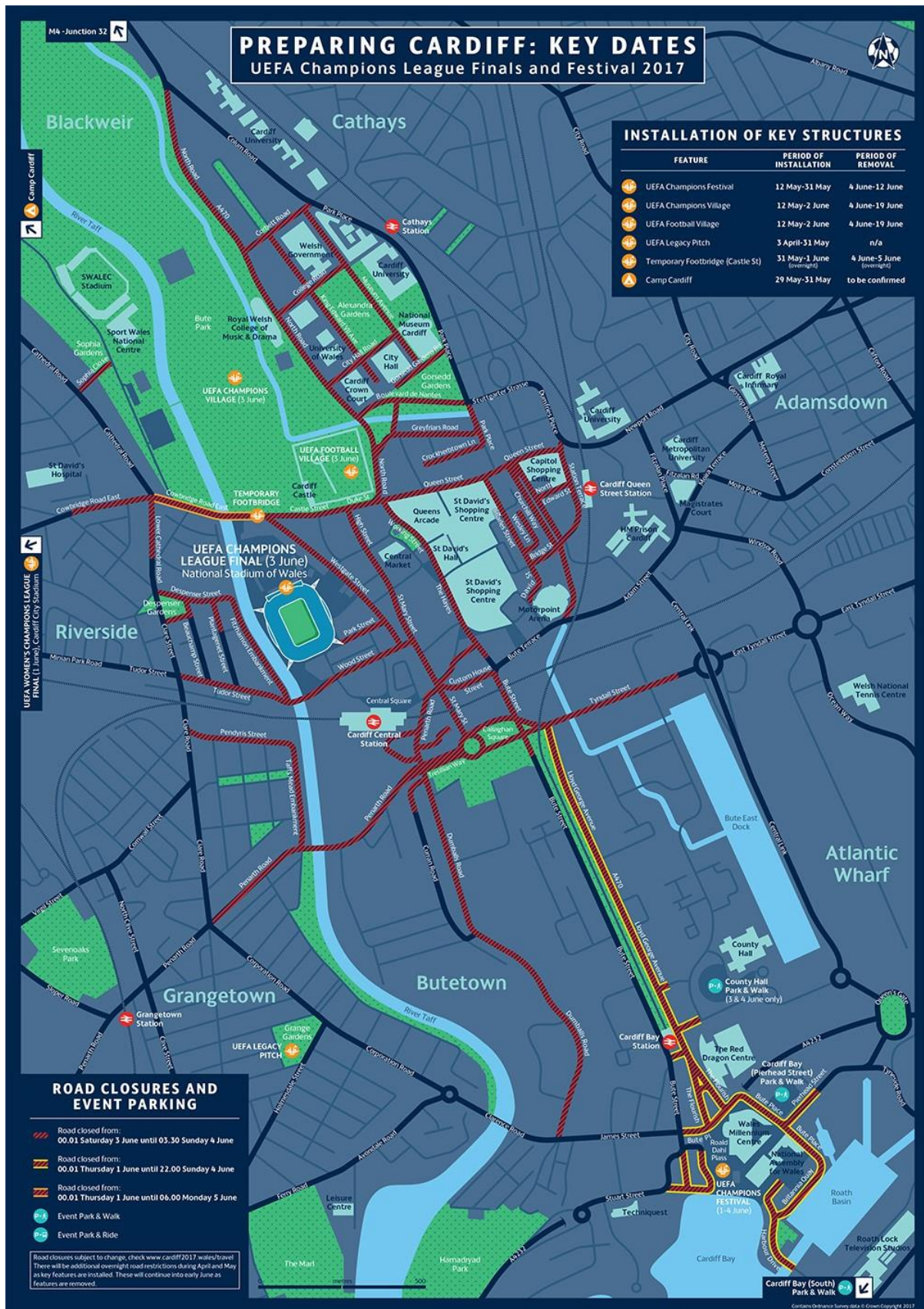
Drop-off and pick-up points

An accessible drop-off and pick-up point has been identified in Sophia Gardens, near to the accessible parking area P2. A second drop-off point has also been identified on the Fitzhamon Embankment.

A drop-off point for supporters arriving by taxi has been identified on Boulevard de Nantes. From here, it is approximately a 12 minute walk to the stadium through Sophia Gardens and on to Millennium Walk.



Accessible drop-off points and taxi drop-off point



Map indicating road closures during the Champions League final

Stadium Information

Accessible (disabled-friendly) entrances

Each stadium entrance gate has an accessible turnstile. Each stadium entrance gate will have a specific priority line for disabled spectators to use to gain entry.

Signage and wayfinding

Stadium entrances are identified along access routes around the stadium perimeter with clear signage using the international disability symbol. The entrance signs are placed at an adequate height and are visible amongst crowds.



Accessible signage at stadium entrances

Once inside the stadium, signage is available to direct fans to accessible toilets and seating sections. This signage is large, uses the international disability symbol and is visible amongst crowds.

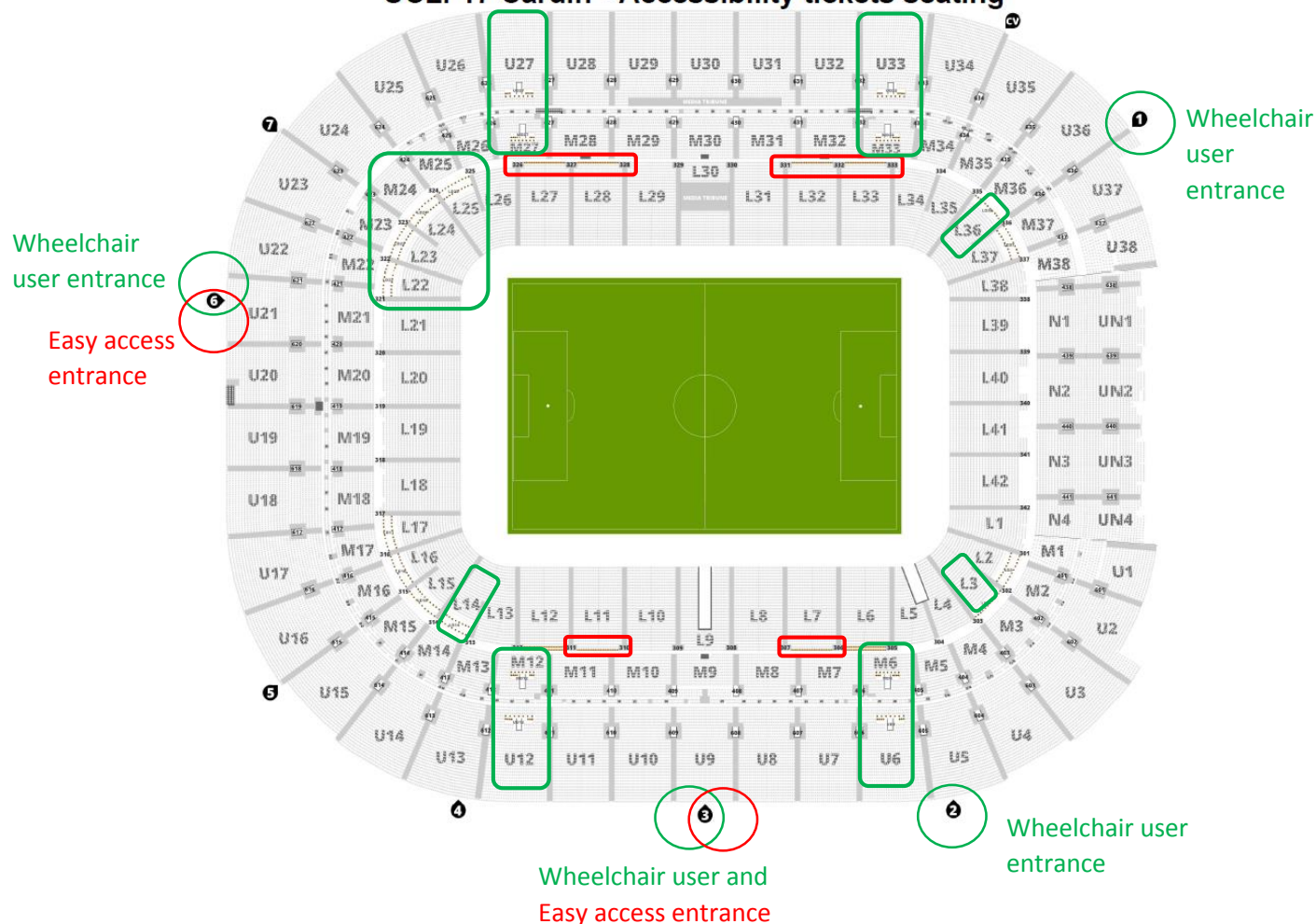
Accessible (disabled-friendly) viewing areas

Wheelchair user spaces and Easy Access Seating – General Public

- **Wheelchair user spaces** will be located in sections: LD36, MD27, MD33, UD27, UD33, LD3, LD25 to LD22, LD14, MD12, UD12, MD6, UD6, with adjacent companion seating. Wheelchair users with tickets for these sections should use gates 1, 2, 3 or 6.
- **Easy access seats*** for disabled spectators, with companion seating, have been identified at sections L28, L27, L32, L33, L7, L11. Easy access ticket holders with seating in these sections should use gates 3 or 6.

**(Easy access seating has minimal or no stepped access and is often located at the end of rows and may have more legroom than other seating)*

UCLF17 Cardiff - Accessibility tickets seating



Map showing location of General Public accessible seating and entrances

Wheelchair user spaces and Easy access Seating – Finalists

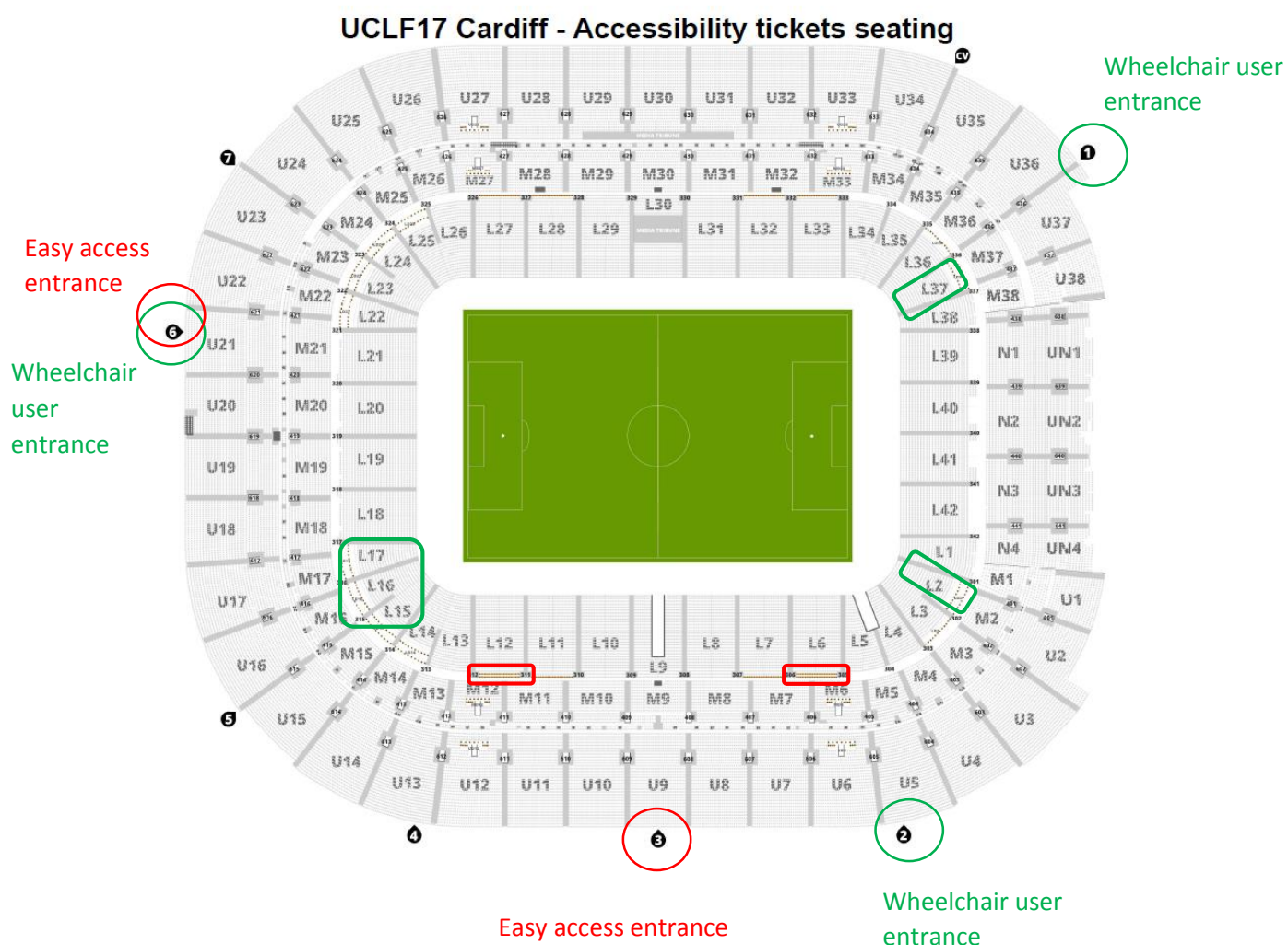
Finalist Juventus Football Club

- **Wheelchair user spaces** will be located in LD15, LD16, LD17, with adjacent companion seating. Wheelchair users with tickets in these sections should use gate 6.
- **Easy access seats*** with companion seating, have been identified between section L12. Easy access ticket holders with seating in these sections should use gate 6.

Finalist Real Madrid CF

- **Wheelchair user spaces** will be located in LD37, LD2, with adjacent companion seating, using Gate 1 & 2. Wheelchair users with tickets for these sections should use gates 1 or 2.
- **Easy access seats*** with companion seating, have been identified between section L6. Easy access ticket holders with seating in these sections should use gate 3.

**(Easy access seating has minimal or no stepped access and is often located at the end of rows and may have more legroom than other seating).*



Map showing location of Finalist accessible seating and entrances

Accessible (disabled-friendly) amenities

Concessions

All concessions have a low-level counter at one end, with identifiable signage both above and below the low-level counter.

Accessible (disabled-friendly) toilets

Wheelchair accessible (disabled-friendly) unisex toilets are available within 40m of accessible viewing areas. Toilets are locked with a Radar Key to help prevent misuse. Stewards will be located near to all accessible toilets with spare Radar Keys to aid visiting spectators who are unfamiliar with this system.

Accessible toilets are located on:

- Level 3 – 10 toilets
- Level 4 – 4 toilets
- Level 5 – 4 toilets
- Level 6 – 4 toilets

In addition, most male and female toilet blocks include one accessible toilet for non-wheelchair users with support rails.

The stadium also has a Changing Places toilet**, located on level 3, aisle 331.

*** A Changing Places toilet provides more space than standard accessible toilets and contains additional equipment including a changing bench, hoist and a height adjustable sink.*

Accessible (disabled-friendly) services

Stadium volunteers

Stadium stewards and dedicated matchday volunteers will be available to provide assistance to disabled fans in and around the stadium.

Audio-descriptive commentary

An audio descriptive commentary (ADC) service will be provided at the UEFA Champions League Final. This inclusive service will enable listeners to enjoy the commentary from any seat in the ground. Fans wishing to use the service should collect a headset from gate 1, 3 or 6. Please note: headsets will be distributed on a first come first serve basis.

The audio descriptive commentary service provided at the Champions league Final will be in English.

Emergency Procedure and first aid

There are first aid rooms available on levels 3, 4, 5 and 6. First aid rooms have basic facilities and do not have accessible toilets inside. There is also a large medical room on level 3, which is used for emergencies, in addition to local hospitals. The room has an accessible toilet inside.

In case of emergency, disabled spectators who are unable to exit the stadium should go to the following refuge zones:

- Lift lobby areas

For more information

If you would like more information about the stadium and its services, please contact the stadium's Customer Service team via the following telephone number:

T: +44 (0) 2920 822 432

CAFE Contact and Have Your Say

For further information, please contact the Centre for Access to Football in Europe (CAFE) by Email or by telephone, by twitter or by visiting our website:

E: info@cafefootball.eu

T: +44(0) 8621 2410 2405

W: www.cafefootball.eu

T: @cafefootball

Have your Say on your matchday experience at the Friends Arena by leaving a comment on our Stadium page. Disabled fans comments help CAFE and our stakeholders to share more information about access at stadiums across Europe, and in turn help disabled fans planning a trip to the stadium. Click [here](#) to find out how to upload your disabled fans comments to the CAFE website.

Alternative formats of this document are available on request

Total Football Total Access Total Sense