

Information for disabled supporters travelling to Luton Town.

The below information has been supplied to the Notts County SLO Team by Luton Town's SLO, John Miller. This information was requested following several concerns raised by Notts supporters who made the journey to Kenilworth Road last season.

We've been holding a number of meetings to plan for a week Saturday, with the principal aim of improving the matchday experience for fans (also focussing on the needs of any away disabled fans).

As you know, a number of features at the ageing Kenilworth Road stadium are not especially conducive to this, but hopefully the following changes in procedure will assist :

ACCESS TO THE GROUND

Whilst the main turnstile entrances to the Away Supporters end are in Oak Road, there are then a number of steps involved to access the seats as you say. But any supporter (home or away) with a ticket for the disabled enclosure can enter via GATE 9. (Gate 9 is not in Oak Road, but just round the corner in Maple Road).

Ambulant disabled Away supporters would normally access the stadium via the Oak Road entrances, but this will be changed for this game, so that those ambulant disabled supporters who cannot climb the steps, may also enter the stadium via Gate 9. (They will then be escorted down a ramp and along pitchside to access the Oak Road seating. Please note though that from pitchside to the Oak Road seats does still unfortunately involve some 3 x steps).

ACCESS TO DISABLED TOILET FACILITIES

There is a toilet that serves the disabled supporters enclosure under the corner of the main Stand. For those accessing the ground via gate 9, it is situated at the top of the ramp and on their way towards the Oak Road should they require a toilet stop before taking their seats.

Any toilet runs for ambulant disabled fans during the game will need to be escorted by a steward, which will involve being assisted up the (three) steps to then proceed to their right, pitchside and back up the ramp.

EXITING THE GROUND

Those disabled supporters for whom the steps (to exit after the game) are impractical will also need to be escorted by a steward in the same fashion, to exit via Gate 9 again.

Our stewarding team have been briefed regarding these arrangements. We will also station one of our "Here To Help" Matchday Volunteers (in blue tabards) at both the Oak Road turnstile entrances, and the Gate 9 (Maple Road) entrance.

We would appreciate if only those ambulant disabled fans with a genuine difficulty in climbing steps, do use the Gate 9 option, as this will greatly help to reduce any queuing at Gate 9 whilst stewards escort people into the ground towards the Oak Road, and via the disabled toilet facility if needed.