



# HOME MATCH | ACCESSIBLE GUIDE

This complete guide has been designed to assist accessible supporters on how to book tickets for Scotland Matches.

Contact information for Ticketing & Membership Operations:

 [supporters@scottishfa.co.uk](mailto:supporters@scottishfa.co.uk)

 0141 616 6000 (Option 1)

 @SSCMembers

# KEY MEMBER DATES

## SALES DATES



### 23 NOVEMBER | 10AM

Exclusive Scotland Supporters Club renewal window for existing members (Members with the 2020/21 Membership) for the 23/24 Campaign.

### 30 NOVEMBER | 10AM

SSC Members with the 23/24 Membership can purchase the 5 Home Match Package.

### 7 DECEMBER | 10AM

New Members can purchase 23/24 Membership.

### 14 DECEMBER | 10AM

SSC Members with 23/24 Membership can buy single match tickets for the 5 Home Matches.

### 11 JANUARY | 10AM

Single Match Tickets opens for Public Sale.

## MATCH DATES



### (H) CYPRUS | EUROPEAN QUALIFIERS

Saturday 25 March | Kick-Off: 2pm  
Hampden Park, Glasgow



### (H) SPAIN | EUROPEAN QUALIFIERS

Tuesday 28 March | Kick-Off: 7.45pm  
Hampden Park, Glasgow



### (H) GEORGIA | EUROPEAN QUALIFIERS

Tuesday 20 June | Kick-Off: 7.45pm  
Hampden Park, Glasgow



### (H) ENGLAND | INTERNATIONAL FRIENDLY

Tuesday 12 September | Kick-Off: 7.45pm  
Hampden Park, Glasgow



### (H) NORWAY | EUROPEAN QUALIFIERS

Sunday 19 November | Kick-Off: 7.45pm  
Hampden Park, Glasgow

# DISABILITY DEFINITION

## UK EQUALITY ACT 2010



As defined by the Equality Act 2010, a disabled person is an individual who “has a physical or mental impairment which has a substantial and long-term adverse effect on his or her ability to carry out normal day to day activities. ”You may be asked to provide proof of eligibility for your complimentary personal assistant’s ticket.

This list is not exhaustive, and consideration will be given to any other evidence that can be provided. Please note in the case of DLA or PIP, as the allowance may be for life or a fixed period, the Scottish FA reserves the right to periodically check that an applicant remains eligible.

The Scottish FA accepts the following documents:

- Receipt of Disability Living Allowance (DLA) (mobility and/or care component) for children under 16.
- Receipt of Personal Independence Payment (PIP) for mobility, and/or care.
- Receipt of either Severe Disablement Allowance or Attendance Allowance.
- Blind or partially sighted registration certificate (BD8 or CVI certificate) or evidence from an eye specialist, for example an optometrist, that the individual would qualify to be registered as severely sight impaired (blind) or sight impaired (partially sighted). Further advice can be found on the Royal National Institute of Blind people (RNIB) website.
- A personal letter from the GP, community nurse or social worker stating that the individual has a long-term impairment or disability and requires assistance.
- Confirmation in writing from Social Services that the individual is included on their Deaf Register; or a letter or report from an aural specialist confirming that hearing loss has been recorded at 70-95 dBHL or worse.
- Confirmation in writing from Social Services that the individual has a learning difficulty or disability. This may include proof of registration with Social Services, or if not on the Local Authority Register.

# ACCESSIBLE OVERVIEW

## WHEELCHAIR OVERVIEW



Hampden Park has Wheelchair seating in North, South Lower, East & West Stands.



The North, East & West Stands have a Personal Assistant seat located adjacent to the Wheelchair Bay.



The South Lower Stand has Personal Assistant seats located behind the Wheelchair Bay (depending on the supporters' needs we can offer up to 2 PA's in this area).



Spaces are sheltered, provide a choice of ground level or elevated seats, and offer good sight-lines.

## AMBULANT OVERVIEW



Hampden Park has Ambulant seating in the South Lower Stand.



These are the first 4 rows of the South Lower Stand which do not require many stairs to negotiate.



Ambulant tickets are for disabled supporters who do not use a wheelchair but require seating with easy access to accessible amenities.



We can cater for a maximum of 2 Personal Assistant Seats as well as the Ambulant Supporter.



## NON-AMBULANT OVERVIEW



Supporters who need a Personal Assistant(s) to accompany them to the stadium can sit anywhere in the stadium.



Blind and partially sighted supporters may sit anywhere in the stadium.



68 headsets for commentary are available with two receivers installed in the stadium.



Guide dogs are allowed and take up a carer seat within the Ambulant seating for ease of access.

# WHEELCHAIR ACCESS

## WHEELCHAIR SPACES



### North Stand

54 Wheelchair Bays & 54 Personal Assistant Seats



### South Stand

90 Wheelchair Bays & 101 Personal Assistant Seats



### West Stand (Away Fans Section)

13 Wheelchair Bays & 13 Personal Assistant Seats



### East Stand

13 Wheelchair Bays & 13 Personal Assistant Seats

## STADIUM ACCESS FOR WHEELCHAIR USERS



### North Stand



Lift Access is available via GATE 15 (Section C) & GATE 24 (Section D) to get up to the Wheelchair Platform.

### South Stand (Section P)



Wheelchair users will enter via the West Tunnel Ramp and proceed along pitchside to their seats.

### South Stand (Section I)



Wheelchair users will enter via the East Tunnel Ramp and proceed along pitchside to their seats.

### West Stand



Wheelchair users will enter via the West Tunnel Ramp and proceed via the service lift to the West Wheelchair Platforms.

### East Stand



Wheelchair users will enter via the East Tunnel Ramp and proceed via the service lift to the East Wheelchair Platforms.

# AMBULANT ACCESS

## AMBULANT SPACES



### South Stand

210 Ambulant Spaces across the entirety of the South Stand.



The Ambulant seats are based in the front 4 rows of the south stand (Rows B-E) with railings to assist.



The stairs are small half-steps so there aren't many to negotiate.

## STADIUM ACCESS FOR WHEELCHAIR USERS



### South Stand (Section P)



Ambulant users will enter via the West Tunnel Ramp and proceed along pitchside to their seats.

### South Stand (Section I)



Ambulant users will enter via the East Tunnel Ramp and proceed along pitchside to their seats.

# REGISTERING AN ACCESSIBLE ACCOUNT

## 1 | REGISTER ONLINE



### Customer Registration

If you have never purchased before, click here to Register an account in order to purchase tickets.

- Fill in all your details
- Once you complete the application a customer number will be sent to you via email
- Use that customer number to log into the account & keep a note of your customer number.

## 2 | PIP/DLA CERTIFICATE



Once you have completed your account registration, you will need to email a scanned copy of your DLA/PIP/Doctors Letter documentation and detail the nature of your disability to supporters@scottishfa.co.uk to verify your account can purchase tickets for the accessible area. Please include:

- Scanned Copy of DLA/ PIP / Doctors Letter
- Your Name and Account Number
- Which seating you require- Ambulant or Wheelchair

## 3 | ADDITIONAL INFO



All supporters under the age of 16 must be accompanied by an adult.



If you need assistance during this process, please call our Ticketing & Membership Operations Team on 0141 616 6000 or email supporters@scottishfa.co.uk

# BECOMING A MEMBER OF THE SCOTLAND SUPPORTERS CLUB

## PURCHASING A MEMBERSHIP

- Once you have registered an account with the Scottish FA (see page before) and let us know of your accessibility requirements, the membership can be purchased by doing the following:
- Log into your account (click here) using your SSC number and password.
- Once you are logged in, find the Memberships tab at the top of the page.
- Select the correct price band- Adult, Junior or Senior. There are no specific price bands for membership for accessibility, this only applies to tickets.
- Once this has been added to your basket, click to checkout and enter your payment details
- You will receive a confirmation email once complete, and you are now an active member of the SSC!
- If you need assistance during this process, please call our Ticketing & Membership Operations Team on 0141 616 6000 or email [supporters@scottishfa.co.uk](mailto:supporters@scottishfa.co.uk)



# BUYING GUIDE

## 1 | BUYING AS A MEMBER

- If you are a member of the Scotland Supporter's Club, then you will have an exclusive member's period in order to purchase tickets. If you are not a member, then you will only be able to purchase when tickets are on general sale. Please note, members can still buy during Public sale.
- Tickets for the Accessible Area can only be purchased through the telephone through our Ticketing & Membership Operations Team on 0141 616 6000.
- Your accessible ticket comes with a complimentary companion/personal assistant ticket. If your companion is a Supporter's Club member, please let us know their SSC number during the purchase so their loyalty point will be added after the match.

## 2 | BUYING ON PUBLIC SALE

- Tickets for the Accessible Area can only be purchased through the telephone through our Ticketing & Membership Operations Team on 0141 616 6000.
- Your accessible ticket comes with a complimentary companion/personal assistant ticket.

## 3 | NON-VISIBLE DISABILITIES

- All supporters at Hampden Park can sit anywhere in the stadium to enjoy the game from any seat they choose.
- If, for any reason, any supporter within learning difficulties or unseen difficulties which feel the need for more specific seating requirements then please contact the Ticketing & Membership Operations Team to discuss in further detail.
- We will try to accommodate requests such as these, subject to availability. You may be able to request a personal assistant and the request will be given consideration.
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# MATCHDAY HELP POINT

## TICKET HELP POINT



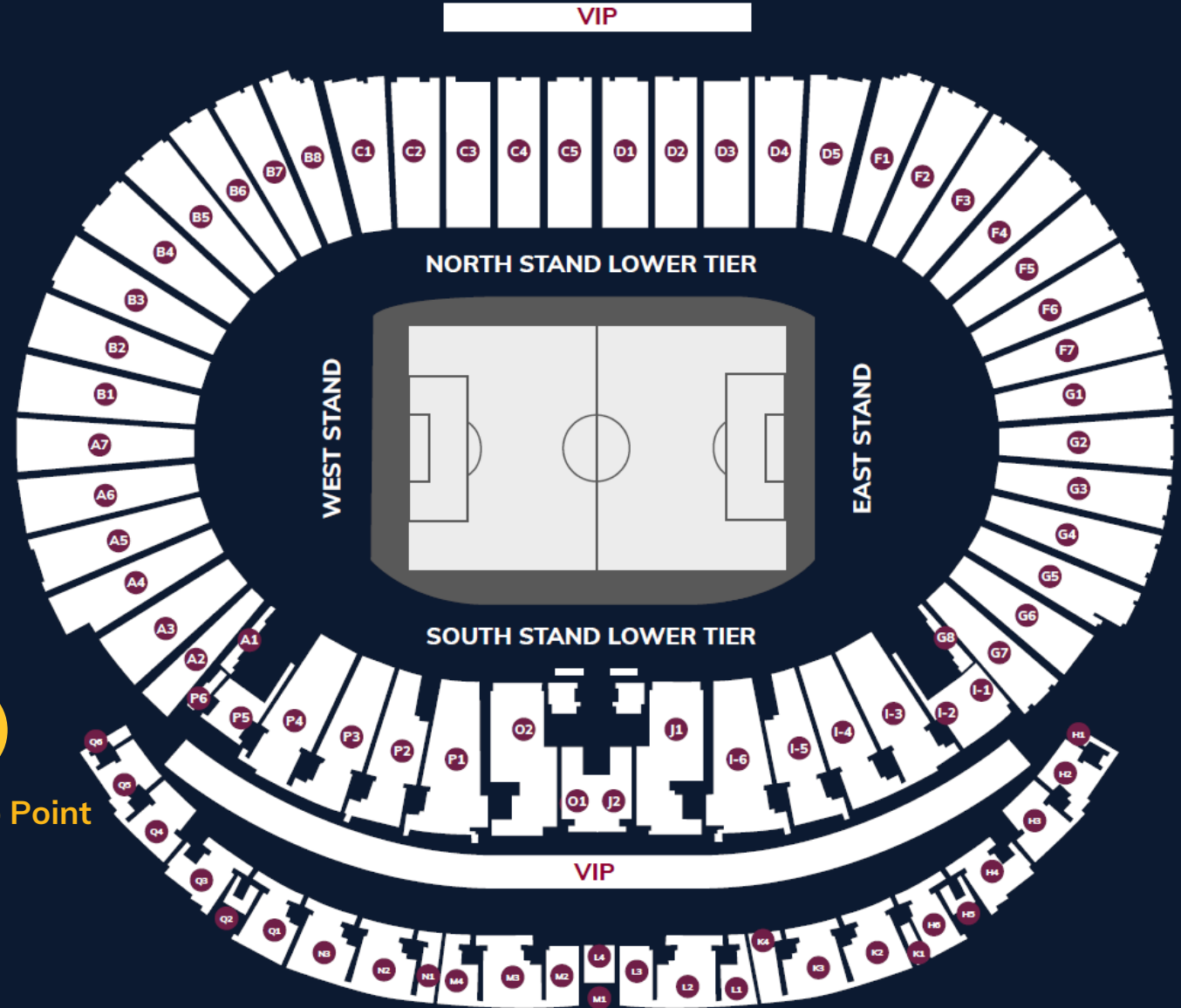
The Ticket Help point is located behind the West Stand within one or two portacabins on match day.

The access is on a tarmacked surface which can be accessed easily from either Sommerville Road or Letherby Drive.

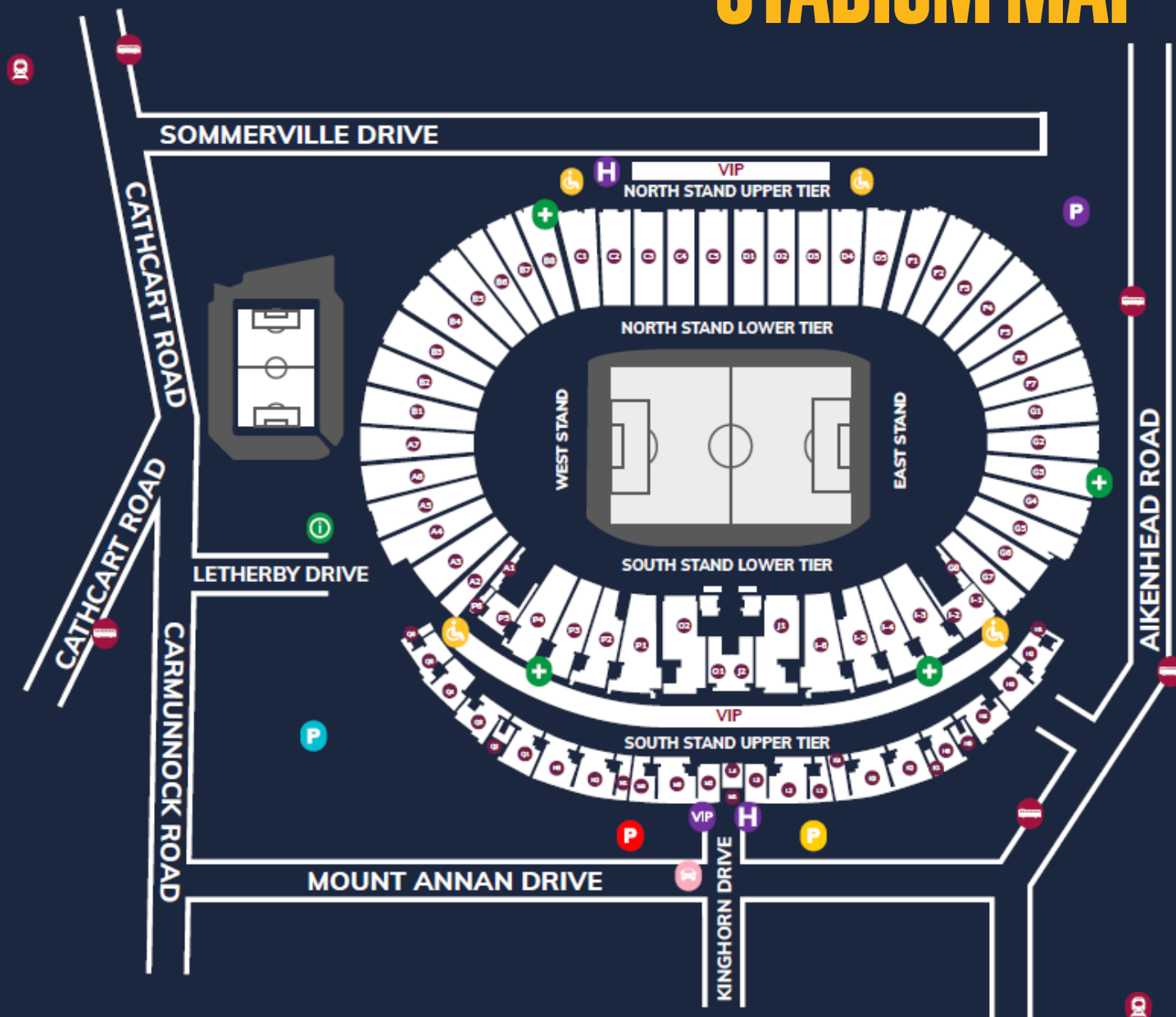
The Ticket Help Point is open 2 hours prior to kick off on match day, should you need to come speak to us with any problems or issues on the day.



**Ticket Help Point**



# STADIUM MAP



## STAND SECTION TURNSTILES

WEST	A1-A2	T1-2
	A3- A4	T6-9
	A5	T10-11
	A6-A7	T12-14
	B1-B8	T16-29
NORTH	C1-C5	T30-39
	D1-D5	T40-49
SOUTH LOWER	I1-I6	T84-89
	J1	T84-91
	O1   J2	MAIN DOOR
	O2   P1-P6	T102-109
SOUTH UPPER	H1-H6	T80-83
	K1-K4   L1-L4	T92-96
	M1-M4   N1-N4	T97-101
	Q1-Q6	T3-5
EAST	F1-F5	T50-59
	F6-F7   G1-G2	T60-69
	G3-G8	T70-79

## HAMPDEN PARK Legend

### Streets



Parking



Ticket Help Point



Bus



Train



Hospitality Entrance



First Aid



Accessible Entrance Ramps



Accessible Drop Off Points



VIP Uplift / Entrance

# CAR PARK

## STADIUM CAMPUS



Hampden Park postcode for Sat Nav is G42 9AY. On match days, parking around Hampden is restricted to residents only and the stadium car park is for parking pass holders only.

The resident parking area extends to approximately a mile around the stadium, so parking will be severely limited in the surrounding area; take this into consideration when planning your journey.

## STADIUM PARKING



At Hampden Park we have 4 Car Parks that are coloured coded in Red, Yellow & Blue for the South Stand and Purple for the North Stand.

Parking Passes are issued by the Supporters Club and can only be issued with prior notice. You will be unable to park without a physical car parking pass.

## PARKING PASS APPLICATION



We can issue car parking passes for accessible tickets; however, car park passes are subject to availability on a match-by-match basis.

During the purchase of your match tickets please let a member of our team know.

For Wheelchair Accessible Vehicles there are larger bays available.

If you need a car park after you have purchased your match tickets, please contact us by email with your name, supporters/account number and where your tickets are situated.

It may be the case where we do not have car park passes in the areas that are closest to your seat, however we will endeavour to do our best. You need to be in the car park 1 hour before kick-off.

## DROP OFF POINT



There is a drop off location for accessible supporters via Kinghorn Drive for someone to drop you off at the front of the stadium.

# PUBLIC TRANSPORT

## TRAIN



The nearest train station to the stadium is Mount Florida which is served by trains running to and from Glasgow Central. Mount Florida is fully step-free. From here, the stadium is approximately half a kilometre's walk.

Scotrail offers an Assisted Travel Service which will be available for disabled spectators using any Scotrail trains.

Services operated by Scot Rail operates a Turn Up and Go policy, meaning assistance does not need to be pre-booked.

Disabled passengers should arrive 10 - 15 minutes in advance of the departure time and speak to station staff who will arrange assistance.

Assistance can also be booked in advance of journeys, by calling the ScotRail Assisted Travel helpline on 0800 912 2901.

Alight the train at Mt Florida and exit onto Bolton Drive; follow Bolton Drive to Somerville Drive until the stadium.

Please note that the train service may get particularly busy on match days, leave adequate time to get from the City Centre to Hampden Park.

## BUS



There are several buses which run from Glasgow City Centre to Hampden Park (6, 75, 4A).

The following buses pass by or near Hampden Park ( 31, 34A, 5, 6, 90).

Some services allow the use of contactless cards; mobile tickets can also be bought using the First Bus mTickets app.

Leave adequate time to get to Hampden Park from the City Centre if travelling via public bus.

The Association of Tartan Army Clubs have also compiled a list of supporters' buses available [here](#).

All buses operating in Glasgow are wheelchair accessible with low-level floors and space on-board for one wheelchair user.

Ramps are available and operated by the driver. More information on the accessibility features on buses in Scotland, please visit the First Bus website.

## TAXI | UBER



All Hackney (black) taxis can be hailed all over the city, and they will be able to drop you off close to the stadium.

They are wheelchair accessible and easily hired by flagging them on the street if they have the orange for hire light lit.

Uber operates in Glasgow, and it is possible to order accessible vehicles from their app.

There is a drop off location for accessible supporters via Kinghorn Drive for someone to drop you off at the front of the stadium.

# STADIUM FACILITIES

## ACCESSIBLE TOILETS



20 accessible toilets are available, with 14 in the South Stand, 5 in the East Stand and 1 in the North Stand. Every other toilet block also has an accessible toilet, meaning there are an additional 76 available around the stadium.

There are several accessible unisex toilets across all areas of the stadium. The accessible toilets offer a mix of left- and right-hand transfer and are spacious.

All the accessible toilets are located close to accessible viewing areas.

The accessible toilets are indicated by signage using the internationally recognised symbol for disability, which is placed at an adequate height, so it is visible in crowded concourses.

## CHANGING PLACES



Changing Places toilets are available on level 4 of the stadium. Please enquire with the nearest steward to assist you in direction from your seat and opening of the facility.

## CATERING KIOSKS



There are kiosks with lowered height for easier access within the accessible seating in the stadium. The payment method for the food kiosks within the stadium are card only.

The kiosks in the South Stand have dedicated for accessible supporters.

## MEDICAL EQUIPMENT



Medical equipment will be allowed into the stadium. Disabled supporters are advised to bring medical proof of requirement (i.e., prescription, doctor's note etc.) with them on match days should they be requested to show evidence of use by stadium staff.

Please contact us via email or telephone prior so that we can check with stadium authorities.

## FIRST AID



Located in 4 out of the 5 stands, please ask a steward to assist you in taking you to the nearest First Aid Room if you require assistance.

# STADIUM FACILITIES

## AUDIO DESCRIPTION



We do have Audio Description Commentary packs available for pick up at the stadium on match day.

Audio Description commentary providers users with a specially trained commentator provides additional narration that describes all significant visual information such as body language, facial expression, scenery, action, clothing, colours and anything else that is important to conveying the image, venue, match, event or surrounding ambience.

You can reserve your audio pack after you have purchased your ticket, email us with your name, account number and ticket details and we will reply with where you can pick them up in the stadium prior to the match and where to return them.

Audio Description Commentary packs are available to both members and general public in the accessible or standard areas of the stadium.

## GUIDE DOGS



Guide dogs are permitted into the stadium; however, you will need a seat for them to be booked next to yours. Please contact the Ticketing & Membership Operations Team for further detail.

## CRUTCHES



Crutches are allowed into the stadium; however, they need to be placed safely underneath your seat during the match to allow no obstructions within the rows.

However, if your leg is in a plaster cast and you are unable to bend your cast or knee, unfortunately you will not be allowed to sit within the standard seating as it could cause obstructions.

Please contact the Ticketing & Membership Operations Team to see if we can assist within the short term. Those with a long term or permanent cast should call the team to discuss their requirements.



# LEAVING THE STADIUM

## EXIT PROCEDURE



From the accessible seating area, you will exit along the pitch side and go back up through the access tunnels or exit through EXIT 15/EXIT 24 if in the North Stand.

Please take care going back up the access tunnels and as always as a steward for assistance if required.

Cars will only be allowed to leave the car park once Police Scotland have confirmed to the stewards once the stadium egress of supporters has completed.

Please take care when exiting the car park- especially at night as there may still be some supporters on foot walking through the car park.

Stadium egress normally takes around 45 mins to an hour, depending on how busy the match is, so please factor this into your travel arrangements.



# EVACUATION

## EVACUATION PROCEDURE



The evacuation procedure in case of emergency is as follows:

- The emergency broadcast will be announced through the PA system as well as on the big screens with the following message:

"YOUR ATTENTION PLEASE YOUR ATTENTION PLEASE. AN EMERGENCY SITUATION HAS ARISEN WITHIN THE STADIUM, PLEASE LEAVE THE STADIUM IN A CALM AND ORDERLY MANNER, FOLLOWING THE STEWARDS' INSTRUCTIONS."

- Stewards will direct you to the nearest emergency exits.
- South Stand: You will be directed to exit through the closest access tunnel which will lead into the car parks
- North Stand: For Wheelchair users in the North, you will be directed to the West or East stand where you will be able to exit through the exit points which come out on the ground level. Please note that the service lift would not be able to be used in an emergency.
- East Stand: You will be guided to the nearest exit point at Section G that will take you down the ramp outside the stadium.
- West Stand: You will be guided to the nearest exit point at Section B that will take ground level to outside the stadium.



For any information that cannot be found in the guide, please contact Ticketing & Membership Operations:

 [supporters@scottishfa.co.uk](mailto:supporters@scottishfa.co.uk)

 0141 616 6000 (Option 1)

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