



TICKETING & ACCESS INFORMATION FOR DISABLED SUPPORTERS

The Scottish FA are committed to providing services and facilities for supporters with disabilities and additional needs. Accessibility tickets are available on to supporters with a disability and personal assistants are accommodated where needed.

This complete guide has been designed to assist in planning your journey to Hampden Park and provides information on the facilities and services available for disabled supporters, as well as a ticketing guide.

Contact information for Ticketing & Membership
Operations:



supporters@scottishfa.co.uk



0141 616 6000 (Option 1)



@SSCMembers



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Disability Definition

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.

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.

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.



Accessibility Overview

Wheelchair ramps and/or lifts can be found at the following locations:

- Two ramps are situated either side of the main entrance.
- A lift is situated to the left of the main entrance with a call button linked to reception.
- Trackside or front of stand access will be via the roadway ramps situated at the south east and south west corners.
- Lift access is available to all areas within the north, east and west stands

Hampden has 198 spaces for fans using wheelchairs. 158 are located in the South Stand (lower) with complimentary seats for companions provided behind the wheelchair user.

The East and West Stands each have 13 spaces for wheelchair users on level 4, with adjacent seats for companions. There are also two wheelchair user platforms in the North Stand, each holding 7 spaces for wheelchair users and adjacent seat for companions.

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

Blind and partially sighted supporters may sit anywhere in the stadium. Guide dogs are allowed, and 68 headsets for commentary are available with two receivers installed in the stadium.

Dedicated amenity seats are available for ambulant disabled supporters, and these can be requested when purchasing tickets.

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.



Type of Accessibility Tickets

What are the Accessible Tickets?

There are two different categories of ticket: tickets for wheelchair users and ambulant tickets.

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

For Ambulant we have seating along the front rows of the South Lower Stand and for Wheelchair Bays, there are bays in every stand of the stadium (except South Upper Stand).

For all accessible tickets, this will include an additional complimentary ticket for a companion/personal assistant that can assist you during the match. For Wheelchair users, the companion seat will be located behind the Wheelchair Bay and for Ambulant users in the seat beside.

If you are a junior Wheelchair user, we can attempt to book additional tickets for other family members in the same area, however this is subject to availability.



Registering an Account

How Do I Register an Account for Accessible Tickets?

If you have never purchased tickets before, click [here](#) to Register an account to purchase tickets:

- Fill in all your details
- Once you complete the application a customer number will be sent to you via email
- You can set up your password to your account & keep a note of your customer number

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. In the email please include:

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

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

How do I purchase a Membership for the Scotland Supporters Club (SSC)?

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



Purchasing Home Tickets

How Do I Apply to the Scotland Supporters Club as an Accessible Member?

If you have never purchased tickets before, please refer to the previous page.

If you already have an account set up with your DLA/PIP documentation sent to us simply call our Ticketing & Membership Operations Team on 0141 616 6000 and provide your account number to purchase a membership.

How do I Purchase a match ticket as an Accessible supporter?

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.

Is there specific seating for Non-Visible Disabilities within the stadium?

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.



Away Tickets

Away match tickets are an exclusive benefit of being part of the Scotland Supporters Club (SSC), therefore yourself and the carer that attends with you would both need to be members of the SSC and on the required points level.

Due to the nature of Away Tickets, where demand for tickets are higher than the number we are given as an away allocation, we use the Loyalty Points system to determine the fairest way to allocate tickets to members. (More information can be found on the Supporters FAQs).

Details of the sales schedule will be supplied to all members prior to the sale.

Depending on the stadia of the away association will determine the following factors:

- The allocation of accessibility tickets (we may not be in a position to offer accessible tickets depending on the stadium).
- The location of the accessible areas (sometimes they are separate from the rest of the standard seating away allocation)
- Ambulant specific seating (depending on the country, they may not have specific seating arrangements within an away section)

In an event where the host association cannot offer a specific ambulant section, we will endeavour to place your tickets in the most easily accessible seating possible.

For away tickets to book, please send an email to supporters@scottishfa.co.uk detailing your intention to go to the away match once we have sent out a sales schedule.

We will accumulate the number of accessible requests and allocate tickets based on the Loyalty Point System. We will contact you to put through the booking and send any accessible specific information to you for the match either via email or the Travel Guide.



Hampden Park Stadium Map

HAMPDEN PARK MATCHDAY MAP





Travel to Hampden Park

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.

Can I apply for parking at the stadium?

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.

The car parking pass will relate to which section your seat belongs:

- North Stand, you will be given a pass in the PURPLE car park
- Eastern side of the South Stand or East Stand you will be in the YELLOW car park
- Western side of the South Stand you will be in the RED or BLUE car park.

Again, these are subject to availability, 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.

Is there a Drop-Off Point at the stadium?

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



Travel to Hampden Park

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.

Kings Park station is also located close to the stadium, but this station does not have step-free access.

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

Not all train stations are fully accessible in Glasgow. Those that are provide lift access and ramps for boarding and alighting.

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.

A single train journey costs approximately £2.30.

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.



Travel to Hampden Park

There are a number of 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).

Buses cost approximately £1.60 for a single journey. Supporters should note that if using cash the buses do not provide change.

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](#).



Travel to Hampden Park

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.



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.

HAMPDEN PARK MATCHDAY MAP



NOTHING MATTERS MORE



Accessing your Seats

How Do I Access my Seat in the Stadium?

Your entrance to your seat will depend where in the ground you are seated.

From each of the car parks, it is around 3 mins walk to either of the access gates. From Mount Florida train station, it is around 5-10 mins depending on how busy the match is.

From the access gates to the ambulant section, it takes about 1-2 mins walk.

Access Points

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- **North Stand:** You will enter through the gate called EXIT 15, which you are able to use the service lift to access the concourse to the Wheelchair Bays located within the stand.
- **South Stand (Section P):** You will enter through the South West Access Tunnel (EXIT 46) and along the pitch side to access the ambulant and wheelchair bays.
- **South Stand (Section I):** You will enter through the South East Access Tunnel (EXIT 33) and along the pitch side to access the ambulant and wheelchair bays.
- **East Stand:** You will enter through the South East Access Tunnel (EXIT 33) and then use the service lift to reach the bays.
- **West Stand:** You will enter through the South West Access Tunnel (EXIT 46) and then use the service lift to reach the bays.



Stadium Facilities

Are there Accessible Toilets in 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.

There are ambulant disabled cubicles installed in some of the toilets blocks across the stadium with 38 in the South stand, 14 in the West stand and 8 in the North stand.

Are there Changing Places Toilets within the stadium?

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.

Are there Kiosks specifically for accessible fans within the stadium?

Yes, 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.



Stadium Facilities

Can I bring Medical Equipment into the stadium?

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.

Are there First Aid Rooms at the stadium?

Yes, 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.

Do you offer Audio Description facilities at the stadium?

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

Audio Description commentary provides 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.



Stadium Facilities

Are Guide Dogs allowed in the stadium?

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.

I need crutches to enter the stadium is this allowed?

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

How do I leave the stadium after the match has finished?

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 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 Procedure

How to leave the stadium in an emergency?

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:



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