

ACCESS CUSTOMER FAQ'S

More information about each concert or event at London Stadium can be [found online](#).

General Customer FAQs include information for pre-registered fans, all ticket terms and conditions, venue information and support for London Stadium ticket bookings.

If you have a question about accessible ticket booking or about your visit to London Stadium that is not answered here, please contact us on customerservice@london-stadium.com.

WHAT TICKETS DO I NEED TO PURCHASE?

PA / Companion tickets

If you require the support of a PA or companion to attend an event at London Stadium, please purchase a suitable full price Accessible ticket + a free companion ticket via the ticket agent handling Accessible sales for your event.

Please refer to <https://www.london-stadium.com/accessible-tickets.html> for further details.

Proof of eligibility/disability must be provided before the event.

ACCESSIBLE SEATING OPTIONS

Standing Tickets

GA Standing, Gold Circle Standing, etc.

For some events, customers with GA Standing tickets are also permitted to sit in a designated seating area in the stadium. These unreserved seats are available to all customers and cannot be booked or reserved in advance of arrival.

Wheelchairs are not permitted in standing areas on the pitch; wheelchair users who have booked 'GA Standing & Unreserved Seating' should transfer to unreserved seating areas.

There are dedicated storage areas for wheelchairs and mobility scooters at London Stadium for customers transferring into stadium seating.

Seated Tickets

Bookable access seats are available in the lower and the upper tier at London Stadium, including: wheelchair and companion seats, aisle seats, step-free seating, ambulant seats (usually fewer than 7 shallow steps from the concourse or lift to access that row) and those closest to toilet facilities. When booking a wheelchair space plus assistant please ensure you bring your wheelchair or mobility scooter

with you.

On the lower tier, Wheelchair space and Companion seating bays are located at concourse level. Ambulant seating is positioned on the back row of lower tier seating blocks in the East Stand, and in front of accessible bays in the West & North Stands.

In the upper tier, all accessible seating is located in bays at the front of seating blocks and can be accessed via lifts.

Customers requiring seats on the end of a row can request an aisle seat in an ambulant row of seats. Customers requiring step free access on an aisle can request a single companion seat on the accessible bays in the upper tier.

There are dedicated storage areas for wheelchairs and mobility scooters at London Stadium for customers transferring into stadium seating.

Standing Tickets (GA standing, Gold Circle standing, etc.)

- wheelchairs are not permitted on the pitch
- wheelchair users who have booked 'GA Standing & Unreserved Seating' should transfer to unreserved seating areas and store their chair

Accessible Seating Sightlines

Please note, seating sightlines differ for each event or concert, depending on the layout of the stage and arena.

For some events, stage or arena activity will be shown on large screens in the North and South stands. For most concerts, relay screens will be positioned on each side of the stage (usually located in the South stand).

In the lower tier, Wheelchair spaces and Companion seating bays are located at concourse level.

If customers in ambulant seating in the back row of lower tier seating blocks stand during the event or concert, the view from wheelchair and companion seating bays may become restricted.

The same sightline restriction applies for ambulant seating in lower tier seating blocks.

In the upper tier, all accessible seating is located in bays at the front of seating blocks. Wheelchair spaces and Companion seating bays in the upper tier do not have any other rows of seating directly in front of them.

Any other sightline restrictions (including camera positions, speaker towers, mixer tent, etc.) will be indicated at the point of purchase when selecting tickets, and the price will vary accordingly for partially restricted and restricted view seats across upper and lower tier seating.

HOW DO I PURCHASE A TICKET FOR ACCESSIBLE SEATING?

Accessible tickets for our summer events will be sold via one of the major ticket agents, e.g. Ticketmaster UK, See/Gigs and Tours, AXS, etc.

Please refer to <https://www.london-stadium.com/accessible-tickets.html> for further details.

Required evidence and supporting documents

Proof of eligibility/disability must be provided before the event. Examples of accepted evidence include, but are not limited to:

- Access Card (with +1 icon), CredAbility or Nimbus Access Card
- Armed Forces Independence Payment or War Pension Mobility Allowance
- Blue Badge
- Copy of Attendance Allowance letter
- Copy of DLA, PIP or Adult Disability Payment entitlement letter
- Evidence of registered severely sight impaired (blind)
- Letter from a medical professional, including a doctor's note or a letter from an occupation therapist
- Personal letter from the GP, community nurse or social worker
- Recognised Assistance Dog ID card
- SENCO statement from an educational institution

If you have requested an accessible ticket and do not submit the required evidence after purchasing, your tickets may be cancelled. Tickets may also be cancelled if misuse is suspected/found.

GETTING TO LONDON STADIUM

Blue Badge Parking

Blue Parking is booked via London Stadium directly, check availability here: <https://www.eticketing.co.uk/londonstadium/Events>

Blue Badge Passes will be sent out in the week before the event, you will receive an email requesting your vehicle information and proof of eligibility before you receive your pass and location instructions.

Any vehicle that has not been registered for BBP will not be able to access the parking area due to road closures.

Mobility Assistance

For events and concerts, a team of Volunteers provide mobility assistance at designated hubs throughout Queen Elizabeth Olympic Park.

At mobility hubs, customers can borrow manual, self-propelled wheelchairs to complete their journey through the park and to the stadium. This free service is also available after events and concerts.

Public Transport

More information on public transport, road closures and car parking can be found [here](#).

Shuttle Bus Service

An Accessible Shuttle Bus will be in operation from Stratford Station (platform 13) to London Stadium (Bridge 3 drop off) for events and concerts. This is a free service, there is no need to book in advance. A full timetable will be available closer to each event.

VENUE INFORMATION AND ACCESSIBLE FACILITIES

Accessible entrances

For some events and concerts, tickets will specify an entry bridge. For seated tickets, the designated entry bridge will be the closest entrance to that seating area.

Access customers should follow directions on their event ticket and use the accessible entry lane on their specified bridge.

Please note, all customers with some form of standing ticket, who arrive before stadium doors opening, may need to queue on entry bridges, and queue at designated stadium doors before being admitted to standing areas.

Customers with seated tickets who are unable to queue for long periods of time are advised not to arrive in advance of stadium doors opening; all entry bridges and entrances will be quieter after customers with standing tickets have been admitted.

For events and concerts where no bridge is specified, customers can use the accessible lane on any bridge to enter the stadium.

Assistance dogs

Assistance dogs are welcome at London Stadium. We request that all Assistance Dogs wear a harness or jacket that clearly identifies them as a working animal, even if they would not usually do so.

The most suitable seating area for customers bringing an Assistance Dog to London Stadium is on the accessible platforms, and there is a designated spending area close to Bridge 4.

Changing Places / Accessible Toilets

All of London Stadium's accessible toilets are unisex, and available on all levels close to wheelchair bays. These all require a radar key for entry.

London Stadium also has three adult Changing Places facilities, two situated on podium level, and one in the Stadium's Hospitality area.

These facilities are larger than standard wheelchair-accessible toilets, and include a height-adjustable changing bench hoist and room for up to two PAs.

For more information, or for access, please speak to one of our stewarding team or event ticketing staff within the venue.

BSL Performance Interpreting

For some events and concerts, D/deaf customers can request BSL interpretation. Please contact ticketing@london-stadium.com if you require BSL interpretation. We'll liaise with the London Stadium Operations team and the Event Organisers and someone will reply to your request at the first opportunity

Quiet Spaces

Quiet Spaces are available for events and concerts for any customers who are overwhelmed by the stadium environment. **Please note**, this area may not have a view of the event taking place.

For some events, this may be a room in the mid or upper tier of the stadium which is available on request. These rooms do not have any sensory items available and are not staffed.

For other events, there may be a designated quiet space outside of the venue (on the stadium island) which is further from amplified sound and less likely to be crowded (not in proximity to any food traders, roaming entertainment, activations, or merchandise concessions).

If you would benefit from using a Quiet Space at an event, please contact ticketing@london-stadium.com