



VISITING CARROW ROAD

Access Statement 2024/25



WELCOME TO CARROW ROAD

The Home of Norwich City Football Club



Norwich City Football Club look forward to welcoming you to Carrow Road, our home since 1935. Our aim is for Norwich City to be 'a home for everyone' and we look forward to welcoming you into our stadium.

This guide has been put together to try and make your visit as comfortable as possible. Inside the guide you will find full details on our provisions for supporters with disabilities, along with information on transport and travel and a full map of the stadium.

All queries you have prior to your visit can be directed to the relevant team within the Club, with full contact details being listed at the end of this guide.

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PURCHASING TICKETS

Buying Tickets

We aim to provide a personal service for all disabled supporters who need to purchase tickets with us.

Accessible tickets can be ordered by calling our Ticket Office on 01603 721902 (option 1) where our team will be happy to discuss your requirements and suggest the most suitable ticket for your needs. Tickets go on sale at various points throughout the season, with on-sale dates being able to be found online [here](#).

At present the only way to purchase accessible tickets is via the Ticket Office phone line, or in person at our Club Shops.

In order to buy a ticket you will need to have a supporter number which will be allocated to you upon creating a 'OneCity Account' for our website. If you do not have a supporter number when calling us, this can be created for you over the phone. A full guide to ticket purchase, including the creation of a OneCity Account can be found on our website [here](#).

Personal Assistants

We are proud to be able to provide a ticket for a personal assistant, where required, free of charge. This is based on the understanding that the assistant is providing a service to the disabled supporter, to enable them to access our matchday facilities. Personal assistants must also always attend the match with the disabled supporter they are assisting, and cannot attend a game on this ticket by themselves.

In order to request a personal assistant ticket alongside your own ticket, please call the Ticket Office on 01603 721902 (Option 1).

PURCHASING TICKETS

Ticket Office Access

Our Ticket Office is only open for in-person transactions on Matchdays, when it will be available from 9:30am until Kick Off. It is fully accessible, with ground-level step free access via an automatic door which opens outwards. The floor within is non-slip, and a dropped counter and induction loops are available both inside the office, and outside at the ticket collection point (when in use).

The queueing system on a matchday is fully managed by our team of safety stewards and all staff will be happy to provide any additional support you may require.

Please note that the Ticket Office does get extremely busy in the hour before kick-off, so if you need to avoid crowds we would recommend getting to the stadium as early as possible.

Outside of a matchday, the Ticket Office can be reached via phone on 01603 721902 (Option 1) or email on tickets@canaries.co.uk.

Ticket sales can also be completed in person at our Club Shop, with access information for this available within the relevant section of the guide.



GETTING TO:

CARROW ROAD

By Train

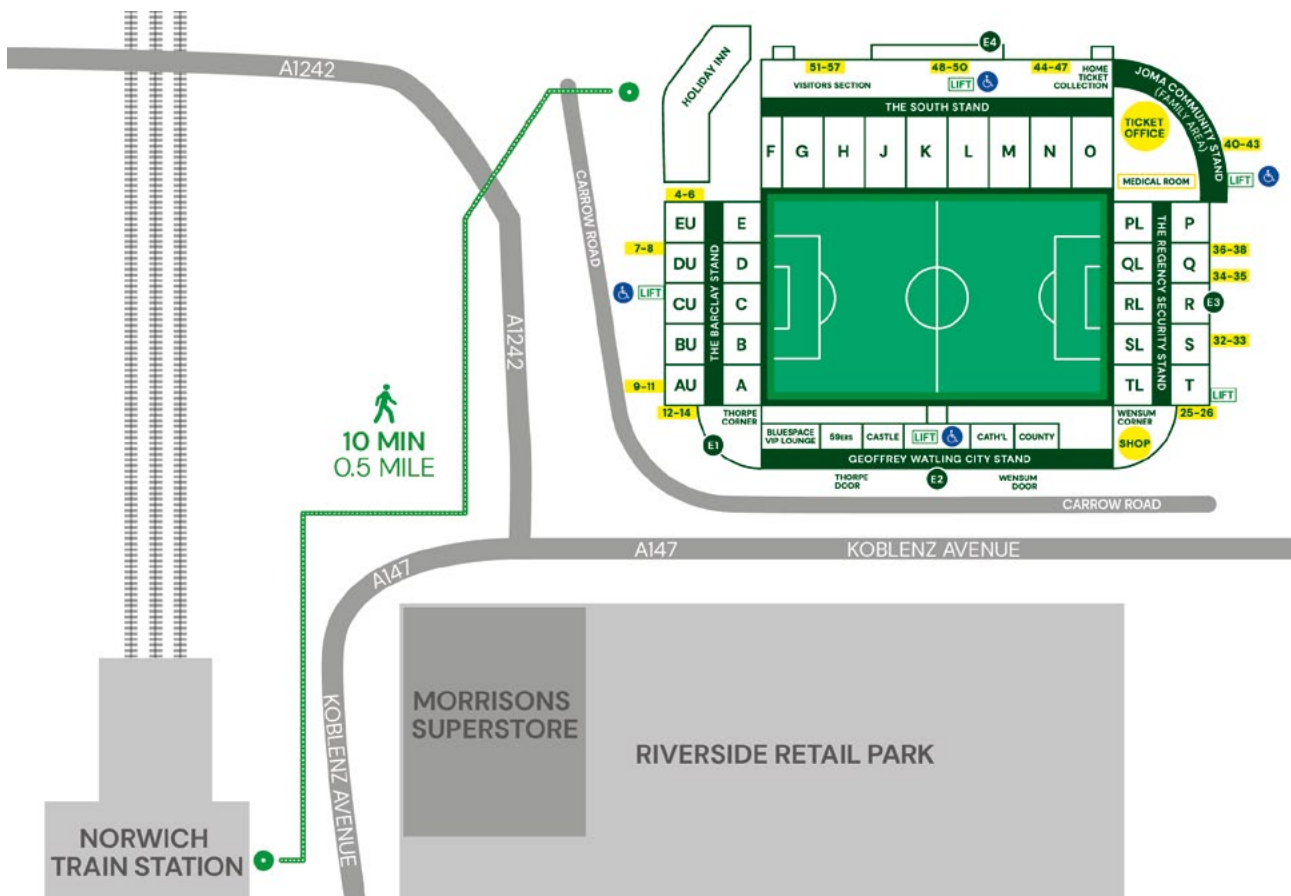
Norwich Train Station is located at Station Approach, Thorpe Road, NR1 1JE which is approximately 0.5 miles, or a 10 minute walk from Carrow Road.

Services to and from this station are managed by Greater Anglia and East Midlands Railway:

www.greateranglia.co.uk

www.eastmidlandsrailway.co.uk

Norwich Station itself is fully accessible with step-free access and assistance available from station staff. Full information on services provided can be found on Greater Anglia's website.



GETTING TO:

CARROW ROAD

By Bus

Bus services within Norwich and Norfolk are provided by First Group and Konect Bus, with information on local services available on their websites:

www.firstbus.co.uk/norfolk-suffolk

www.konectbus.co.uk

Norwich Bus Station is located in Norwich City Centre at Surrey Street, NR1 3NX and is approximately 1.5 miles or a 25 minute walk from Carrow Road.

A number of special matchday bus services are provided from around the county by Sanders Services, with information on these available [here](#).

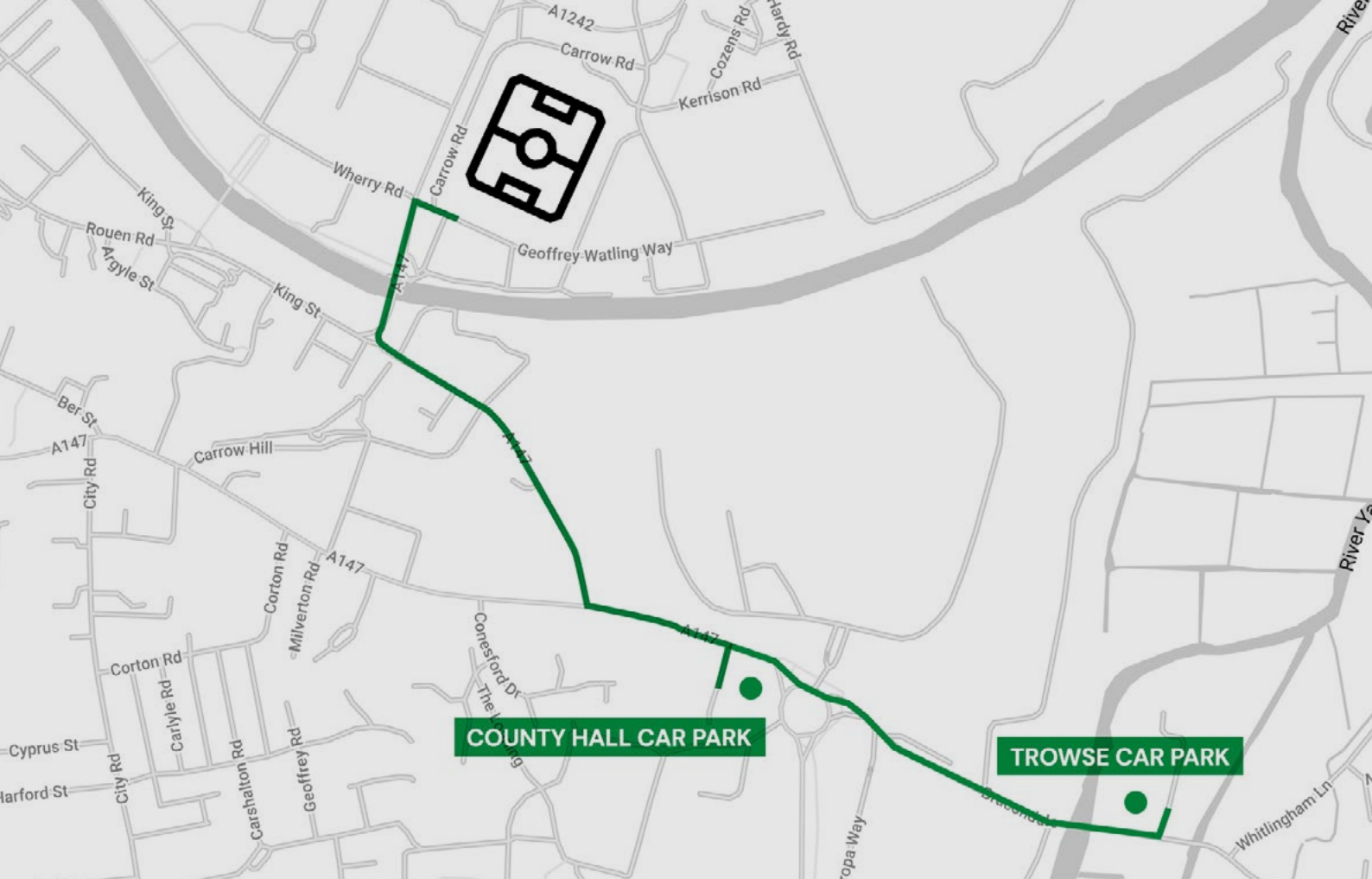
Konect Bus also run a 'Canary Konect' service that goes between The Nest and Carrow Road, with information available [here](#).

Park & Ride

Park & Ride services in Norwich are run by Konect Bus and run Monday-Saturday, with Thickthorn also running on Sundays. There are 5 sites located around the edge of the City, and prices start from £3. Full information on timetables are available online [here](#).

By Car

Norwich City Football Club is signposted along all major routes coming into Norwich, such as the A47 and A11. Our postcode is NR1 1JE, but please note that we have no on-site matchday parking available for supporters.



Parking & Drop-Off

On matchdays, no parking is available at Carrow Road. Blue Badge holder parking can be found on neighbouring residential streets such as Kerrison Road (NR1 1JB). The Blue Badge scheme is managed by Norwich City Council who can be reached via phone on 0344 980 3333.

The entrance of the Holiday Inn, located between the South Stand and Barclay Stand can be used for fans as a drop-off point. Our Mobility Buggy travels around the stadium on matchdays and can be flagged down by supporters who require onward travel support from the Holiday Inn to their turnstile.

We recommend that supporters who wish to park on a matchday use either County Hall (NR1 2DW) or Trowse (NR1 2EG) car parks. County Hall is £6 per car and Trowse £5 with both car parks operating as cash only. Neither car park can be pre-booked and both are located approximately a 10 minute walk from Carrow Road.

Information on parking throughout the wider Norwich area can be found on the Norwich City Council website [here](#).

We would also like to advise supporters that the car parks at Morrisons supermarket and Riverside Retail Park are for shoppers only and penalties are applied for misuse of these car parks.



MAIN RECEPTION

1ST FLOOR:

MAIN CLUB OFFICE, COMMUNITY SPORTS FOUNDATION, PLAYERS' LOUNGE

2ND FLOOR:

CLUB 101, THE CRITERION BAR, FOUNDATION: EDUCATION HUB

3RD FLOOR:

EXEC. BOXES 28-42, THE LEGENDS MATCHDAY CLUB/TOP OF THE CITY

THE LION & CASTLE PUB
ENTRANCES AU & EU

PRESS ROOM,
BLUESPACE VIP LOUNGE,
THE GUNN CLUB,
TOP OF THE TERRACE

59ERS /
CASTLE
LOUNGE
ACCESS

DIRECTORS' ENTRANCE,
DIRECTORS' BOX,
THE BOARDROOM,
SIR ARTHUR SOUTH LOUNGE,
AMBASSADORS' LOUNGE

CATHEDRAL / COUNTY
LOUNGE
ACCESS

WENSUM DOOR

WENSUM CORNER

SHOP

YELLOWS
Bar & Grill

delia's
RESTAURANT AND BAR

EXEC. BOXES 5-27, THE BIRTHDAY BOX, THE GALLERY,
MATCH SPONSORS' LOUNGE, PARTNERS' BOX,
THE TOUCHLINE BY ICE BREAKER, THE LATTICE LOUNGE

TICKET OFFICE

MEDICAL ROOM

E17 JOMA COMMUNITY STAND

LIFT

E16 40-43

ACCESSIBLE VIEWING PLATFORMS

HOLIDAY INN

VISITORS SECTION

THE SOUTH STAND

HOME TICKET COLLECTION

E5 9-11 E5A LIFT E5B 7-8 E5C

AU BU CU DU EU

THE BARCLAY STAND

A B C D E

F

G

H

J

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M

N

O

TL SL RL QL PL

THE REGENCY SECURITY STAND

T S R Q P

LIFT

32-33

E20

34-35

E19

36-38

E18

E3

E1

25-26

LIFT

E2

30-31

E21

32-33

E20

34-35

E19

36-38

E18

E3

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30-31

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32-33

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E219

E220

AWAY SUPPORTERS MAP

ACCESSIBILITY
DROP OFF POINT



HOLIDAY INN

THE BARCLAY STAND



F

G

H

E7

51-57

E8-9

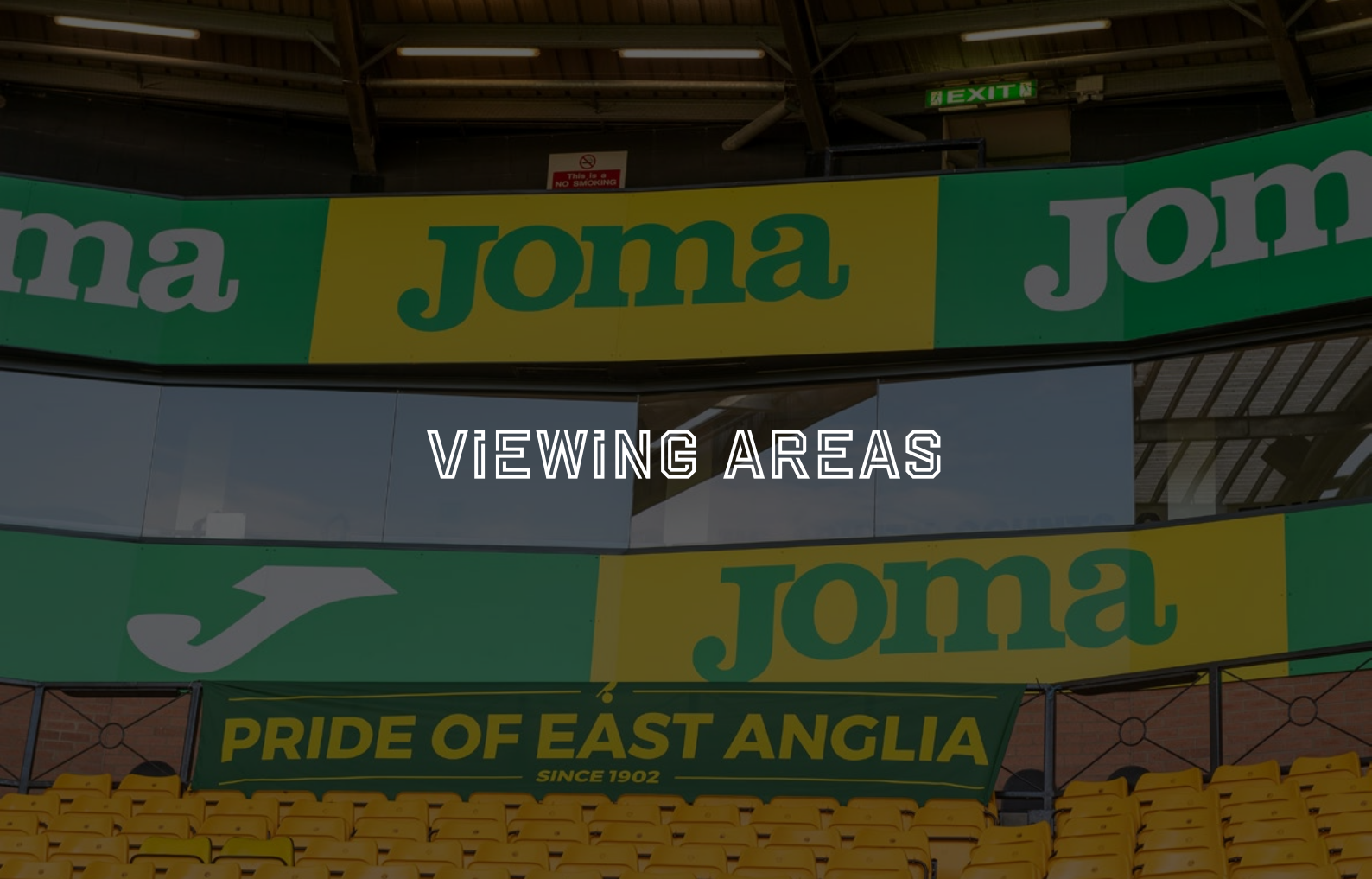
ENTRY
TURNSTILES

MAIN
RECEPTION

VISITORS SECTION

THE SOUTH STAND





VIEWING AREAS

Norwich City Football Club has designated seating areas for up to 84 wheelchair users and 186 ambulant disabled supporters. Although a large number of these are sold to season ticket holders, a number of these are kept for causal ticket sales for both home and away fans.

Indoor Joma 'Ability Counts' Gallery

24 Wheelchair Bays + 24 Personal Assistants / 65 Ambulant Seats

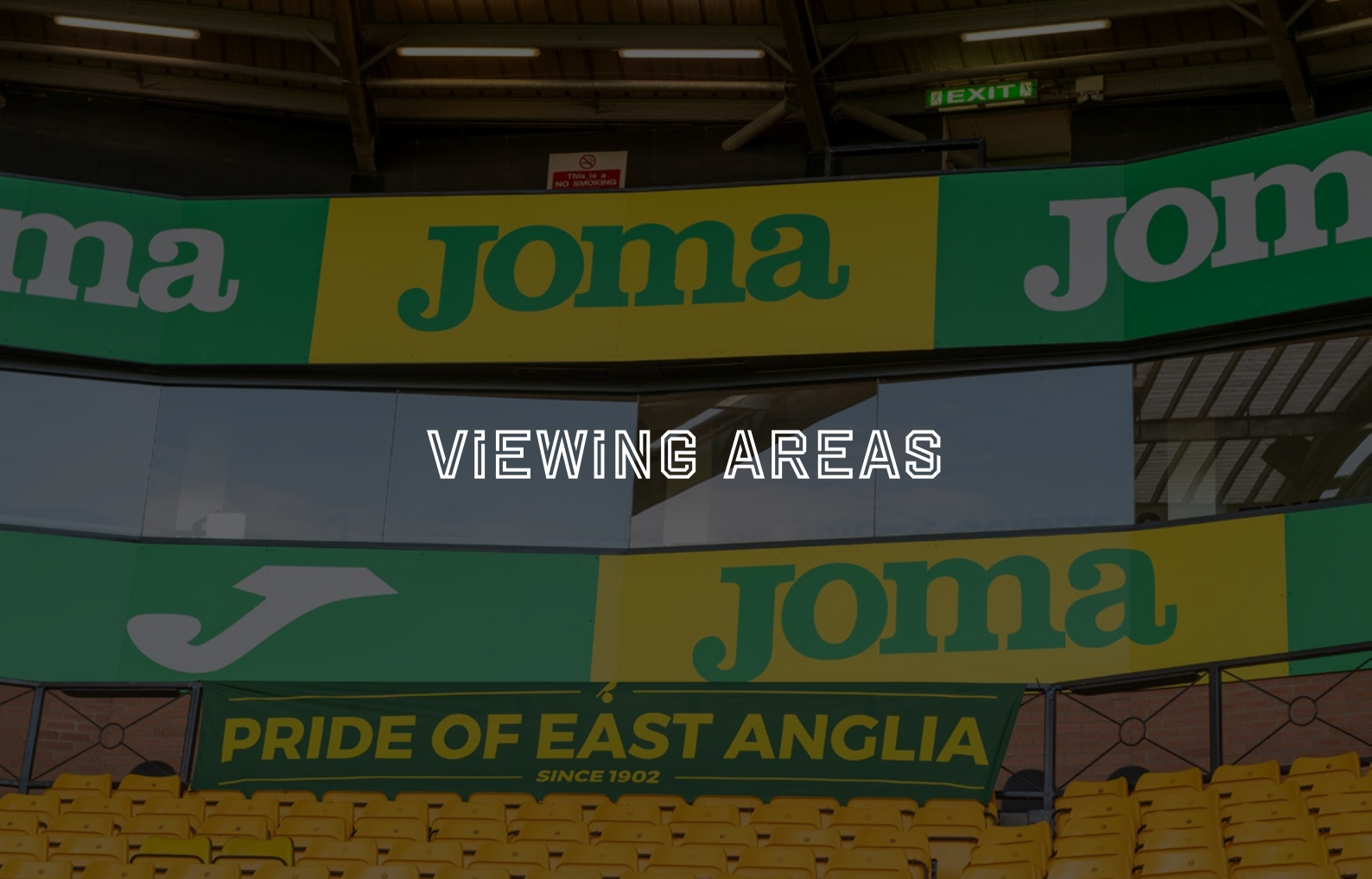
The Joma 'Ability Counts' Gallery is an inside viewing area, located on Level 2 of the Joma Community Stand in the corner of the stadium. It is behind glass, with heating available when necessary. The gallery can be accessed step-

free via a dedicated lift, and also has accessible toilets fitted with RADAR key access. Within the area is a large refreshment area that has a lowered counter.

Outdoor Joma Community Stand Platform

18 Wheelchair Bays + 18 Personal Assistants

The outdoor Joma Community Stand platform is located on Level 1 of the Joma Community Stand in the corner of the stadium. As with the indoor space, this can be accessed step-free via a dedicated lift and also has access to toilets and refreshments.



VIEWING AREAS

Outdoor South Stand Areas O & N

15 Wheelchair Bays + 15 Personal Assistants / 27 Ambulant Seats

Outdoor South Stand Areas J & M

11 Wheelchair Bays + 11 Personal Assistants / 20 Ambulant Seats

Both outdoor South Stand sections are located at pitch level on the front row of the stand. Supporters can access disabled toilet facilities with RADAR key access from ground level in the Joma Community Stand along with refreshments in these concourse areas.

Away Supporters Outdoor South Stand

13 Wheelchair Bays + 13 Personal Assistants / 13 Ambulant Seats + 13 Personal Assistants

The away disabled section is located at pitch level on the front row of the away section within the South Stand. Disabled toilet facilities and refreshments can be accessed step-free within the South Stand concourse areas.

A photograph of a woman with red hair and glasses, wearing a green and yellow 'NC FC' jacket and a purple fanny pack, sitting in a wheelchair. She is smiling. A woman in an orange high-visibility vest is standing next to her, assisting her. In the background, another person is visible near a doorway. The wall has a fire alarm pull station and a fire extinguisher. The text 'OTHER FACILITIES FOR DISABLED SUPPORTERS' is overlaid in white, outlined letters.

OTHER FACILITIES FOR DISABLED SUPPORTERS

Match Buddies /Access Volunteers

Our Accessibility Volunteers are here to help home and away supporters with any accessibility needs on a matchday. They can be found within our disabled viewing areas and will do all they can to help give everyone the best possible matchday experience.

The team can provide the following support during your visit:

- Escorting supporters to and from their seats before and after games
- Escorting supporters to accessible toilet facilities
- Assisting with the use of the Soccer Sight commentary system
- Providing ponchos during bad weather

If you require assistance from this team, please contact the Club in advance of your visit via the contact details at the back of this guide.

Soccer Sight

We can provide live matchday commentary for visually impaired supporters via our Soccer Sight service. Please contact the Ticket Office on 01603 721902 (Option 1) ahead of your visit to book this service. A member of our Accessibility Team will ensure that you are provided with a set of headphones and a receiver to access this during the match.

Our commentators pride themselves on being able to give as much detail as possible in order to provide a descriptive and immersive service.



OTHER FACILITIES FOR DISABLED SUPPORTERS

Mobility Buggy

Carrow Road has a mobility buggy that is available for supporters to flag down before and after matches. The buggy does not have a designated route but will lap the stadium and can be flagged down by any supporters who need assistance getting around the stadium.

When speaking to the driver, please let them know where your entry point or turnstile is located so that you can be dropped off directly outside this location.

Accessible Toilets

Within all accessible areas of the stadium, disabled toilet facilities are fitted with RADAR Key access.



CARROW ROAD STORE

The Carrow Road retail store is located at the stadium, in the corner between the City Stand and Regency Security Stand. The store is open 7 days a week, and up to date opening hours can be found on their website [here](#).

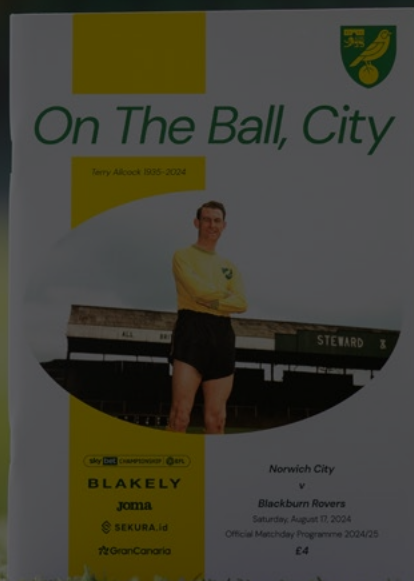
On matchdays, a pop-up retail kiosk is also open opposite the Barclay Stand. Both the main store and pop-up store can be extremely busy in the lead up to kick-off, so if a quieter shopping experience is required we would recommend that you visit the store early, or on a non-matchday.

On non-matchdays, there are car parking spaces located directly outside the shop entrance, which are ideal for disabled supporters.

The shop itself is fully accessible with step-free and ramp-free access, a dropped till counter for easier payment, and hearing induction loop at the tills.

Please note that Carrow Road is a cashless stadium and therefore all transactions are card only.

MATCHDAY PROGRAMMES



The matchday programme is available at a cost of £4 from various sellers located around the outside of the stadium.

The programme itself includes interviews as well as insights from within the Club, plus a guide to the opposition, quizzes, fan articles and sections for our Junior Canaries too.

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CONTACT US

Norwich City Football Club
Carrow Road
Norwich
NR1 1JE
01603 721902 Option 1

Accessibility Enquiries
accessibility@canaries.co.uk

Reception
reception@canaries.co.uk

Safeguarding
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Stadium Tours
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Supporter Services
supporterrelations@canaries.co.uk

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