



# Matchday Guide

## For disabled supporters at Molineux

Season 2025/26



**DEBET**

**SUDU**



# Support is available

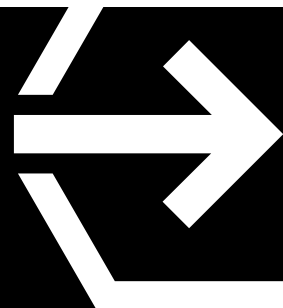
**Wolves are committed to providing services and facilities for supporters with disabilities and additional needs.**

Concessions are available on season tickets to supporters with a disability and personal assistants are accommodated where needed.

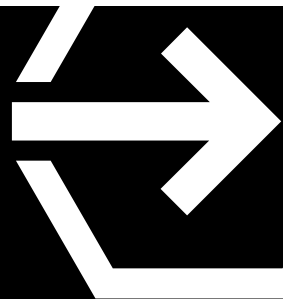
This guide has been designed to assist you in planning your journey to Molineux and provides information on the facilities and services available for disabled supporters.

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# Disability defined



**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”.**

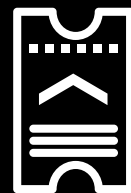
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You may be asked to provide proof of eligibility for your complimentary personal assistant ticket. The club accepts the following documents:

- Receipt of Enhanced Personal Independence Payment (PIP) for mobility, and/or care.
- Receipt of either Severe Disablement Allowance or Attendance Allowance.
- War Pensioners' Mobility Allowance or War or Service Disablement pension for 80% or more disability.
- 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.

*NB- this list is not exhaustive and consideration will be given to any other evidence that can be provided. In the case of DLA or PIP, as the allowance may be for life or a fixed period, the Club reserves the right to periodically check that an applicant remains eligible. Receipt of Higher Disability Living Allowance (DLA) (mobility and/or care component) for children under 16.*

# Buying your ticket



**Disabled supporters can contact the Ticket Office on 0371 222 1877**

In addition, tickets can be purchased online – to access this facility supporters must first register an account on [wolves.co.uk](http://wolves.co.uk), please contact the Ticket Office who can provide further assistance.

Wherever possible, supporters should detail the nature of their disability and their requirements in order to ensure that the most suitable seats are offered, subject to availability.

Tickets for wheelchair user spaces and seats for disabled supporters are available on a match-by-match basis, subject to availability.

## Season tickets

Season tickets are subject to a waiting list. Please contact the Ticket Office for more information on how to join this list.

## Tickets can be booked through the following channels:

Online: [eticketing.co.uk/wolves](http://eticketing.co.uk/wolves)

Phone: 0371 222 1877

In person: Molineux Ticket Office (Wednesday 10am - 5pm & Saturday 9am - 1pm)

The ticket office is located next to the Megastore in the corner of the Stan Cullis Stand and the Billy Wright Stand. Matchday Opening Hours vary depending on kick-off time.

The ticket office is accessible via a ramp and has a low level service window to access tickets and information.

## Your Ticket

Season Ticket Holders can enter the stadium using their season ticket smartcard. Match to match tickets are emailed ahead of the game to all supporters.





# Away fixtures

**Disabled supporters can contact the Ticket Office on 0371 222 1877**

**The club is given a limited number of tickets for disabled fans (wheelchair bays and ambulant supporters) for away fixtures and allocations vary for each away fixture.**

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Disabled supporters can purchase tickets under the same conditions as non-disabled supporters (priority given to season ticket holders and those with enough loyalty points).

Details of ticket priority windows are published for each home and away game respectively on the official club website.

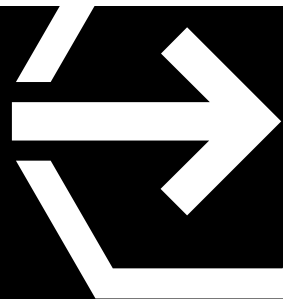
Disabled supporters who would like tickets for Wolves away fixtures or who would like more information on the club's away ticket allocations should contact the ticket office.

Supporters should ensure that they have purchased a match ticket before making arrangements to travel.

Ambulant supporters can book travel on the club's official supporters' coaches with advance notice. The Club will also aim to provide accessible coaches subject to availability for wheelchair users.

For information on venues that fixtures will take place at throughout the season, please contact:  
**[fanservices@wolves.co.uk](mailto:fanservices@wolves.co.uk)**

# Arriving by car



## **By road from the north**

Exit M6 at junction 12. At island take third exit onto A5 for Wolverhampton. At the next island turn left onto A449. After six miles the A449 passes under the M54. Carry straight on and at the sixth island (Five Ways) take the third exit onto Waterloo Road. Molineux is one mile straight on.

## **By road from the south east**

Exit M6 at junction 10. Take A454 via Willenhall to Wolverhampton Ring Road. At first Ring Road island, take the fourth exit (A449 to Stafford). Straight on at next two sets of traffic lights. Filter right at third set of lights into Waterloo Road. Molineux is 500 yards on the right.

## **By road from the south west**

Exit M5 at junction 2. Follow the signs for Wolverhampton on the A4123 for eight miles to the Ring Road. Turn left on Ring Road, following signs for Molineux. Take second exit at next two islands, pass Banks's Brewery and swimming baths on left and then turn left at next set of traffic lights. Molineux is 500 yards on the right.

## **Car Parking**

Make your matchday more enjoyable with hassle free parking available at various locations around Molineux. See over for details

## **Road closure information**

A number of road closures around the stadium as part of spectator safety measures will affect supporters on matchdays. Please refer to the road closure map and information below for details.

### **Waterloo Road**

Will be closed from the roundabout leading to ASDA up to the traffic lights at Newhampton Road from 90 minutes before kick off up until a period at the discretion of the Matchday Safety Officer at the end of the game. (expected to be between 15 and 30 minutes).

### **Molineux Street / Sir Jack Hayward Way**

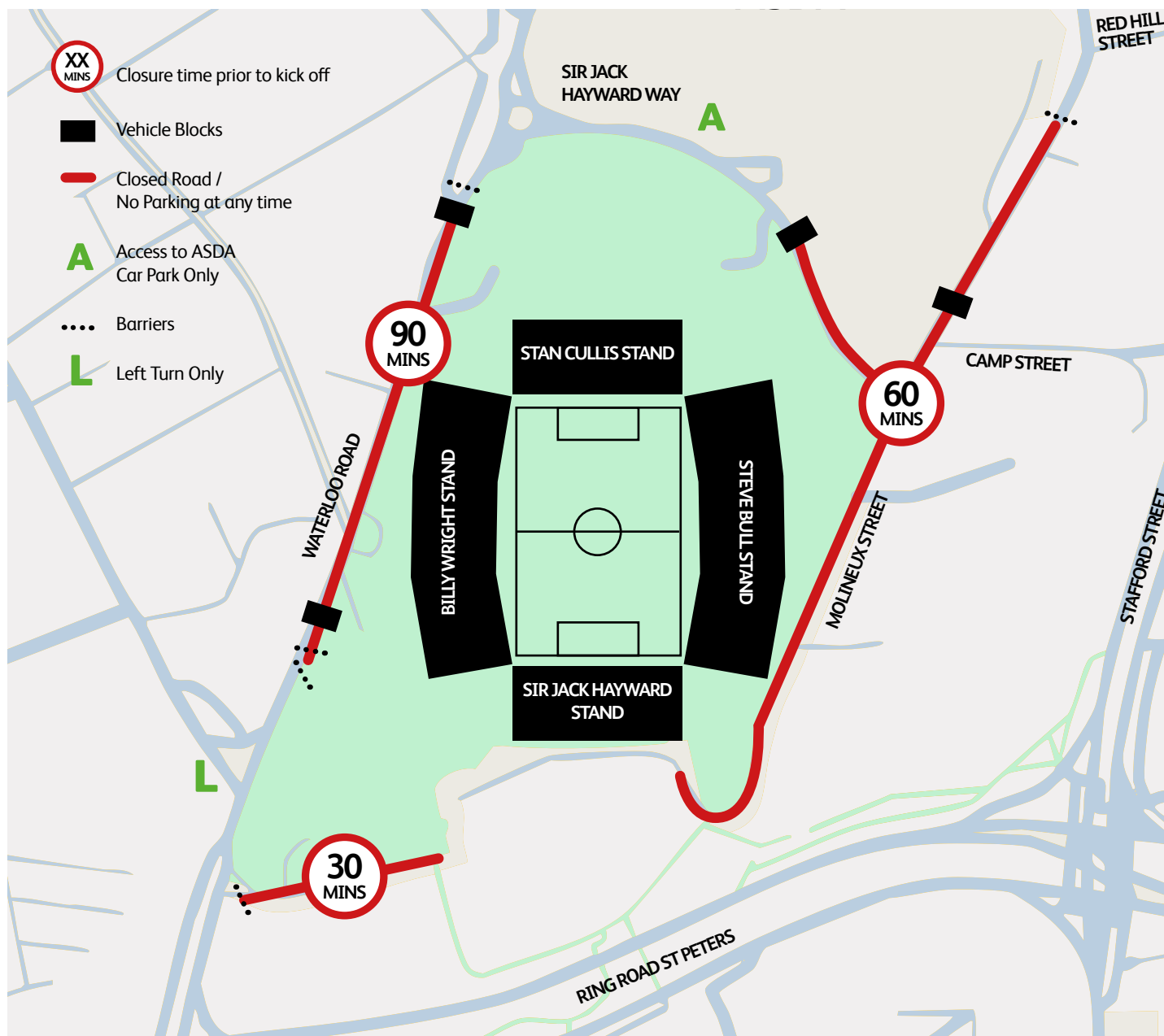
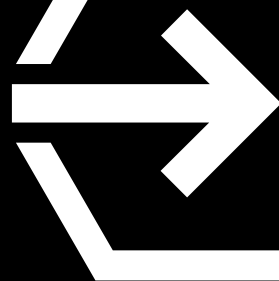
These roads will be closed as detailed on the map from one hour before kick off up until a period at the discretion of the Matchday Safety Officer at the end of the game (expected to be between 15 and 30 minutes).

### **Whitmore Hill**

Whitmore Hill closes 30 minutes prior to kick-off

**Please see the maps overleaf for more information.**

# Arriving by car



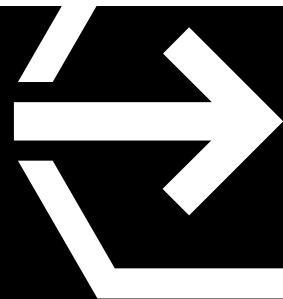
## Post Code for SAT NAV: WV1 4QR

Wolves have a accessible drop off zone where supporters can have family or friends drive as close to the stadium for drop off and pick up. This is located on the Stan Cullis car park.

Visiting clubs are allocated with five passes for accessible away parking, to be purchased directly through the visiting club.

More information on parking is available from [fanservices@wolves.co.uk](mailto:fanservices@wolves.co.uk) or 01902 810485  
Road closure information

# Arriving by train or bus



## Arriving by train

Wolverhampton Railway Station, Railway Dr, West Midlands, Wolverhampton WV1 1LE

Wolverhampton Railway Station is around a 15 minute walk away from Molineux. From the main station entrance proceed straight on towards the city centre and as you reach the inner ring road turn right. Just follow the ring road as it continues in a circular pattern around to the left. Eventually you will see the Molineux on the right. West Midlands Trains operates high-speed trains to and from London and regional train services across the West Midlands.

## Arriving by bus

Local bus travel is a great way of reducing the traffic around the stadium on matchday.

Further information relating to local bus services and timetables can be found [here](#).

# Matchday Timings



Please note, these are indication of timings on a matchday. To find the timings specific to a fixture, please see the matchday guide published on the website ahead of the game.

## 3pm kick off

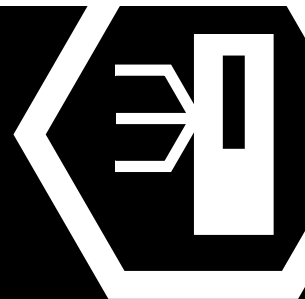
09:00	Ticket Office opens
10:00	Megastore opens Fan Services phone line opens
12:00	Official car parks open
12:30	North Bank Bar opens for season ticket holders and members Fan Zone opens
13:00	Hospitality areas open Fan Services phones close
13:30	Turnstiles open
14:30	Make sure you take your seat to catch the pre match build up
<b>15:00</b>	<b>Kick off</b> North Bank Bar, Megastore and Ticket Office close
<b>15:45</b>	<b>Half-Time</b>
<b>16:45</b>	<b>Full Time</b> North Bank Bar, Megastore and Ticket Office re-open
17:30	Ticket Office closes
18:00	North Bank Bar closes Megastore closes

## 7.45pm kick off

09:00	Megastore opens
16:55	Fan Zone opens
17:15	North Bank Bar opens to season ticket holders/members & official car parks open
18:00	Hospitality suites open
18:30	Turnstiles open
19:30	Make sure you take your seats to catch the pre-match build-up
<b>19:45</b>	<b>Kick off</b> North Bank Bar, Megastore and Ticket Office close
<b>20:30</b>	<b>Half time</b>
21:15	Megastore reopens
<b>21:30</b>	<b>Full time</b> North Bank Bar reopens for home fans

For ticket office opening times for evening games, please check the specific matchday guide published on the website.

# Stadium Access



There are five accessible entrances into the stadium, all of which offer ground level access to wheelchair user viewing facilities. Entrances are clearly signed and open approximately one hour prior to kick off. Stewards are present to offer assistance, and tickets are checked at each entrance with readers.

AE1: For Stan Cullis Stand Upper / Lower and WL6-9

AE2: For Stan Cullis Stand Upper / Lower

AE3: Stewarded away supporter entrance

AE5: Stewarded access to Sir Jack Hayward Stand

AE7: For Billy Wright Stand, WL1-4



# Accessibility Stewards



A dedicated stewarding team are on hand before, during and after the match to help supporters make the most of their match day experience. The dedicated stewards wear dark blue jackets with silver reflective stripes with 'Disabled Liaison Steward' written on, along with identification number. All stewards are working towards or have already gained an NVQ Level 2 in Spectator Safety with a specialist module in disability. Access stewards are on hand for home and away fans.

# Where To Sit

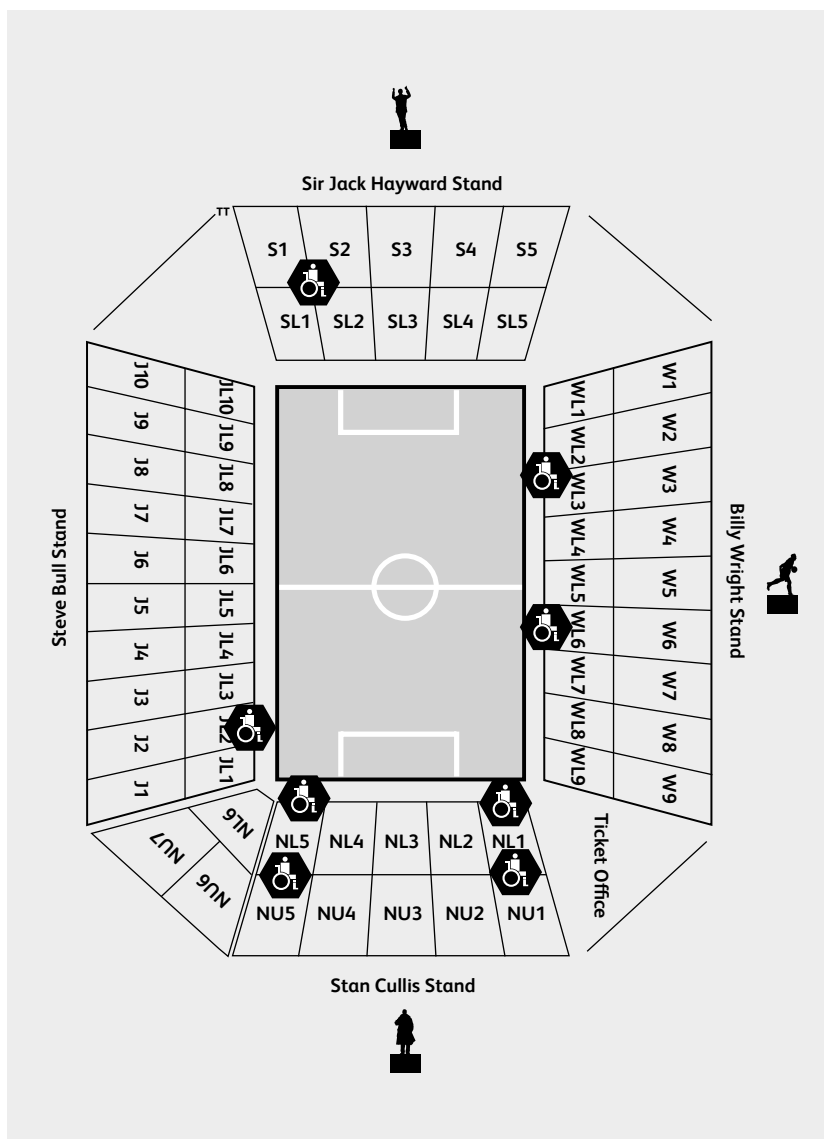
**Molineux has a total of 140 spaces for wheelchair users within the stadium.**

Home supporters have 125 wheelchair spaces available to them. Spaces are in the Billy Wright Stand (58 spaces), Stan Cullis Stand (63 spaces), Steve Bull stand (14 spaces) and Sir Jack Hayward Stand (7 spaces). Visiting clubs have 14 spaces which are located in the lower Steve Bull stand which is pitch side. On occasions, away supporters may be located in the Stan Cullis stand (NL6, NU6, NU7), there will be 8 wheelchair bays available in this situation.

Pitch side wheelchair user positions have little cover – blankets are available during Inclement weather subject to availability. Supporters are advised come dressed appropriately for the weather and to check the forecast before travel.

Elevated positions in the Stan Cullis stands are accessible by lifts.

Companions can sit adjacent to the wheelchair user but for busy games there are personal assistant seats behind the wheelchair user.



# Accessible Toilets and Changing Places

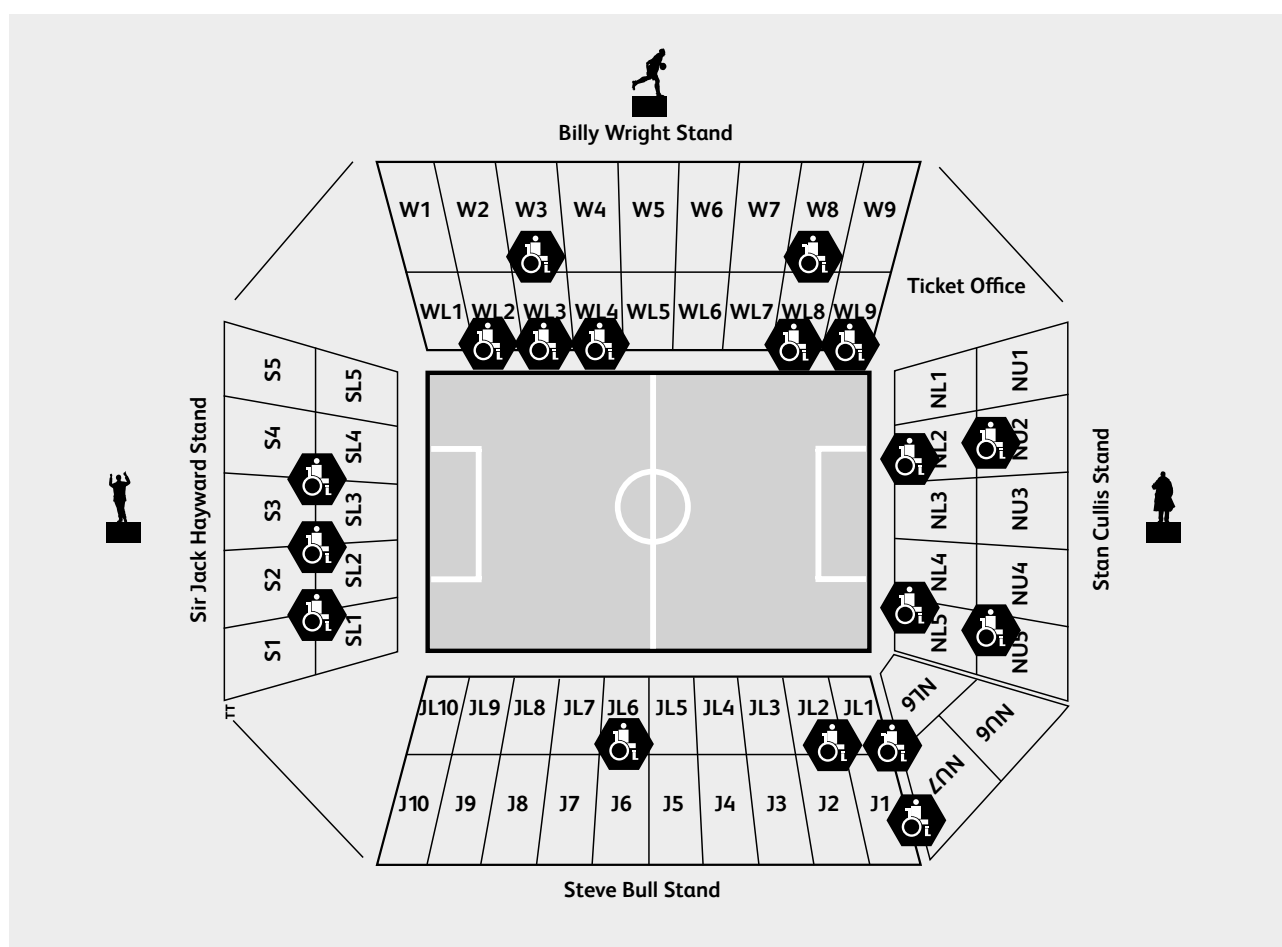


**There are 26 accessible toilets within the stadium.**



All are accessed via level or a slight incline and are clearly sign posted. Toilets have a RADAR key system for all facilities, for supporters who do not have their own RADAR key, please ask a steward for assistance.

A Changing Places facility is situated in between Stan Cullis and Steve Bull. The facility is larger than a standard accessible toilet and offers additional equipment such as a mobile hoist, shower, height adjustable changing bench, space for a wheelchair and two personal assistants. Supporters can gain access to the facility by speaking with a steward.



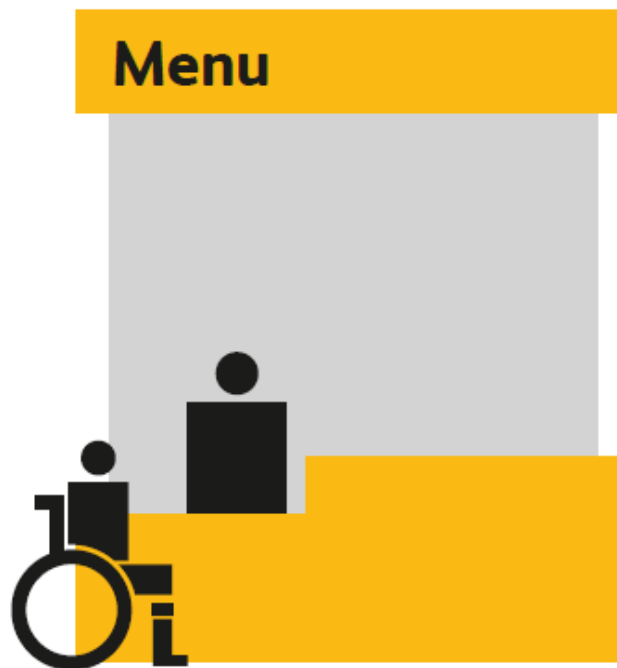
# Catering



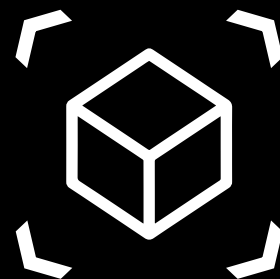
**Accessible kiosks with low level counters are available in the Stan Cullis Stand.**

- Large Print, hand held menus are available at each kiosk
- Stewards are available in the concourse before, during and after the game so if you need any assistance they will be more than happy to help
- Allergen information is available upon request
- We offer an 'at seat' refreshment service for supporters when required.

Please let stewards near you know that you need assistance.



# Additional Amenities and Services



## **Induction loops**

Are available in main reception, megastore and ticket office.



## **Audio description**

With specialist commentators - please contact Fan Services on [fanservices@wolves.co.uk](mailto:fanservices@wolves.co.uk) for further information.



## **Neurodiversity and social stories**

Easy access documents are available for those who need more concise information.



## **Assistance dogs**

Assistance dogs will be permitted entry - please contact [fanservices@wolves.co.uk](mailto:fanservices@wolves.co.uk) in advance of the game.



## **Seat moves**

Seat moves can be arranged for those with temporarily reduced mobility - please contact [fanservices@wolves.co.uk](mailto:fanservices@wolves.co.uk) in advance of the game



## **Sensory room**

A sensory room is available, located in the Steve Bull stand. The room is a converted executive box offering safe and calming environment for people to manage sensory sensitivities whilst providing a pitch view enabling users to view all of the action on the pitch.

The sensory room is available on a match by match basis, subject to availability and is intended for use by supporters who are unable to use general seating inside the stadium due to their sensory needs.

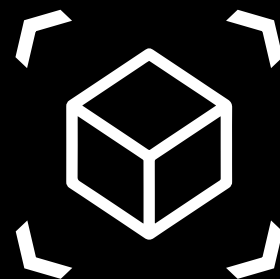
For more information and to check availability, please contact [fanservices@wolves.co.uk](mailto:fanservices@wolves.co.uk)



## **Audio programme**

Wolves are proud to have an audio programme, giving supporters the chance to listen to the programme on the go. Audio programmes are available on Spotify and on the Wolves App.

# Additional Amenities and Services



## **Wolves Megastore**

Wolves Megastore is on site and has a wide variety of merchandise suitable to every supporter. The floor is open plan, with easy wheelchair access use and a dedicated room for queuing on a match day. Staff are trained in disability awareness and are all happy to see if you need assistance. Staff wear green high vis vest if you need them. Counters are lower level and have hand held card readers for contactless and chip and pin transactions. There is also an inclusive till. The Megastore also takes cash and has a hearing loop on a matchday.



## **Awareness of Disabilities**

Supporters with a hidden disability are encouraged to wear a purple band while attending Molineux. Staff and stewards will know this person has a hidden disability (epilepsy, dementia, autism for example) and can treat any situations accordingly. We hope this band will enhance the matchday experience for supporters with Neurodiversity.

To obtain a band please contact fan services on [fanservices@wolves.co.uk](mailto:fanservices@wolves.co.uk)



## **Dementia Care**

Wolves are proud to be a dementia friends Club.

Our staff are all dementia friends and match day packs are available for supporters who have dementia. Inside the packs are reminders of the Club's history and talking points for those attending. If you are planning on coming to a game and have dementia, please contact [fanservices@wolves.co.uk](mailto:fanservices@wolves.co.uk) to request specialist help.

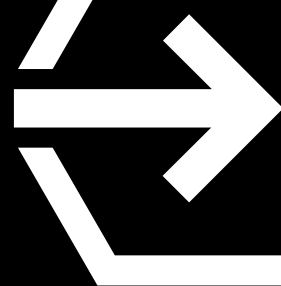


## **Accessible Lounge (Century Lounge)**

Our disabled supporters are welcome to join us in the Century Lounge in the Stan Cullis Stand. The facility is available to all disabled supporters and is hosted by a steward who will help with queries. Supporters who would like to visit the Century Lounge should speak with a steward when entering the Stadium.

The lounge is only available for home fans currently.

# Leaving Molineux



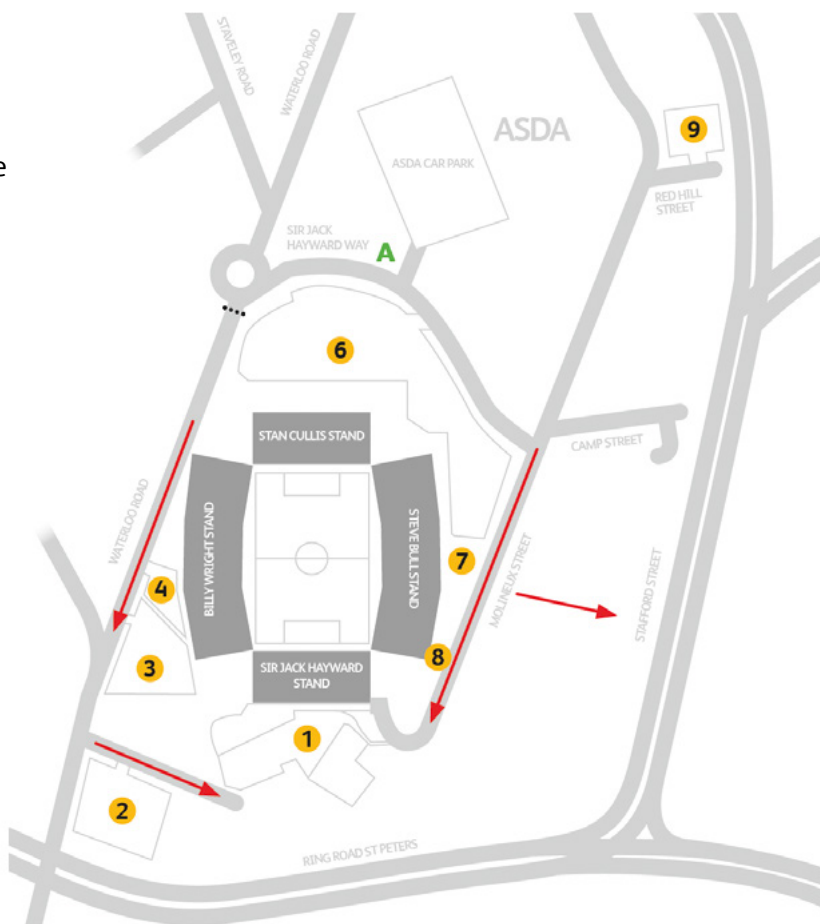
Wheelchair users have dedicated accessible exits to leave the ground. All exits have flat or ramped access. If located in the upper tier, the lift can transport wheelchair users to the lower concourse to exit the ground.

The City Centre is sign posted. It is approximately a 15 minute walk to the train station.

Please be aware, exit routes to the City and external car parks are generally up hill and manual wheelchair users may need extra assistance in reaching these points.

Wolves car parks affected by steep gradients are Upper Jack Hayward Car Park and Whitmore Hill upper and lower.

External car parks affected by steep gradients are St Peter and St Paul, Birch Street, Faulkland Street and Civic Centre.



- |                                |                              |
|--------------------------------|------------------------------|
| ① Sir Jack Hayward Car Park    | ⑥ Stan Cullis Stand Car Park |
| ② Whitmore Hill Car Park       | ⑦ Steve Bull Car Park        |
| ③ Waterloo Road Car Park       | ⑧ University Car Park        |
| ④ Directors Car Park           | ⑨ Red Hill Street Car Park   |
| ⑤ Whitmore Hill Upper Car Park | ➔ Steep gradient             |

# Thank you for reading

If you have any questions please feel free to contact:

[fanservices@wolves.co.uk](mailto:fanservices@wolves.co.uk)

01902 810 48



VERSION 2.0  
*July 2025*

Wolverhampton Wanderers Football Club  
Molineux Stadium, Waterloo Road, Wolverhampton WV1 4QR