

# CODE OF CONDUCT

**& Booking Advice for Wheelchair Users**



# **We recognise the need to ensure the experience we offer at Molineux can be enjoyed by as many people as possible.**

We have worked with expert partners and specialist groups to make sure that we are welcoming and inclusive to all of our guests with access requirements.

## **Information about accessible seating**

There are a total of 128 wheelchair user spaces, each with a personal assistant seat. They are found in all 4 stands. These are predominantly reserved for wheelchair users with specific mobility needs. There are no seats for disabled supporters in wheelchair user platforms unless in Billy Wright lower. Bringing your own seat is not permitted.

We also offer seats to supporters with access requirements who do not need to use a wheelchair user bay. This includes supporters with visual or hearing impairments, or supporters with other non-visible disabilities. All seating is subject to availability. Ambulant disabled supporters wishing to use the spaces of a wheelchair user bay should purchase in Lower Billy Wright – row A.

We do not recommend upper tier for people with mobility issues. If any supporter struggles with steps, we will offer a seat relocation subject to availability.

## Booking tickets

All supporters requiring a personal assistant must be registered with the club in advance of purchasing tickets. To register please email [fanservices@wolves.co.uk](mailto:fanservices@wolves.co.uk)

All supporters wishing to purchase wheelchair user tickets will also need to be registered with the club as a disabled supporter to access these areas.

When buying tickets online, if tickets are in baskets, they will not show as available to purchase. Please call the ticket office to see live availability.

If you require a temporary seat move due to injury, please call Fan Services on 01902 810485 for live availability. All relocations are subject to availability.

## Families with more than two in attendance

If one of your party is using a wheelchair, we suggest they sit in lower Billy Wright stand.

A wheelchair user and a personal assistant can sit on row A with the other family members on row B.

Please do not book tickets for all party members in row A as this will prevent other wheelchair users from being able to select a suitable space.

Your seats may be moved and split up if found to be in areas that are not suitable for your needs.

## Wheelchair use

Wheelchair user bays can be found in the following locations:

**Billy Wright lower** - Row A

**Sir Jack Hayward stand** - SP1 wheelchair bay in SL1

**Steve Bull lower** - ESLD near JL2

**Stan Cullis lower** - PL1 and PL2

**Stan Cullis mid-level** - PM1 and PM2

**Stan Cullis upper** - PU1 and PU2

If using a wheelchair in these areas, we do allow powered wheelchair and scooters but please be aware that:

- There is a maximum speed of 4mph
- The maximum size permitted is 1200mm long (including footplates), 700mm wide and 900mm tall.

If you enter the ground in a powered wheelchair or scooter with sizes larger than stated above, you will then be asked to leave this outside of the ground, and this will be at the owner's risk. No refunds will be issued in this case.

If all tickets in the wheelchair user bays have sold out, it will not be possible to relocate any tickets purchased in general allocation seating to a wheelchair user bay.

**Please do not buy seats in general allocation areas if you need to use a wheelchair.**

If you are unable to access your seats you may be asked to leave the stadium. Refunds will not be available unless requested 48 hours prior to kick-off, which is in line with the ticketing terms and conditions.

## Lift capacities

	KG	Stone
Sir Jack Hayward	400	60
Billy Wright	630	99
Stan Cullis lifts	1000	157
Steve Bull Executive	230	36

**Thank you for reading.**

