



# Wheelchair Users

## Booking advice & Code of conduct

Season 2025/26



DEBET

SUDU



# Wheelchair Matchday



## **REGISTERING AS A WHEELCHAIR USER**

We want to make sure every supporter enjoys the best possible experience when visiting Molineux. If you require the assistance of a personal assistant or wish to purchase wheelchair user tickets, please make sure you're registered with us as a disabled supporter before buying your tickets.

### **STEP ONE: CREATING YOUR ACCOUNT**

Please provide your supporter number in all correspondence (If you don't already have one, we can create it for you. We'll just need: name, address, and date of birth of the supporter.)

### **STEP TWO: REGISTER AS A WHEELCHAIR USER**

If you require a wheelchair bay, please provide a copy of your supporting documentation either via email, or by visiting Wolves ticket office. Example supporting documentation can include, but is not limited to: DLA, PIP, Letters from social services, CVI certificates, War Pension allowance letters. Please ensure your DLA / PIP displays the 'review' or 'expiry date' and include as much information as possible. If you are in receipt of high-rate PIP and over the age of 14 years old, you may qualify for a Personal Assistant. A Personal Assistant account means that when you buy a ticket, you can add an additional ticket free of charge to invite someone to attend matches with you, and help provide any additional support you may require during the game.

### **STEP THREE: HOW TO PURCHASE A MEMBERSHIP**

We recommend membership for all supporters, as most league games sell out to members first.

If you require a Personal Assistant (PA) - please note PAs do not need a membership.

If the game is on general sale, no membership is needed, but it can help with future bookings.

To purchase a membership, please visit [wolves.co.uk](http://wolves.co.uk), or call Fan Services on 01902 810485.

### **STEP FOUR: HOW TO BOOK TICKETS**

Once registered, you'll have access to the seating and services that best suit your needs. In the first instance, we recommend contacting us via telephone on 01902 810485. When purchasing tickets online, if you see tickets sitting in baskets, they may not appear as available to buy. For live availability, please call the Ticket Office. Please note that wheelchair user areas can only be accessed once registration is complete.

## **MEDICAL EXEMPTIONS**

Medical exemptions can be requested by contacting [fanservices@wolves.co.uk](mailto:fanservices@wolves.co.uk), please include your name, block row seat and what items you'll need to bring in, if successful, you'll be issued the medical exemption certificate the week of the match as a PDF which can be displayed on your phone at entry.

**Contact number: 01902 810485 | Email: [fanservices@wolves.co.uk](mailto:fanservices@wolves.co.uk)**  
**Progressive | Determined | Humble | Unified | Bright**

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## ACCESSIBLE SEATING AND WHEELCHAIR BAYS

There are 128 wheelchair user spaces available at Molineux, each accompanied by a personal assistant seat. These spaces are located across all four stands and are primarily reserved for supporters with specific mobility needs. Please note that disabled supporters cannot use wheelchair platforms unless seated in the Billy Wright Lower Stand, and bringing your own seat is not permitted. We also provide suitable seating for supporters with access requirements who do not use a wheelchair, including those with visual, hearing, or non-visible disabilities. All seating is offered subject to availability. For supporters with mobility disabilities, we advise against purchasing seats in the upper tiers due to the number of steps. If you find that your seat location is unsuitable, we'll do our best to arrange a seat relocation, subject to availability.

## WHEELCHAIR USE

Wheelchair user bays can be found in the following locations:

<b>Billy Wright lower:</b>	WL1 - WL9 - Row A	<b>Stan Cullis lower:</b>	PL1 and PL2
<b>Sir Jack Hayward stand:</b>	SP1 wheelchair bay in SL1	<b>Stan Cullis mid-level:</b>	PM1 and PM2
<b>Steve Bull lower:</b>	ESLD near JL2	<b>Stan Cullis upper:</b>	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 and 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 may be refused access if we are unable to relocate you to a more suitable area. No refunds will be issued in this case. Please do not buy seats in general allocation areas if you need to use a wheelchair. If you need a temporary seat move due to a temporary injury, please contact Fan Services on 01902 810485. All relocations are subject to availability.

## LIFT CAPACITY

If you require access to a lift to get to your seat in the Steve Bull and Stan Cullis stand, please head to the lift entrance upon arrival and a steward will help direct you to your seat via the lift. For lift use in the Billy Wright stand, please contact us at least 7 days before the fixture via email at [fanservices@wolves.co.uk](mailto:fanservices@wolves.co.uk).

Wheelchair user bays can be found in the following locations:

<b>Billy Wright lower:</b>	WL1 - WL9 - Row A	<b>Steve Bull lower:</b>	ESLD near JL2
<b>Sir Jack Hayward stand:</b>	SP1 wheelchair bay in SL1		

If you need a temporary seat move due to a temporary injury, please contact Fan Services on 01902 810485. All relocations are subject to availability.

**Contact number: 01902 810485 | Email: [fanservices@wolves.co.uk](mailto:fanservices@wolves.co.uk)**  
**Progressive | Determined | Humble | Unified | Bright**

# Thank you for reading

If you have any questions please feel free to contact:

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



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