



Access Guide

Sheffield is the largest city in South Yorkshire, and a hub of history and culture. It's known as the 'Steel City' due to its production of the metal in the 19th century, but Sheffield is anything but industrial. Recent renovations have seen it transform into a true university city, with fantastic places to eat, drink, and socialise.

Weston Park Museum is one of the city's most-visited attractions, with an extensive range of collections. You can uncover the Steel City's social and natural history, as well as how it impacted the rest of the world. If you love a good show, visit Sheffield Theatres – comprised of three theatres, it's the largest theatre complex outside of London. If the weather plays ball, discover the great outdoors with the city's wide array of parks, or [visit the Peak District](#) nearby.

Getting to Hillsborough

The stadium is in the Northwest of the city three miles from the city centre. The area is mainly residential with several shops and a shopping centre located at nearby Hillsborough.

By car

From The North/South/East - Exit the M1 at Junction 36 and follow the A61 towards Sheffield. Continue along the road for approximately four miles until the second roundabout. Take the third exit (Leppings Lane) - the ground is situated on the left-hand side.

From The South/East (non-matchdays only) - Leave the M1 at Junction 33 and turn left towards Sheffield City Centre on the 'Sheffield Parkway' dual carriageway. Continue until the end of the Parkway to the Park Square roundabout. Turn right and continue to follow signs for the A61 towards Barnsley. Signs for Hillsborough are also prominent. The stadium is situated three miles from the city centre on your left-hand side after Hillsborough Park.

From the West - take the A57 for Sheffield. As you approach the city the road splits in two, take the left fork onto the Rivelin Valley Road (A6101). Continue for approximately 3.75 miles, turn left (on to the one-way system), and follow the road round to the right on to Holme Lane. This road then becomes Bradfield Road. At the junction with the A61 Penistone Road, turn left towards Barnsley. Hillsborough Stadium is on the left-hand side after Hillsborough Park.

Sheffield Wednesday Football Club

Hillsborough, Sheffield, S6 1SW

Telephone: 03700 20 1867

Website: www.swfc.co.uk

Registered in England No. 02509978



Sheffield Wednesday matchday parking

We provide a limited number of parking bays for wheelchair users, which are in Hillsborough Park and Hillsborough School on a first come, first served basis which must be booked in advance via the Ticket Office by calling 0370 020 1867 or by emailing:

ticketoffice@swfc.co.uk

Hillsborough Stadium is surrounded by residential housing, therefore accessible parking is limited. Most roads around the stadium have parking restrictions in place. There are several car parks available around the stadium, of which many are operated by private businesses and may not always be suitable for wheelchair access.

Within proximity, Sainsbury's supermarket at Wadsley Bridge offer accessible parking (small fee applies) which can be booked in advance via the link below:

<https://www.yourparkingspace.co.uk/locations/show/4294938162>

Alternatively, more widely, parking can be accessed within the city centre 3.8 miles away. See the link below for available parking locations.

<https://www.ncp.co.uk/parking-solutions/cities/sheffield/>

Road closures

A comprehensive matchday travel plan is in place with key changes to road access and exit in and around the stadium, which is overseen by the Safety Officer on matchday.

Penistone Road: A single lane of the A61 Northbound will be closed directly outside the stadium to Vere Road until approximately 40 minutes before kick-off. There will then be a two-lane closure with a diversion on to Herries Road. These closures remain in place for up to one hour after the final whistle.

Leppings Lane: A maximum of 90 minutes before kick-off, the entirety of Leppings Lane can be closed at the discretion for the Safety Officer. This includes access to all side roads. However, businesses will not be affected, nor emergencies and residential access where it is deemed safe (proof of residence will be requested). This is subject to change by the safety operations team and South Yorkshire Police. These closures remain in place for up to one hour after final whistle.

Disabled away supporters arriving by coach.

Generally away coaches are instructed to park at a designated area on Claywheels Lane, S6 1LZ however, coaches can disembark on Leppings Lane, immediately adjacent to the away end.

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The coaches will return upon direction of the Safety Officer to support safe transfer away from the stadium. Pre-request this facility, please email: operations@swfc.co.uk

Standard coaches and minibuses.

Upon approach to Hillsborough Stadium, depending on the fixture, you will be directed either via Penistone Road/Leppings Lane junction to disembark. Coaches will be directed to Claywheels Lane where they will remain until the Traffic Marshalls (under the direction of the Safety officer/South Yorkshire Police will direct you back to the stadium. If it is unsafe for the coaches to return for any reason, the traffic team or stadium team will advise accordingly in a timely manner. All traffic regulations must be adhered to.

If there are specific access requirements, please ensure that you communicate any pre match requests by emailing: operations@swfc.co.uk a minimum of 24 hours before the fixture.

By bus

The buses operated by First Bus and Stagecoach are all low floor vehicles. All buses have clearly marked priority seats for anyone who needs them.

Number 57 to Stocksbridge from Flat Street/Fs2 (Fs2), city centre. Twelve-minute journey to Middlewood Road and six-minute walk to the stadium.

Number 7 and 8. Departs Arundel Gate/Ag7 – city centre. Twenty-three-minute journey to Penistone Road, 0.4 mile walk to the stadium.

Number 86 Departs Arundel Gate/Ag8:

<https://journeyplanner.travelsouthyorkshire.com/>

Taxis

There are numerous taxi companies operating from within the city centre to Hillsborough, including Uber and City Taxis, A1 taxis – 0114 2888 888 with wheelchair access.

By train

Sheffield Train Station, Sheaf Street S1 2BP, 3.8 miles via A61 and the stadium via Penistone Road.

Sheffield train station is mainly served by [East Midlands Railway](#), [Cross Country](#), [Northern](#) and [Trans Pennine Express](#) trains. Cross Country trains connect Sheffield, Edinburgh, Newcastle, Plymouth, and Reading, while TransPennine Express cover the routes.

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from Manchester to Sheffield and from Cleethorpes to Sheffield. Northern Rail services run between Sheffield and Manchester, Leeds, Nottingham, Scarborough, and Lincoln.

Sheffield station has eight platforms, all of which are wheelchair accessible which lead to a central bridge that connects to the Sheffield Station and Sheffield Hallam Supertram. From this tram stop, you will need the blue tram heading towards Malin Bridge. It is recommended that you change at Sheffield Cathedral to the yellow tram heading towards Middlewood Road.

Sheffield station has its own multi-storey car park, Q-Park Sheffield Station, and is adjacent to the taxi rank. The car park is ideal for both short and long-stay parking. Step-free access is available not only at the car park but throughout the station. It has 678 car parking spaces, including blue badge spaces, and is open 24 hours from Monday to Sunday.

Contact: 08000 11 33 2 or visit: <https://www.nationalrail.co.uk/>

<https://www.crosscountrytrains.co.uk/our-routes>

Delays and disruptions <https://www.nationalrail.co.uk/status-and-disruptions/>

Passenger Assist allows you to request an assistance booking in advance. Any [train company](#) can organise assistance for your entire journey, even if you are travelling on multiple services.

<https://www.nationalrail.co.uk/help-and-assistance/passenger-assist/>

Passenger Assistance by Transport is an app and website that lets you make an assistance request. Assistance can include offering a helping hand to navigate the station, support when boarding the train, meeting you from your train and taking you to your next train or the exit, arranging a ramp on or off your train, or assistance relating to a non-visible impairment and carrying your bag(s) – up to three items of luggage as per the [National Rail Conditions of Travel \(PDF, 1.1MB\)](#)

Call: 0800 022 3720

Text: 60083

Textphone/minicom: 0845 60 50 600

By tram

Stagecoach Supertram has four colour coded tram routes, which provide easy access to the most popular places in and around Sheffield.

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From Sheffield Railway Station, you can make your way through the Bus Interchange to Flat Street where you will see Fitzalan Square / Ponds Forge Tram Stop. Catch the yellow route tram.

The nearest stations to the stadium are:

Penistone Road/Herries Road South, two-minute walk
Leppings Lane/Vere Road, five-minute walk

Herries Road/Penistone Road North, six-minute walk

Middlewood Road/Catch Bar Lane, nine-minute walk.

Hillsborough Park (South Yorkshire Supertram), 10-minute walk

Hillsborough Park, 10-minute walk



Every tram has been designed to enable easy access and there is level access between the tram and the platform edge. The trams have bright, colour-contrasting doors and handrails, priority seats for disabled people and people with mobility difficulties, two spaces for wheelchair users, next stop visual information and audio announcements. If you're a wheelchair user, you'll be able to travel on public transport provided your wheelchair conforms to International Standard ISO 7193 (maximum length 1200mm and width 700mm).

More information on tram services can be found at:

<https://www.stagecoachbus.com/supertram#tab2> or 0114 2728282.

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Accessing Hillsborough Stadium

The public spaces and pedestrian walkways approaching and surrounding the stadium are very busy on matchdays and Penistone Road and Leppings Lane. The pavements in the wider surrounding areas can be of varying state of repair but pavements in the immediate vicinity of the stadium are generally good consisting of tarmac paths and drop kerbs. Penistone Road experiences very heavy traffic on matchdays and care should be taken when crossing.

The Owls Megastore, Hillsborough Stadium

The Megastore is located on Penistone Road and open six days per week. If shopping on a non-matchday, the shop provides parking spaces directly outside the shop within the North Stand car park. If you prefer to do your SWFC shopping online, visit shop.swfc.co.uk. The Megastore also provides a Click and Collect service.

Our Ticket Office is fully accessible. There is step and ramp free access via an automatic door and non-slip surfaces are around the office itself. All staff are trained to assist fans and customers with hidden disabilities. The queueing system is fully managed on matchdays, and our staff will be available to provide any additional support you require.

The shop can be extremely busy on matchdays, and we recommend visiting around two hours before kick-off if you require a quieter shopping experience.

On matchdays the Ticket Office closes 15 minutes before kick-off. There are occasions where the Megastore opens post-match, but this may not be in effect for every game.

Buying tickets

We aim to provide a personal service for all disabled supporters. To purchase tickets, please call our ticket office on 0370 020 1867 and our team will be happy to discuss your individual requirements and provide the best ticket available.

You are also welcome to buy tickets in person at the Ticket Office. If you prefer to purchase home tickets online, please visit: tickets@swfc.co.uk using your client ID number.

If you believe you should be eligible for either a wheelchair bay or ambulant disabled seating but are not able to access these seats online, please contact the Ticket Office to discuss your requirements. If you do not have a client ID number this can be created online, in person or by telephone. If creating the Client ID number online, please click 'LogIn/Register' in the top right-hand corner of the home page and follow the on-screen prompts.

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Personal companion tickets

Where the need for personal support has been identified, the club will admit the essential companion free of charge on the understanding they are providing a service to the disabled supporter to enable them to access matchday facilities. The club requires the disabled person and their essential companion to enter the ground together and sit together. The essential companion must be able to communicate effectively with those in the vicinity and must also be physically able to support the disabled person in the event of an emergency.

You will be offered a free personal companion admission if you are in receipt of middle or higher rate components of Disability Living Allowance (DLA) or Enhanced Personal Independence Payment (PIP) or Attendance Allowance, however proof of eligibility may be required before tickets are issued.

Young carers

It is sometimes proposed by disabled people that children act as a PA/companion. Providing the child is aiding the disabled person to allow them to attend, the service provider should permit the child to act as a PA/companion. Accordingly, service providers should not seek to impose a minimum age for PAs/companions. It is worth noting that many primary carers (for disabled people) within the UK are children (e.g., caring for disabled parents or siblings). Equally, other disabled people may act as PAs/ companions.

We accept that young carers are a much valued and needed source of support, but we are only able to accept them under the free Essential Companion ticket scheme where there is no risk of them being left unattended.

Assistance dogs

Assistance dogs are welcome at Hillsborough. Should you wish to bring your assistance dog along, please call the Ticket Office on 0370 020 1867 or email: ticketoffice@swfc.co.uk so we can make the necessary arrangements.

Accessing the stadium

SWFC has accessible areas within the stadium. The club embrace all persons with any form of disability and employs designated disability access stewards on a matchday to ensure everyone has a positive experience. There are accessible viewing areas available in the North, Kop, and West Lower Stands. There is essential companion space available in all three areas.

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North Stand Lower (home fans only)

This stand has 56 wheelchair spaces at elevated level. It has ramp access and facilities exclusively for disabled fans and assistants. Step-free access to all spaces is via the accessible entrance turnstiles. An accessible toilet is available in the concourse. All accessible toilets available and are Radar Key operated with support rails and alarm cords fitted.

Kop

This stand has nine wheelchair spaces at elevated level. Step-free access to all spaces is via the accessible entrance turnstiles. An accessible toilet is available in the concourse, and another from the pitch side position. All accessible toilets are Radar Key operated and have support rails with alarm cords fitted.

West Stand Lower (away and home supporters)

This stand has 36 wheelchair spaces at elevated level. Step-free access to all spaces is via the accessible entrance turnstiles. An accessible toilet is available on the concourse. All accessible toilets are Radar Key operated with support rails and alarm cords fitted.

Grandstand

It is advisable that those with mobility issues do not take up seats in the Grandstand area which is located on the fourth floor. Should the lift not be in operation, it is essential the stadium can be evacuated quickly in the event of an emergency.

Restricted view

There are several restricted seats within the stadium available which include the West Stand Upper (58 seats/44 severely restricted seats), West Lower stand, (73 restricted/149 severely restricted seats). Home supporter access is via reception area to South Stand.

From the 2023/24 season, only those with a disabled pass will be able to access and exit the South Stand via reception. All other supporters will be required to enter and exit the stadium via turnstiles. This includes those exiting the 1867 Lounge to enter the South Stand. A photographic pass will be allocated to those disabled supporters/PA/Essential Carers to allow access to the South stand via reception upon completion of a reasonable adjustment form. Home supporters who currently park in the North Stand should use Gate 93/94 where possible. However, if you are unable to use this gate, then Gate 18 is available.

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Temporary mobility restrictions

Supporters suffering from temporary mobility restrictions (e.g. broken leg) that may affect access to the stadium or seating areas, should contact the Ticket Office either in person or by telephone on [0370 020 1867](tel:03700201867) prior to matchday to arrange alternative seating.

Evacuation

Evacuation procedures will be advised by the stewarding teams in the event of an evacuation being necessary.

Additional Information

Programmes

SWFC's matchday programme includes columns from the manager and players, interviews with the current squad, comprehensive history sections and key messages to fans including how to report an incident or concern, including abuse or discrimination.

Match commentary

The club broadcasts live in-house digital radio commentary for all first team matches within the stadium for visually impaired supporters. Please visit the stadium reception to collect a radio to access this service. Alternatively, if seated in the North Stand or Kop, the radio will be transferred to the respective stand to enable access. Please note, for hygiene reasons, you will need to supply your own 3.5mm jack plug headset or ear defenders.

Bag policy

All supporters and staff are prohibited from bringing any bag into the stadium unless it adheres to this Bag Policy. Non-approved bags and prohibited items will be refused. All items and bags must be less than 11.7 inches by 8.2 inches by 8.2 inches and are subject to search by security staff. All bags will be carefully inspected upon entry which could include a personal search or use of a 'wand'. Sheffield Wednesday reserve the right to refuse entry to any bags or items covered under Ground Regulations 7 and 8. Please refer to EFL Ground Regulations.

If for any reason (Medical or Other) you require a bag that does not adhere to this Policy, please Contact the Club on 03700 20 1867 (this must be done prior to the date of the fixture). Entry will be permitted subject to the terms set out by the Safety Office and a search of the bag on the day.

Thank you for your cooperation and your contribution to providing a safer environment.

****Any bag of size over A4 is automatically banned from the stadium.**

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Pre-match facilities

There are several food and drink outlets around the perimeter and approaches to the stadium. Some are privately owned, and the club takes no responsibility for those services. We have a dedicated kiosk with a lower counter located at the end of the North Stand concourse closest to the Gate 18 entrance. The 1867 Lounge for home supporters located in the South Stand should be entered via main reception. We also house the Wednesday Tap bar, which is located beneath the South Stand. Both are accessible enclosed rooms and offer supporters a pre-match option during colder weather.

The Fan Zone located in the North Stand caters for home supporters also has easy access. The 1867 Lounge is open to Owls Foundation Members and the Wednesday Tap to all home supporters. We also have corporate hospitality areas and Dooleys Restaurant. There are 28 Executive Suites on the third floor of the South Stand that can accommodate disabled guests via main reception and access is via the Executive Area Accessible entrance. On matchday, these areas are staffed by stewards that will assist you. There is a lift that will take you to the third floor with a level landing that leads through a corridor and to all the Executive Suites.

Accessible toilets

Accessible toilets are fitted with alarms, three in the West Stand Lower, two in the North Stand lower with access to a further accessible toilet in the North-East corner. Whilst Radar Keys are available, it is useful at busy times within the stadium if you have your own available key.

Security & stewarding

The safety and welfare of all supporters and guests is our main priority, all our security and stewarding staff are NVQ trained, with backgrounds fully checked. Additionally, all our stewards undertake a 'Disability Awareness' training module. Security on matchdays is a prime focus for the club before entry into the stadium in accordance with the Safety of Sports Ground Regulations. SWFC meets the requirements of the Accessible Stadia Guide.

How to Report a Concern

On a home matchday you can report any incidents or concerns discreetly and directly to SWFC Match Control using the number 07963 138580.

Please include as much information as possible, including the stand, row, seat number and names, where possible. Once received, the club will investigate each incident as a matter of priority. Alternatively, if you feel it is safe to do so, please contact a matchday steward and provide as much detail as possible so the incident can be investigated by the matchday team as a matter of urgency and in real time.

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Feedback

SWFC welcome all feedback relating to our provision for disabled supporters. Please send any comments to: dlo@swfc.co.uk. You can also leave a review on the website of Level Playing Field, which is a registered charity in England and Wales, and acts as a campaigning and advisory organisation to its membership and other parties across all sports.

SWFC work closely with staff from LPF to ensure we are meeting our obligations to provide a fully accessible stadium. Visit here for more details:

<https://www.levelplayingfield.org.uk/club/sheffieldwednesday>

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