



# LEEDS RHINOS ACCESSIBLE VISITORS GUIDE

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## Our Commitment

Leeds Rhinos and our partners fully support the principle of equal opportunities, oppose all forms of unlawful or unfair discrimination on the grounds of disability, and will strive to comply with both the provisions and spirit of the Equality Act 2010 incorporating the Disability Discrimination Act.

The Club has a range of services and assistance available to spectators with access requirements.

Our dedicated Accessibility Liaison Officer, Ashley Marshall, or our Customer Experience Team are available to assist our Disabled supporters and can be contacted via the Ticket Sales Office.

## Contact Information

### Accessibility Liaison Officer

Ashley Marshall  
AMT Headingley Rugby Stadium  
St Michaels Lane  
Leeds  
LS6 3BR  
Tel: 0113 203 3242  
Email: [Ashley.Marshall@therhinos.co.uk](mailto:Ashley.Marshall@therhinos.co.uk)

### Leeds Rhinos Ticket Office

AMT Headingley Rugby Stadium  
St Michaels Lane  
Leeds  
LS6 3BR  
Tel: 0371 4231315  
Email: [tickets@therhinos.co.uk](mailto:tickets@therhinos.co.uk)

## Accessible Visitors Video

All information in this Accessible Visitors Guide can be found in an Accessible Visitors Video, to watch the video please click [here](#) or visit [youtube.com/watch?v=cSPIkVB8FQE](https://www.youtube.com/watch?v=cSPIkVB8FQE).



### Accessible Facilities Stadium Map:

For a full map of accessible facilities here at AMT Headingley Rugby Stadium, please click [here](#) or visit [tickets.therhinos.co.uk](https://tickets.therhinos.co.uk) and click on Further Information.

### Fans Phone:

If you have any feedback on match day, please text our Fans Phone on 07500 312832 – This will go directly to our match day control room to action.

### Ticket Prices:

- Disabled fans are entitled to a concession ticket upon valid proof of supporting documentation (for example, DLA / PIP or Access Card). For ticket prices please click [here](#) or visit [tickets.therhinos.co.uk](https://tickets.therhinos.co.uk) and click on Further Information.
- A free companion ticket can be issued upon receiving supporting documentation (for example, DLA or PIP). Please contact us on 0371 423 1315 or email [tickets@therhinos.co.uk](mailto:tickets@therhinos.co.uk) if you require any additional support or have any additional requests so we can help.
- Please note that accessible spaces are allocated on a first come, first served basis ensure you book early to avoid disappointment.

### Purchasing Tickets:

- On match days the Ticket Office opens four hours before kick-off and is situated on St Michaels Lane (LS6 3BR).
- Access to the Ticket Sales Office on matchday is via the St Michaels Lane roadside entrance. There are representatives from our Customer Experience Team at the entry points to support our fans or supervisors at the turnstiles who can radio to the Ticket Sales Office to assist.
- On non-match days, all supporters can purchase tickets from Leeds Rhinos Club Shop at AMT Headingley Rugby Stadium. You can gain access to the Club Shop by coming into the Stadium via Gate B on St Michaels Lane. Alternatively, tickets can be purchased over the phone on 0371 423 1315 ([Opening Hours](#) or visit [therhinos.co.uk/headingley-stadium/opening-hours](https://therhinos.co.uk/headingley-stadium/opening-hours)) or online at [tickets@therhinos.co.uk](https://tickets@therhinos.co.uk).



### Medical Exemption Letters:

- Leeds Rhinos understands that each supporter's accessibility requirements are unique to them.
- Medical Exemption Letters can be issued if your accessibility requirements fall within the Items that are not allowed into the stadium, to find a copy of Leeds Rhinos Search Policy please click [here](#) or visit [tickets.therhinos.co.uk](http://tickets.therhinos.co.uk) and click on Further Information.
- To apply for an exception letter for medical reasons, please email Leeds Rhinos Customer Experience Team at [tickets@therhinos.co.uk](mailto:tickets@therhinos.co.uk).

### Support Animals:

- If fans would like to enquire about attending a match or event at AMT Headingley with a service animal, please email the Accessibility Liaison Officer or get in contact with the Leeds Rhinos Customer Experience Team by emailing [tickets@therhinos.co.uk](mailto:tickets@therhinos.co.uk).

### Wheelchair Accessible Spaces:

Area of the Ground	Number of Wheelchair Accessible Spaces
Tetley's South Stand (along the side)	Terrace – 24 (Uncovered, in front of the South Stand Terrace) Upper – 8 (Covered, in front of the Seated Press Area)
AMT East Stand (behind the posts)	Terrace – 24 (Uncovered, in front of the AMT East Terrace) Upper – 14 (Covered, in front of Seated Blocks A & E)
North Stand (along the side)	3 <sup>rd</sup> Floor – 12 (Covered, 3 <sup>rd</sup> Floor)
Total	82

- Please note each **Wheelchair Accessible Space** also has a companion seat. In the Tetley's South Stand and the North Stand, the companion seat is next to the bay. In the AMT East Stand, the companion seat is behind the space.
- **Wheelchair Accessible Spaces** can be purchased for season memberships or on a match-by-match basis. Both options are subject to availability.

### Ambulant Disabled Positions:

- We have seating available throughout the stadium and to discuss any requirements you may have, please call our Customer Experience Team on 0371 423 1315 – please ensure you are clear with your requirements so we can ensure we are offering the most suitable position.

### Matchday drop-off point:

- If you need a drop-off point on a match day, please contact our Accessibility Liaison Officer who will indicate the best location depending on the ticket you hold.
- Please be aware there are pre and post-match road closures in place on St Michaels Lane.

### Accessible Car Parking:

- There are a number of accessible parking spaces sold on a seasonal basis to Season Membership holders and a further allocation of spaces in Car Park F are available on a match-by-match basis.
- Cars can only park on-site if an accessible car parking pass has been pre-arranged with the Club. Blue badges are not valid.
- Unfortunately, due to our limited capacity, we are unable to provide accessible car parking for all requests we receive. Therefore, we do have a waiting list in operation and if any passes are available these are dealt with on a match-by-match basis.
- To request a pass for a particular fixture, please email [tickets@therhinos.co.uk](mailto:tickets@therhinos.co.uk). Supporting documentation will be required.
- A map on how you can reach AMT Headingley from the car parks can be found by clicking [here](#) or visit [tickets.therhinos.co.uk](http://tickets.therhinos.co.uk) and click on Further Information .

### Distances from each Car Park to Accessible Gates

Car Park	St Michaels Lane Turnstiles (Accessible Gate B)	South Stand Turnstiles (Accessible Gate E)	Kirkstall Lane Turnstiles (Accessible Gate G)
Car Park E*	268 meters .17 Miles	55 meters .03 miles	407 meters *** .25 miles
Car Park F	310 meters** .19 miles	38 meters .025 miles	347 meters *** .22 miles
Car Park K	618 meters** .38 miles	367 meters .22 miles	655 meters*** .41 miles

\*Once parked, you will have to leave the car park to scan your membership card/ match ticket or e-ticket through the turnstiles or accessible gate

\*\* Match Day buggies maybe available to take fans from Car Park F to St Michaels Lane Turnstiles (Gate B), If you park in Car Park K, there is a distance of 318m to the entrance to Car Park F and match day buggies will be able to take you to St Michaels Lane (Gate B)

\*\*\* Route via footpath between St Michaels Lane (Car Park E and F) and Kirkstall Lane (Gate G)

### Road Closures:

- We have a road closure order in place which allows us to close all or parts of St Michael's Lane at the start and end of an event.
- The road closure can be activated for 30 minutes at the start and finish of an event - 20 minutes before kick-off until 10 minutes after kick-off and then 10 minutes before the final whistle until 20 minutes afterwards. All Stadium Car Parks are also closed at this time.

### Taxis:

- If you would require a taxi post-match, you can order one to pick you up from St Michaels Lane (Gate B), please feel free to wait in Headingley Lodge hotel reception, which is situated close to Gate B, until it arrives.



## Access into the Stadium on a Match Day:

- You can access via Accessible Gates at each turnstile entry point: -
  - Gate B- St Michaels Lane
  - Gate E- South Stand
  - Gate G- Kirkstall Lane

Ticket Purchased for	Accessible Gate	Lift Access	Additional Notes
AMT East Stand	Gate B, St Michaels Lane	Access for Supporters who require lift access in the AMT Stand, the lift is located on the ground floor outside the AMT Café Bar.	If you are situated in these areas and you access the stadium via Gate G at Kirkstall Lane Turnstiles, you will be required to come under the North Stand on the ground floor to access the other side of the stadium.
North Stand	Gate B, St Michaels Lane	Access for supporters who require lift access and are situated in the North Stand in the 3 <sup>rd</sup> Floor wheelchair user area or in the North Stand seats is via the public use lift which is situated towards the Western Terrace end of the North Stand and will allow access to the first-floor concourse for the seats, bars and toilets and the third floor.	
South Stand	Gate E, St Michaels Lane	Access for Supporters who require lift access in the South Stand, the lift is located on the ground in the middle of the stand.	

## Distance from each Accessible Gate to each Stand

Accessible Gate	AMT East Stand	North Stand	Tetley's South Stand	Western Terrace
St Michaels Lane Turnstiles (Gate B)	105 meters .07 miles	156 meters .10 miles	239 meters .15 miles	
South Stand Turnstiles (Gate E)	234 meters .15 miles	417 meters .26 miles	77 meters .05 miles	
Kirkstall Lane Turnstiles (Gate G)	393 meters .25 miles	198 meters .12 miles	524 meters .33 miles	

- A map of AMT Headingley can be found by clicking [here](#) or visit [tickets.therhinos.co.uk](http://tickets.therhinos.co.uk) and click on Further Information .

## Disabled/Accessible Facilities and Changing Places:

- Leeds Rhinos have two Changing Places at AMT Headingley Rugby Stadium. One is situated in the South Stand and one in the North Stand.
- [Click here](#) now to find out more details.
- All stand supervisors will have RADAR keys, but we encourage you to bring your own.
- For a full map of accessible facilities please click [here](#) or visit [tickets.therhinos.co.uk](http://tickets.therhinos.co.uk) and click on Further Information.
- All Leeds Rhinos Accessible Toilets are stoma friendly toilets with the hooks, shelf space, mirrors and bins available.

Area of the Ground	Disabled/Accessible Toilets	Stoma Friendly	Radar Key Required
<b>Tetley's South Stand</b>	Ground Floor Accessible Toilet – 2	✓	Yes
	Ground Floor Changing Place – 1	✓	Yes
	First Floor Accessible Toilet – 1	✓	Yes
<b>AMT East Stand</b>	Ground Floor Accessible Toilet (Café Bar) – 2	✓	Yes
	Upper Concourse Accessible Toilet – 2	✓	Yes
<b>Headingley Experience Pavilion</b>	Ground Floor Accessible Toilet – 1	✓	Yes
<b>North Stand</b>	First Floor Accessible Toilet– 2	✓	Yes
	First Floor Changing Place- 1	✓	Yes
	Third Level Accessible Toilet – 2	✓	Yes
<b>Long Bar (Cricket East Stand)</b>	First Floor Accessible Toilet – 1		Yes
<b>Cricket West Stand</b>	1		Yes

## Audio Headsets:

- Audio Headsets for visually impaired supporters are available on loan from the Ticket Office on matchday.
- If there are any issues with the headsets, please go directly to the Ticket Office.

### Ear Defenders:

- Ear Defenders are available to loan from the Ticket Office on matchday. Please head to the Ticket Office transfer windows (inside the Stadium, next to the Club Shop) and our Customer Experience Team will be able to support you.

### Artificial Feeding:

- Anyone using artificial nutrition will be welcome at AMT Headingley Rugby Stadium. It is our aim to ensure you are included in the normal events of a match/game.
- Whether you come along while being connected to your feeding equipment, need access to a safe and clean area or need to contact someone with an unexpected problem, we want to ensure you have access to the right person.
- In advance of your attendance, please email letting us know what fixture you will be attending, and expected time of arrival, so we can discuss how best to facilitate your attendance to ensure you have a great experience with us.

### Quiet Room:

- Leeds Rhinos are working on a facility that is suitable to be used as a designated quiet room.
- If you require somewhere quiet on match day in the meantime, please head to the Ticket Office transfer windows (inside the Stadium, next to the Club Shop) and our Customer Experience Team will be able to support you.





## Bars and Food Concessions:

- Bars and Food concessions within the stadium accept card payments only.
- Please note that there are no food or drink facilities on the 3<sup>rd</sup> Floor in the North Stand, anyone on the 3<sup>rd</sup> floor, must go to the North Stand Concourse (1<sup>st</sup> Floor).

Location	Food Available	Drinks Available	Sit down area
South Stand Concourse	Crisps, Pies and Confectionery	Hot Drinks, Soft Drinks and Alcoholic Drinks	Yes
South Stand Car Park	Hot Food concession units	Hot Drinks and Soft Drinks	No
North Stand Concourse	Crisps, Pies and Confectionery	Hot Drinks, Soft Drinks and Alcoholic Drinks	No
AMT East Stand Café Bar	Hot Food available	Hot Drinks, Soft Drinks and Alcoholic Drinks	Yes
AMT East Stand Upper Concourse	Crisps, Pies and Confectionery	Hot Drinks, Soft Drinks and Alcoholic Drinks	No
St Michaels Lane	Hot Food concession units	Hot Drinks, Soft Drinks and Alcoholic Drinks	No
Kirkstall Lane	Hot Food concession units	Hot Drinks, Soft Drinks and Alcoholic Drinks	No
Long Bar* – Lift access available		Hot Drinks, Soft Drinks and Alcoholic Drinks	Yes

\* *Pre-match* – Open to all fans.

*Post match* - Open for Leeds Rhinos Gold Members and Long Bar pass holders only.

Should you require any Dietary Information, please speak to a member of our catering staff.

