



Swansea City AFC
Swansea.com Stadium
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ASD SUPPORTERS

MATCHDAY ADVICE FOR PARENTS & GUARDIANS



INTRODUCTION

Swansea City AFC is committed to promoting and improving matchday facilities for disabled supporters. We understand that for ASD supporters, matchdays can be a daunting experience with numerous sensory challenges. However, we recognise that prior information can be extremely effective in alleviating these concerns and ensuring that supporters and their families are able to fully enjoy their match day experience.

All information is provided in good faith for guidance and reference purposes only and will be reviewed regularly to ensure accuracy and relevance.

POTENTIAL TRIGGERS OR BARRIERS

A trip to the football places a number of barriers that ASD supporters may find difficult, including:

- **Large crowds of people**
- **Shouting / Loud noises**
- **Police & Police on horseback (Depending on the fixture)**

The above is not exhaustive, and the barriers will vary for everyone. We encourage all supporters who have concerns prior to attending to contact us, so we can ensure they are able to fully participate and enjoy the matchday.

BUSIER GAMES

The importance or the popularity of a fixture will have a significant impact on the volume of people. Parents or carers will find an increased number of both home and visiting supporters, increased police presence as well as the likelihood of police on horseback. Should you require further advice on quieter or low-key fixtures, please contact our team for further information, or speak to a member of the Ticket Office.

PEAK TIMES

Peak times for stadium entry are from 45 minutes prior kick off until kick off. For visitors who prefer not to queue or be crowded, we would recommend that you arrive from 90 minutes prior to kick off when turnstiles open.

DISABILITY LIAISON STEWARDS

On a matchday, dedicated disability liaison stewards are available to answer any questions that you may have to help improve your visit. These stewards can be clearly identified by their green jackets and should you wish to arrange for one as your point of contact prior to your visit, please contact the team via e-mail at: accessibility@swanseacity.com or via phone on **01792 616420**

TURNSTILES

Stadium turnstiles are enclosed and only facilitate one person entry at a time. As a result of this, they are sometimes not suitable for those who require additional assistance and support. For autistic supporters who would find this too challenging, an alternative means of entry is via passgates which are wider and less intimidating. You will need to show your ticket and personal assistant ticket for scanning as usual. These passgates are located in all parts of the ground.

TRAVEL

The Swansea.com Stadium is easily accessible via public transport, or by car.

For more detailed information, please see our Access Statement.

PICTURE GUIDE

A picture guide to a match at the Swansea.com Stadium is a useful tool for parents and carers when planning a trip with children on the autism spectrum.

This is available to download <https://www.swanseacity.com/fans/disabled-supporters> and includes specific information about the likely sequence of events, as well as possible sensory hotspots to be aware of.

VISIT IN ADVANCE

To ensure peace of mind and to allow supporters to familiarise themselves with the stadium surroundings without large crowds, Swansea City provides complimentary "walk arounds" during office hours on non-matchdays. Here we can discuss your route for the day, such as point of entry, location of the nearest toilets and where your seats can be found. For more information or to book a visit, please contact the team via e-mail at:

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