



# ACCESS GUIDE

## BRISTOL COUNTY GROUND, BRISTOL

Version 1 – 8 March 2019

## ***ICC Men's Cricket World Cup 2019***

**Tournament Dates - 30 May to 14 July 2019**

**Venue: Bristol County Ground, Bristol**

### CWC19 INTRODUCTION

To help plan your visit, each venue has an Accessibility Guide to provide an introduction and overview of the facilities and, where appropriate, a link to further information. For more details or if your query isn't answered below, please contact the Cricket World Cup 2019 (CWC19) Team by emailing [accessibility@cw19.co.uk](mailto:accessibility@cw19.co.uk).

This Access Guide follows the disabled spectator's journey on a match day. On a match day there will be staff and World Cup Cricketers (volunteers) available to help with any questions and offer assistance where possible. World Cup Cricketers will be based at the main transport hub/s (as outlined below) as well as along the spectator walking route and around the venue itself. Maps showing the transport hubs and walking routes, as well as the venues will be available nearer to tournament time. If you wish to receive a link to these once available, please email [accessibility@cw19.co.uk](mailto:accessibility@cw19.co.uk).

CWC19 aims to make the tournament accessible to everyone by providing facilities and services for disabled spectators. Every venue will have wheelchair user spaces with companion seats, easy access and amenity seats for ambulant disabled spectators, audio commentary for blind and partially sighted spectators, disability trained stewards, accessible refreshment areas and accessible toilets including a mobile (or permanent at some venues) Changing Places facility for spectators who benefit from an adult sized changing bench and hoist.

### **Getting to Bristol County Ground**

#### **1. Public Transport**

CWC19 recommends spectators use public transport wherever possible. It should be noted that travel arrangements and car parking will differ from usual events held at the venue.

For more information on getting to Bristol County Ground please see the CWC19 website here: <https://www.cricketworldcup.com/venues/223/bristol-county-ground>

World Cup Cricketers will be located at Bristol Parkway Station and will be able to advise the best route to the ground.

## 2. **Car Parking**

Car Parking at the venue for CWC19 is very limited. For more information, please refer to the details below:

### - **Blue Badge Parking**

The Blue Badge Parking is located within the Ashley Down car park, off College Road. The parking is located approximately 50m from the entrance to the venue. To book a Blue Badge space please contact the venue reception on 0117 910 8000 or email [reception@glosccc.co.uk](mailto:reception@glosccc.co.uk).

### - **Other parking options**

There will be a Park & Ride shuttle which will operate from Bristol Parkway Station however this is not fully accessible.

## **Ticketing**

Ticketing is operated centrally by CWC19. There are a number of accessible ticketing options available at this venue.

1. **How to purchase** - Tickets can be purchased on line at <https://tickets.cricketworldcup.com/> If you would like assistance with purchasing tickets please email [accessibility@cw19.co.uk](mailto:accessibility@cw19.co.uk).
2. **PA/ Companion Information** - Complimentary companion tickets are provided for disabled spectators who require them. Should you have any queries regarding Wheelchair or Easy Access seating, please call: 0800 542 2019.
3. **Ticket Office** - To purchase or collect tickets on the day please go to the ticket office. The ticket office is located in the car park by the Ashley Down End Gate. Staff and World Cup Cricketers will be available to assist in that area.

## **Inside the Ground**

### 1. **Turnstiles and Access Points**

Spectators can enter the Ground from any entrance. Please have your ticket ready for inspection.

### - **Accessible entrances**

All spectator gates at Bristol County Ground are accessible.

- **Security Searching**

All spectators are subject to search upon entry. Information on entry conditions can be found within the Ticket Terms and Conditions, please click [here](#) for the Ticket Terms and Conditions. It is also displayed at each entrance.

- **Accessible welcome points**

There are two designated Accessible Welcome Points for disabled spectators. These can be found at the Grace Gate and Ashley Down Gate.

These points will be staffed by World Cup Cricketers who will provide support and information for your day.

## 2. General Information Summary

- **Floor Surfaces** – The ground predominantly has a tarmac and hard standing and even surface throughout. Some exceptions to this are:
  - Loose shingle towards the Residential End
  - Concrete beneath the Apartments
- **Hearing loops** – For more information on Hearing Loops at this venue please email [accessibility@cw19.co.uk](mailto:accessibility@cw19.co.uk).
- **Lifts** – There is lift access to the upper floors in the Bristol Pavilion.
- **Wheelchair Service** – A limited number of wheelchairs are available to assist spectators from the Accessible Welcome Points (located at the Grace Gate and Ashley Down Gate) to their seats. Spectators who require a wheelchair again at points of the day should notify the closest steward or World Cup Cricketer. Please note that this service is offered by volunteers and by using the service you agree for it to be at your own risk.
- **Assistance dogs** – CWC19 welcomes assistance dogs to all match venues. Please contact your nearest steward if you need further information during the day.
- **Non-Visible Disability** – A wristband is available for Spectators with a non-visible disability to easily identify themselves to venue staff and World Cup Cricketers on a match day, should they need assistance, without having to give an explanation or the nature of the disability. If you require a wristband please collect it from the SPS Information Point upon arrival or email [accessibility@cw19.co.uk](mailto:accessibility@cw19.co.uk), where one will be posted to you.

### 3. Toileting Facilities

CWC19 recognises that many disabled people benefit from accessible toilet facilities. Accessible toilets are located around the ground and require a RADAR key to reduce the risk of inappropriate use. The keys are available from stewards and World Cup Cricketers.

Mobiloo is a mobile Changing Places facility with additional facilities including an adult changing bench, hoist and additional space. At Bristol County Ground, Mobiloo is located behind the Mound Stand.

### 4. Powered Wheelchairs

- **Charging** - The venue is not able to provide charging facilities for powered wheelchairs and mobility scooters. In the event of an emergency, please contact your nearest steward or World Cup Cricketer.
- **Mobility Scooters** – If you intend to arrive using a mobility scooter and transfer to an easy access seat, please notify CWC19 in advance (if you haven't already) by emailing: [accessibility@cbc19.co.uk](mailto:accessibility@cbc19.co.uk).

### 5. Audio Services

Personal commentary radios will be available from the Spectator Services Information Points on venue and will be free of charge to registered blind spectators.

### 6. Wayfinding and Information

Spectators should be aware that the layout and signage for CWC19 may differ from the usual ground design.

- **'We Are Here' maps** – maps are located throughout the ground to assist with wayfinding.
- **Stewards, Staff and World Cup Cricketers**
  - All staff will be familiar with the facilities and layout of the venue.
  - Stewards can be identified and will wear a white shirt, black trousers and yellow/blue or orange hi-vis.
  - World Cup Cricketers can be identified and will wear Cricket World Cup volunteer uniform shown here:





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All Spectator Services World Cup Cricketers have received disability, autism and dementia awareness training and will be happy to assist you/your family members/friends during your day. If there are any reasonable adjustments, we can make to enhance your experience at the tournament please do let us know by emailing [accessibility@cw19.co.uk](mailto:accessibility@cw19.co.uk). We would very much like to discuss any options with you.

### 7. **Bars and Hospitality**

All bar and hospitality areas will be managed by staff during the tournament. Should you require any additional assistance please speak to the catering staff or a World Cup Cricketer or Steward. Refreshment Concessions are located around the perimeter of the ground, as well as in the Fan Village. Not all concessions have lowered counters, but staff are available to assist.

### 8. **Shop**

There are several retail options located throughout Bristol County Ground. There is a permanent Club Shop located inside the Grace Gate, and a small temporary retail outlet behind Stand D.

Staff are available to assist as required at all retail locations.