



ACCESS GUIDE

LORD'S, LONDON

Version 1: 8th March 2019

ICC Men's Cricket World Cup 2019

Tournament Dates - 30 May to 14 July 2019

Venue: Lord's, London

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.

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.

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 Lord's

1. Public Transport

CWC19 recommends spectators use public transport wherever possible.

For more information on getting to Lord's please see the CWC19 website here:
www.cricketworldcup.com/venues/71/lord-s

For more information on step free journeys around London please see the TFL website here:
tfl.gov.uk/transport-accessibility/wheelchair-access-and-avoiding-stairs

World Cup Cricketers will be located at St John's Wood and Baker Street Underground stations as well as Marylebone Station. They will be able to advise the best route to the venue.

2. **Car Parking**

There is no parking at the venue for the tournament. Details of car parks situated within a mile or so of the venue may be obtained from the MCC Club Facilities Department by phoning +44 (0) 20 7616 8653.

3. **Drop off and Pick up Areas**

There is a pick up and drop off service area at the venue for disabled spectators which is staffed by trained World Cup Cricketers and Stewards. This service allows for disabled fans to be dropped off (via car or taxi) and, if they require, to wait for the driver. To obtain a pass, please contact the MCC Club Facilities Department by phoning +44 (0) 20 7616 8653.

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.
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 North Gate ticket office. The North Gate ticket office is located outside the North Gate and has an accessible window and a hearing loop installed. Staff and World Cup Cricketers will be available to assist in that area.

Inside the Venue

1. **Turnstiles and Access Points**

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

- **Accessible entrances** - All entrances are accessible, but it is suggested wheelchair users use the North or East gates.
- **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 North and East gates. 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 venue predominantly has tarmac and concrete hard standing and even surfaces throughout. Some exceptions to this are:
 - Carpet, wooden flooring and lino in hospitality.
 - Laminate in the shop.
 - The area in front of the Grace Gate is cobbled stone.
- **Hearing loops** – Hearing loops have been installed at the North Gate ticket office, The Members Ticket Office, The Cricketer's Bar under the Grand Stand, the Bicentenary Bar under the Mound Stand, the Shop inside the East gate and the Museum. For more information on Hearing Loops at this venue please email accessibility@cw19.co.uk.
- **Lifts** - There is lift access to the upper floors in the Pavilion, Thomas Lord Suite, Cricket Academy and Media Centre. Lifts also serve the Grand Stand, Mound Stand and Warner Stand and are accessible from level access roadways.

All passenger lifts are fitted with emergency telephones, directly connected to the match day Control Room and internal security.

Push buttons in lifts are enhanced with tactile signage to assist blind or partially sighted passengers. Low level tactile buttons can be operated by wheelchair users.

- **Wheelchair Service** - A limited number of wheelchairs are available to assist spectators from the Accessible Welcome Points (located at the North and East gates) 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, 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 venue and require a RADAR key to reduce the risk of inappropriate use. The keys are available from stewards, World Cup Cricketers and the Pavilion Reception.

Mobiloo is a mobile Changing Places facility with additional facilities including an adult changing bench, hoist and additional space. At Lord's, Mobiloo is located behind the Warner Stand.

Accessible toilets can be found around the venue in the Mound Stand (x1), the Warner Stand (x2), the North Clock Tower (x1), the Grand Stand East (x1) and behind the Compton Stand after North Clock Tower. Additional accessible toilets are located in the Members and Hospitality areas.

Please ask a steward or host work in these areas for specific locations.

4. Powered Wheelchairs

- **Charging** – There are no charging facilities on site for wheelchairs and mobility scooters. In the event of an emergency, please contact the 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@cw19.co.uk.

5. Audio Descriptive services

Personal commentary radios will be available from the Spectator Services Information Point 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 the tournament may differ from the usual venue design.

- **We Are Here Maps** - are located throughout the venue 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 black trousers and a Lord's branded hi vis bib, jacket or green blazer or will be dressed in military dress uniform.

World Cup Cricketers can be identified and will wear CWC19 volunteer uniform as per the picture to the right:



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 as 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 Cricketeer or Steward. The following catering facilities have accessible features:

- W.G's: located under the Grand Stand, has a counter and till to the right of the bar that is accessible at concourse level.
- The Cricketer's Bar: located under the Grand Stand, has a lowered accessible counter which is accessed from a ramp to the left of the bar.
- The Bicentenary Bar: located under the Mound Stand, has a lowered accessible counter at its north end (Edrich side). There is a smooth ramp access to this end of the bar.
- Mound Stand (Roof Terrace Bars): has a lowered counter

The Food Village is located at the north end of the ground to the rear of the Edrich Stand and the Nursery Ground. No concessions have lowered counters, but staff are able to assist.

8. Shop

There are several retail options located throughout Lord's, with a main shop and several temporary merchandise outlets.

The main shop is located inside the East Gate. Further merchandise outlets are located behind the Compton Stand, on the Nursery Ground, opposite the Grace Gate, next to the Harris Gardens and on the corner of the Coronation Gardens. All outlets will be selling official CWC19 merchandise.

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