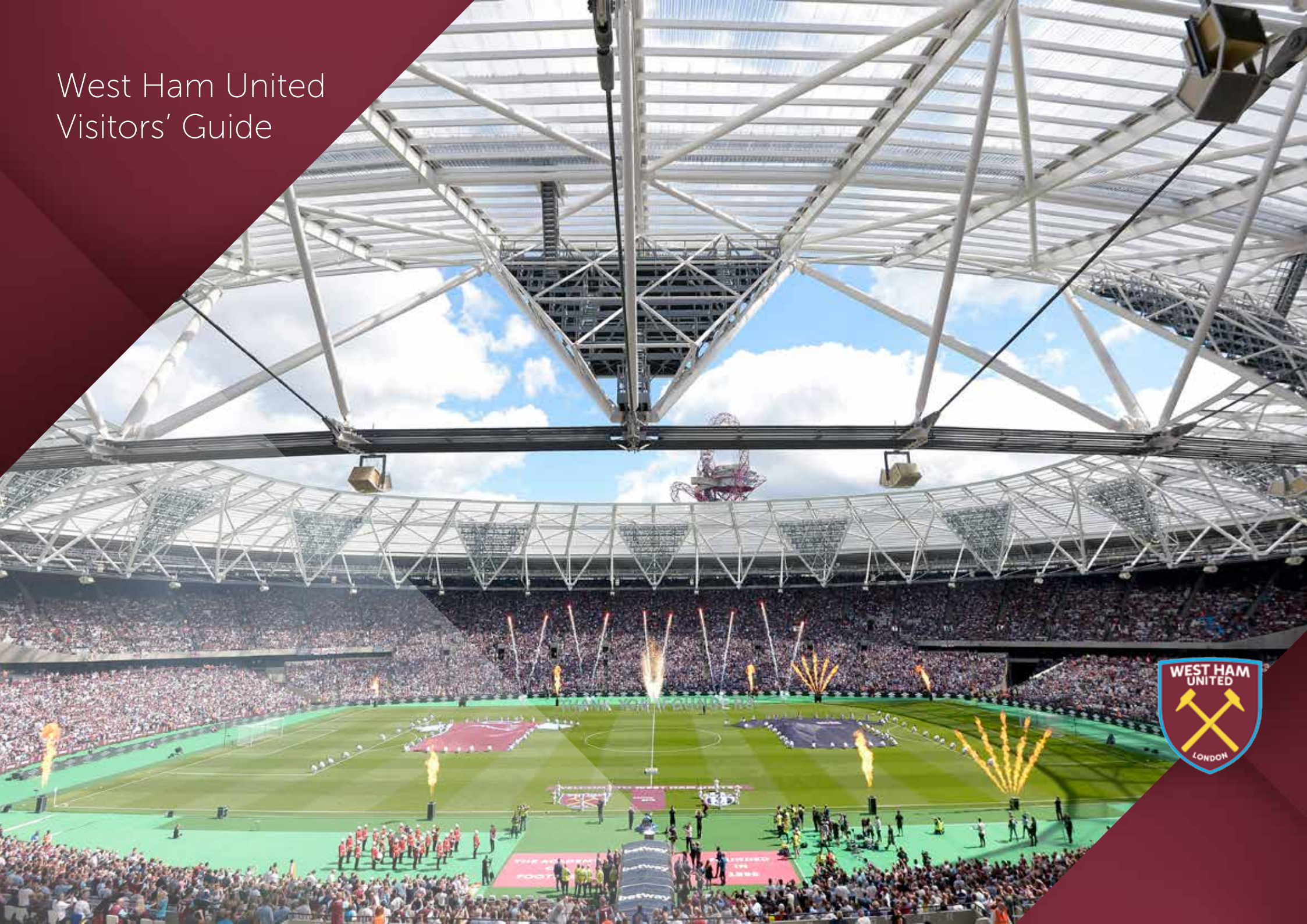


# West Ham United Visitors' Guide





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# London Stadium



Stratford  
Station

**Pitch Size** standard pitch 68m x 105m

**Capacity** 57,000 (in football mode)

**Away Supporters' Entrances and Sections**  
South West Stand



- General Admittance
- Club London
- Entrance
- Accessible entrance

\*Turnstiles open 2 hours before kick-off.  
Offers are subject to change across the season.

# Getting to London Stadium

## TRANSPORT LINKS INCLUDE

Nine tube and train links  
Bus and coach routes  
Less than 40 minutes to all of London's major railway stations  
Seven minutes to St Pancras International  
30 minutes to the M25  
Less than 60 minutes to all London International airports, from Stratford Station

## BY ROAD

As London Stadium unfortunately does not offer on-site parking, supporters are encouraged to take advantage of the many public transportation routes available. For information regarding Accessibility parking, please contact our Accessibility Liaison Officer, Julie Pigeon at [accessibility@westhamunited.co.uk](mailto:accessibility@westhamunited.co.uk)

## TRAIN / TUBE / BUS

A wide choice of train, tube and bus route options are located at Stratford and Stratford International stations, which lie a 20 minute walk away from the Stadium

### Stratford station is served by

- Docklands Light Railway (DLR)
- London Underground Jubilee and Central lines
- National Rail services operated by Greater Anglia and c2c
- London Overground services

### Stratford International station is served by

- Docklands Light Railway (DLR)
- Southeastern High Speed 1 services

The Stadium is an enjoyable 20 minute stroll from both Stratford stations, where fans can soak up the matchday atmosphere while taking in views of the Olympic Park. More information is available at [www.tfl.gov.uk](http://www.tfl.gov.uk)

**SEE MAP ON FOLLOWING PAGE**







The quickest way is to walk from **Stratford Station**

**BUS**

Stratford Bus Station and Stratford City Bus Station are both located in close proximity to Stratford Station. Buses that run to these stations are:

25, 86, 97, 104, 108, 158, 241, 257, 262, 276, 308, 425, 473, D8.

**STADIUM STORE AND TICKET OFFICE**

**STADIUM STORE OPENING TIMES:**

**Monday to Friday**  
9.30am to 5pm

**Saturday** - 9am to 5pm

**Sunday** - 11am to 5pm

**Matchday opening times**  
9am – Kick-Off  
Re-opens after the match

**9 DIRECT RAIL LINKS**

**TUBE AND TRAIN**

**Pudding Mill Lane DLR Station** is subject to construction activity and will not be available on matchdays until **January 2017**

**TUBE AND TRAIN**

Stratford and Stratford International Station are served by:

**DLR, Jubilee and Central Lines.** National Rail operated by **C2C** and **Greater Anglia.** **London Overground.** **South Eastern** trains.

West Ham Station will be extremely busy on match days and it is advised that supporters find alternative direct routes to Stratford Station.

More information available at [tfl.gov.uk](http://tfl.gov.uk)

There is no parking available at London Stadium and parking restrictions will be in place and enforced in the local area.

# Accessibility Information

## UNDERGROUND

We advise fans to make their way to the Stadium via the Jubilee, Central, DRL or Overground line at Stratford and Stratford International stations where the following accessible features can be found:

- low-level ticket machines and a gate to the right of the ticket barriers for wheelchair access
- an induction loop
- step-free access to all platforms with lifts
- step-free bus stops
- accessible toilets
- assistance dogs are welcome

You can find more details of accessible public transport in London from [www.tfl.gov.uk](http://www.tfl.gov.uk).

## RAIL

The Stadium is also served by TfL Rail, National Rail services (Stratford station) and high speed trains (Stratford International station).

## SHUTTLE BUS SERVICE

A shuttle bus service operates between Stratford station and the Stadium. For information on this service, please contact our Accessibility Liaison Officer at [accessibility@westhamunited.co.uk](mailto:accessibility@westhamunited.co.uk)

## BUS

All TfL main bus routes are now wheelchair accessible. The main bus stops close to the Stadium are located on Carpenters Road and Wick Lane. Further information is available through [www.tfl.gov.uk](http://www.tfl.gov.uk).

## CAR

Accessible drop-off location – visitors can use Westfield Stratford drop-off areas, located at the entrance of each car park.

## ACCESSIBLE PARKING INFORMATION

A limited amount of parking for Blue Badge holders is available at the Stadium, but must be booked in advance.

Please contact our Accessibility Liaison Officer Julie Pldeon to discuss arrangements

[accessibility@westhamunited.co.uk](mailto:accessibility@westhamunited.co.uk)

On street parking is also available for Blue Badge holders either in a dedicated Blue Badge Bay or a vacant residents bay. Please remember to display clearly both your Blue Badge and clock. For further information on street parking in this area visit [www.newham.gov.uk](http://www.newham.gov.uk)

## VENUE INFORMATION

If you have a ticket for accessible seating, you can use any entrance. All turnstile blocks have Disabled Access doors. The main concourses are level and step free, and there are accessible lifts spread over all levels.

Continued on page 7.



# Accessibility Information



## **ACCESSIBLE SEATING**

Accessible seating includes: seats on the aisle, seats with few or no steps nearby, seats that have nothing directly in front of them and seats closest to the toilets.

## **ASSISTANCE DOGS**

Assistance dogs are welcome to stay in wheelchair bays. We ask that dogs are kept with their owner.

## **TOILETS / CHANGING ROOMS**

Accessible toilets are unisex. They are available on all levels, near the wheelchair bays. These toilets are larger than a standard wheelchair accessible toilet and include a height-adjustable changing bench, a hoist and room for up to two PAs.

We also have Changing Rooms fully accessible across the Stadium.

## **ACCESS TO BOX OFFICE**

The box office is fully accessible, with reduced height windows.

## **DISABLED SERVICE**

### **QUEUING**

The Stadium has several Disabled Access Dedicated Doors which should prevent unnecessary wait.

Talk to a member of staff at the Stadium entrance if you have a disability that means you cannot queue, and they will arrange a priority entry for you as soon as the stadium opens.

### **SPECIAL EFFECTS**

Some events involve pyrotechnics, flashing lights and other special effects. Contact customer services for details of any special effects expected at your event.





# Eating and Drinking

## MAKE THE MOST OF YOUR TRIP TO LONDON STADIUM

### EATING AND DRINKING

Items available: There is a wide range of items available, from hot food, such as pies and burgers, to sandwiches, wraps and salads. In addition, there are a number of meal deals available, including 'A pie and a pint' for £8-50 and 'nachos and a soft drink' for £7-30.

For those supporters looking for a snack, the kiosks also hold confectionery items, such as crisps and chocolate grab bags.

### Payment

A state of the art EPOS system exists so all concessions can accept card payment.

TOILETS  
995

CAPACITY  
60,000

EUROPE'S LARGEST  
STADIUM VIDEO SCREENS  
208m²

REAL ALE  
NOW AVAILABLE



### EXTENSIVE NEW FOOD AND DRINKS STANDS

Beers, Soft Drinks & Pies,  
Hotdogs, Burgers, Confectionery,  
Chicken & Veg Skewers,  
Traditional English Sausages,  
West Ham Themed Ales,  
Nachos and Street Food

HAPPY  
HAMMER HOUR\*  
GREAT DEALS ON FOOD  
AND DRINK FOR THE  
FIRST HOUR  
TURNSTILES ARE  
OPEN





# Stadium Regulations



## **ALCOHOL POLICY**

LS 185 will determine the alcohol policy for each match in accordance with the risk assessment for the specific game. Please note that there is the potential that no alcohol will be available in the Away areas of the Stadium.

## **FLAGS AND BANNERS**

London Stadium upholds the highest standards of Health and Safety. Flags are not generally confiscated, however the obstruction of gangways, access routes, exits and entrances, health and safety signage and stairways is strictly forbidden. In the event of an emergency, all access and exit points must be clear.

London Stadium reserves the right to confiscate flags if they are very large or may compromise public safety, obscure someone's view, a camera position or if a flag or other item carries offensive, discriminatory or inflammatory messaging.

Flags more than 250cm in size at their widest or longest section will not be allowed and flagpoles greater than 1m in length and 1cm in diameter will not be allowed.

Permission must be sought in advance from the Stadium to arrange use of the very large supporter flags that are designed to be passed over people's heads. In such cases the flag must be flame retardant and the organiser bringing the flag into the Stadium will need to provide the appropriate H&S certification.

In addition, please note that any articles that could potentially be used as a weapon and/or compromise public safety are strictly prohibited.

## **SMOKING**

Smoking inside London Stadium is strictly forbidden and will result in ejection from the Stadium. The use of e-cigarettes is also forbidden within the Stadium.

For further details on Stadium Regulations, and Safety and Security of London Stadium, please visit: [www.london-stadium.com/plan-your-visit/safety-and-security](http://www.london-stadium.com/plan-your-visit/safety-and-security)



# Things to do

- Westfield Stratford City
- Queen Elizabeth Olympic Park
- ArcelorMittal Orbit
- Stratford Picturehouse
- Theatre Royal Stratford East

