



THE  
KIA  
OVAL

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# ACCESS GUIDE

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2022 / 2023

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# INTRODUCTION

Surrey County Cricket Club has worked in conjunction with our Disabled Supporters Association to ensure that the facilities at The Kia Oval are of a standard that provides a safe and enjoyable visit when watching cricket.

This Access Guide has been produced to provide detailed information on the accessibility of The Kia Oval for fans visiting the ground. From getting to the ground, to catering, to facilities, this document ensures supporters are fully briefed on all aspects of their visit to The Kia Oval.

We encourage visitors with accessibility needs to contact our Accessibility Liaison Officer – Theresa Peters – prior to your visit, should you have any questions or require additional assistance.

We are here to make your match-day experience as enjoyable as possible. If you, or someone you know, has a disability and would like to visit The Kia Oval prior to a match-day or purchasing tickets, please do get in touch and we will be happy to assist.

**To arrange a visit, or speak to a Member of the team,  
call 0203 946 0100 or email  
ACCESSIBILITY@SURREYCRICKET.COM.**





# GETTING TO THE GROUND

The Kia Oval is located in the heart of London, and is easily accessible from the West End, the City and all South East Counties.

## BY UNDERGROUND

The ground is accessible by three tube stations: Vauxhall on the **Victoria Line** and Oval and Kennington on the **Northern Line**. Oval Underground station is just 100m from the ground, but does not have lift access. Kennington Station, however, has a lift, and is a 12-minute walk (950 metres) from The Kia Oval. Vauxhall station also has step-free access and is an 8-minute walk (600 metres) from the ground, providing easy access to the Alec Stewart gate.

More detailed information on London's Underground service can be found here: [tfl.gov.uk](http://tfl.gov.uk).

## BY NATIONAL RAIL

Vauxhall station is well served by trains throughout Surrey and Hampshire, as well as from the Greater London area, and is just an 8-minute walk (600 metres) from the ground. The station has a lift to take passengers from ground level to the platforms.

More detailed information on the National Rail service can be found here: [nationalrail.co.uk/stations/VXH/details](http://nationalrail.co.uk/stations/VXH/details).

## BY BUS

Route numbers 36, 185 and 436 stop outside the ground and other local services stop around the corner. The following buses set down within a 5-minute walk of the ground: 3, 59, 109, 133, 159, 333. All buses operate full wheelchair accessibility services.

Whether travelling by Underground, National Rail or Bus, all immediate pavement routes are level and even, with crossing points clearly highlighted.





# GETTING TO THE GROUND

## DROP OFF

There are no designated drop-off points at The Kia Oval, but we recommend that fans visiting The Kia Oval are dropped off at either of the main gates providing access to the ground: the Jack Hobbs gate at the Pavilion End and the Alec Stewart gate at the Vauxhall End. Please note that drop off is by prior arrangement only.

## PARKING

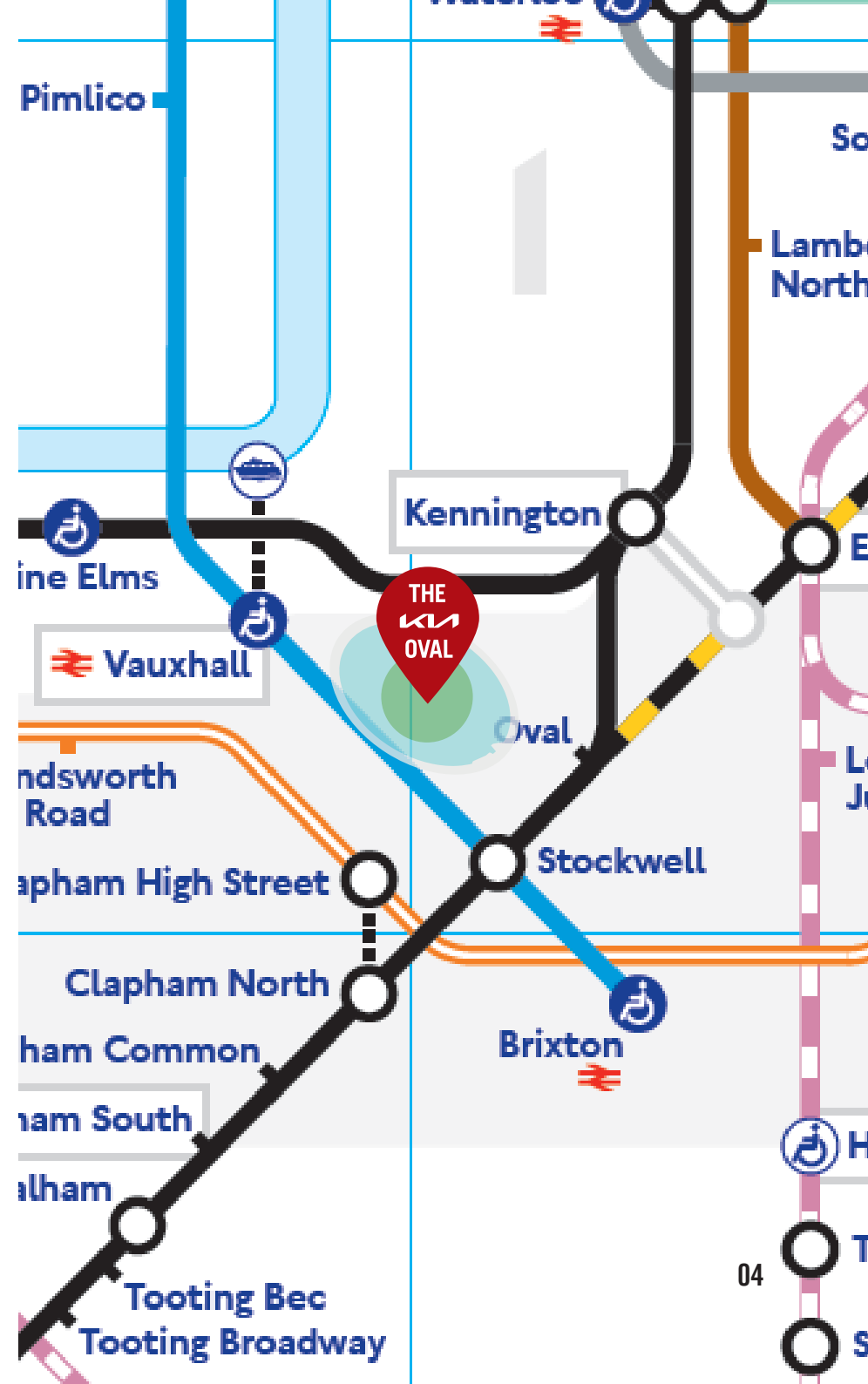
Parking is available for Blue Badge holders on a first-come-first-served basis and can be reserved up to four weeks ahead of the match-day you are attending. Please email [ACCESSIBILITY@SURREYCRICKET.COM](mailto:ACCESSIBILITY@SURREYCRICKET.COM) to reserve parking.

On an International match-day, we have a designated area outside of the ground for our guests with accessible needs to park. This area is limited, and holds approximately 20 cars. As this car park is a short walk from the ground, we recommend arranging to be dropped off at either the John Edrich or Alec Stewart gate, and allowing a carer/companion to use the car park.

For all domestic games, parking is available within The Kia Oval ground.

We have identified that an increasing number of spectators choose to travel around the ground using a mobility scooter, and then transfer to a seat during the match. Please be advised that storage is provided for wheelchairs and scooters in the Pavilion Reception.

**When accessing the ground via car, please note that The Kia Oval is not within the congestion charge area within central London.**



# TICKETS

The Kia Oval Ticket Office is located at the Pavilion End of the ground, next to the Jack Hobbs gate, and is clearly signposted.

All windows of the Ticket Office have level access and the windows and shelf are within reach of ambulant disabled persons. There is also a low-level shelf for use by wheelchair users in front of every Ticket Office window.

For fans who are deaf or hard of hearing, there is an induction loop provided at all Ticket Office windows.

Ticket Office staff are well trained, familiar with the layout of the ground and aware of the range of seating areas for spectators with accessible needs, including wheelchair user viewing areas.

The Kia Oval's Disability Policy states that all disabled supporters must pay for a ticket to the game they are attending in their relative age band, whilst their carer/companion will receive a ticket free of charge. The carer's seat is located alongside the disabled supporters.

Tickets for International or domestic fixtures can be purchased via phone on **0203 946 0100**, online at **KIAOVAL.COM** or by emailing **TICKETS@SURREYCRICKET.COM**.





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# WRISTBANDS

Being the first cricket ground in the UK to offer a wristband of this kind when the scheme was introduced during the 2018 summer.

The free wristband helps fans who may require assistance introduce themselves to Club staff on all domestic and international matchdays throughout the summer.

Surrey County Cricket Club's Accessibility Liaison Officer Theresa Peters said: "We are constantly striving to improve our standards, facilities and attitudes accordingly".

“

*I am a disabled member of SCCC and try to regularly attend the County matches. My disability makes it extremely difficult to book attendance to matches and use the Club facilities. However all this is made so easy by the lovely Accessibility Liaison Officer, Theresa Peters. She not only assists with my bookings but helps me in every way possible - right from my arrival, through the match and up to my departure. It is such a brilliant, friendly and helpful service without which I would be unable to see my cricket live at The Kia Oval.*

”

- Camilla Fitt

This optional wristband will enable fans with a non-visible disability to easily identify themselves to Club staff on match-day, should they need any assistance, without having to give an explanation or the nature of their disability. Staff can then support the individual in the appropriate way.

If you require a wristband, please collect it from the Ticket Office or Pavilion Reception upon arrival or email **[ACCESSIBILITY@SURREYCRICKET.COM](mailto:ACCESSIBILITY@SURREYCRICKET.COM)** and one will be posted to you.



# CLUB SHOP INFORMATION

The Club Shop is **situated in The Galadari Stand, which is accessible** from the concourse level, underneath the Peter May Stand.

A **second club shop, The Jardine Store, is located at the back of block 11, on the ground level of the JM Finn Stand.**

**Both** stores have step-free access and are wheelchair friendly.

Portable PDQ machines, for easy accessible payment for wheelchair user, or anyone with limited movements.

All Stores feature the full range of Surrey Adidas kit, Adidas Training Wear, and Surrey CCC fashion and merchandise for men, women, and children. Plus, the England Castore range for International fixtures.

All stores will be open ready for gates opening on matchdays, with closing time 30 minutes after the last ball has been bowled.







# CHANGING PLACES TOILET

We now have two Changing Places facilities across the ground. The Changing Places is situated in the JM Finn Stand reception, which is at the Vauxhall end of the ground, on the 1st floor. The other is next to The Galadari Stand, situated on the concourse near the Club Shop.

## JM FINN STAND RECEPTION

This is available to anyone with accessible needs, in the ground on a match day, or a non-match day, it is fitted with a RADAR lock.

If you do not have a Radar key, please go to the JM Finn Reception or the Main Pavilion reception, where one will be provided for you, or you can speak to your nearest ambassador or steward.

## THE GALADARI STAND

The Galadari Stand has accessible toilets on all floors. Radar key will be required.



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# VISUALLY IMPAIRED

Free Commentary Radios are available for blind and visually impaired spectators, please collect this on the match-day in the Pavilion Reception. The public-address system will give live scores and updates of key developments during the match.

The Club welcomes assistance dogs.

If you are bringing an assistance animal to the stadium or are interested in accessing with your Guide dog please contact us prior to the game.

“

*I cannot stress enough how valuable you are to all the people with disabilities, from the process of buying tickets and getting to our seats, and most importantly being welcomed and made to feel valued. All the people I speak to feel the same, it's such a friendly atmosphere. And this isn't true of all venues, sporting and otherwise, that I visit. Thank you and your team so much.*

**- Takumba RIA Lawal**

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# HEARING IMPAIRED

Induction loops have been fitted in JM Finn Stand **blocks** 6-16 to aid fans with a hearing impairment.

Induction loops have been fitted in seats 6-62 on the Terrace and the Shelf of the Members' Pavilion for hearing deaf and hearing impaired spectators.

## NEW PETER MAY GARDEN

Ticket office, and main shops, and The New JM Finn Stand.

Hearing dogs can also be brought into the ground.

“

*I'd like to express my wide thanks as a disabled cricket fan, who attends The Oval on a mobility scooter, to those who greatly assist me there and always make my enjoyable day so special.*

*The day before I call to arrange a Motability car space - they are so kind, polite and very helpful. The kind lady at the Alec Stewart gate, who ushers my car and helps me to a good parking space. Her constant smile sure adds to my day. Most of all Theresa Peters, your coordinator of all disabled matters. She is just fantastic. So caring, kind and humorous, and amazingly helpful. Her help to me over 4 years has been incredible. It's always a pleasure to see her at her desk as I whizz by. I know she happily does this for dozens of cricket lovers like me too. A truly special lady.*

- Tom

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# VIEWING AREAS

The Kia Oval has a total of 100 accessible seats and wheelchairs bays.

The Peter May Garden has an accessible, shaded viewing area, accessible by a spacious lift, which includes a dedicated accessible toilet to use with a radar key. This has a clear view of the scoreboard and access to a bar.

Located on the balcony level of the JM Finn Stand, accessible by lift, there are viewing areas for wheelchair users and their companions which is shaded within the corporate areas. These are located both to the left and right of the stand, in Block B and H with a total of sixteen seats in each. Internal access to these areas is via a lift and an accessible corridor.

## PITCH-SIDE WHEELCHAIR ACCESSIBLE SEATING AREA

There is clear viewing from several internal upper floor areas of the Micky Stewart Members' Pavilion, however, there is currently no designated wheelchair accessible viewing area with external seating in the upper tiers. These limitations are a result of the historic development of the Pavilion.

## RAISED PLATFORM

Located on the balcony level of the JM Finn Stand, accessible by lift, there are viewing areas for wheelchair users and their companions which is shaded within the corporate areas. These are located both to the left and right of the stand, in Block B and H with a total of sixteen seats in each. Internal access to these areas is via a lift and an accessible corridor

The New Laker Balcony have accessible viewing areas on all four floors.





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# BABY CHANGING

There are seventeen accessible toilets and five baby changing areas on-site at The Kia Oval. These are located:

## JM FINN STAND BLOCKS 3-6

There are toilet cubicles located at the rear of Blocks 3 and 6 of the J M Finn stand, which both have accessibility facilities.

## BEDSER STAND

The Bedser Stand, located next to the Members' Pavilion, has accessible toilets available at the rear of the stand by entrance 31.

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*This is a quick thank you for all the help you have given me all the time I've been a member of Surrey Cricket Club. It make me proud to be a member of the club also knowing that the club do care about the membership and we are indeed important factors to make the club's family. It also comforting to know that all aspects of the club (security, as well as general feeling of being looked after and kindness) make the season something to really look forward to. You should be proud of all the work you do for this great club. Thank you to you and all the staff for this great feeling*

- David Fairminer

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# ADDITIONAL INFORMATION

The Kia Oval's Disability Policy states that all disabled supporters must pay for a ticket to the game they are attending in their relative age band, whilst their carer/companion will receive a ticket free of charge. The carer's seat is located alongside the disabled supporters.

All ambassadors wear a purple lanyard and are trained in disability awareness and etiquette. There is always an ambassador present to provide help for anyone with accessible needs, before, during or after the game.

Please note that storage is available within the ground for wheelchairs and scooters if required. If you require the use of a wheelchair these are available from the main reception or the Medical Room. Please note this is for emergency use only due to insurance restrictions. If you own a wheelchair please bring it on the day as it can be stored in the New J M Finn Reception.

## RADAR KEYS

They are available from any steward / or ambassador in the JM Finn Reception or Main Pavilion Reception to those who require them. Or you can purchase your own key from **WWW.RADARKEY.ORG**.

Should you have any specific requirements, or need help buying tickets, please contact **ACCESSIBILITY@SURREYCRICKET.COM** or call **0203 946 0100**. We would love to hear your feedback on visiting The Kia Oval, please contact **ACCESSIBILITY@SURREYCRICKET.COM**.





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# MEMBERS FORUM MEETING

If you would like to join our Members' Forum:

This is held once a year, this is where, all Members, carers and supporters get together at the end of the Season and discuss any concerns they may have or with changes that should be made.

If they would like to join please e-mail [accessibility@surreycricket.com](mailto:accessibility@surreycricket.com) or [tpeters@surreycricket.com](mailto:tpeters@surreycricket.com).

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*Having booked tickets at my favourite cricket ground in the UK, the Kia Oval, I realised my guest and I had seats at differing parts of the ground. On contacting the staff (Theresa) in the Ticket office to explain that I had a hidden disability and that I preferred seats together to help support me on the day. The response was swift and supportive.*

*They provided alternative seats with close access to amenities to help me on the day. A great job thank you and look forward to visiting the Kia Oval for another 40 years !!!*

- Tim Younge

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# PLANNED IMPROVEMENTS FOR 2022

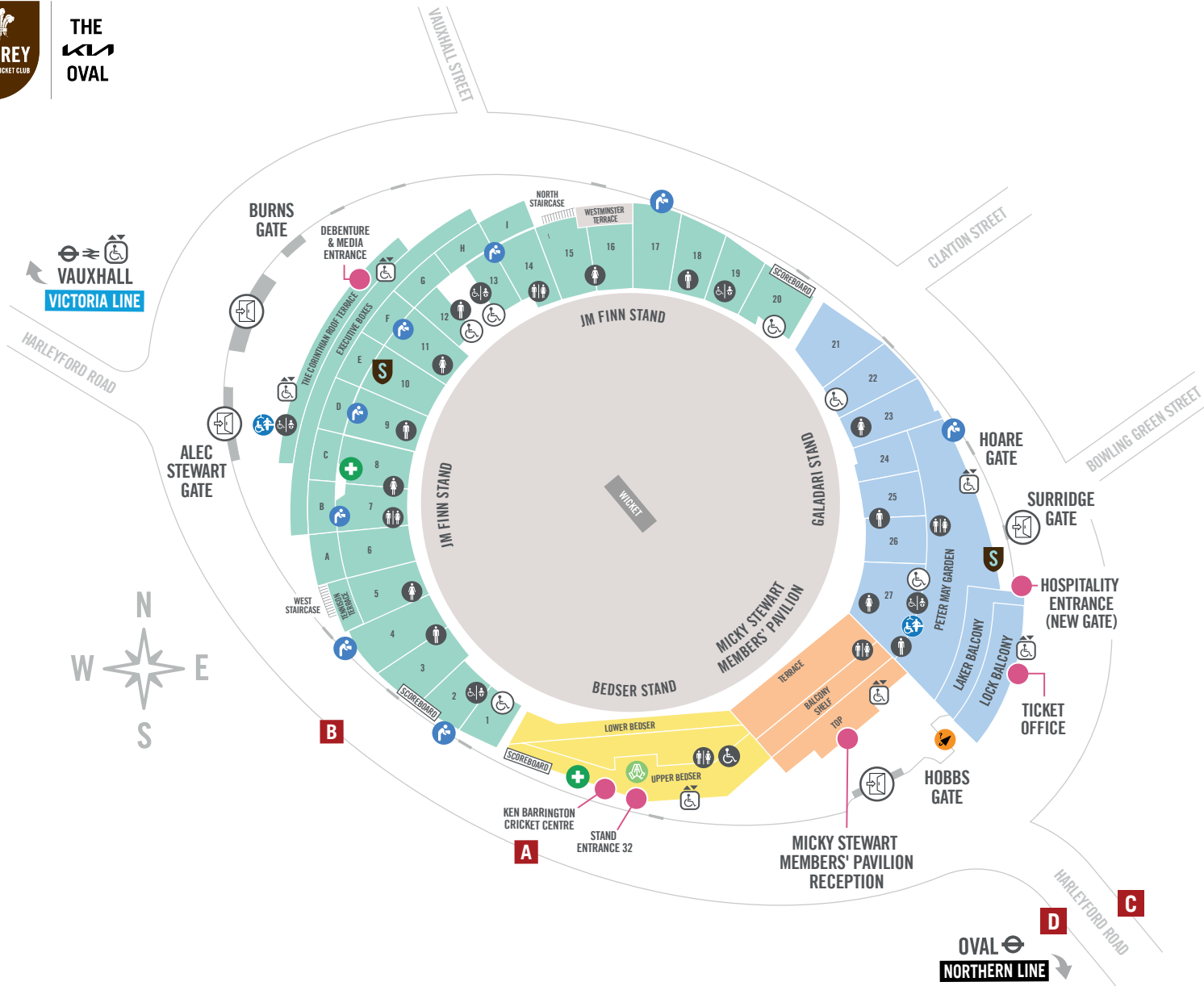
If you have any suggestions for how Surrey County Cricket Club can provide a more accessible venue, please contact [accessibility@surreyccricket.com](mailto:accessibility@surreyccricket.com)







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## MAP KEY:

- JM FINN STAND
- GALADARI STAND
- MICKY STEWART MEMBERS' PAVILION
- BEDSER STAND
- KEY LOCATIONS
- GROUND ENTRANCE
- CHANGING PLACES
- ACCESSIBLE SEATING
- ACCESSIBLE LIFT
- TOILETS
- DISABLED TOILET & BABY CHANGING
- CLUB SHOP
- MULTI FAITH PRAYER ROOM
- WATER FOUNTAINS
- FIRST AID
- LOST & FOUND
- BUS STOPS