



# 2024 Access Guide



THE  
KIA  
OVAL



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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 for our supporters.

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

We are here to make your matchday 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 matchday or purchasing tickets, please contact our Supporter Services Team prior to your visit, 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](mailto:accessibility@surreycricket.com)



# Getting to the Ground

The Kia Oval is located at 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 meters) from The Kia Oval. Vauxhall station also has step-free access and is an 8-minute walk (600 meters) from the ground, providing easy access to the Alec Stewart gate.

More detailed information on London's Underground service can be found at: [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 meters) 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 at: [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 stop within a 5-minute walk of the ground: 3, 59, 109, 133, 159, 333.

All buses operate full wheelchair accessibility services.



# Tickets

The Kia Oval Ticket Office is located at the Pavilion End of the ground, next to the John Edrich 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 Access Guide outlines 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](http://kiaoval.com) or by emailing [tickets@surreyccricket.com](mailto:tickets@surreyccricket.com)



## Non-Visible Disability

### Wristbands

In 2018, The Kia Oval was the first cricket venue in the UK to implement wristbands for disabled supporters.

The free wristband helps supporters who may require assistance, making themselves visible to Club staff on matchdays throughout the season.

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

This optional wristband will enable fans with a non-visible disability to easily identify themselves to Club staff on matchday, 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@surreyccricket.com](mailto:accessibility@surreyccricket.com) and one will be posted to you.





# Club Shop

The Club Shop is situated in The Galadari Stand, which is accessible from the concourse level, below the Peter May Garden 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 are available for use to take payment for wheelchair users, or anyone with limited mobility.

Both stores feature the full range of Surrey x Castore kit, Castore Training Wear, and Surrey CCC fashion and merchandise for adults and children. Plus, the England Castore range for International fixtures.

Stores will be open as the gates open on matchdays, with closing time 30 minutes after the last ball has been bowled.



# Changing Places Toilet



There are two Changing facilities across the ground. One of these facilities is situated in the JM Finn Stand Reception, at the Vauxhall end of the ground, on the first floor. The other Changing facility is located in the Galadari Stand, on the concourse immediately adjacent to the Club Shop.

This is available to anyone with accessible needs on a matchday or a non-matchday and is fitted with a RADAR lock.

If you do not have a RADAR key, please go to the JM Finn Reception or the Members' Pavilion Reception, where one will be provided for you, or you can speak to the nearest venue staff or Steward for assistance.

## THE GALADARI STAND

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





## Visually Impaired

Free Commentary Radios are available for blind and visually impaired spectators, please collect this on the matchday 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 venue or are interested in accessing with your Guide dog, please contact our Membership and Supporter Services team prior to the game by emailing [accessibility@surreycricket.com](mailto:accessibility@surreycricket.com)





# 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 spectators that have a hearing impairment.

Hearing dogs can also be brought into the ground.





# Sensory Room

Surrey County Cricket Club is continuing its journey to create the safest and most welcoming environment possible at The Kia Oval, with sensory and accessible spaces within the venue.

The SCCC Sensory Room would provide a safe haven where our neurodiverse fans can watch a live game in a controlled, calming environment.

This means that more of your fans are able to enjoy the experience of a live cricket match.

When we send out the pre-match communications for a fixture, we will request that anyone who may need to use the Sensory Room during the day to email us at [accessibility@surreyccricket.com](mailto:accessibility@surreyccricket.com) – a list will be maintained.

The request to book the Sensory Room is also being added to Access Statement which will be published on our website.

We will keep a logbook for those entering and exiting the Sensory Room & Quiet Room so that we can also track the use of it during a matchday, which should alleviate any of the Health & Safety concerns about members/supporters not being at their designated seats.





## Multi-Faith Prayer Room

The venue's Multi-Faith Prayer Room is available on all matchdays and is located on ground level of the Bedser Stand, accessed via Entrance 32.

The Surrey supporters have hailed this as an important step towards making all supporters feel welcome and inclusive.

The Multi-Faith Prayer Room is able to cater for 20 people at any time and is open for fans of all faiths including Muslim, Christian, Jewish and Hindu.



# 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 Blocks 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

The Laker Balcony has accessible viewing areas on all four floors.





## Additional Information

There are Accessibility Ambassadors present to provide help for anyone with accessible needs. Ambassadors wear a purple lanyard and are trained in disability awareness and etiquette.

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 Micky Stewart Members' Pavilion Reception, and the JM Finn Reception.

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 Micky Stewart Pavilion Reception.

### RADAR KEYS

These are available from any Steward or Ambassador, or the JM Finn Reception or Pavilion Reception to those who require them. Or you can purchase your own key from [www.radarkey.org](http://www.radarkey.org).

Should you have any specific requirements, or need help buying tickets, please contact [accessibility@surreyccricket.com](mailto:accessibility@surreyccricket.com) or call 0203 946 0100.

We would love to hear your feedback on visiting The Kia Oval, please contact [accessibility@surreyccricket.com](mailto:accessibility@surreyccricket.com) or [tpeters@surreyccricket.com](mailto:tpeters@surreyccricket.com)



# Accessibility Forum Meetings

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

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

## Planned Improvements for 2024

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)





# Your safety whilst on site at The Kia Oval on Non- Match- Days

## GENERAL INFORMATION

When arriving on site please report to Security at the Alec Stewart or John Edrich Gate.

Advise security why you are here, the reason for your visit.

Advise security who your point of contact is on site or the location/name of your meeting, conference, function, dinner etc.

Security will direct you to your meeting conference, function, dinner etc.

If driving on site, please park in the space advised by security and note the speed limit is 5mph.

Whilst on site, please ensure that fire escapes are not blocked/used as storage areas.

Please ensure fire doors are not propped open and items stored in front of them.



# Safeguarding at The Kia Oval

Surrey Cricket is committed to ensuring that all children, young people and adults who are considered at risk who take part in cricket are protected, kept safe and have a positive, fun and inclusive experience whatever their level of involvement.

Our safeguarding policies recognises that the welfare and interests of children, young people and adults considered at risk are paramount in all circumstances. It aims to ensure that regardless of age, gender, religion, beliefs, ethnicity, disability, sexual orientation or socio-economic background, all children, young people and adults considered at risk have a positive and enjoyable experience of the activities delivered by Surrey Cricket.

This commitment is made by our County Board Directors, the Foundation Trustees and our CEO and this commitment extends to Surrey Cricket delivering the Safeguarding Standards for Cricket, set out by the ECB through the Safe Hands Policy and as set out in the County Partnership Agreement.

Safeguarding and promoting the welfare of children, young people and adults deemed at risk is **everyone's** responsibility so let's all work together to create a safe safeguarding culture at Surrey Cricket.

## Our Safeguarding Lead

Our safeguarding lead is Heidi Langrish who can be contacted on 07843977020 or via email on [safeguarding@surreyccricket.com](mailto:safeguarding@surreyccricket.com).

## Reporting a safeguarding concern

If you or someone else has a safeguarding concern, please share it (anonymously if you wish). If someone is at imminent or immediate risk, you must phone Police or Local Social Services immediately – following which, please contact our Designated Safeguarding Lead Heidi Langrish (details above) for local advice and support.

## Other Contacts

The ECB Safeguarding Team can be reached on 020 7432 1200 or via email at [safeguarding@ecb.co.uk](mailto:safeguarding@ecb.co.uk)

NSPCC # is 0808 800 5000.

Childline are available on 0800 11110, <https://www.childline.org.uk> or by post Childline Post Freepost 1111 London N1 0BR

## Information and Advice

Children and young people can get more information and advice by downloading our safeguarding leaflet [here](#)

To see Surrey Crickets safeguarding policies and procedures and more please click [here](#)





# Accident & Incident Information

Any accidents, incidents or near misses must be reported directly with the SCCC Duty Manager who will report and record the incident.

If anyone has an accident that requires first aid, we have staff on site that are qualified in emergency first aid.

If a person requires treatment from an accident-related injury whilst on the site, there are 3 hospitals in close location. They are as follows: -

- **St Thomas Hospital** – 1.1 miles -

Westminster Bridge Road, London SE1 7EH

- **King's College Hospital** – 1.3 miles -

Denmark Hill, London, SE5 9RS

- **University College Hospital** – 3.1 miles -

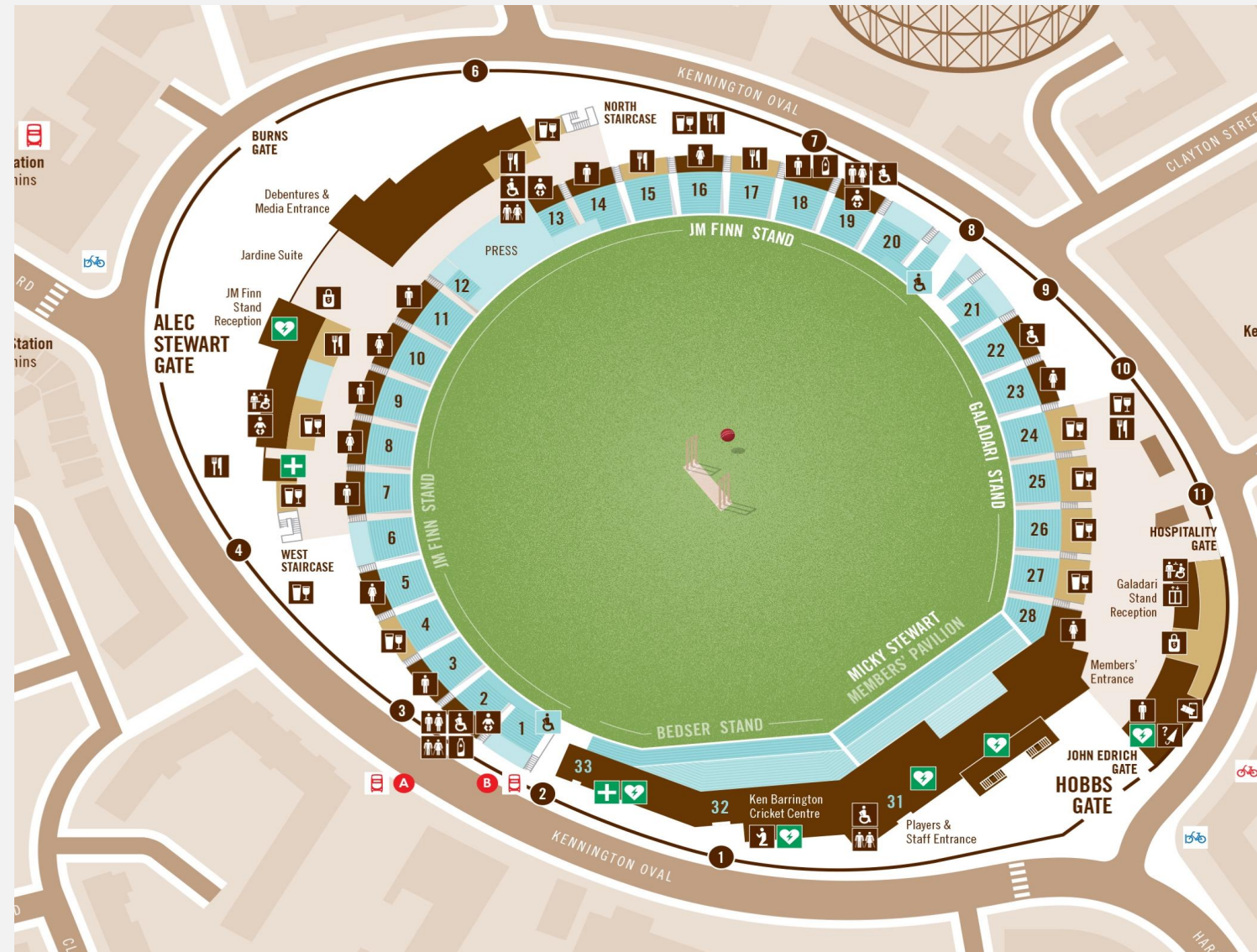
235 Euston Rd., London NW1 2BU



# Smoking Area Information

There are various smoking locations at the site, and they are as follows: -

- Bedser Stand Entrance 31/32 concourse
- JM Finn Stand car park smoking area/Block 1 & 19 concourse/roof terrace smoking area
- Galidari Stand opposite Block 23





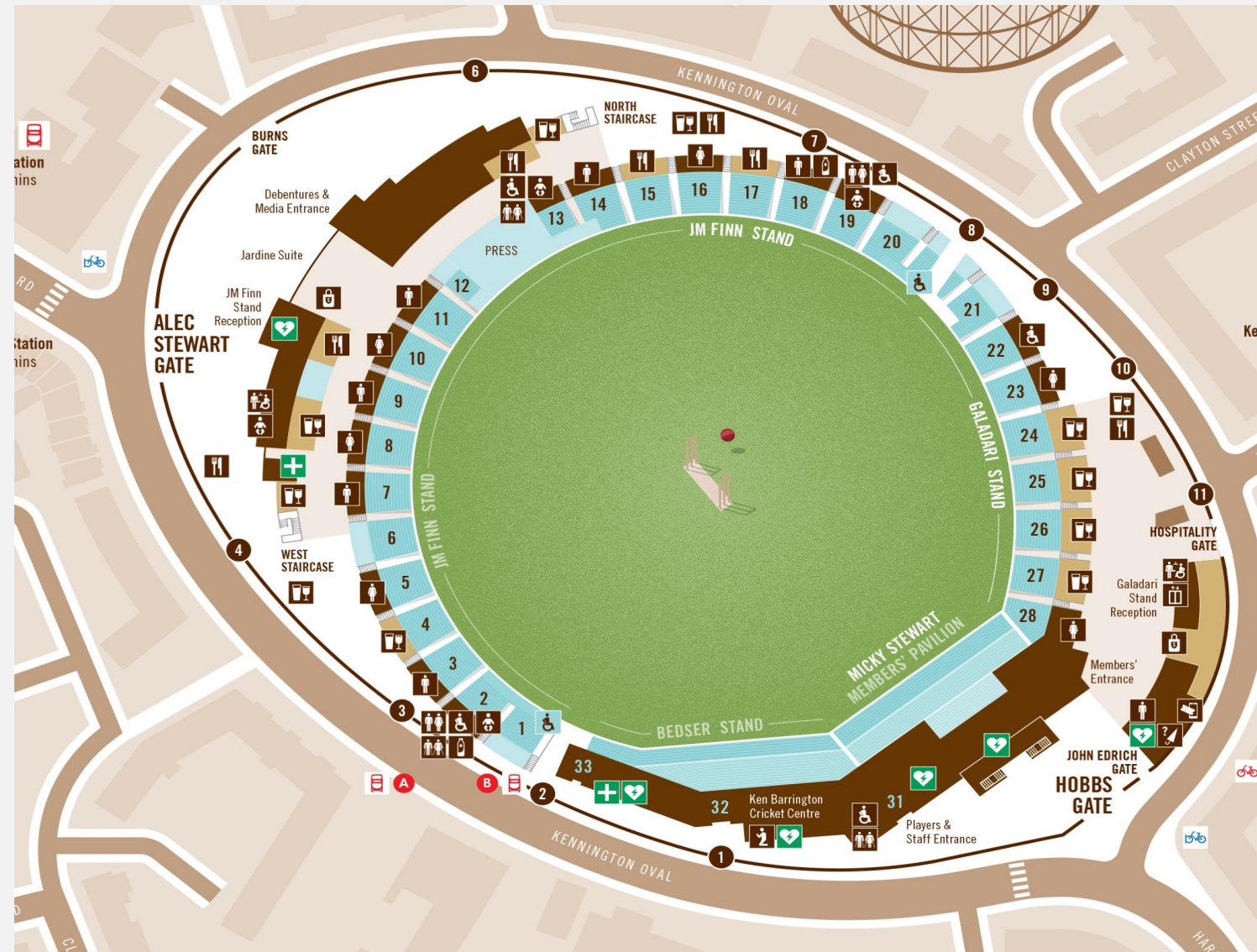
# Fire Safety Information

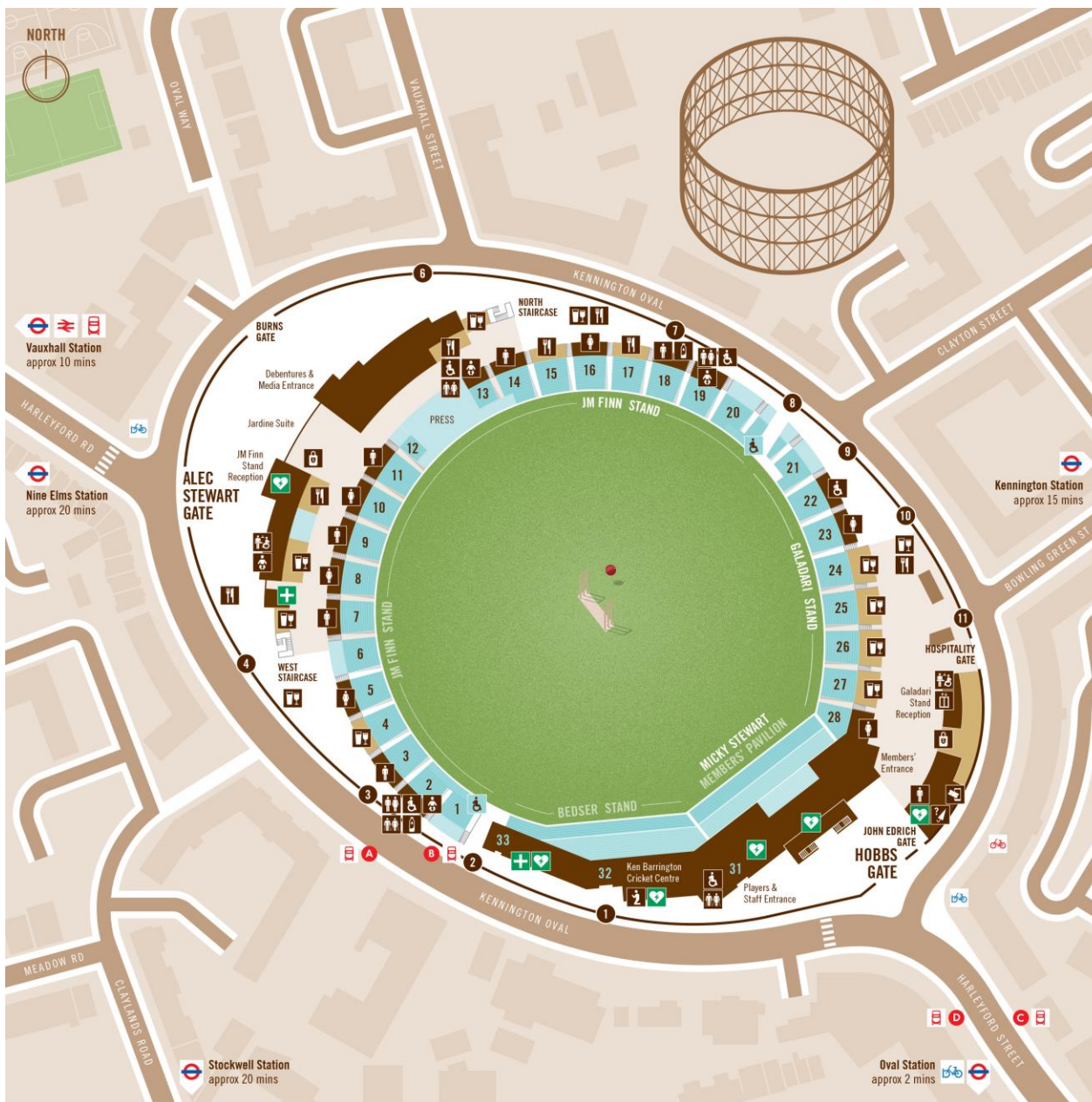
The fire alarm is tested every Monday - you will be advised if this changes. You do not need to evacuate at this time.

If you discover a fire or the fire alarm is activated, please activate the nearest fire alarm call point and evacuate the building to the nearest fire assembly point and advise the security team.

If the fire alarm is activated at any other time, please evacuate the building and report to the fire assembly point to wait for further instructions at the following locations: -

- Alec Stewart Gate
- John Edrich Gate/forecourt





Guests are welcome to enter the grounds at either end, however it is recommended you enter via the gate closest to your block. This will help to ease congestion and get you to your seat faster.


### Alec Stewart Gate

Blocks 1–14  
North & West Staircases  
JM Finn Stand Reception

### Hobbs Gate

Blocks 15–33  
Galadari Stand Reception  
Members and Laker Debutures

### Burns Gate

Additional Assistance   
Hospitality Guests

### John Edrich Gate

Additional Assistance 

### Hospitality Gate

Hospitality Guests

### Gates 1–4 and 6–11

Exit only



### Accessibility

Our grounds are fully accessible with level access at all gates and around the concourse. Additional assistance is available at the Burns Gate and John Edrich Gate.

Storage is provided for wheelchairs and scooters in the Pavilion Reception.

### Members and Laker Debutures

Members and Laker Debutures are advised to enter the ground via the Hobbs Gate, at the Pavilion end of the ground, for immediate access to Member and Debuture areas.

### Hospitality Guests

Hospitality Guests are advised to enter the ground via the Burns Gate or Hospitality Gate, where our staff will be able to direct you to your Hospitality Suite.



### Food & Drink

A wide selection of freshly prepared food from many of the UK's leading street food concessions are located around the ground ensuring all fans have variety near their seats.

Vegan, vegetarian and gluten-free options are available throughout.

Our bars offer a full selection of beers, wines, spirits and soft drinks including non-alcoholic beer.

### The Kia Oval App

Enhance your matchday experience by downloading the Kia Oval App, your one-stop hub for visiting our world-famous cricket ground. Here you can access tickets, view maps and Club news, and be updated with all matchday information.



Visit [kiaoval.com](http://kiaoval.com) for more information and to download our app

 Female Toilets	 Accessible Seating
 Male Toilets	 Bar
 Accessible Toilets	 Hot & Cold Food
 Baby Change	 Shop
 Ambulant Female Toilet	 Ticket Office
 Ambulant Male Toilet	 Water Fountain/Refill
 Changing Places	 London Underground
 Lift	 National Rail
 Lost and Found	 Buses
 Multi-faith Prayer Room	 Bike Parking
 Defibrillator	 Santander Cycles
 First Aid	





THE  
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**Thank You**