

PURCHASING MEMBERSHIP

If you have accessibility needs and wish to purchase Membership at the Kia Oval, or if you require a Companion Membership for your carer, please contact us on **0203 946 0100** or email membership@surreycricket.com. A member of our team will be happy to assist.

ACCESS GUIDE

The Club has created a comprehensive Access Guide that provides all the essential information a visitor with accessibility needs may require before attending The Kia Oval. A brief overview is included below, but you can view our full, detailed Access Guide for complete information please click [here](#).

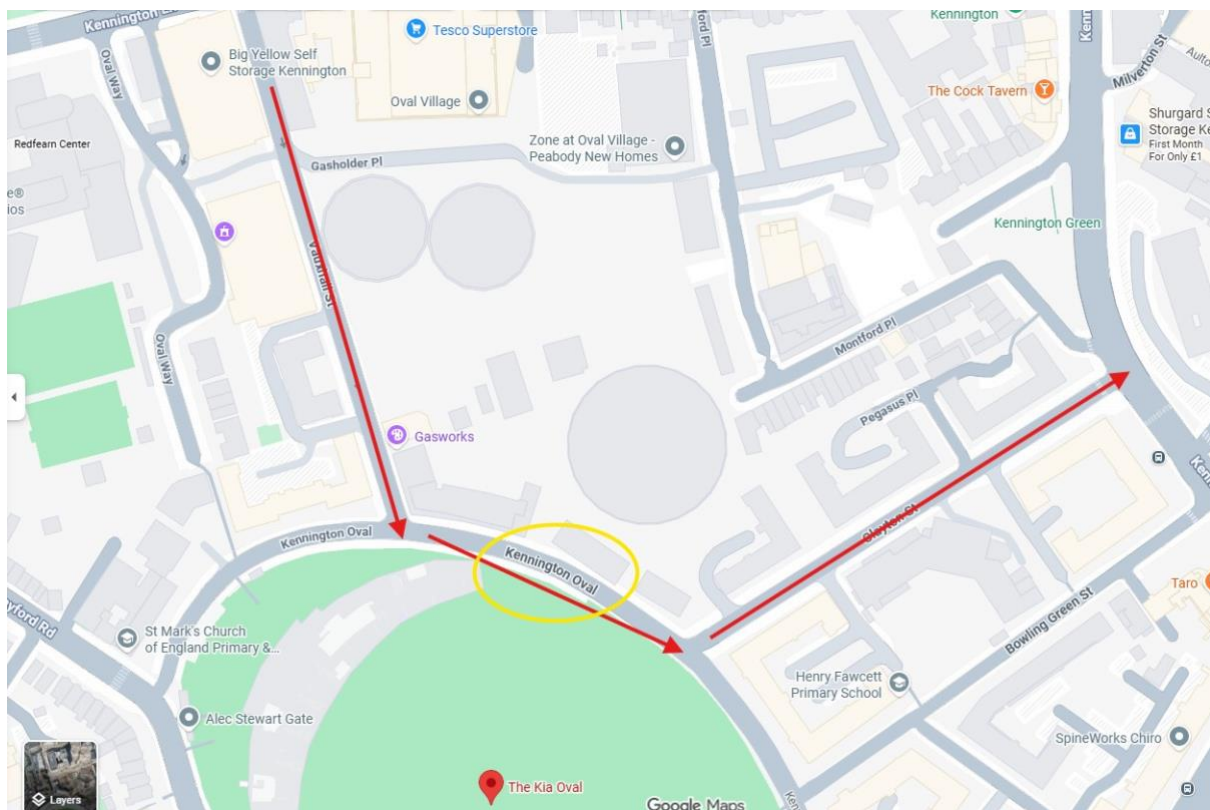
BLUE BADGE PARKING

Accessible Parking on major match days is not available in the ground, but we have designated locations. Your parking letter will be sent to you ahead of every game if you have requested parking. If you have not received it, please contact us via accessibility@surreycricket.com, and someone will be able to help you.

Parking will be made available in Little Sisters of the Poor, and Vauxhall School and St Marks when available.

DROP OFF AND PICK UPS

Accessible pick-ups and drop-offs are available on Kennington Oval, between Vauxhall Street and Clayton Street. This section of the road will remain open for all fixtures held at the Kia Oval, ensuring convenient access for visitors who require it. Please note that for security reasons, we manage an extensive road close network, and our traffic management staff will be present along Vauxhall Street and Clayton Street- Please let us know if you require any assistance.



ACCESSIBLE ENTRANCE

We want everyone to feel comfortable and supported when visiting the ground. If you have any accessibility needs or would like a little extra help when you arrive, you'll find priority entrance gates at both ends of the venue.

These gates will be open on match days:

- The Alec Stewart and John Edrich Gate will be open for all match days
- The Sciver-Brunt Gate will be available for all major match days
- Test Match, ODI, Hundred and Surrey Home T20's (excluding Women's single headers)

Our team will be nearby and ready to assist you, so please feel free to ask for anything you need.

ARRIVING FROM OVAL STATION

Please use the John Edrich Gate. An accessibility flag will be displayed to guide you; it is located to the right of the Hobbs Gate at the Pavilion end of the ground.

ARRIVING FROM VAUXHALL STATION

Please use the Alec Stewart Gate. An accessibility flag will also be present at this entrance. Please note that while these are priority gates for accessible entry, you may use any gate around the ground.

SENSORY AREA

A children's sensory area is available on match days. If you would like to book the sensory room, please complete the booking form prior to the game. **Click here to access the [Sensory Room Booking Form](#).**

If you have not booked in advance and need to use the room on the day of the game, please visit the Pavilion Reception and a member of staff will assist you.

Due to limited space, we may not always be able to accommodate you in the sensory room.

Please note that the sensory room is **unsupervised**.

WHEELCHAIRS

Wheelchairs are available if required. While we do have a limited number on-site, we recommend bringing your own wheelchair if you have one, as some of ours may need to be reserved for emergency use.

If you bring your own wheelchair, we are happy to store it for you. If you are seated in one of the wheelchair bays, you may also keep it by your side.

If you need to store your wheelchair, mobility scooter, or any other accessible equipment, please speak to the Pavilion Reception team and they will be happy to help.

ACCESSIBLE TOILETS

Accessible toilets are available throughout the ground and can be opened with a RADAR key. If you have your own RADAR key, please bring it with you. If you do not have one, you can ask the nearest Steward or Wayfinders for assistance or visit Pavilion Reception.

CHANGING FACILITIES AT THE GROUND

We have two changing places restrooms, one next to the Club Shop in the SSE Energy Solutions Stand concourse, and the other on the first floor of the JM Finn Stand. Both require a RADAR key to access.

Baby changing facilities are available in most accessible toilets around the ground they require a RADAR key to use.

RADIOS

If you require a radio prior to the game, please let us know so we can register your details.

Please note that **complimentary Matchday Radios are available only for Surrey domestic fixtures. (Including the Domestic T20 Blast and Women's Game)**. These can be collected from the Pavilion Reception.

For major match days, radios are **not complimentary**; however, you can purchase them from the Club Shop.

PRAYER ROOM

The venue is committed to providing an inclusive and welcoming environment for all supporters. As part of this commitment, a Multi-Faith Prayer Room is available for use on all matchdays.

The facility is located on the ground level of the Bedser Stand and can be accessed via Entrance 32.

The space is open to supporters of all faiths and is designed to offer a quiet, respectful environment for prayer.

BLIND & PARTIALLY SIGHTED SPECTATORS

The following facilities are available for people with a visual impairment:

- Live commentary on Radio London Online by [clicking this link](#).
- The public address system will give live scores and updates of key developments during the match.
- Guide dogs are permitted within the ground. Should your dog require water, the staff at any food service outlet will be more than willing to help. We ask that any dog mess is tidied up immediately and deposited in the bins provided.
- Should any assistance be required to reach your seat, or any facility, then please contact the nearest Steward /Wayfinders, who will be able to assist you.
- Outside the ground all road crossings have textured paving compliant with current legislation.

DEAF AND HARD OF HEARING SPECTATORS

The following facilities are available for people with a hearing impairment:

- Induction loops have been installed in several of the seating blocks in the ground. All receptions, tickets offices and several catering outlets also have this facility. Switching your hearing aid to M or T can access the system.
- Hearing dogs are permitted within the ground. Should your dog require water, the staff at any food service outlet will be more than willing to help. We ask that any dog mess is tidied up immediately and deposited in the bins provided.

BSL

As part of our commitment to accessibility, our scoreboard includes British Sign Language (BSL) support.

Pre – Match Visit

If you have accessibility needs and would like to visit the stadium on a non-match day to get a feel for your seating location and what your journey might be like on a match day, please send us an email accessibility@surreycricket.com, and let us know when you would like to come. We'll do our best to arrange a suitable time for your visit.

WHAT TO EXPECT WHEN VISITING THE OVAL ON INTERNATIONAL, HUNDRED & T20 BLAST

- Significant crowding and high footfall should be expected throughout the venue,
- Please be aware that when entering the grounds from the station, the area will be heavily congested with supporters. For your safety, allow extra time, follow steward instructions, and take care when moving through crowded sections. The same conditions are expected when leaving.
- Authorised pyrotechnic effects may be in operation as part of the scheduled programme.
- Loud music and fireworks will be used, which may affect individuals sensitive to noise.

ROUTE TO THE KIA OVAL

NON-VISIBLE DISABILITY

We have a non-visible disability wristband. This optional wristband enables fans with a non-visible disability to easily identify themselves to Club staff on a 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 one from the Micky Stewart Members' Pavilion Reception at The Kia Oval or email accessibility@surreycricket.com and a wristband will be posted to you.

AMBULANT DISABLED

The following facilities are available for people with an ambulatory disability:

- Match-day parking for blue badge holders is available on or near The Kia Oval (depending on fixture type) and can be booked subject to availability four weeks prior to each fixture by contacting our Member and Supporter Services Team on 0203 946 0100 or by e-mailing accessibility@surreycricket.com. Please be aware that for major match-days there are road closures in place around The Kia Oval which may affect access to some side streets.
- For Conference and Events for Blue badge holders please contact our Events Reception Team on 0207 8205678
- All entrances at The Kia Oval have dropped kerbs, in addition to accessible entrance gates.
- Should any assistance be required to reach your seat, or any facility, then please contact the nearest Steward or Wayfinder who will make arrangements for assistance to be provided.
- Accessible toilet facilities are available throughout the ground with the majority requiring a RADAR key. If you are not in possession a Radar key, please contact the nearest Steward or Wayfinder who will source one for you. Emergency cords are situated in all accessible toilets.
- Some catering facilities have been adapted to offer low level service points. Where these are not available our staff will be more than happy to source any product for you.

ADDITIONAL INFORMATION

- We have 2 first aid rooms one in Bedser Entrance 33, and the other in JM Finn Block 8.
- Accessible Taxis can be ordered from the JM Finn reception or the Pavilion Reception.