



Access Guide



THE
OVAL

Contents

- 3 - Introduction
- 4 - Getting to the Ground
- 5 - Tickets
- 6 - Non-Visible Disability Wristbands
- 7 - Club Shop
- 8 - Changing facilities/toilets
- 9 - Visually Impaired
- 10 - Hearing Impaired
- 11 - Sensory Room
- 12 - Multi-Faith Prayer Room
- 13 - Viewing Areas
- 14-15 - Additional Information
- 16 - Accessibility Forum Meetings
- 17 - Your safety on Non- Match-Days
- 18 - Safeguarding at The Kia Oval
- 19 - Accident & Incident Information
- 20 - Smoking Area Information
- 21 - Fire Safety Information
- 22 - Ground Map



Introduction

Surrey County Cricket Club works closely with our Disabled Supporters Association to ensure that the facilities at The Kia Oval meet the highest standards, providing a safe, welcoming, and enjoyable experience for all supporters.

This Access Statement offers a comprehensive overview of accessibility at The Kia Oval — including travel guidance, facilities, and catering options — so that every visitor can feel fully informed and confident ahead of their visit.

We are committed to making your matchday experience as smooth and enjoyable as possible. If you, or someone you know, has a disability and would like to visit The Kia Oval before a matchday or prior to purchasing tickets, our Supporter Services Team is here to help.

To arrange a visit or speak with a member of the team, please call 0203 946 0100 or email accessibility@surreyccricket.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 Southeast 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 on tfl.gov.uk

By National Rail

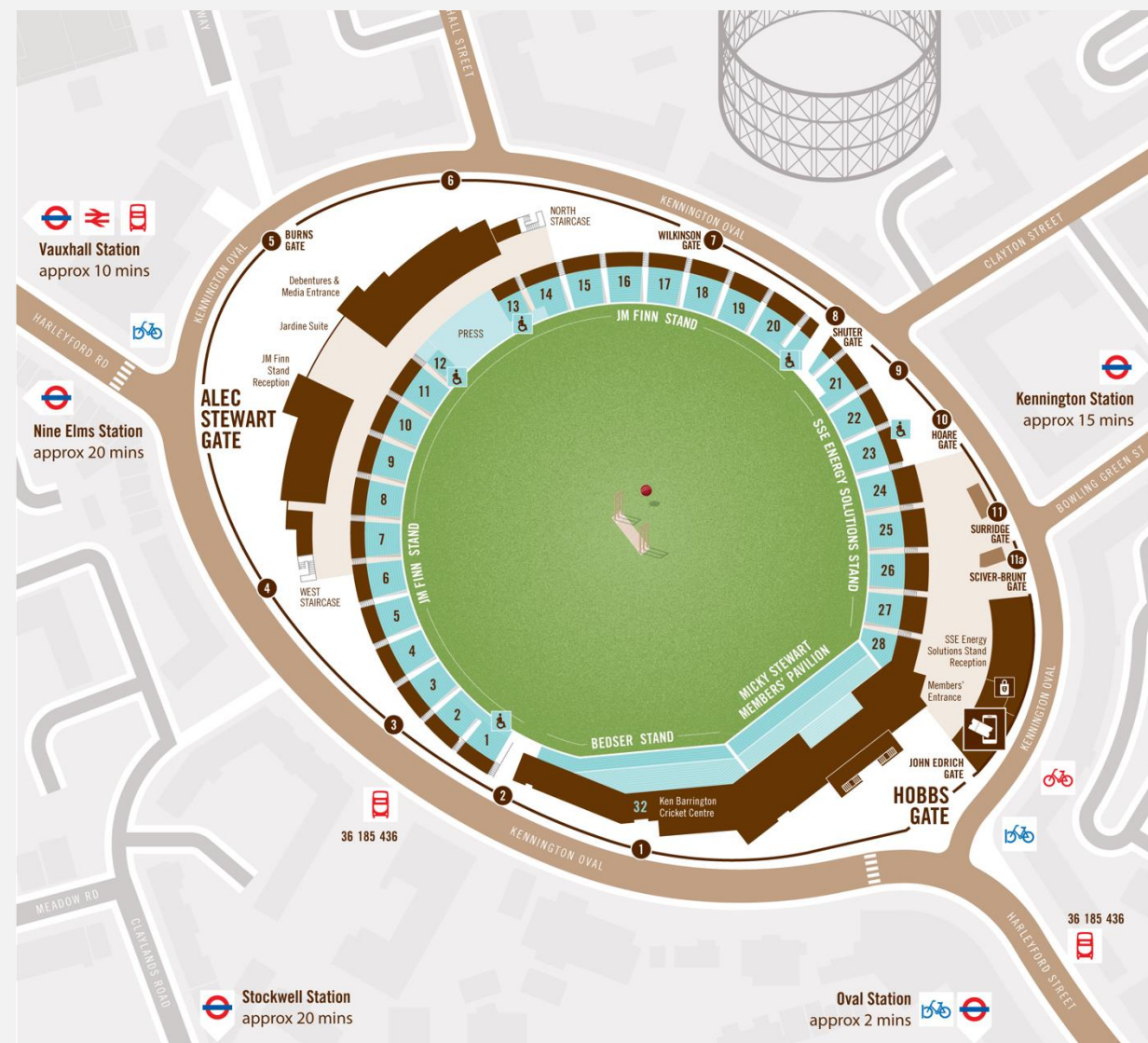
Vauxhall station is well served by trains throughout Surrey and Hampshire, as well as from the Greater London area, and is just an 8-minute walk (600 meters) from the ground. The station has a lift to take passengers from ground level to the platforms.

More detailed information on the National Rail service can be found on nationalrail.co.uk

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 for ease of access. All Ticket Office windows provide level access, with counters and shelves positioned within comfortable reach for ambulant disabled supporters. Each window also includes low-level shelving for wheelchair users. Induction loops are installed at every window to support supporters who are deaf or hard of hearing.

Ticket Office staff are fully trained, familiar with the layout of the ground, and knowledgeable about the full range of seating options available for spectators with access requirements, including designated wheelchair viewing areas.

The Kia Oval welcomes all supporters with accessible needs and is committed to making matchdays as inclusive as possible. Supporters who require a carer or companion should purchase a ticket in the appropriate age category and will receive a complimentary ticket for their carer or companion. Wherever possible, seating will be arranged adjacent to the disabled supporter. As matchday assistance is limited, supporters who require regular or ongoing support are encouraged to attend with a carer or companion, as dedicated one-to-one support cannot be provided for the full duration of the event.

Staff can generally assist with:

- General wayfinding and directions around the ground
- Ticketing queries and seating information
- Supporting communication needs (e.g., induction loops)
- Providing appropriate support to supporters wearing a non-visible disability wristband
- Signposting to facilities and services

Staff cannot provide:

- Continuous or long-term one-to-one personal support
- Ongoing personal care assistance
- Ongoing supervision for supporters who require constant assistance throughout the event.

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.



Non-Visible Disability

Wristbands

We introduce the NVV wristbands for disabled supporters. These free wristbands help identify fans with non-visible disabilities who may need assistance from Club staff on matchdays. This allows staff to offer support in an appropriate and respectful way.

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

Wearing a wristband is entirely optional, and supporters are never required to explain the nature of their disability.

Wristbands can be collected from the Pavilion Reception on arrival, or you can request one in advance by emailing accessibility@surreyccricket.com.



Club Shop

The Club Shop is in the SSE Energy Solutions Stand and can be accessed from the concourse level, just beneath the Peter May picture.

For wheelchair users and visitors with limited mobility, portable PDQ machines are available to make payments quick and convenient.

Inside the Club Shop, you'll find the full Surrey x Castore kit range, Castore Training Wear, and Surrey CCC fashion and merchandise for both adults and children. The England Castore range is also available for International fixtures. On matchdays, the store will remain open until 30 minutes after the final ball has been bowled.

You'll also find our pop-up Boundary Shop situated behind Block 7 in the JM Finn Stand.



Changing Places Toilet

There are two accessible Changing Places facilities located within the ground. One is situated on the first floor of the JM Finn Stand Reception at the Vauxhall end. The second is in the SSE Energy Solutions Stand, on the concourse directly next to the Club Shop.

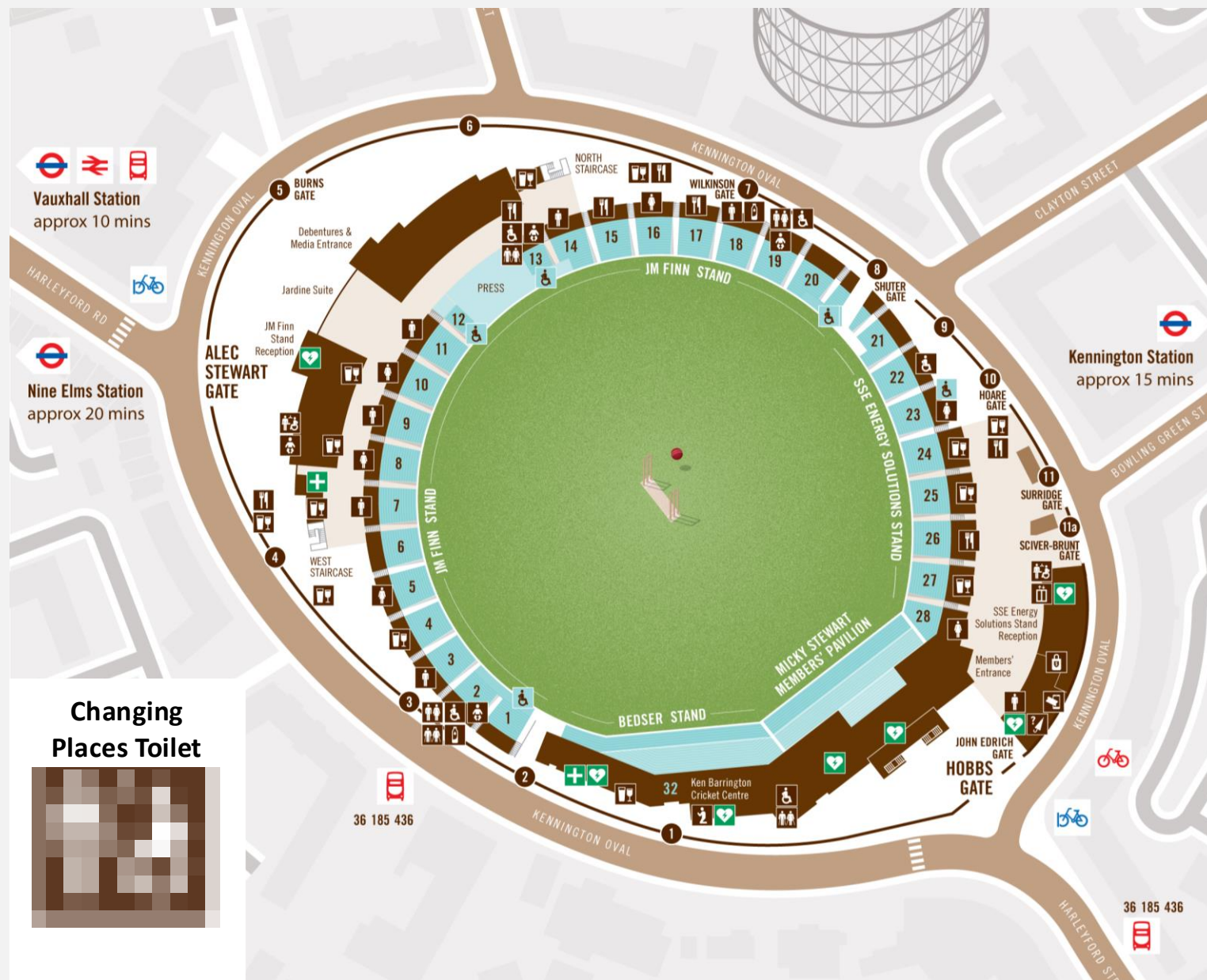
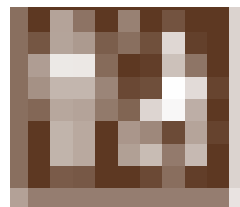
Both facilities are available to anyone with accessible needs on matchdays and non-matchdays. Each is fitted with a RADAR lock.

If you do not have a RADAR key, you can request one from the JM Finn Reception or the Members' Pavilion Reception. You may also speak to the nearest member of venue staff or a Steward for assistance.

SSE Energy Solutions Stand

The SSE Energy Solutions Stand provides accessible toilets on all floors. A RADAR key is required for access.

Changing Places Toilet



Visually Impaired

Free Commentary Radios are available for blind and visually impaired spectators. These can be collected on matchday from the Pavilion Reception. The public address system will also provide live scores and updates on key developments throughout the match.

The Club welcomes assistance dogs. 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 and Women's Game). These can be collected from the Pavilion Reception. For major match days, radios can be purchased from the Club Shop.

If you are bringing an assistance animal to the venue, such as a guide dog, please contact our Membership and Supporter Services team prior to the game by emailing [insert email address].



Hearing Impaired

We are committed to ensuring that all spectators can enjoy their visit in a welcoming and inclusive environment.

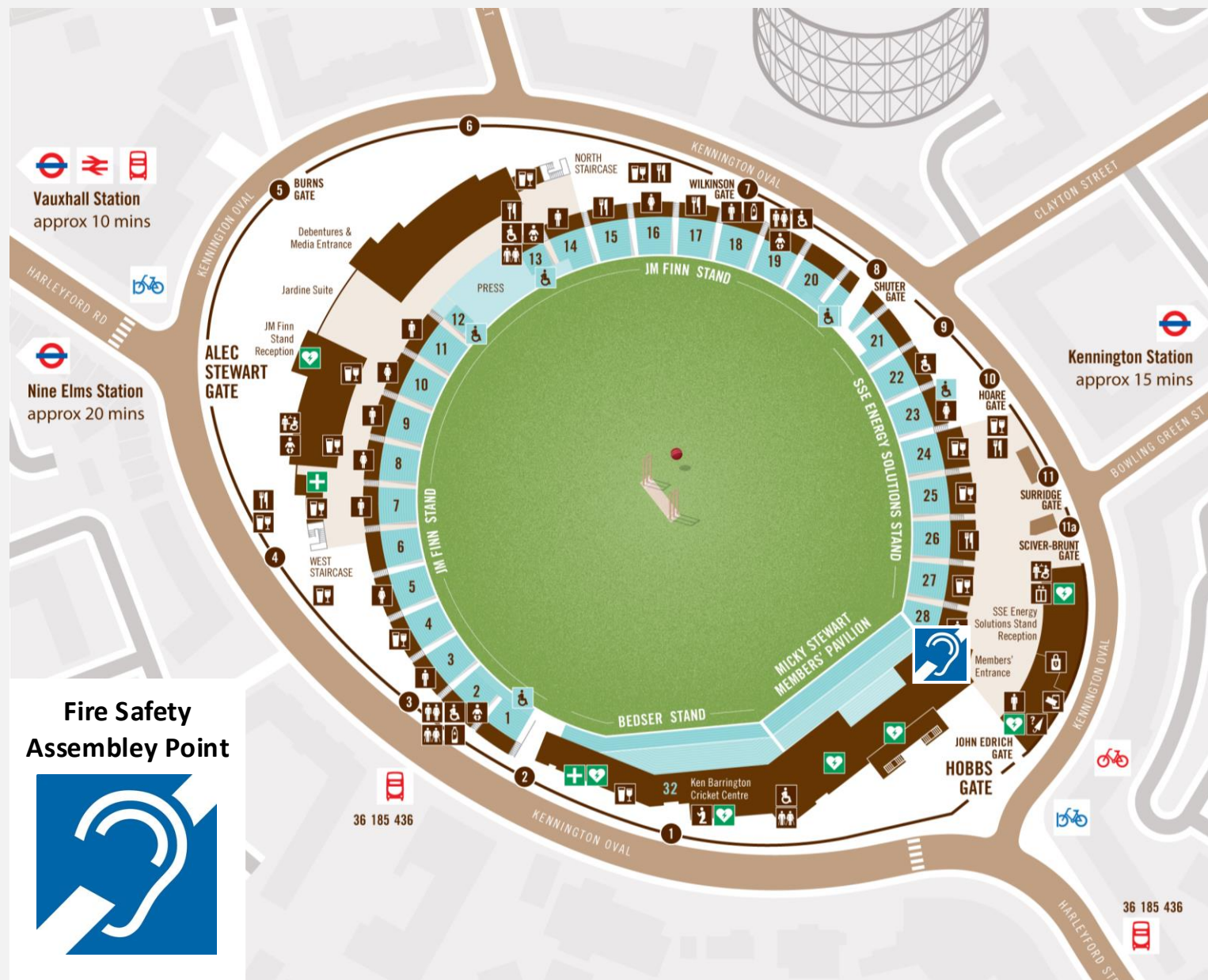
To support visitors with hearing impairments, induction loop systems have been installed in JM Finn Stand Blocks 6–16, in seats 6–62 on the Terrace, and on the Shelf of the Members' Pavilion.

These facilities are available to any spectator who requires enhanced audio assistance.

Accredited hearing dogs are permitted within the ground and may accompany their owners throughout their visit.

If you require further information regarding accessibility provisions, please contact us at accessibility@surreycricket.com.

**Fire Safety
Assembly Point**



Sensory Room

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

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.



Multi-Faith 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.



Viewing Areas

Seating and Viewing Areas

The Kia Oval is committed to providing an inclusive and welcoming environment for all visitors. We offer a range of accessible seating options and facilities to support the needs of spectators with disabilities.

Accessible Seating Capacity

The ground provides 134 accessible seats and wheelchair bays. Please note that availability may vary depending on the format of cricket being played.

Laker Balcony (Members Only)

The Laker Balcony offers an accessible, shaded viewing area for Members. It is served by a spacious lift and includes: a dedicated accessible toilet (RADAR key required), clear sightlines to the scoreboard, convenient access to a bar.

JM Finn Stand

On the balcony level of the JM Finn Stand, accessible by lift, there are designated viewing areas for wheelchair users and their companions. Located on the right-hand side of the stand in Block H Four wheelchair bays available. Access provided via a lift and an accessible internal corridor

Pitch-Side Accessible Seating

Pitch-side wheelchair-accessible seating is available in the following blocks: 1, 2, 12, 13, 20, and 21

Non-Mobility-Related Disabilities

For Members with non-mobility-related disabilities, suitable seating is available throughout the ground. To discuss individual requirements or explore available options, please contact the Supporter Services Team on 020 3946 0100.



Additional Information

Wayfinder and Stewards are on hand at all major matchdays - including internationals, domestic T20 fixtures, and The Hundred - to support spectators with accessibility needs.

They can be easily identified by their purple bibs and are trained in disability awareness and etiquette.

Supporters who require a wheelchair are encouraged to bring their own to The Kia Oval. Storage for wheelchairs and mobility scooters is available within the ground if needed.

A limited number of wheelchairs are also available for emergency use from the Micky Stewart Members' Pavilion Reception and the JM Finn Reception. Due to insurance restrictions, these are strictly for short-term emergency use.

- Accessible entry is available at the and Sciver-Brunt Gaten and John Edrich Gate.
- Supporters with tickets in Blocks 1–14 should enter via the Alec Stewart Gate and JM Finn Stand Reception.
- Supporters with tickets in Blocks 15–33 should enter via the Hobbs Gate and SSE Energy Solutions Stand Reception. The Kia Oval is fully accessible, offering level access at all gates and throughout the concourse.
- Additional assistance is available at both the Sciver - Brunt Gate and John Edrich Gate.



Additional Information

The Kia Oval operates a 100% bag-search policy for all major match days, including International fixtures, T20s, and The Hundred. All personal belongings are subject to search to ensure the safety and security of everyone attending.

If you will be bringing medical bags or items that cannot be handled due to allergies, please inform us before your visit

Email: accessibility@surreycricket.com

Phone: 0207 820 5740

Seat Covers

Our purple seat covers help create a more inclusive environment by signalling that the space is designed to support individuals with diverse needs.

Radar Keys

Radar keys are available from any Wayfinder Steward, the JM Finn Reception, or the Pavilion Reception.

For help purchasing tickets or to discuss any specific accessibility requirements, please contact: accessibility@surreycricket.com.

Feedback

If you have any feedback regarding your trip to the Kia Oval, please contact us via the methods listed above.



Accessibility Forum Meetings

Accessibility Forums are held annually, providing an opportunity for Members, carers and supporters to review the season, highlight any concerns and discuss potential improvements for the following year.

2026 Accessibility Enhancements To support our ongoing commitment to accessibility, we invite suggestions on how Surrey County Cricket Club can further improve the experience for all visitors.

Please send your recommendations to accessibility@surreyccricket.com



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

General Information:

Upon arrival, please report to Security at either **the Alec Stewart Gate** or the **John Edrich Gate**.

Inform Security of the **purpose of your visit**, your **main point of contact on site**, and the location of your meeting, conference, function, or dinner.

Security will then direct you to the appropriate area.

If you are driving, please park only in the space allocated by Security and observe the 5mph speed limit throughout the site.

While on site, please ensure that **all fire escapes and fire doors remain unobstructed** and are not used as storage areas. These must always stay open and clear for your safety and the safety of others.



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.

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

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 OBR

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

If you require medical assistance while on site, please contact the nearest steward as your first point of support. Our stewards are trained in **emergency first aid**, including the use of **defibrillators**.

For accident-related injuries that require hospital treatment, there are three hospitals located nearby:

- **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 Road, London, NW1 2BU

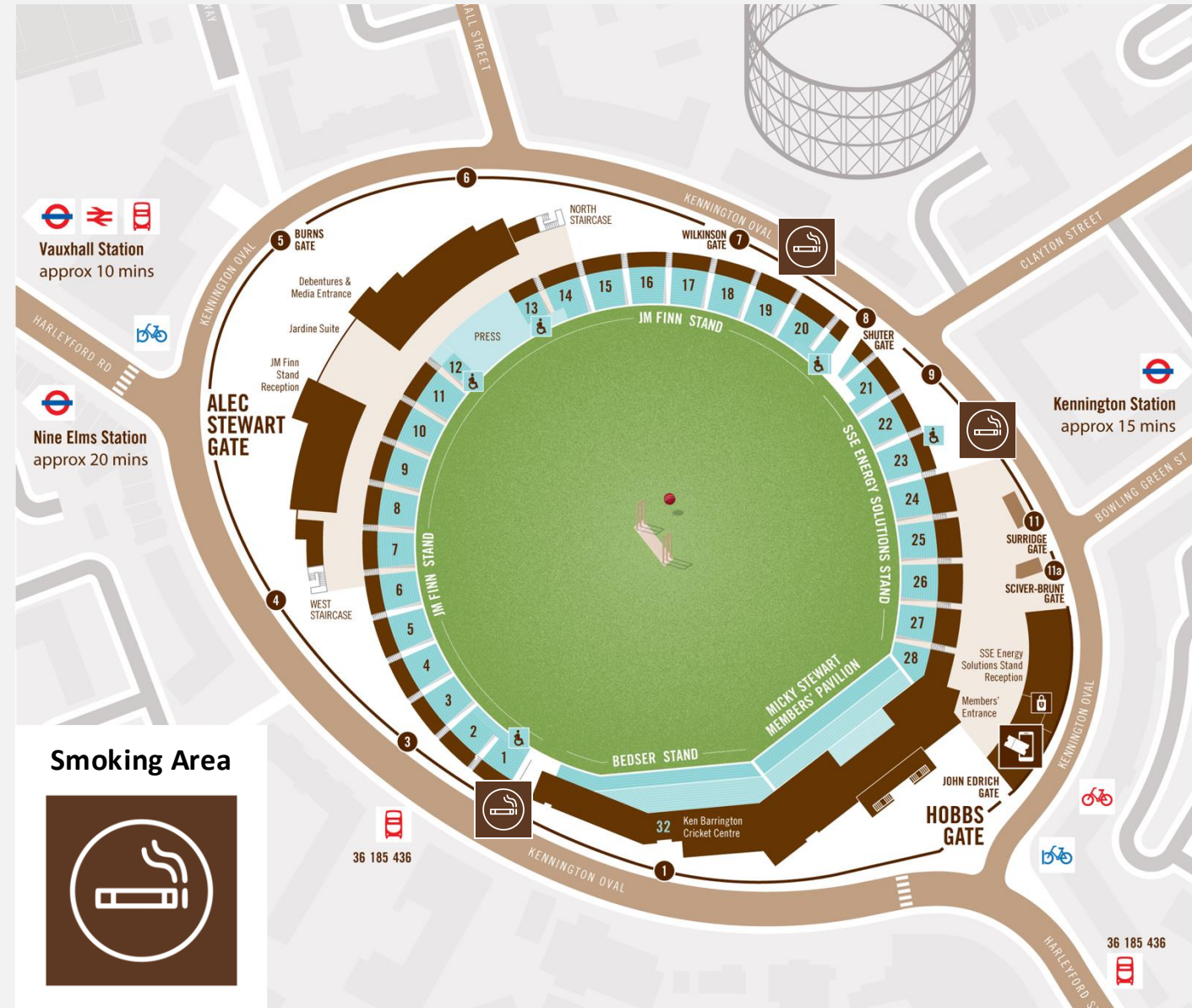
We have six defibrillators positioned around the ground, and an external medical team will be on site when attendance exceeds a certain capacity.



Smoking Area

Smoking Areas Designated smoking areas are available throughout the site at the following locations:

- **Bedser Stand** – Entrance 31/32 concourse
- **JM Finn Stand** – Car park smoking area, Block 1 & Block 19 concourses, and the roof terrace smoking area
- **SSE Energy Solutions Stand** – Opposite Block 23



Fire Safety Information

Fire Safety Information

Please take a moment to familiarise yourself with all escape routes and fire alarm call points. If you are unsure of your nearest exit, speak to your nearest steward for guidance.

If You Discover a Fire

Immediately raise the alarm by breaking the glass on the nearest fire alarm call point (located on every floor).

Report directly to your Event Manager and inform them of the fire location.

Fire Alarm Testing

Fire alarms are tested every Monday morning.

If You Hear the Fire Alarm

Leave the building immediately using the nearest escape route.

Follow the green fire-exit signs above doors.

Proceed to the correct assembly point for your stand:

- Bedser Stand: SSE Energy Solutions Stand
- Pavilion: Pavilion Stand Main Forecourt
- JM Finn Stand: JM Finn Stand Car Park

Important Instructions

DO NOT use the lift.

DO NOT stop to collect personal belongings.

Bring your delegate list so we can help ensure all attendees are accounted for.

Close all doors behind you as you leave.

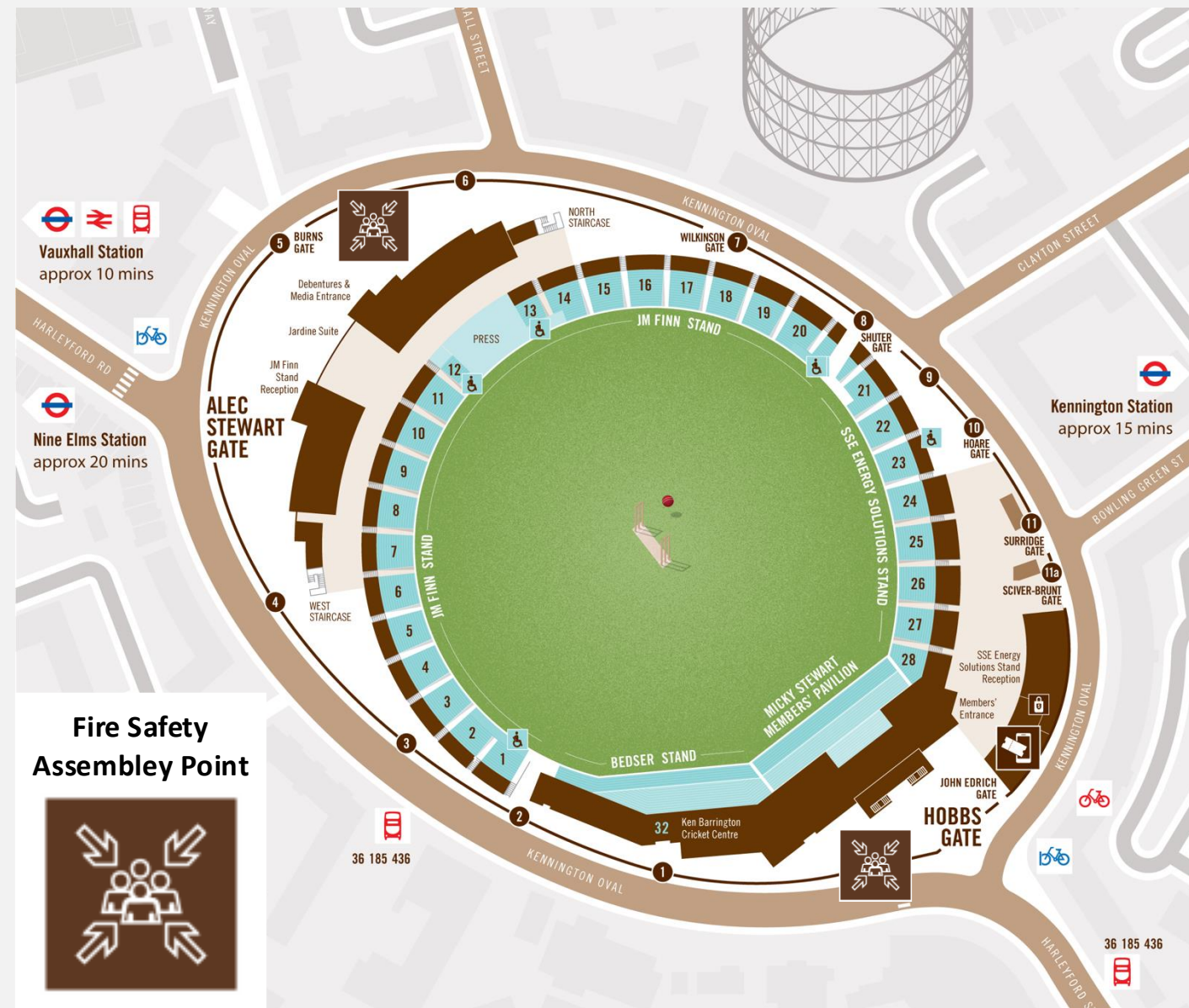
Remain away from the building and do not re-enter until instructed by Facilities/Operations staff or the Fire Brigade.

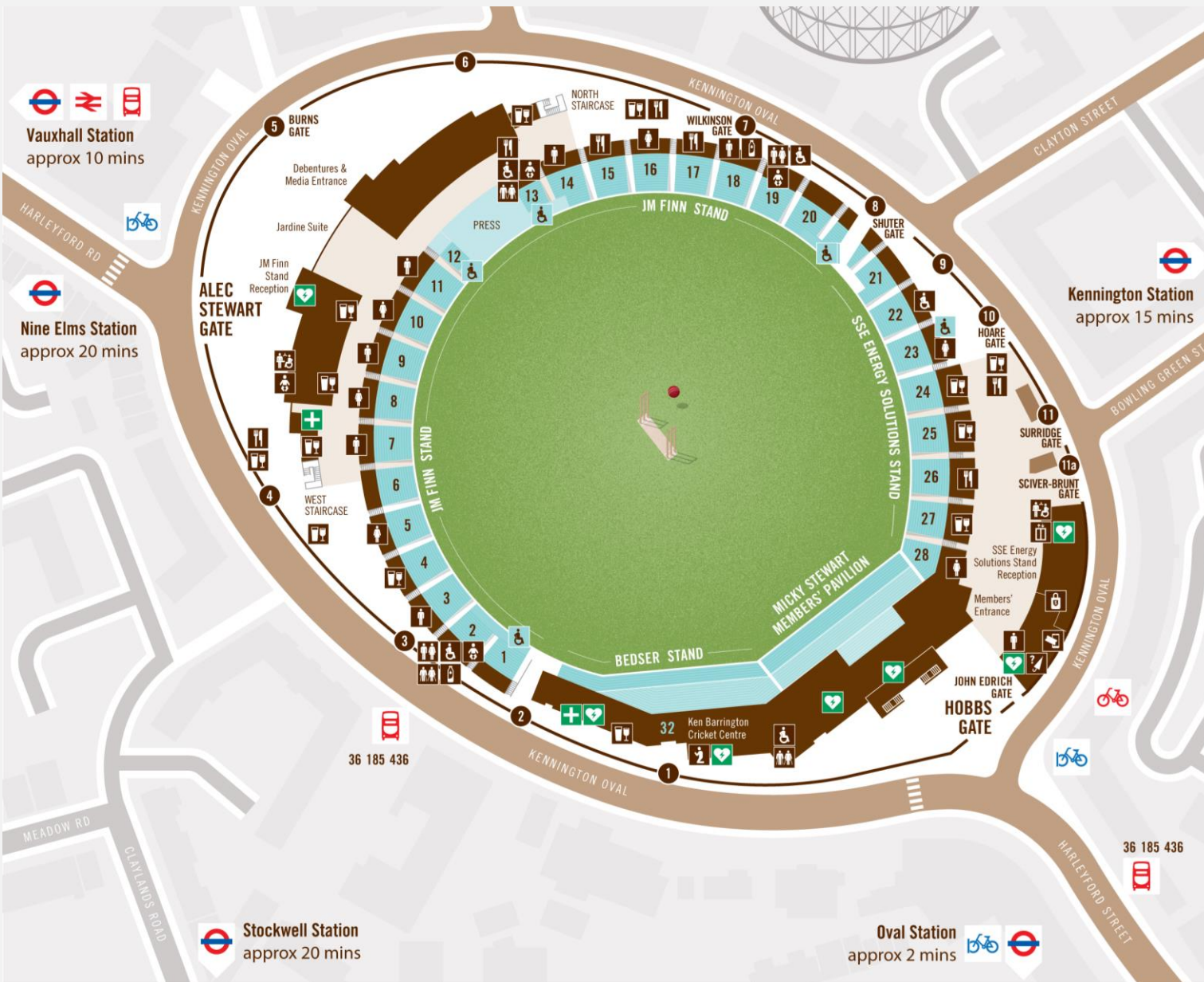
Accessibility & Evacuation Support

Individuals with accessibility needs will have a Personal Emergency Evacuation Plan (PEEP) created with the Duty Manager.

Emergency Evacuation Chairs are located within the fire-escape stairwells on each floor.

Trained staff are available to operate these chairs and assist with safe evacuation to the assembly point.





- | | | | |
|--|-------------------------|--|-----------------------|
| | 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 | | |