



# Access Guide

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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 provides a detailed account on the accessibility of The Kia Oval: from getting to the ground, catering, and facilities. This document ensures that supporters are fully briefed on every aspect 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 before your visit and we would be happy to assist.

To arrange a visit, or speak to a member of the team, call 0203 946 0100 or email [accessibility@surreycc.com](mailto:accessibility@surreycc.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 at: [tfl.gov.uk](http://tfl.gov.uk)

## By national rail

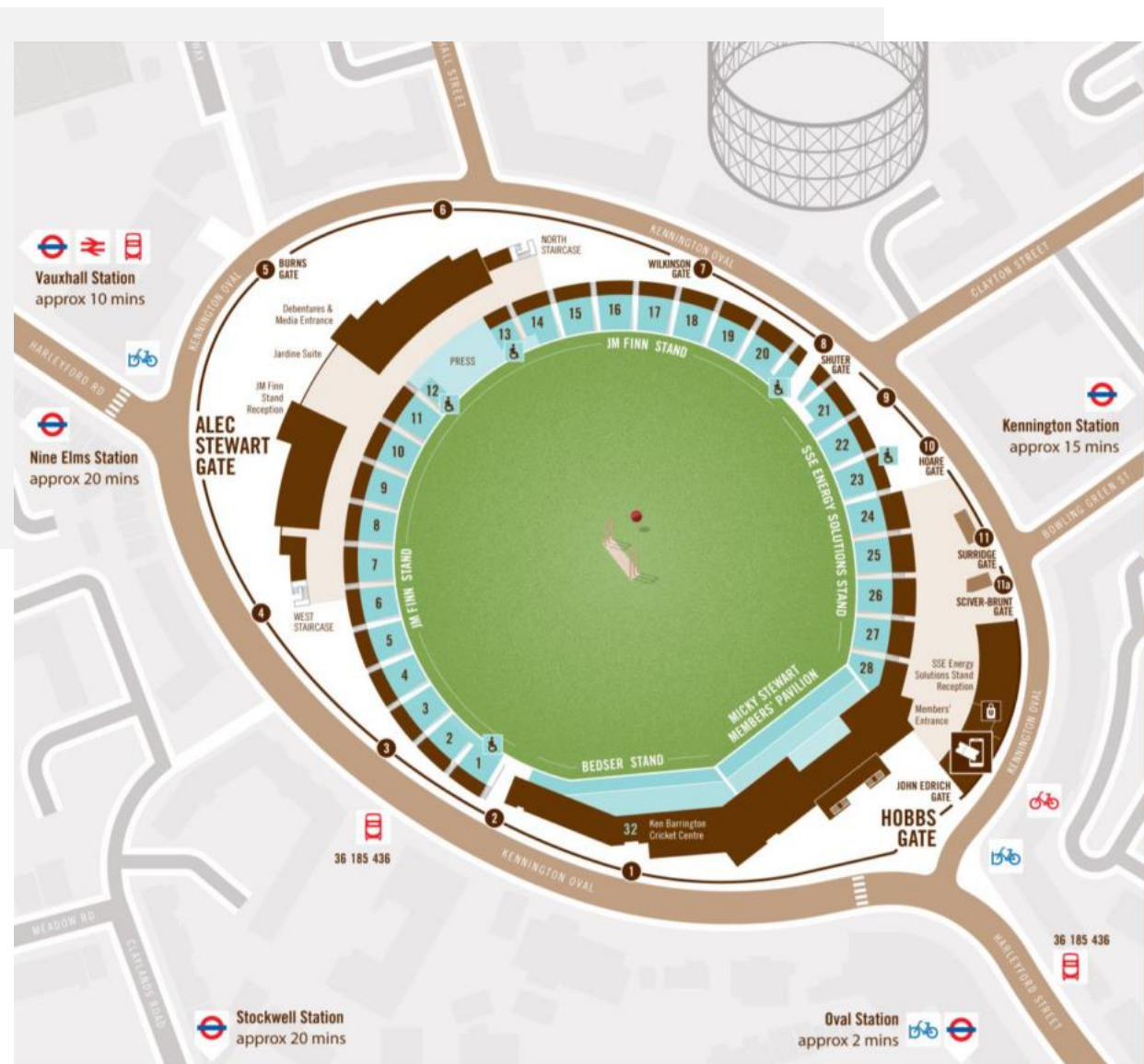
Vauxhall station is well served by trains throughout Surrey and Hampshire, as well as from the Greater London area, and is just an 8-minute walk (600 meters) from the ground. The station has a lift to take passengers from ground level to the platforms.

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 wheelchair users in front of every Ticket Office window.

There are induction loops for fans who are deaf or hard of hearing which are provided at all Ticket Office windows.

Ticket Office staff are well trained, familiar with the layout of the ground and aware of the various seating areas for spectators with accessible needs. For instance, 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 and companion will receive a ticket free of charge. The carer's seat is located adjacent to the disabled supporter's seat.

Tickets for International or Domestic fixtures can be purchased via phone 0203 946 0100, online [kiaoval.com](http://kiaoval.com) or emailing [tickets@surreyccricket.com](mailto:tickets@surreyccricket.com)



# Non-Visible Disability Wristbands

The Kia Oval was the first cricket venue in the UK to introduce wristbands for disabled supporters.

This free wristband helps to identify supporters with non-visible disabilities who may require assistance to Club staff on matchdays throughout the season. Staff can then support the individual in the appropriate way.

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

Although this wristband is optional, supporters wearing wristbands never have to give an explanation about the nature of their disability.

Wristbands can be directly collected from the Pavilion Reception upon arrival. Alternatively, you can email [accessibility@surreyccricket.com](mailto:accessibility@surreyccricket.com) for a wristband to be posted to you in advance of your game.



# Club Shop

The Club Shop is situated in the SSE Energy Solutions Stand which is accessible from the concourse level below the Peter May picture.

The Jardine Store is located behind 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 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 on matchdays with closing time 30 minutes after the last ball has been bowled.



# Changing Places Toilet

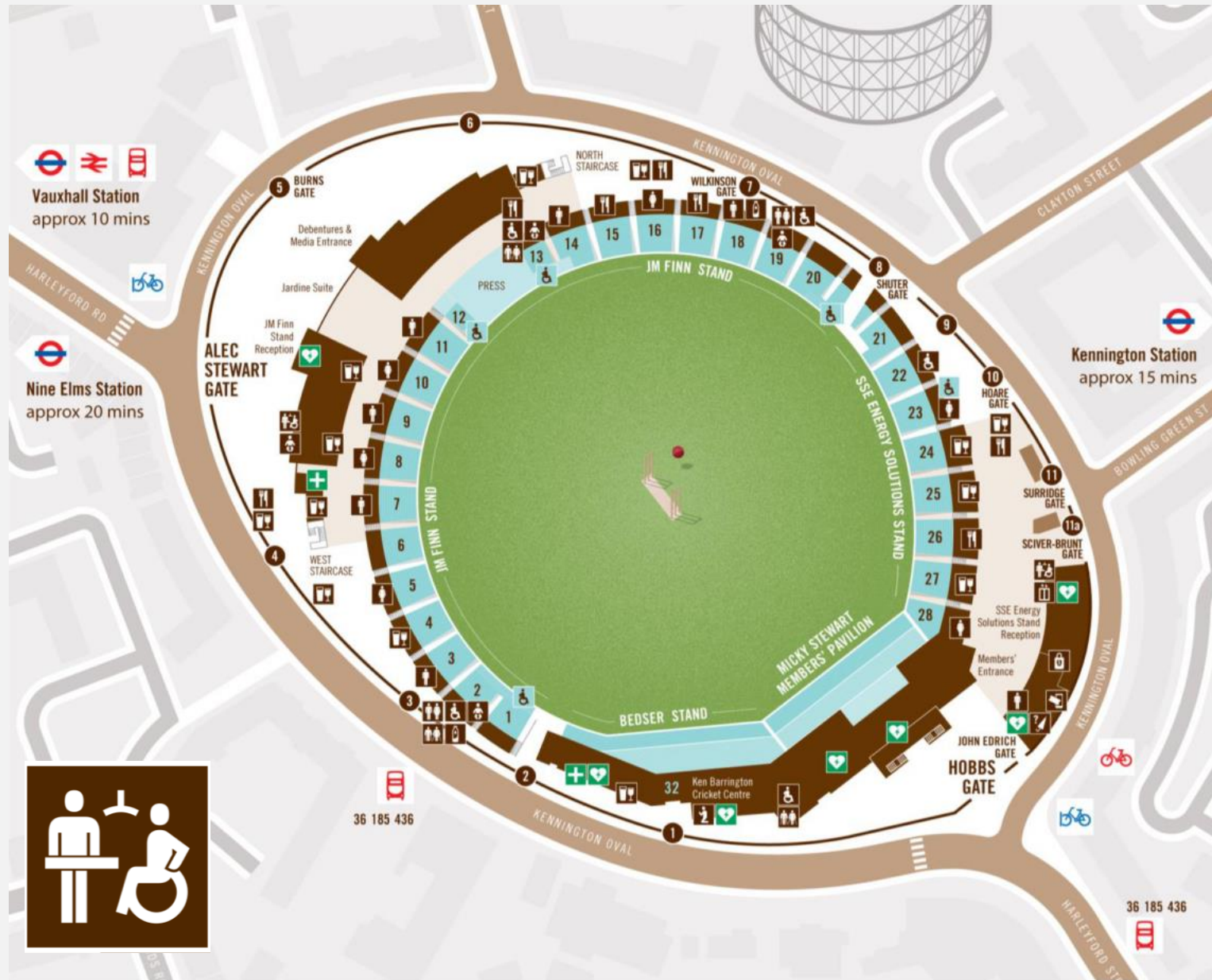
There are two Changing facilities across the ground. One of these facilities is situated in the JM Finn Stand Reception, at the Vauxhall end of the ground, on the first floor. The other Changing facility is in the SSE Energy Solutions Stand on the concourse immediately adjacent to the Club Shop.

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.

## SSE Energy Solutions Stand

SSE Energy Solutions 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 such as a Guide Dogs, please contact our Membership and Supporter Services team prior to the game by emailing [accessibility@surreycricket.com](mailto:accessibility@surreycricket.com)



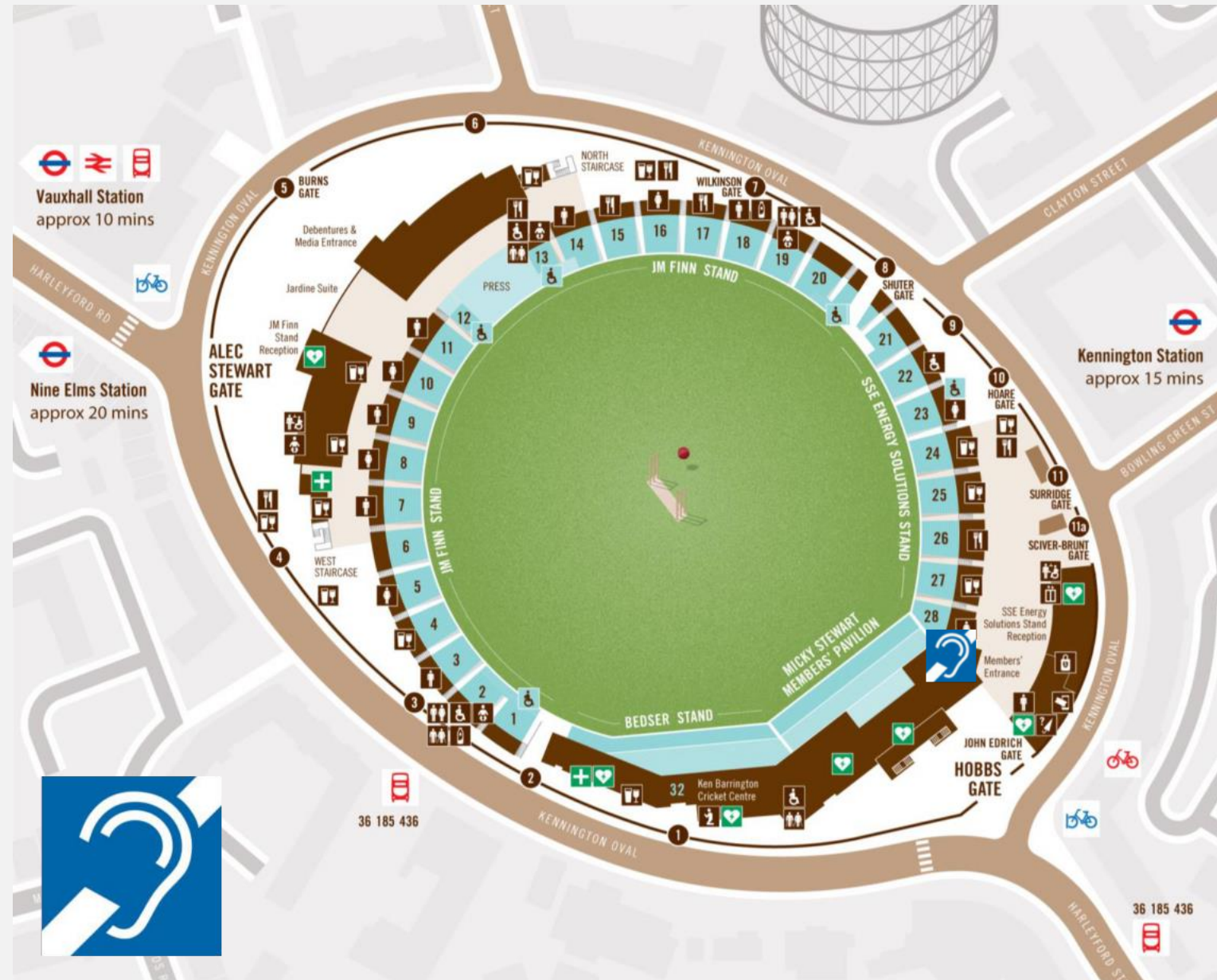
# Hearing Impaired

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.

If you require further information. Please e-mail us at [accessibility@surreyccricket.com](mailto:accessibility@surreyccricket.com).



# Sensory Room

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

The SCCC Sensory Room provides a safe space where our neurodiverse fans can watch a live game in a controlled and calming environment.

This means that more fans can embrace the experience of a live cricket match.

Email [accessibility@surreyccricket.com](mailto:accessibility@surreyccricket.com) to book the sensory room in advance.

**In Person:** On match days, visit the Pavilion Reception or JM Finn Stand Reception where staff members can assist you with accessing the sensory room.



# Multi-Faith Prayer Room

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

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

The Multi-Faith Prayer is open for supporters of all faiths.



# Viewing Areas

The Kia Oval has a total of 134 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 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

Wayfinders Stewards are present to provide help for anyone with accessible needs. They can be identified by their purple bibs and are trained in disability awareness and etiquette.

Please note that storage is available within the ground for wheelchairs and scooters, if required. Wheelchairs are available to lend from the Micky Stewart Members' Pavilion Reception and the JM Finn Reception. However, please note that this is for emergency use only due to insurance restrictions. If you own a wheelchair, please try to bring this with you on the day as it can be stored in the Micky Stewart Pavilion Reception.

The Burns Gate and John Edrich is for accessible entry.

If your tickets are in blocks 1-14 enter via the Alec Stewart Gate and JM Finn Stand Reception.

If your tickets are in blocks 15-33 enter via the Hobbs Gate and the SSE Energy Solutions Stand Reception.

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.



# Additional Information

## Bag Search

The Kia Oval operates a 100% searching policy on all major match games, International, T20 and The Hundreds . This means all personal belongings are subject to search. This is for the safety and security of all attending the match. Please let us know if you have any medical bags or items that cannot be touched due allergies prior to attending the game. Please e-mail [accessibility@surreyccricket.com](mailto:accessibility@surreyccricket.com). Or call 0207 820 5740 for any enquiries around medication.

## Seat Covers

Purple seats covers helps to create a more inclusive environment by signaling that the space is designed to accommodate individuals with diverse needs.

## Radar keys

Available from any Wayfinder or Steward, the JM Finn Reception or the Pavilion Reception.

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

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



# Accessibility Forum Meetings

Accessibility Forums are held once a year. This is where all Members, carers and supporters get together at the end of the Season to discuss any potential concerns or changes that could be implemented the following year.

## Planned Improvements for 2025

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 on the reason for your visit.

Advise security on who is your main point of contact on site and the location of your meeting, conference, function, dinner.

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

Please park in the space reserved by security and note that the speed limit is 5mph on site, if you are planning on driving.

Whilst on site, please ensure that fire escapes and doors are open and cleared i.e. not used as storage areas.



# Safeguarding at The Kia Oval

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

Our safeguarding policies acknowledges that the welfare and interests of all those considered at risk are paramount in all contexts. It aims to ensure that regardless of age, gender, religion, beliefs, ethnicity, disability, sexual orientation or socio-economic status, all those considered at risk have an enjoyable experience of the activities delivered by Surrey Cricket.

This commitment is made by our County Board Directors, the Foundation Trustees and our CEO. Surrey Cricket is also committed to delivering the Safeguarding Standards for Cricket, set out by the ECB through the Safe Hands Policy and 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@surreycricket.com](mailto:safeguarding@surreycricket.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 OBR

## Information and Advice

Children and young people can get more information and advice by downloading our safeguarding leaflet [here](#) To explore Surrey Cricket's safeguarding policies and procedures please click [here](#).



# Accident & Incident Information

Please contact the nearest steward in the first instance for any medical assistance. We have trained staff on site that are qualified in emergency first aid including in defibrillators.

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

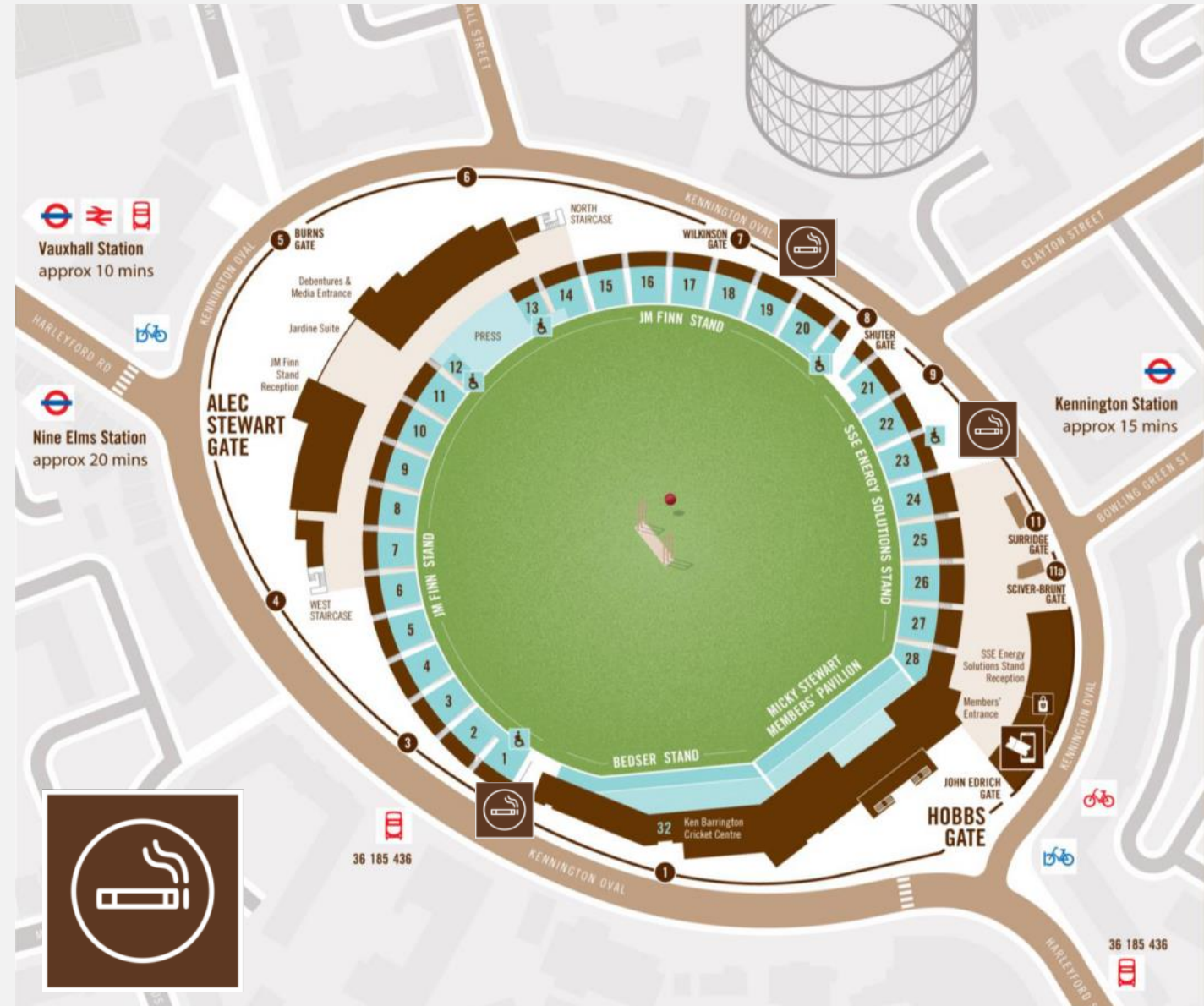
We have six defibrillators situated around the ground and we will have an external medical team on site for above a certain capacity.



# Smoking Area Information

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

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



# Fire Safety Information

Please familiarise yourself with escape routes and alarm call points.  
Please ask your nearest steward for the closest exit routes .  
If you discover a fire, immediately raise the alarm by breaking the glass on the nearest fire alarm call point located on each floor. Please report directly to your event manager to inform them of the fire location.

Please note that the fire alarms are tested on a Monday morning.

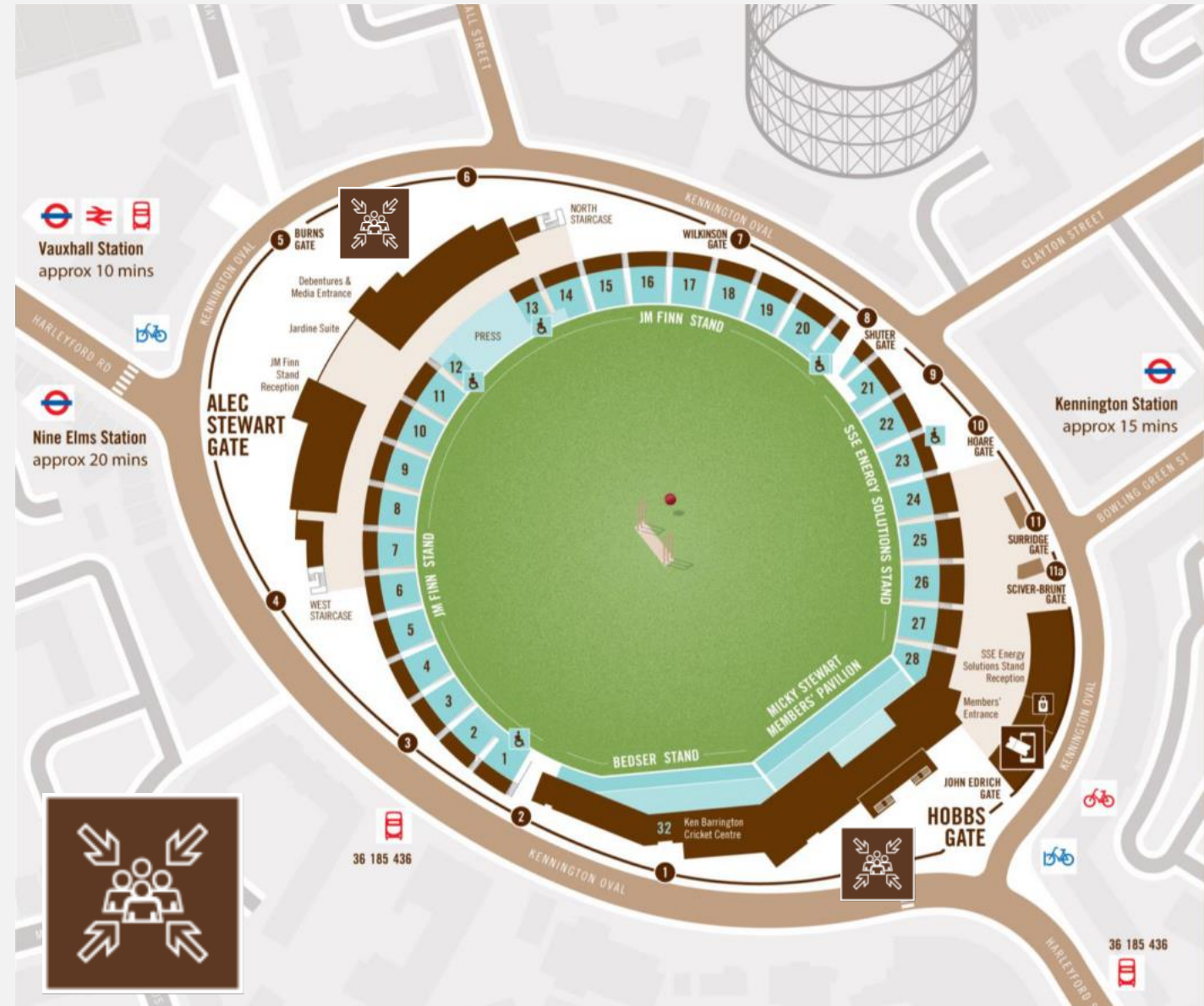
In the event of hearing the fire alarm, leave the building for evacuation via the nearest escape route. Look out for the green signs above doors to highlight a fire escape.

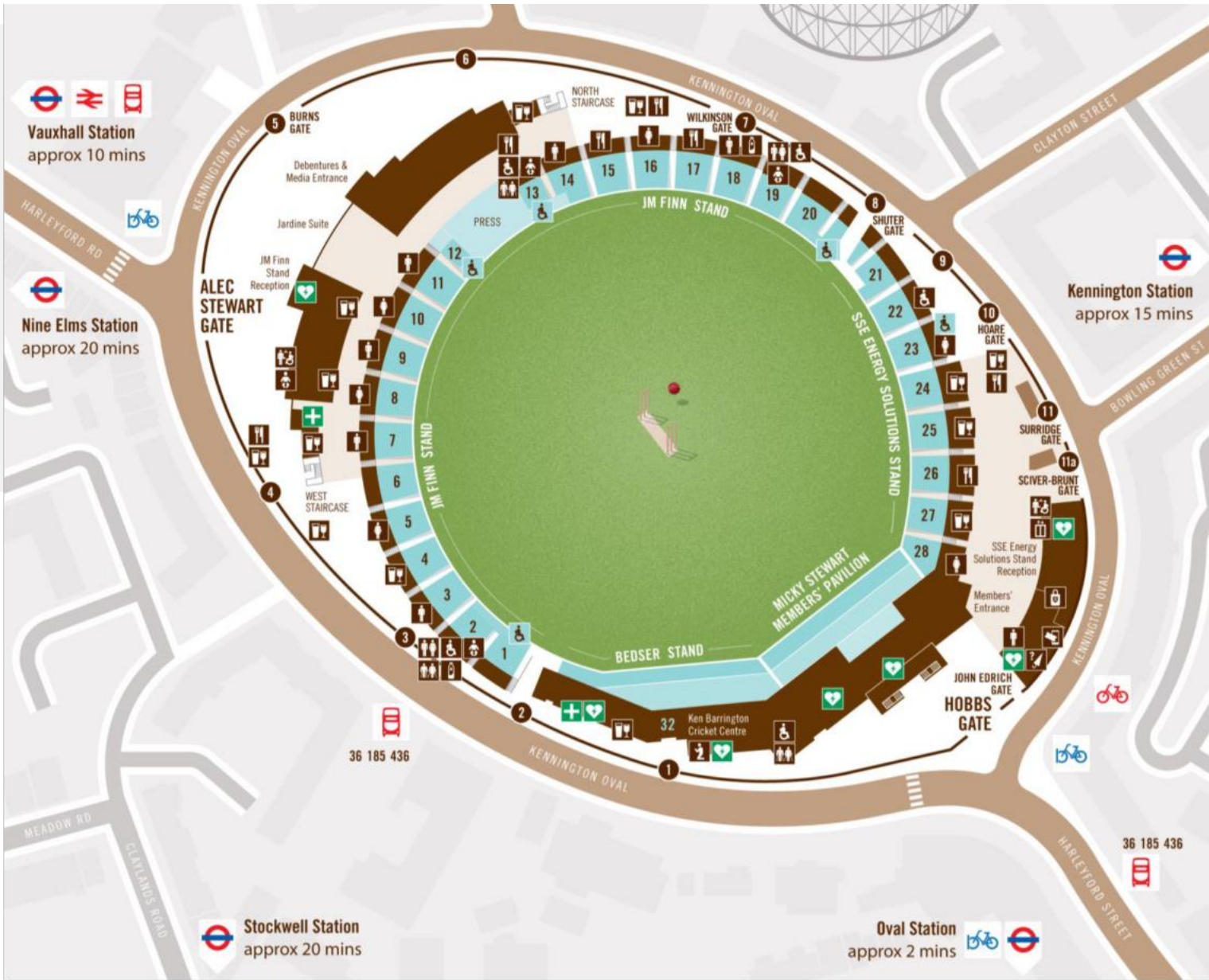
- For the Bedser Stand, assemble at the SSE ENERGY SOLUTIONS STAND.
- For the Pavilion assemble at PAVILION STAND MAIN FORECOURT.
- For the JM Finn Stand: JM FINN STAND CAR PARK.

- DO NOT use the lift
- DO NOT stop to collect your belongings
- Bring your delegate list, so we can assist you in checking all attendees are accounted for
- Close all doors when you leave
- Please remain away from the building and do not re-enter unless advised by a member of facilities/operations or fire brigade.

Those who have accessible needs will be taken through the Personal Emergency Evacuation Plan (PEEP) that is unique to them and completed with the Duty Manager.

Within each stand we have Emergency Evacuation Chairs enclosed in the fire escape stairs at each floor level. Specific staff have been trained to use these chairs to safely evacuate user/s down to the fire 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               |  |                       |

**Thank You**