



Department	Club Services
Policy Title	Lincoln City Access Statement 2024-25
Date of Issue	March 2025
Date of Review	July 2025
Version	2

## Lincoln City Access Statement 2024-25 Season

### Introduction

Welcome to LNER Stadium’s Access Statement which has been produced by the club’s Disability Liaison Officer (DLO), Supporter Liaison Officer (SLO) and Head of Club Services to help you plan your journey to and from the ground. This document also provides information about access, facilities and services that we provide for disabled supporters and visitors to LNER Stadium.

### Stadium Map:



**Stadium Address:** LNER Stadium, Lincoln, LN5 8LD



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### **How to get to LNER Stadium:**

#### **By Road:**

From the North: via the A15 (Hull) or the A46 (Grimsby). - From the South via the A46 (Leicester, Nottingham, Newark) or the A1 and A15 (London, East Anglia) - From the East via the A158 (Skegness) - From the West via the A1 and A57 (Leeds, Worksop, Sheffield).

#### **Matchday Parking:**

We have limited parking available for disabled supporters which can be booked via the ticket office email ([tickets@theredimps.com](mailto:tickets@theredimps.com)) or over the phone (01522 880011) ahead of the fixture, subject to availability. The Stacey West car park terrain is not even and can be difficult for wheelchairs to navigate in places, if this is a concern, please talk to the stewards on entry. There is a drop off point for cars and taxis near the main entrance located on Cross Street (see stadium map 'MAIN'). The surrounding area is subject to a resident permit scheme with limited availability to park on the roadside. Local car parks are a short walk from the stadium. You can find out more about car parks at [www.visitlincoln.com/carparks](http://www.visitlincoln.com/carparks). The club sell additional parking which is located on the South Common, a 0.3 mile walk from the entrance to the stadium footprint.

#### **Official Away Coach Travel:**

The LNER Stadium has space for one official away coach to park at the stadium which would be suitable for disabled supporters, or those with walking difficulties. The designated official coach should book in advance through the DLO via email with the registration number plate of the vehicle. Additional official coaches are usually parked on the South Common car park which is 0.3miles from the car park entrance to the stadium footprint. Please contact [dlo@theredimps.com](mailto:dlo@theredimps.com) for further details or to book the official coach stadium space.

#### **Local Bus Service:**

Local bus services are in operation in close proximity to the stadium dropping off on the High Street with Gowts Bridge or Robey Street stops the closest to the stadium. The main city centre bus station is opposite Lincoln Central Train Station and is 0.6 miles from the stadium for the most direct route although this route does include steps and a bridge to get over the train line. The alternative is via the High Street which is 0.8 miles. The train station also has a taxi rank directly outside the station.

#### **Rail/Taxi:**

Lincoln Central Train Station is mainly serviced by LNER, EMR and Northern trains, and there is a taxi rank directly outside the station which features city cabs that are wheelchair accessible.

[Lincoln Station | National Rail](#)

#### **Cycling:**



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At the LNER stadium we have 15 bicycle bays which are available for the public to use. These do not need to be booked, but are available on a first come, first served basis. For information on cycle routes in Lincoln, please visit the link below:

[Cycle Route Maps and Secure Bicycle Storage in Lincoln | Visit Lincoln](#)

Whilst we do not have a designated accessible cycle park, please email our DLO if you have any questions regarding this.

#### **Ticket Office Location:**

The ticket office is at the rear of the Greenlinc Renewables Stand next to the club shop which is directly opposite our 3G pitch between the two stairwells (see stadium map point 2). – Visiting supporters can collect or purchase (subject to availability) tickets from the away ticket window located outside the main entrance to the club shop. The ticket office has a lowered service counter suitable for wheelchair users. The ticket office and club shop are operated by a manual door. Hearing loops are in operation along with at other key touchpoints around the stadium on matchdays.

#### **Turnstiles:**

Away turnstiles are by the Stacey West Stand (see stadium map) and away supporters use turnstiles 4-8. The stadium has wheelchair access via the large black gates next to the turnstiles. Please see an SLO or steward who will be able to assist.

#### **Wheelchair Accessible Toilet Facilities:**

These are situated on underneath the stand accessible from the end of the stand, nearest the turnstiles. All the wheelchair accessible toilets are unisex and the toilet doors all open outwards. The wash hand basins all have lever type mixer taps. The wheelchair accessible toilets are also fitted with appropriate height mirrors, hand dryers and coat hooks.

#### **Generic Toilets:**

There are both male and female toilets situated around the ground. Every standard toilet block contains cubicles suitable for ambulant disabled supporters.

#### **Catering:**

Our University of Lincoln Fan Village is located behind the Rilmac Stand and is packed with great local food and entertainment ahead of our home fixtures. Additionally, we have catering available inside the away end immediately visible as you enter the stadium serving hot food, snacks, hot and cold drinks including alcohol.

We have numerous bars around the ground that are accessible for all. There are also three hospitality areas at the club. The SRP 200 Club is situated in the SRP Stand and has an indoor bar area upstairs (this is accessible via a stair lift) and involves steps to get to the seats. Our newly refurbished Legends



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Lounge is situated within the GBM Stand and is on the ground floor but has steps up to the seats to watch the game. The Executive Boxes are on level 1 and have stair access only.

**Match Commentary:**

We are proud to provide Audio Descriptive Commentary at the LNER stadium with our own specially trained commentators. Receivers can be obtained from our DLO/ticket office located within the club store between 1230-3 pm on a matchday, subject to demand. Although these can be borrowed with receivers on the day, supporters are encouraged to bring their own headphones, with a standard auxiliary jack. Further information or pre booking of ADC receivers can be obtained by contacting [dlo@theredimps.com](mailto:dlo@theredimps.com).

BBC Radio Lincolnshire commentate on all Lincoln City games which can be accessed with a portable DAB/FM Radio. The radio station is on DAB or can be found on 94.9FM (104.7 medium wave).

**Supporter Liaison Officers:**

We have a team of dedicated supporter liaison officers (SLO's) who are around the ground on a match day to assist you if required.

**Disability Liaison Officer:**

Heidi Langham is our dedicated disabled liaison officer; she can be contacted via e-mail [dlo@theredimps.com](mailto:dlo@theredimps.com) if you have any issues or questions regarding accessibility in and around our stadium.

**Safe Text:**

We encourage any supporters to contact the 'Safe Text' line by texting 'IMPS+' and your message to 66777 to anonymously share information were they to experience any issues around safety or inappropriate behaviour, in or around the stadium.

**Further Details or Assistance:**

Should you require any further information or assistance then please contact the club DLO, Heidi Langham via email [dlo@theredimps.com](mailto:dlo@theredimps.com) or via the main ticket office. We operate an SLO information desk on matchdays located to the rear of the club shop from approximately two hours before kick-off where supporters can get help and information from our SLO team. Or speak to a steward at any other time for help and advice.