



DEPARTMENT	Club Services
POLICY/PROCEDURE	ACCESS STATEMENT
DATE OF ISSUE	JUNE 2026
DATE OF REVIEW	JUNE 2027
VERSION	4

Document Control

Item	Detail
Document title	Lincoln City Football Club Access Statement
Version	Version 4 - 2026 website refresh
Department	Club Services
Policy owner	Disability Liaison Officer, Supporter Liaison Officer and Head of Club Services, supported by Stadium Operations and Ticketing
Applies to	The ProAmpac Stadium matchdays, Club controlled public areas and supporter-facing accessibility information
Review	At least annually, and sooner where access arrangements, stadium works, legislation, guidance or supporter feedback require change

This refreshed statement updates the 2025-26 access information into a clearer website-ready guide. It keeps the practical travel and stadium information from the existing statement while strengthening the Club's reasonable adjustment, accessible information and supporter feedback commitments.

Purpose

Lincoln City Football Club wants every supporter and visitor to feel welcome, informed and able to plan their visit with confidence. This statement explains the accessible facilities, services and known limitations at The ProAmpac Stadium.

This statement has been prepared to help disabled supporters, companions, visiting supporters and other visitors plan their journey to and from The ProAmpac Stadium and understand the accessible facilities and services available on matchdays.

Need support before you travel?: Contact the Disability Liaison Officer at dlo@theredimps.com or the ticket office at tickets@theredimps.com / 01522 880011. Early contact is recommended where parking, accessible seating, audio descriptive commentary or specific assistance may be needed.

Stadium Overview

Item	Detail
Stadium	The ProAmpac Stadium
Address	The ProAmpac Stadium, Lincoln, LN5 8LD
Main accessible support contact	Disability Liaison Officer: Heidi Langham - dlo@theredimps.com
Ticket office	tickets@theredimps.com / 01522 880011
Safe Text	Text IMPS+ and your message to 66777 to anonymously report safety or inappropriate behaviour issues in or around the stadium.

A stadium map is available and reproduced from the 2025-26 access statement. Supporters should check official Club communications for any match-specific changes.

Planning Your Journey

By road: from the north, supporters can travel via the A15 or A46. From the south, routes include the A46 or the A1 and A15. From the east, supporters can use the A158, and from the west routes include the A1 and A57.

Accessible parking and drop-off:

- Limited disabled supporter parking is available and must be booked in advance through the ticket office, subject to availability.
- The Stacey West car park has uneven terrain in places and may be difficult for some wheelchair users or people with mobility needs. Please speak to stewards on arrival if assistance is required.
- A drop-off point for cars and taxis is available near the main entrance on Cross Street.
- The surrounding area is subject to resident permit restrictions, with limited roadside parking.
- The Club sells additional parking on South Common, approximately 0.3 miles from the stadium footprint.
- Information on local car parks is available through Visit Lincoln.

Official away coach travel: The ProAmpac Stadium has space for one official away coach to park at the stadium, which may be suitable for disabled supporters or supporters with walking difficulties. This must be arranged in advance through the DLO with the vehicle registration. Additional official coaches are usually parked at South Common, approximately 0.3 miles from the stadium footprint.

Public Transport and Cycling

Option	Access information
Local bus	Local services stop close to the stadium, with Gowts Bridge and Robey Street among the closest stops. The main city centre bus station is opposite Lincoln Central Train Station.
Rail	Lincoln Central Train Station is served by LNER, EMR and Northern services. The most direct route to the stadium is approximately 0.6 miles but includes steps and a bridge over the railway line. An alternative route via the High Street is approximately 0.8 miles.
Taxi	A taxi rank is located directly outside Lincoln Central Train Station and city cabs include wheelchair accessible vehicles.
Cycling	The stadium has 15 bicycle bays available on a first come, first served basis. There is not currently a designated accessible cycle park. Please contact the DLO if you need advice before travelling.

Plan extra time: Matchday roads, resident parking restrictions, bridge routes, queues and crowd movement can affect journey times. Disabled supporters who may need assistance are encouraged to plan ahead and contact the Club before travelling.

Tickets and Entry

Ticket office and club shop: the ticket office is at the rear of the Greenlinc Renewables Stand next to the club shop, opposite the 3G pitch between the two stairwells. Visiting supporters can collect or purchase tickets, subject to availability, from the away ticket window 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 currently operate with manual doors.
- Hearing loops are available at the ticket office and at other key matchday touchpoints around the stadium.

Turnstiles and accessible entry: away turnstiles are located by the Stacey West Stand and away supporters use turnstiles 4-8. Wheelchair access is available through the large black gates next to the turnstiles. Supporters should speak to an SLO, steward or member of matchday staff if assistance is needed.

Reasonable adjustments: the Club will consider reasonable adjustment requests on an individual basis. This may include assistance with information, access routes, ticketing queries, audio descriptive commentary, matchday support or other practical adjustments where reasonably practicable.

Facilities Inside the Stadium

Facility	Access information
Wheelchair accessible toilets	Accessible toilets are situated underneath the stand and accessed from the end nearest the turnstiles. They are unisex, open outwards and include lever mixer taps, appropriate height mirrors, hand dryers and coat hooks.
Standard toilets	Male and female toilets are situated around the ground. Standard toilet blocks include cubicles suitable for ambulant disabled supporters.
Fan Village	The University of Lincoln Fan Village is behind the Rilmac Stand and offers local food and entertainment before home fixtures.
Away end catering	Catering is available inside the away end immediately visible as supporters enter the stadium, serving hot food, snacks, hot and cold drinks and alcohol where permitted.
Bars	The stadium has a number of bars around the ground that are intended to be accessible to supporters. Supporters with specific needs should contact the DLO before attending.

Hospitality areas:

- The SRP 200 Club is situated in the SRP Stand, with an indoor upstairs bar accessible by stair lift. There are steps to access seats.
- Legends Lounge is situated in the GBM Stand and is on the ground floor, with steps up to the seats to watch the game.
- Executive Boxes are on level 1 and currently have stair access only.

Audio, Communication and Matchday Support

Audio descriptive commentary: the Club provides Audio Descriptive Commentary at The ProAmpac Stadium using specially trained commentators. Receivers can be obtained from the DLO or ticket office located within the club store between 12.30pm and 3pm on a matchday, subject to demand.

- Supporters are encouraged to bring their own headphones with a standard auxiliary jack.
- Receivers can be requested on the day, but pre-booking is recommended by contacting dlo@theredimps.com.
- BBC Radio Lincolnshire provides commentary on Lincoln City games, available on DAB, 94.9FM and 104.7 medium wave.

Supporter Liaison Officers: the Club has a team of Supporter Liaison Officers around the ground on matchdays. An SLO information desk operates to the rear of the club shop from approximately two hours before kick-off, where supporters can ask for help and information.

Disability Liaison Officer: Heidi Langham is the Club's Disability Liaison Officer and can be contacted via dlo@theredimps.com for accessibility questions, feedback or assistance with planning a visit.

Safety, Reporting and Assistance

If you need help on a matchday, please speak to a steward, SLO, DLO, police officer or member of Club staff. If there is an immediate risk to life or serious harm, contact the emergency services.

Need	Route
Accessibility assistance	Speak to an SLO, steward, DLO or ticket office staff member on arrival, or contact dlo@theredimps.com before travelling.
Safety or behaviour concern	Speak to a steward or use Safe Text by texting IMPS+ and your message to 66777.
Discrimination or abuse	Report it to the nearest steward, SLO, police officer or Club official. Supporters can also report after the fixture through Club channels.

Need	Route
Medical assistance	Speak to the nearest steward or Club official so medical support can be requested.
Lost or separated companion	Speak to a steward, SLO or Club official, who can assist through matchday control arrangements.

Accessibility Improvement and Legal Context

The Club recognises that access is not only about physical facilities. It includes information, ticketing, communication, staff awareness, stewarding, emergency arrangements, travel planning, reasonable adjustments and the confidence disabled supporters have when attending fixtures.

Area	How this statement has been updated
Equality Act 2010	The statement now more clearly reflects the duty to consider reasonable adjustments, including practices, physical features and auxiliary aids where disabled people may otherwise face substantial disadvantage.
2026 draft services code	The 2026 draft Code of Practice reinforces the anticipatory nature of reasonable adjustments, accessible formats, staff awareness and the need to plan ahead for disabled customers.
SGSA / Accessible Stadia	The statement reflects accessible stadia good practice around transport, parking, ticketing, entrances, circulation, toilets, communication, viewing accommodation and access audits.
Known limitations	The statement keeps practical limitations visible, including uneven parking terrain, manual doors, step-only areas and hospitality access constraints.
Supporter feedback	The DLO, SLO desk and Safe Text routes are highlighted so supporters know how to ask for help, report concerns and provide feedback.

Continuous review: the Club will continue to review accessibility through supporter feedback, DLO and SLO learning, matchday observations, access audits where appropriate, stadium works and evolving good practice.

Key Contacts and References

Contact	Details
Disability Liaison Officer	Heidi Langham - dlo@theredimps.com
Ticket office	tickets@theredimps.com / 01522 880011
Safe Text	Text IMPS+ and your message to 66777
Stadium address	The ProAmpac Stadium, Lincoln, LN5 8LD
Car parking information	Visit Lincoln car parks information and Club matchday parking communications

Reference framework:

- Equality Act 2010.
- Equality Act 2010 services, public functions and associations Code of Practice, including 2026 draft update where relevant.
- SGSA Accessible Stadia and Accessible Stadia Supplementary Guidance.
- SGSA accessibility guidance for sports grounds.
- Level Playing Field good practice, access audits and disabled supporter guidance.

- EFL, FA and Club ticketing, safeguarding, supporter liaison and matchday safety requirements.