

VISITING



CARROW
ROAD

Access Statement 2025/26

WELCOME TO CARROW ROAD



We look forward to welcoming you to Carrow Road, the home of Norwich City Football Club since 1935. Our aim is for Carrow Road to be 'a home for everyone' and we look forward to welcoming you into our stadium.

This guide has been put together to try and make your visit as comfortable as possible. Inside the guide you will find full details on our provisions for guests with disabilities, along with information on transport, travel and a full map of the stadium.

All queries you have prior to your visit can be directed to the Carrow Road events team, with full contact details being listed at the end of this guide.

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PURCHASING TICKETS

Buying Tickets

We aim to provide a personal service for all disabled supporters who need to purchase tickets with us.

Accessible tickets can be ordered by calling our events team on 01603 218704 where a member of our team will be happy to discuss your requirements and suggest the most suitable ticket for your needs. Tickets go on sale at various points throughout the year, with on-sale dates advertised on our website.

At present the only way to purchase accessible tickets is via the Carrow Road Events phone line, or Website.

In order to buy a ticket you will need to have a Supporter number which will be allocated to you upon creating a 'OneCity Account' for our website. If you do not have a supporter number when calling us, this can be created for you over the phone.

A full guide to ticket purchase, including the creation of a OneCity Account can be found on the Norwich City Football Club [here](#).

Personal Assistants

We are proud to be able to provide a ticket for a personal assistant, where required, free of charge. This is based on the understanding that the assistant is providing a service to the disabled guest, to enable them to access our stadium facilities. Personal assistants must attend the event with the disabled guest they are assisting, and cannot attend the event on this ticket by themselves. In order to request a personal assistant ticket alongside your own ticket, please call the Carrow Road events team on 01603 218704

GETTING TO:

CARROW ROAD

By Train

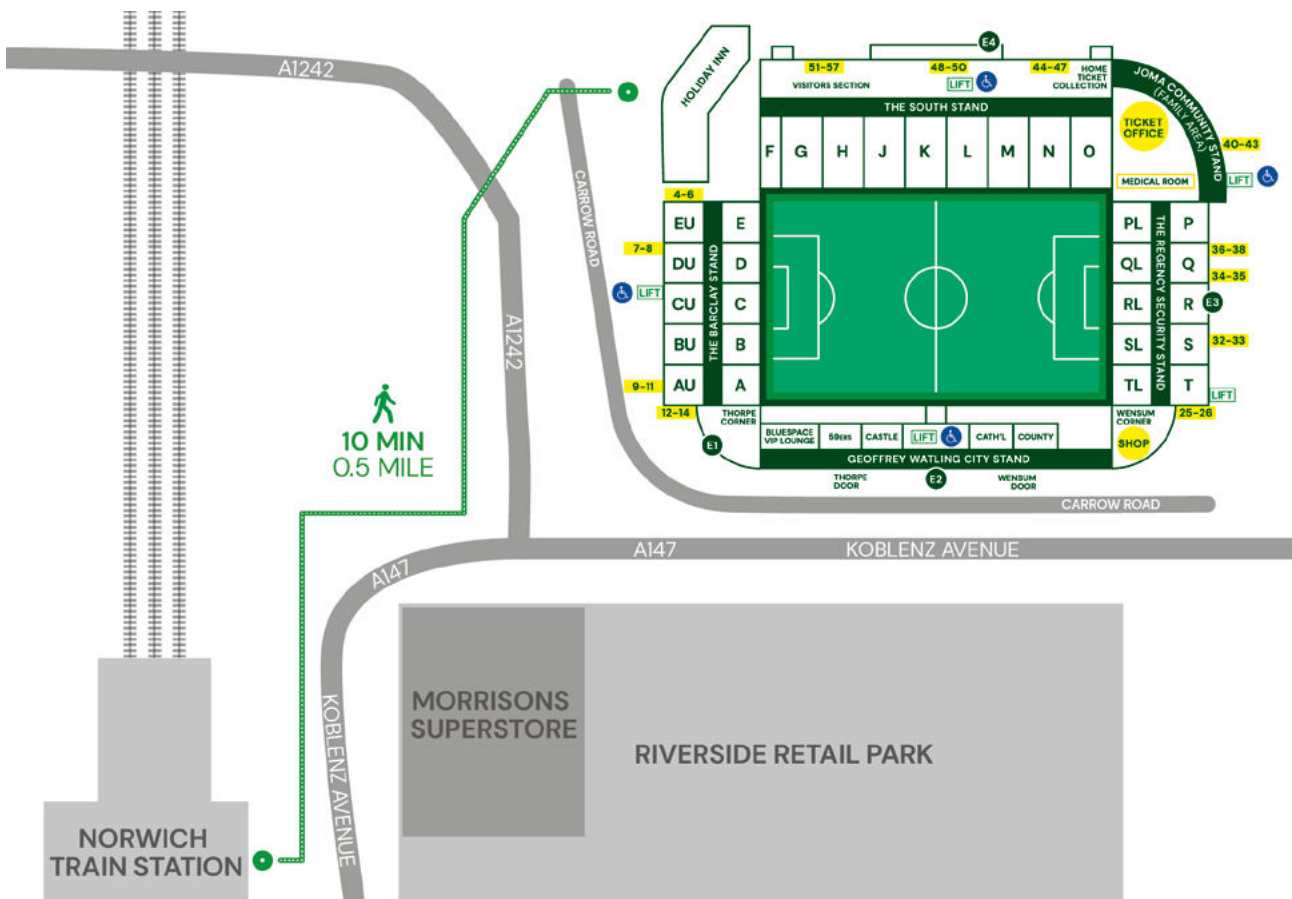
Norwich Train Station is located at Station Approach, Thorpe Road, NR1 1JE which is approximately 0.5 miles, or a 10 minute walk from Carrow Road.

Services to and from this station are managed by Greater Anglia and East Midlands Railway:

www.greateranglia.co.uk

www.eastmidlandsrailway.co.uk

Norwich Station itself is fully accessible with step-free access and assistance available from station staff. Full information on services provided can be found on Greater Anglia's website.



GETTING TO:

CARROW ROAD

By Bus

Bus services within Norwich and Norfolk are provided by First Group and Konect Bus, with information on local services available on their websites:

www.firstbus.co.uk/norfolk-suffolk

www.konectbus.co.uk

Norwich Bus Station is located in Norwich City Centre at Surrey Street, NR1 3NX and is approximately 1.5 miles or a 25 minute walk from Carow Road.

A number of special matchday bus services are provided from around the county by Sanders Services, with information on these available [here](#).

Konect Bus also run a 'Canary Konect' service that goes between The Nest and Carrow Road, with information available [here](#).

Park & Ride

Park & Ride services in Norwich are run by Konect Bus and run Monday-Saturday, with Thickthorn also running on Sundays. There are 5 sites located around the edge of the City, and prices start from £3. Full information on timetables are available online [here](#).

By Car

Norwich City Football Club is signposted along all major routes coming into Norwich, such as the A47 and A11. Our postcode is NR1 1JE, but please note that we have no on-site matchday parking available for supporters.



MAIN RECEPTION

1ST FLOOR:
MAIN CLUB OFFICE, COMMUNITY SPORTS FOUNDATION, PLAYERS' LOUNGE

2ND FLOOR:
CLUB 101, THE CRITERION BAR, FOUNDATION: EDUCATION HUB

3RD FLOOR:
EXEC. BOXES 28-42, LEGENDS

PRESS ROOM

1ST FLOOR:
BLUESPACE VIP LOUNGE, THE GUNN CLUB

2ND FLOOR:
TOP OF THE TERRACE

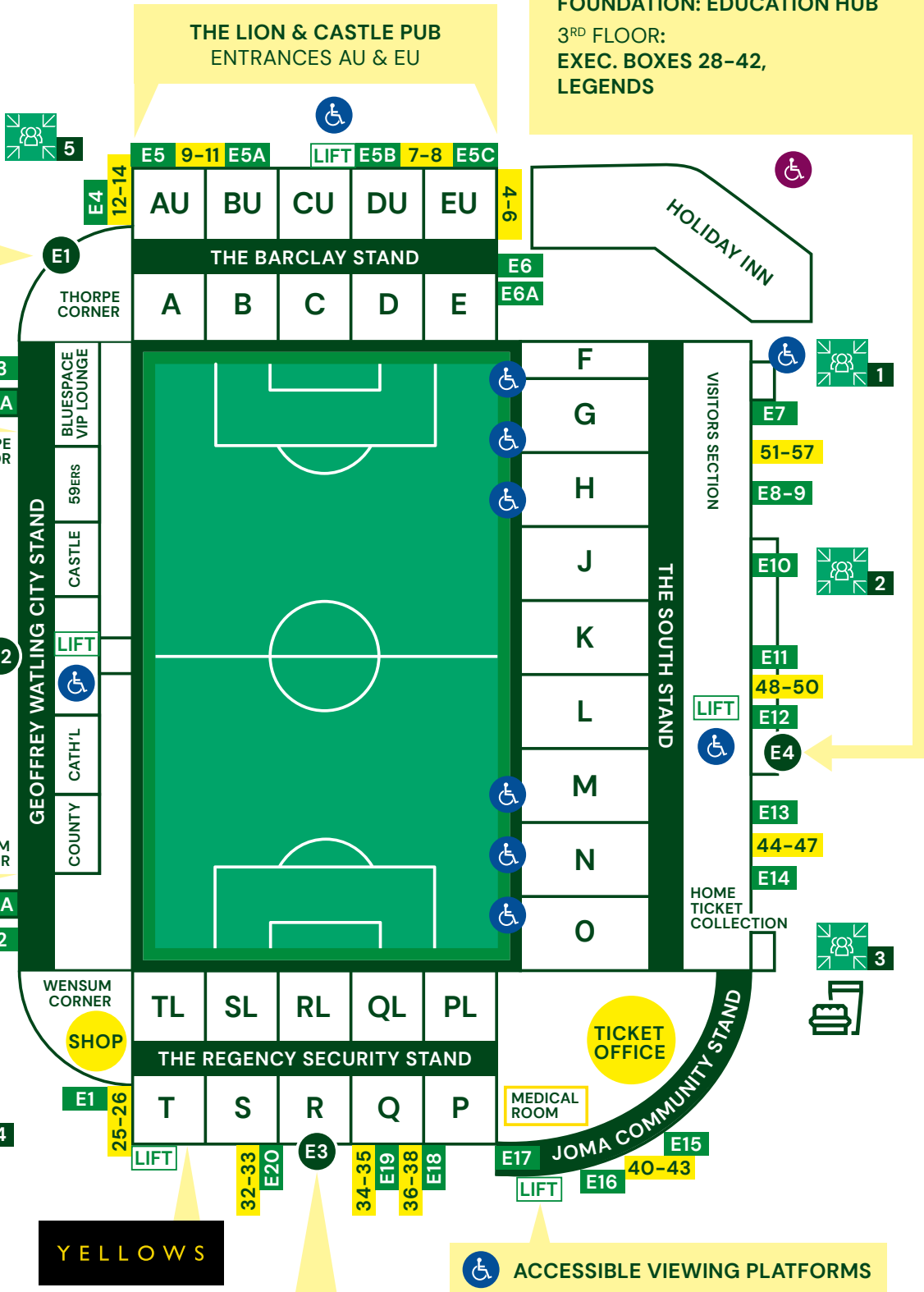
59ERS / CASTLE LOUNGE ACCESS

DIRECTORS' ENTRANCE, PRESIDENTS DINING ROOM

1ST FLOOR:
DIRECTORS' BOX, THE BOARDROOM, AMBASSADORS' LOUNGE

2ND FLOOR:
SIR ARTHUR SOUTH LOUNGE

CATHEDRAL / COUNTY LOUNGE ACCESS





OTHER FACILITIES FOR DISABLED GUESTS

Access Volunteers

For some of our special events, accessibility volunteers will be here to help guests with any accessibility needs. They can be found within our disabled viewing areas and will do all they can to help give everyone the best possible experience.

The team can provide the following support during your visit:

- Escorting guests to and from their seats
- Escorting guests to accessible toilet facilities
- Providing ponchos during bad weather

Mobility Buggy

Carrow Road has a mobility buggy that is available for guests to use before and after some of our large scale events. The buggy does not have a designated route but will lap the stadium and can be flagged down by any guests who need assistance getting around the stadium. Alternatively, you can make one of the event stewards aware and they will be happy to radio the buggy for collection for you. When speaking to the driver, please let them know where your entry point or turnstile is located so that you can be dropped off directly outside this location.

To check if either of these facilities will be available for your event or if you require assistance from this team, please contact the Carrow Road events team in advance of your visit via the contact details at the back of this guide.



OTHER FACILITIES FOR DISABLED GUESTS

Accessible Toilets

Within all accessible areas of the stadium, disabled toilet facilities are available, some may require a RADAR Key for access. We also have a changing places toilet available in the Joma Corner level 2.

Hearing Loop:

All of our events spaces can provide hearing loop services either via a Portable or built in hearing loops system. Please inform your event organiser or contact the Carrow Road events team if you require the hearing loop.

CONTACT US

**Carrow Road Stadium
Carrow Road
Norwich
NR1 1JE
01603 218704**

Carrow Road Events team

carrowroadevents@canaries.co.uk

Reception

reception@canaries.co.uk

Safeguarding

safersport@canaries.co.uk

Stadium Tour

stadiumtours@canaries.co.uk