



STADIUM ACCESSIBILITY

Welcome to the Gtech Community Stadium

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enquiries@brentfordfc.com
brentfordfc.com
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We want your visit to the Gtech Community Stadium to be as enjoyable as possible, so we have put together some information that may be useful to your visit to the stadium and to help you make the most of your matchday experience.

In this guide, you'll find details of our provision for disabled supporters along with information on tickets, parking, transport and a stadium map showing all accessible points and routes.

All queries should be directed to our Disability Access Officer, Connor Bagenal via the dedicated mailbox at accessibility@brentfordfc.com.

Brentford Disabled Supporters Association

The Brentford Disabled Supporters Association (DSA) is an independent body which represents Brentford Football Club's disabled supporters. The DSA meets regularly with the Club to discuss any accessibility issues supporters may face while supporting the Bees.

If you would like to get in touch with the Brentford DSA to discuss any matters, please contact brentforddsa@gmail.com

Buying Tickets for Home Games

Supporters are required to have a My Bees Membership for the 2025/26 season to have the chance to book tickets. More information on joining the Club as a My Bees Member, is available on our website [here](#).

Please select the appropriate membership for your age group. Once signed up, you will be able to purchase tickets in your sales window. On-sale dates will be communicated to you via email before each fixture goes on sale.

To book tickets:

- Online 7 days a week, 24 hours a day [here](#).
- By phone 0333 005 8521, Monday to Friday, 10am – 5pm
- In person from the Box Office
Open Monday, Tuesday and Friday, 10am to 5pm; Thursday 10am to 7pm
Closed on Wednesdays and non-matchday Saturdays/Sundays

The Box Office is open on all home matchdays, 2.5 hours before kick-off until half-time and 30 minutes after full time (and 30 minutes after full time unless stated otherwise).



Note for overseas ticket buyers: tickets will not be sent in the post. Choose 'Print at Home' or they will be held for collection on matchday.

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Disability Access Requirement Form

As part of our commitment to inclusive matchdays, we ask Season Ticket Holders and My Bees Members who have a disability or attend matches with a Personal Assistant to tell us a little more about how we can support you on a matchday via our Disability Access Requirement form.

[Disability Access Requirement Form for 2026/27](#)

If you have any questions regarding the form submission or if you need this form in a different format, please email accessibility@brentfordfc.com.

Personal Assistant Tickets

Supporters can apply for a complimentary match ticket for a Personal Assistant to accompany them to all Brentford FC fixtures by completing a Disability Access Requirement form and providing the relevant supporting documentation.

By accepting the complimentary Personal Assistant Ticket, the disabled supporter's companion accepts responsibility for providing the support they need to attend a match. This includes being able to provide additional assistance during an emergency evacuation.

The stewards at the match are unable to provide assistance in excess of their typical role, therefore, it is important that, if the disabled supporter requires help moving around, the personal assistant is ready and willing to support them with this.

To ensure fairness for all our disabled supporters, supporting documentation is required for us to allocate the complimentary ticket. Brentford FC reserves the right to review supporting documentation before issuing a complimentary Season Ticket or Match Ticket for a Personal Assistant. All applicants (including Season Ticket Holders and My Bees Members) must include supporting documentation that is valid within the last year from the date of application on a seasonal basis.

Please contact accessibility@brentfordfc.com for more information or a copy of the Disability Access Requirement Form.

Supporting documentation accepted for a complimentary Personal Assistant ticket includes:

- *Receipt of the middle or higher rate of the Disability Living Allowance (mobility or care component);*



- Receipt of the standard or enhanced rate of daily living component of the Personal Independence Payment;
- Receipt of the enhanced rate of the mobility component of the Personal Independence Payment;
- Receipt of either the Severe Disablement Allowance, the Employment and Support Allowance or the Attendance Allowance;
- A personal letter from a hospital to confirm that the person is in receipt of support services;
- A copy of a Local Authority blind and visually impaired person's registration card or a CVI document;
- A copy of an entitlement to War Pensioners Mobility Supplement letter.

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Please note that receipt of an Orange/Blue Badge will not be considered sufficient proof of disability.

Special cases – we will consider all applications for a personal assistant on a case-by-case basis. If the individual does not have any of the above but still needs support, please email us at accessibility@brentfordfc.com providing as much information as possible about mobility or access requirements.

Away Tickets

Brentford Football Club appreciates our loyal fan base and the many away journeys our supporters make each season. If you are purchasing away tickets, please follow these instructions.

Personal Assistant Tickets - Disabled supporters should contact the Box Office on [0333 005 8521](tel:03330058521) to purchase specific seats for away matches, with a complimentary personal assistant's ticket. Alternatively, supporters can purchase the appropriate ticket online (Adult, Senior, Young Person, or Under 18) and then email accessibility@brentfordfc.com. The Box Office will then add the complimentary personal assistant ticket and, if necessary, arrange for a seat move. Please note that if a seat move is required to accommodate the personal assistant, we cannot guarantee it will be near your original selection.

The Box Office reserves a limited number of Ambulant and Easy Access tickets in the away section, which are recommended by the home club, specifically to accommodate supporters who may require accessible seating due to mobility needs. These reserved tickets ensure that any necessary seat moves can be arranged.

Wheelchair Spaces – we have limited spaces available for each away game subject to the allocation granted by the away club. Please call the Box Office on [0333 005 8521](tel:03330058521) or email accessibility@brentfordfc.com. The Box Office will allocate you a space with a carer if required. This must be done in the relevant sales window.

If you have any queries or questions relating to accessibility, please email accessibility@brentfordfc.com.



This process is intended to keep the ticket purchase process fair and ensures that disabled supporters don't miss out on booking tickets within their booking window. We will also need to know if supporters have other people in their group and we will look to try and put groups together or as close as possible, subject to available space at the time of booking. **Wheelchair Bays at Gtech Community Stadium**

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Within the stadium we have 138 wheelchair bays in the seating bowl with companion spaces for each wheelchair. This includes 14 spaces for away supporters.

If you require a wheelchair bay, they are available in each of our four stands, either on a wheelchair platform (picture 1) within the South, East and West Stands, or at pitch level (picture 2) in the corners of our North Stand.

Pic 1



Pic 2



Please note that we may have to move supporters from their original booking location in the stadium to give the best available option for the wheelchair bays

Ambulant/Easy Access Seats

If you require any specific ambulant or easy access seating, we have a number of seats within the stadium that give supporters more room, for example on the end of aisles or with fewer steps to negotiate. Please purchase your ticket in the correct window as outlined in the 'buying a ticket' section, then contact us at accessibility@brentfordfc.com and we can move you to an ambulant or easy access seat. It will also help us if you provide us with as much information on any mobility requirements.

Seat Dimensions***North Stand***

Seat Row Passing Space - 315.6mm

Seating Row Dept - 760mm



Useful Seat Depth - 362.55mm
Seath Width - 400mm

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East Stand

Seat Row Passing Space - 315.66mm
Seating Row Depth - 760mm
Useful Seat Depth - 362.5mm
Seath Width - 400mm

South Stand

Seat Row Passing Space - GA Seat: 315.6 mm GA Plus Seat: 353.6mm
Seating Row Depth – 760mm
Useful Seat Depth – 362.5mm
Seath Width - GA and Media Seats: 400 mm. Hospitality Dugout: 420 mm. Other Hospitality 470 mm

West Stand

Seat Row Passing Space -315.6mm
Seating Row Depth – 760mm
Useful Seat Depth – 362.mm
Seath Width – 400mm

SEAT DIMENSIONS			
NORTH STAND	EAST STAND	SOUTH STAND	WEST STAND
Seat Row Passing Space GA Seat: 315.6 mm GA Plus Seat: 315.6 mm	Seat Row Passing Space 315.6mm	Seat Row Passing Space GA Seat: 315.6 mm GA Plus Seat: 355.6 mm	Seat Row Passing Space 315.6 mm
Seating row depth 760mm	Seating row depth 760mm	Seating row depth 760mm	Seating row depth 760mm
Useful seat depth 362.5mm	Useful seat depth 362.5mm	Useful seat depth 362.5mm	Useful seat depth 362.5mm
Seat width 400mm	Seat width 400mm	Seat width GA Seat: 400 mm Media Seat: 400 mm Hospitality Dugout: 420 mm Other Hospitality: 470 mm	Seat width 400mm

Stadium Map

The map below provides information on the accessible facilities at Gtech Community Stadium:



Trains

For supporters requiring step-free access on trains, the nearest step-free station is Brentford, which is a 20-minute walk from Gtech Community Stadium. Brentford station is available on South Western Railway services from central London or from further West toward Weybridge. Please check before you travel to ensure that the lift at Brentford station is operational. Supporters requiring assistance from Brentford station can request assisted travel from South Western Railway who can help with organising a taxi from the station. This is recommended to be booked two hours in advance of travelling and can be booked via [South Western Railway Website](https://www.southwesternrailway.com).

Car Parking

Our on-site blue badge parking spaces are sold on a seasonal basis to Season Ticket Holders based on those supporters with the greatest need. We do not sell spaces in the on-site car parks on a match-by-match basis.

We have five disabled parking spaces reserved for away supporters, these are available to purchase on a first come, first served basis and cost £12.

For more information about on-site blue badge parking please contact accessibility@brentfordfc.com

Blue badge parking spaces are also available at Our Lady & St John's RC Primary School where we have a mini-bus shuttle* for those that need it. Our car parking partner JustPark operates this car park on our behalf. These spaces must be pre-booked and are available to book via the website below.



The shuttle will run every 30 minutes until kick-off. If you require a shuttle timetable or more information, please contact accessibility@brentfordfc.com. The mini-bus shuttle will drop blue badge holders from Our Lady & St John's RC Primary School to the Bees Superstore.

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If you require a wheelchair pick up when departing from the shuttle bus at the Bees Superstore, please email accessibility@brentfordfc.com detailing your expected arrival time.

**Please note the mini-bus shuttle can only transport foldable wheelchairs and there are a few steps to negotiate to access the shuttle bus. [Book your parking online on the JustPark website.](#)*

Taxis/Drop Off

All London-style 'Black Cabs' are wheelchair accessible and can provide a suitable alternative to the bus or car. There is no formal drop-off point on site at the stadium. If you have difficulty walking from the surrounding area, please contact up at accessibility@brentfordfc.com and we will try to assist you.

Further information on Travel

Further details on the different options for getting to Gtech Community Stadium, are provided in our Visiting the Stadium Guide [here](#).

If you have any other queries about getting to the stadium, please contact us via email to accessibility@brentfordfc.com with any enquiries

Accessible Toilets

There are 28 accessible toilets across the stadium, in each stand and in our hospitality areas. All accessible toilets are clearly signposted and are fitted with RADAR locks. Supervising stewards hold RADAR keys in case a supporter with an access requirement is not in possession of their own key. Supporters that require access to an accessible toilet and don't have their own key should then ask a steward who will then open the facilities for them.

Changing Places Toilets

We have two Changing Places Toilets within the stadium, one on the second floor of the South Stand and one in the main concourse of the North Stand within the Family Area. Supporters in the West or East Stands (including the away end) requiring access to these Changing Places Toilets should ask a steward who will escort them.

The Changing Place Toilets include a large space for both the user and carer to move freely within the room, accessible toilet, hoist, movable changing bed, privacy screen along with seating for other users.

Please contact accessibility@brentfordfc.com if you require use on a matchday prior to your visit.

Stoma Friendly Toilets



All 28 of our Accessible Toilets have been made Stoma Friendly. Supporters will be able to identify these facilities by looking for the accessible #StomaFriendly toilet signage, which is on the door of every Stoma Friendly Toilet in the stadium.

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The Stoma friendly facilities feature:

Hook on door – to hang clothing, handbags and luggage while changing stoma bags.

This provides more space in the cubicle.

Shelf space – to enable ostomates to spread out their items easily and avoid having to use unsanitary surfaces.

Mirror – to enable users to see their stoma while changing their appliances.

Disposal bin in every cubicle – to avoid embarrassment for men and women having to dispose of their stoma bag in public view



Accessible Baby Changing Rooms

We have five Accessible Baby Changing Rooms across the stadium, these rooms have been specifically but not exclusively designed and purposed for a wheelchair user to be able to use a baby changing facilities.

Three of these facilities are located on the second floor of the South Stand, we have another also allocated in the West Stand and with an additional one in the East Stand (away end)

Supporters in the North or East Stands who need access to these changing rooms should ask a steward for assistance. A steward will escort them to the nearest facility. These rooms are clearly signposted and fitted with RADAR locks. Supervising stewards have RADAR keys in case a supporter with accessibility needs does not have their own key.

Fan Support Team/Wheelchair Service

The Fan Support Team are available on matchdays to assist supporters entering and leaving the stadium. We also run a wheelchair pick up service that can be prebooked to assist supporters getting from our pickup point and to their seats within the stadium.

We have two pre-matches pick up points at either end of Lionel Road South, the first is at the Bees Superstore and the second is near Kew Bridge station. The stadium map below shows both locations.



Our Fan Support Team can be identified on a matchday by pink high visibility bibs with “Fan Support Team” on the back.

To book a wheelchair pick up please email accessibility@brentfordfc.com in advance of the game giving us details on which pick up point you will use, stadium location you need to go to along with an idea of arrival time. We will then let you know and confirm your booking. Please be aware matchdays are very busy and the closer to kick-off the roads around the stadium will get more congested. This does mean you will need to be patient as our Fan Support Team may be on another drop off.

We will also be able to pick up at other locations in reasonable distance around the stadium if required so please let us know your requirements in your email.

Hidden Disabilities Sunflower network

Brentford has signed up to the Hidden Disabilities Sunflower network to provide better support to fans and staff with non-visible disabilities

The Hidden Disabilities Sunflower is for people with non-visible disabilities to voluntarily share they have a disability or condition that may not be immediately apparent – and that they may need additional support or more time in public spaces.

The initiative includes lanyards and pins branded with the distinctive sunflower symbol, which discreetly indicates that the wearer may require additional support, help or a little more time.

Some fans may also need to access our disabled facilities such as toilets or lifts. It aims to assist people with disabilities that are not always immediately obvious. These can be temporary, situational or permanent. They can be neurological, cognitive and neurodevelopmental as well as physical, visual, auditory and including sensory and processing difficulties. They also include respiratory, rare diseases and chronic conditions such as asthma, diabetes.

The Sunflower Lanyards are now available to be worn on bees matchdays by any adult or child with a hidden disability. They can be picked up from the kiosk at the Bees Superstore



Hearing Loop

There is a hearing loop in operation at the Box Office and main reception to assist supporters. In addition to this we also have a portable hearing loop situated on the counter in The Bee's Superstore

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Audio Descriptive Matchday Commentary

At Gtech Community Stadium, we provide matchday commentary for both home and away supporters through our in-house commentator. We provide receivers and headsets that can be booked through our Accessibility team by emailing accessibility@brentfordfc.com and letting us know which match they will be attending. You can also visit the box office on a matchday and be issued with a headset (subject to availability).

Home supporters' collection for the booked headsets is from the Box Office collection window from 2 hours before kick-off, headsets must be returned to a steward as you leave the ground.

Away supporters will be able to collect their booked headset from the away end turnstile once into the ground, please speak to the stewards and they will have the supporters name and you will be issued with the headset. Please return the headset to a steward when exiting the stadium.

If supporters have their own receiver (R5-863D Soccersight Wireless System) they can use it on channel 4 when in the stadium. Users can use their own headset as long as it's fitted with a 3.5mm jack plug.

As part of our Audio Descriptive Commentary, we also offer 5 Neck Loop's. Each neck loop slips comfortably over the wearer's neck which then plugs into a R5-863D Soccersight Wireless System and transmits the Audio Descriptive Commentary wirelessly to a supporters t-coil device.

If we have availability, other supporters who may benefit from commentary are welcome to book a headset. We have found that some supporters struggle to see exactly what is going on within the game especially with VAR decisions or if they attend by themselves. Again, the headset can be booked through our Accessibility team or from the Box Office on matchdays.

What Can I Bring to The Stadium



WHAT **CAN** I BRING INTO THE STADIUM



* For us to ensure that your visit is as safe and smooth as possible, and your seats are suitable for your needs, please email us at accessibility@brentfordfc.com before attending the game

WHAT **CAN'T** I BRING INTO THE STADIUM



* For us to ensure that your visit is as safe and smooth as possible, and your seats are suitable for your needs, please email us at accessibility@brentfordfc.com before attending the game

Bag policy



Only bags smaller than 34 cm (H) x 24 cm (W) x 11 cm (D) will be permitted into the stadium. This approximately the height and width of an A4 sheet of paper. All bags will be searched on entry. Food items are allowed into the stadium as long as they fit in a small bag.

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Large bags and suitcases will be not permitted and you will need to use the bag drop service at the Bees Superstore on Lionel Road South (M4 bypass side). Please note that prams and buggies cannot be stored within the stadium and must also be left at the bag drop facility.

Wheelchairs and mobility scooters may be brought into the stadium by supporters who have booked wheelchair-accessible spaces. Unfortunately, there are no storage facilities available within the stadium for wheelchairs, mobility scooters, or other mobility equipment that is not being used during the match.

We strongly encourage supporters to avoid bringing bags wherever possible. However, if you have a medical condition or accessibility requirement that means you need to bring a larger bag, you can apply for an exemption.

Exemption requests should be submitted to accessibility@brentfordfc.com no later than 48 hours before the match. Please include details of the bag you intend to bring, why it is required, and any supporting evidence. If approved, you will receive a PDF exemption letter by email, which must be presented on arrival. Supporters without an approved exemption may be refused entry with oversized bags.

Medical Cannabis

In accordance with the Ground Regulations, applicable law, and for the safety and enjoyment of all supporters, the possession or use of illegal drugs is strictly prohibited within the stadium and its surrounding premises.

The only exception to this policy is the possession of legally prescribed medical cannabis products, which may include oils, vapes, or dried cannabis flower prescribed by a specialist doctor and dispensed by a licensed UK pharmacy.

In line with UK law, smoking medical cannabis is not permitted. Any dried cannabis flower brought into the stadium must be for use only in vapourised form and in accordance with the supporter's medical prescription.

Medical cannabis products will only be approved under the following conditions:

- The supporter must hold a medical exemption certificate issued by the Club. Applications for exemption should be submitted at least 48 hours prior to matchday by contacting accessibility@brentfordfc.com.*
- The individual must carry legal proof of prescription and medical necessity.*



- The product must be in a clearly labelled, pharmacy-issued container.
- The prescription details and the supporter's identification must match, including both name and address.

If a supporter arrives without prior exemption but presents legal proof of prescription and valid photo ID matching the prescription, stewards will securely store the medical product for the duration of the match.

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The use of vaporisers inside the stadium is strictly prohibited under the Ground Regulations. Any approved use must take place only within a controlled environment, as directed by stadium staff.

Special Dietary Requirements and Medication

If you have any special dietary related food items or medication that you require to bring into the stadium on a matchday, please contact the accessibility team by emailing accessibility@brentfordfc.com 48 hours prior to the game and they will provide you an exemption letter for the fixture

Food and Drink

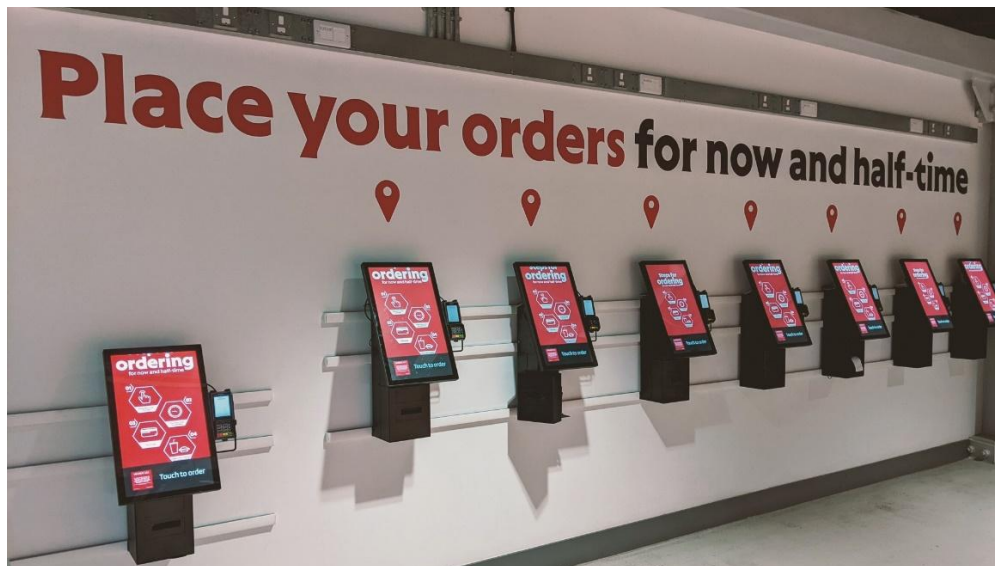
Throughout the stadium including our hospitality lounges we provide low level bar and serving areas to allow all supporters to access them. We also have wireless card readers to allow all supporters to conveniently make payments.

Supporters with specific dietary allergies should ask for advice from catering staff - all food and drink areas have a folder listing the allergens for any options being served.

Self-Order Screens

At Gtech Community stadium, we have a number of lowered self-ordering screens in three locations across the stadium. The screens are located in the south stand (S106-S109), east stand (east lower concourse) and west stand (west lower concourse).

Fans can use these screens to place an order for food or drink, which can be picked up at the nearest kiosk by presenting your collection voucher. The screens help to limit half-time queues by encouraging fans to place their food and drink orders in advance, ready to collect at the break. The self-order screens, which replace the counter service in these areas allow fans to spend less time in queues for food and drink, and more time enjoying the game.

**BeeOrder**

We are delighted to now be able to offer BeeOrder which is a service available through the Brentford FC app that allows fans to pre-order food and drink ahead of matchdays. This technology is designed to increase the range of food and drink options available across the stadium.

The system allows fans to order food and drink items in advance which may not be sold in outlets in the stand where they are seated. For example, BeeOrder allows a fan seated in the north stand to order a butter chicken dish from the Brilliant Restaurant pop-up (which is only based in the east and west stands). BeeOrder has an expanded range of items which cater for those with dietary requirements. We will continue to review what's available throughout the season.

Using Bee Order, you can order up to 60 hours before kick-off, allowing you to plan your food and drink choices ahead of the match. The BeeOrder option closes nine hours before kick-off. Once you have made your order, you can pick it up at a designated kiosk at your chosen time. Upon making your order you will receive information on your collection point. Please note that this is not a priority queuing service, it is designed to offer more choices at the stadium and not a chance to skip the queues.

Accessible Seating Pre-Order

We offer fans using our accessible seating areas an in-seat delivery service if they order food and drink before the match. Use BeeOrder to pre-order and it'll be delivered to your seat.

This service is currently in testing as part of our ongoing commitment to improving accessibility and enhancing the fan experience at Gtech Community Stadium. If you have tried the service and want to give feedback, please contact accessibility@brentfordfc.com.



How it works:

- Select your begin your order.
- Browse the menu and add your chosen food and drink to your basket. You can use the allergen filter if needed.
- When you're ready, head to your basket and proceed to checkout. You'll be asked to sign in using your Brentford FC membership details via Single Sign-On (SSO). Once signed in, you'll return to checkout to complete payment and confirm your order.

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If you have any specific catering needs or questions, please contact the Accessibility team by emailing accessibility@brentfordfc.com and if we cannot answer your question, we will put you in touch with our catering partner who will be able to assist.

Sensory Room

At the top of the South Stand, in the far west corner, the Club's Sensory Room families of young children with sensory processing issues or struggles with large crowds and atmosphere a place to enjoy matches in a more relaxed environment.

The sensory room has a full view of the pitch with special glass to protect against the noise.

Sensory Room Picture



The aim is to slowly introduce supporters to the main bowl seating and matchday atmosphere with opportunities to go out at half time or during the game. We hope that some supporters over time will be able feel comfortable enough to go into general admission seating. We are aware that this will not suit everyone and we also must stress that parents and carers should be there to support our staff not just to watch the game from this viewpoint.

The Sensory Room is open from 30 minutes before the match and is accessed from Entrance A on the corner of the South Stand to the left of the Box Office. It has its own



self-contained accessible toilet, and we provide opportunities for you to purchase food during the game and bring it up into the room. Also, if individuals need to bring their own refreshments or food this can be done, we just need to know in advance.

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The room can be booked on match-by-match basis with priority going to season ticket holders and members. There is limited space so booking is required. We will try to accommodate all requests to use the room subject to availability.

To book space in the Sensory Room, please contact us at accessibility@brentfordfc.com to complete an application form.

Once you have filled out the application form, a member of the Accessibility team will be in contact to follow up with your request and provide available dates.

If you have specific questions on the Sensory Room, please do get in touch with us. We can take small groups into the room of up to three people and on most matchdays there will be other supporters using the room at the same time.

Visiting the room before a game:

We do offer opportunities on non-matchdays or before the room opens for supporters to visit the room along with their family to get an idea of the space, how it is accessed and the matchday journey from start to finish. We feel this helps some users feel more comfortable when coming to a live match and dealing with the busy matchday atmosphere. To arrange a viewing, please contact us at accessibility@brentfordfc.com.

The Hive Superstore

Our Hive Superstore is now open in Marsden House on Lionel Road South. The Hive Superstore is open from 10 am to 6pm on Mondays to Saturdays and from 10am to 4pm on Sundays. Timings are subject to change on matchdays.

Step-free access is available at the Hive Superstore and staff will be on hand to assist any supporters once inside the store. Within the store there is low level counters and a portable hearing loop to make it easier for all supporters to purchase items.