Disabled spectators’ guide
Friends Arena, Stockholm
Centre for Access to Football in Europe

UEFA Europa League Final
24 May 2017

Supported by
Getting around the City

Stockholm has several accessible transport hubs, including an international airport and train station. The majority of public transport in Stockholm is accessible.

For further information on accessible public transport around Stockholm, in addition to this Guide, please see: [http://sl.se/en/eng-info/getting-around/accessibility/](http://sl.se/en/eng-info/getting-around/accessibility/)

To contact the public transport services in Stockholm, please contact the SL Customer Centre:

T: +46 (0) 8 600 10 00
E: tillganglighet@sl.se

The airport – Stockholm Arlanda Airport

Stockholm Arlanda Airport is located approximately 38km from the Friends Arena.

Details on accessible services available at the airport for disabled passengers can be found by visiting: [https://www.swedavia.com/arlanda/special-needs/assistance-service-at-the-airport/](https://www.swedavia.com/arlanda/special-needs/assistance-service-at-the-airport/)

The airport has accessible drop-off and pick-up points outside all of its terminals and all terminal buildings are fully accessible.

To get to Stockholm Central train station, located in the centre of the city, disabled passengers can take the Arlanda Express from the airport train station. Access to this station is available from all airport terminal buildings via lifts.

Arlanda Express trains depart every 15 minutes and the journey time to Stockholm Central Station is 20 minutes. The trains are accessible with level access for passengers who are wheelchair users or have reduced mobility. To book assistance with boarding and alighting Arlanda Express services please contact the SJ Customer Centre:

T: +46 (0) 771 75 75 99

For further information on the Arlanda Express and the additional services available for disabled passengers, please see: [https://www.arlandaexpress.com/default.aspx?page=72](https://www.arlandaexpress.com/default.aspx?page=72)

Getting around by train

Stockholm Central Station

Stockholm Central train station is the main station in the city and is located approximately 9km from the Friends Arena. The station is fully accessible for disabled passengers and station staff are available to provide assistance.

Further information about this station can be found at: [https://www.raileurope.com/europe-travel-guide/sweden/stockholm/train-station/stockholm-central.html](https://www.raileurope.com/europe-travel-guide/sweden/stockholm/train-station/stockholm-central.html)

Solna Station

Solna Station is the nearest train station to the Friends Arena. It is approximately 1km away. This station is accessible and has lift access. Station staff are available to provide assistance for disabled passengers.
Assistance with boarding and alighting at both stations is available. Assistance needs to be pre-booked at least 24 hours in advance by contacting the SL Customer Centre. For further information on how book assistance:

T: +46 (0) 8 600 10 00 then selecting option 4 and then option 3:
W: http://www.stationsledsagning.se/ (in Swedish only)

**Getting around by metro**

Nearly all metro stations (T-Bana) in Stockholm are accessible with level access between the platform and the metro train and with at least one accessible entrance / exit point. There are digital information displays in the new metro trains informing passengers of the name of the approaching station.

Disabled passengers requiring assistance with boarding and alighting must book assistance in advance, by contacting the SL Customer Centre:

T: +46 (0) 8 600 10 00
W: http://sl.se/en-eng-info/getting-around/accessibility/

If there are any issues when trying to access the metro (e.g. an out of service lift), disabled passengers can call an accessibility priority number. This number is open 24 hours. If it is not possible to use the metro, the customer services team will arrange a complimentary taxi service.

T: +46 (0)20 120 20 22

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**Metro train in Stockholm**

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**Getting around by bus**

The majority of buses have low-level access and are also equipped with a ramp. The main bus station, Cityterminaen, is located in the city centre. This bus station has level access entrances from street level. Once inside the bus terminus, there are lifts and escalators, including one lift leading to Stockholm Central Station. There are audio announcements of arrivals and departures for blind and
partially sighted travellers. Disabled passengers requiring assistance should contact the Cityterminalen Office 24 hours ahead of journeys:

T: +46 (0) 10 455 33 97 (open Monday-Friday)
E: kundservice@cityterminalen.com

There are digital information displays on all buses showing details of the approaching bus stop and automatic service announcements are given at bus terminals and frequently used bus stops.

**Getting around by tram**

CAFE understands that the level of accessibility varies across trams stops. CAFE would advise disabled fans to contact the SL Customer Centre for more information:

T: +46 (0) 8 600 10 00
E: tillganglighet@sl.se
W: https://sl.se/en/eng-info/getting-around/accessibility/

**Getting around by taxi**

Accessible taxis are available in Stockholm and must be pre-booked ahead of travel.

Samtrans
T: +46 8 - 1200 1200
W: https://www.samtrans.se/

Taxi Kurir:
T: +46 (0) 08 30 00 03
W: https://boka.taxikurir.se/

Sverige Taxi:
T: +46 (0) 08 28 75 15
W: https://www.taxi020.se/

There is also a taxi centre at Stockholm Central Station, where disabled fans can order wheelchair accessible taxis.
Fan Meeting Points and Fan Zones

Neutral Fan Zone

The Neutral Fan Zone will be in Kungsträdgården and is open from 11:00 to 20:00 on 23 and 24 May. The park’s central location and its outdoor cafés make it one of the most popular hangouts and meeting places in Stockholm. All fans are invited to come and enjoy the festive atmosphere here. The neutral zone is accessible however, not all activities are. Disabled spectators will be able to view the following matches taking place on the pitch:

- Tuesday 23 May early afternoon – Special Olympics
- Tuesday 23 May & Wednesday 24 May afternoon – Power Chair Football Association
- Tuesday 23 May & Wednesday 24 May afternoon – Colour Blind Awareness
- Wednesday 24 May afternoon - International Blind Sports Association

Getting to Kungstärdgården from central station:

- By foot: 15 minutes
- By taxi: 10 minutes
- By metro: take line 10 or 11 at T-Centralen until terminus Kungsträdgården

Finalist Fan Meeting Points, open on May 24th

- Fleminggatan will be the designated meeting point for AFC AJAX supporters.
- Rörstrandsgatan will be the designated meeting point for MANCHESTER UNITED FC supporters.

Getting to Fleminggatan – AFC Ajax from central station:

- By foot: 15 minutes
- By taxi: 10 minutes
- By commuter train: 10 minutes. From T-Centralen, take line 10 (direction Hjulsta) or 11 (direction Akalla) to Rådhuset, then walk 5 minutes to Fleminggatan.

Getting to Rörstrandsgatan – Manchester United FC from central station:

- By taxi: 10 minutes
- By commuter train: take train 36 (destination Märsta) or 38 (destination Uppsala) and get off at the stop Karlberg station. The journey lasts 4 minutes, then walk 5 minutes along Norrbackagatan until Rörstrandsgatan.
The Friends Arena

Getting to the stadium
Public transport will be very busy before and after the match, therefore CAFE would advise that disabled spectators arrive early and allow plenty of time to reach the stadium.

From the airport: Stockholm Arlanda Airport
To get to the stadium from the airport, you should take the Arlanda Express train from the airport station to Stockholm Central Station. From here, supporters can take local commuter services to Solna station, which is approximately 1km away from the stadium. Supporters are advised to exit Solna station via the north exit and then go through the Mall of Scandinavia to reach the stadium. The shopping mall is fully accessible and has lift access. The shopping mall opening hours are from 06:00 – 01:00. Spectators will be able to use the Mall’s facilities and amenities during these hours. Vehicles will be able to exit the parking zone 24 hours, but can only enter between 06:00 and 01:00. There is an alternative route around the shopping mall; however there is a long steep slope along the route, which may be difficult for some disabled fans.

From the main station: Stockholm Central
To get to the Friends Arena from Stockholm Central Station, supporters can take local commuter services to Solna station, which is approximately 1km away from the stadium. Supporters are advised to exit Solna station via the north exit and then go through the Mall of Scandinavia to reach the stadium. The shopping mall is fully accessible and has lift access.

Services to Solna station depart from Stockholm Central every 9 – 15 minutes and the journey takes 7 minutes.

- By commuter train (36 & 38): The nearest station to the Friends Arena is Solna station; this is approximately a 15 minute walk to the stadium
- By metro: The closest metro station to the stadium is Solna Centrum, which is on the ‘blue line’ – metro line 11 or 10. The station is located approximately 2km from the stadium. Metro trains depart from the main tram station T-Centralen every 8 minutes and the journey to Solna Centrum takes 15 minutes.

From the Neutral Fan Zone and Fan Meeting Points

To reach the stadium from Kungstärgården, Neutral Fan Zone
- By taxi: 25 minutes. See map on page 11, which indicates the stadium drop-off point.
- By metro: 35 minutes. Take line 11 (direction Akalla) from Kungsträdgården metro station until Solna Centrum (10 minutes), then walk 20 minutes to the stadium.

To reach the stadium from Fleminggatan - AFC Ajax supporters
- By taxi: 25 minutes. See map on page 11, which indicates the stadium drop-off point.
- By metro: Walk 5 minutes to the Rådhuset metro stop; take metro line 11 (destination Akalla); stay on the metro for 8 minutes and stop at the Solna Centrum; walk 20 minutes to the stadium.

To reach the stadium from Rörstrandsgatan – Manchester United FC supporters

- By taxi: 20 minutes. See map on page 11, which indicates the stadium drop-off point.
- By commuter train: walk 5 minutes to stop Karlberg; then take commuter train 36 (destination Märsta) or 38 (destination Uppsala) for 6 minutes and get off at the stop Solna Station. The stadium is then a 10 minute walk away.

Map: Rail and metro network
Accessible (disabled-friendly) car parking
Parking passes for accessibility tickets holders will be available on request on a first come first served basis and subject to availability. Accessibility ticket holders will be sent an email with a link to apply for a parking pass.

Please note that passes, if allocated, are delivered with tickets.

Accessible (disabled-friendly) parking is only available to disabled spectators with a valid match day ticket and parking pass.

Accessible parking is located in parking zone P6 on level -1 of the Mall of Scandinavia parking, situated south of the stadium.

The maximum vehicle height is 2.3m.

Shopping mall parking opening hours are 06:00 - 1:00. Vehicles can exit the parking area between 01:00 and 06:00, but cannot enter during these hours.

To access the stadium from the parking, disabled fans should take the lift to level 0, then keep to the right side of the stairs and take the lift leading to the exit to the stadium.
Drop-off and pick-up points (accessible taxis only)
An accessible taxi drop-off and pick-up point has been identified close to the main accessible stadium entrance at entrance point Hx, in front of the Quality Friends Hotel.

Map: Access to drop-off point for taxi

- From E4 North: exit 169
- From E4 South: exit 167
- From West (Enköpingsvägen): Interchange Ritorp

Then for all:
- Kolonnvägen to Signalbron (Signalbridge)
- Cross Signalbron, drop-off point is in front of Quality Hotel Friends

Stadium Information

Accessible (disabled-friendly) entrances
There are 4 identified accessible entrances to the stadium. The map below identifies each entrance according to general public or finalist supporters. Accessibility tickets also indicate the most appropriate entrance disabled spectators should use according to the location of their seating.
L: Drop-offs/pick-ups for taxis. In front of **Quality Hotel Friends**

**Hx:** Accessible entrance for general public and finalists wheelchair users

D: General public easy access entrance

F and A: Finalists easy access entrance

**P6:** Accessible parking

: Lift to access stadium entrances from street level.

**Signage and wayfinding**

Stadium entrances are identified along access routes around the stadium perimeter with signage on vertical towers. The towers also contain directional information to other gate entrances and public transport hubs. They also have a map of the stadium. Text is in English, with symbols.

Once inside the stadium signage is available to direct fans to accessible toilets and seating sections. This signage is large and is visible amongst crowds.
Accessible (disabled-friendly) viewing areas

Wheelchair user spaces and Easy Access Seating – General Public

- Wheelchair user spaces, with companion seating, will be located between sections 101 and 140, 109 and 110, 111 and 112, with adjacent companion seating. Wheelchair users with tickets for these sections should enter via gate Hx.
- Easy access seats* for disabled spectators, with companion seating, have been identified between sections 137, 138, 139. Disabled spectators with easy access seats in these sections should enter via gate D.

*(Easy access seating has minimal or no stepped access and is often located at the end of rows and may have more legroom than other seating).

Map showing accessible entrances and seating areas for General Public
Wheelchair user spaces and Easy Access Seating – Finalists

AFC Ajax

- **Wheelchair user spaces**, with companion seating, will be located between sections 121 and 122, with adjacent companion seating. AFC Ajax fans with wheelchair user spaces should enter via gate Hx.
- **Easy access seats** for disabled spectators, with companion seating, have been identified between sections 117, 118, 119. AFC Ajax fans with easy access seats should enter via gate F.

Manchester United FC

- **Wheelchair user spaces**, with companion seating, will be located between sections 101 and 102, 140 and 139, with adjacent companion seating. Manchester United FC fans with wheelchair user spaces should enter via gate Hx.
- **Easy access seats** for disabled spectators, with companion seating, have been identified between sections 102, 103, 104. Manchester United FC fans with easy access seats should enter via gate A.

*(Easy access seating has minimal or no stepped access and is often located at the end of rows and may have more legroom than other seating)*.

Map showing accessible entrances and seating areas for Finalists
Accessible (disabled-friendly) amenities

Concessions
Please note that whilst concessions and refreshment kiosks are located near to accessible viewing areas, low-level counters are not available.

Accessible (disabled-friendly) toilets
There are 16 accessible (disabled friendly) unisex toilets within the accessible viewing areas on level 3, tier 1, near gates G H D C.

Accessible (disabled-friendly) services

Stadium volunteers
Stadium stewards and dedicated matchday volunteers will be available to provide assistance to disabled fans at the stadium.

Audio-descriptive commentary
An audio descriptive commentary (ADC) service will be provided in three languages.

To tune into the service in Swedish, spectators should collect a headset from gate D. There are 20 headsets available for this service.

For an audio descriptive commentary in English or Dutch, please bring your own radio or smartphone (using the FM radio receiver) and connect to Solna/Friends Arena 91,8 MHz for English and Solna/Friends Arena 95,7 MHz for Dutch.

Wheelchair loan service
The Friends Arena stadium offers a wheelchair loan system with two wheelchairs available. The service is available from entrance Hx.

For more information
If you would like more information about these stadium services, do not hesitate to contact the Friends Arena Guest Services team via the following telephone number:

T: +46 (0) 8502 535 00

Emergency Procedure and first aid
CAFE was informed there is 1 first aid room on level 1, gate 3.

In case of emergency, disabled spectators who are unable to exit the stadium should go to the following refugee zones:

- On level 1: outside elevator A and at gate 4
- On level 3: by concourse areas at: Cx, Ex, Fx, Hx and between C-D and G-H
CAFE Contact and Have Your Say
For further information, please contact the Centre for Access to Football in Europe (CAFE) by Email or by telephone, by twitter or by visiting our website:

E: info@cafefootball.eu
T: +44 (0) 8621 2410 2405
W: www.cafefootball.eu
T: @cafefootball

Have your Say on your matchday experience at the Friends Arena by leaving a comment on our Stadium page. Disabled fans comments help CAFE and our stakeholders to share more information about access at stadiums across Europe, and in turn help disabled fans planning a trip to the stadium. Visit  http://www.cafefootball.eu/en/news/have-your-say-tell-us-about-your-matchday-experiences to find out how to upload your disabled fans comments to the CAFE website.