

Disabled Supporters Ticketing Information

Disabled Ticketing

Registering for Disabled Tickets

In order to purchase tickets with the disabled ticketing team, supporters first of all need to be registered with Liverpool Football Club. In order to register, we require a copy of a letter from the Department of Work and Pensions confirming that you are on the middle to high rate of care component. Alternatively if you are unable to provide this documentation the club will accept a letter from your GP or doctor confirming you have a disability. Once we receive this documentation the club will keep this on file. You only need to send this once, unless your letter of entitlement states a date of expiry.

Please note we cannot process any tickets unless the required documentation is received.

Home Games

Tickets for Premier League home matches will be sold by the following means:

- Premier League games will be sold in conjunction with specific selling arrangements for each fixture. These selling arrangements will be advertise via www.liverpoolfc.com/tickets/accessibility
- **Please note we are always over subscribed for games, and can not guarantee tickets.**
- If your application is successful and you are unable to attend the game, all tickets (including P.A. tickets) must be returned to the Ticket Office 14 days before the game is due to be played.
- If a season ticket holder is unable to attend a match they can return their ticket via the Ticket Exchange (www.liverpoolfc.com/tickets/ticket-exchange) these tickets will then become available for members to purchase.

Members Sale

- In order to purchase on a members sale, you must be registered with the club (see registration information) and have purchased an LFC Official Membership. Details of the membership can be found at www.liverpoolfc.com/membership/benefits-prices.

- Tickets are sold in conjunction with the non-disabled ticket sales. For further information of specific ticket sales please contact one of the disabled advisors or visit www.liverpoolfc.com/tickets/accessibility
- Member's ticket sales take place in July and November. During these sales a supporter can purchase up to 10 games.
- Ticket sales are available by calling the main Ticket Office number 0843 170 5555, option 1 then option 0. Tickets are also available to purchase at the Ticket Office window, Anfield.

General Sale

- In order to purchase on a general sale, you must be registered with the club (see registration information).
- Successful applicants will be chosen on a ballot basis.
- Applications can be made by post or email; these are to be received no earlier than 8 weeks or no later than 23 days prior to the game taking place.
- Postal applications should be sent to:
Disability Ticketing Team, Liverpool FC Ticket Office, PO Box 204, L69 3JF
- Email applications should be sent to:
disability@liverpoolfc.com
- All applications must include applicants name, address and contact details (including telephone and email contacts).
- Please state the match you are applying for, along with the number and type of tickets required i.e. wheelchair, ambulant or visually impaired.
- Telephone numbers must be provided so that we can contact you for payment should you be successful. Do not include any payment information in an application as the club are prevented from storing payment information by law.
- Fan Card/Member numbers should also be provided, if applicable, as these will be used for priority sales of Cup Competitions. Please note Premier League games against Manchester United and Everton will be issued based on previous attendance.
- Successful applicants will receive an email confirmation containing their seat details. Supporters will then receive their tickets through the post or their member cards will become active, if a current member.
- Unsuccessful applications will be notified by post or email

Away Games and Cup Competitions

- Tickets for all away matches and all Cup matches will be sold in conjunction with the specific selling arrangements for those fixtures.
- If the selling criteria is to be lowered it will be advertised on the accessibility webpage; www.liverpoolfc.com/tickets/accessibility

If you have any queries regarding disabled tickets please contact the Liverpool Football Club Disabled Ticketing Advisors on:

disability@liverpoolfc.com or 0843 170 5555 (option 1, then option 0)

Frequently Asked Questions

How do I apply for Home Tickets?

- Supporters can apply for home games either during the member's sales or during the general sale.
- Applications for the general sale should be made in writing via post or email, and are to be received no earlier than 8 weeks or no later than 23 days prior to the game taking place.
- Applications for the members sale should be made via telephone on 0843 170 5555 or in person at the Ticket Office window. Dates of these sales will announce on www.liverpoolfc.com/tickets/accessibility.
- For Cup fixtures prices and selling arrangements can vary and will be announced on the website, www.liverpoolfc.com/tickets/accessibility.

How do I become an Official Member?

- You can become an Official Member by joining up to the membership scheme. There are various memberships available; details of the memberships can be found at www.liverpoolfc.com/membership/benefits-prices.

Does my personal assistant need to become an Official Member?

- No, once you have purchased a membership, please advise the Disability Ticketing Team via email or phone and they will be able to issue you with a personal assistant access card free of charge.

What tickets are available for wheelchair users?

- A wheelchair user is able to have up to two personal assistants accompanying them to a game.
- Wheelchair users are situated in the Kop, Paddock and Anfield Road with full disabled access into the stadium toilet facilities.

What tickets are available for visually impaired supporters?

- Seats are generally situated in the Paddock with availability for one personal assistant. Please note that we do not limit the amount of visually impaired tickets that are available and can choose to sit in another area of the ground – subject to availability. Headsets with full commentary are provided upon request.

What is available for ambulant disabled supporters?

- Seats are generally situated in the Paddock with availability for one personal assistant. Please note that we do not limit the amount of ambulant tickets that are available and can choose to sit in another area of the ground – subject to availability.

How do I apply for away tickets?

- Away league games are sold under specific selling arrangements, these are advertised www.liverpoolfc.com/tickets/accessibility.
- Season tickets holders and members with the required number of games will get the priority on tickets. The remaining tickets will go on sale to all season ticket holders/members and would then go on a general sale, if there are tickets still available. Criteria will be advertised as above.

How do I qualify for Cup competition tickets?

- Cup competitions have specific selling arrangements. The selling arrangements are announced as soon as possible via www.liverpoolfc.com/tickets/accessibility.
- Priority is given to supporters who have attended previous rounds in that particular competition.

Are there any car park spaces on match days?

- We currently have a limited amount of spaces available on a match by match basis. The spaces would be located in either Anfield Road or Stanley Park.
- If you would like to apply for a car park pass please make a note of this on your application or at point of purchase.
- There is no guarantee that a car park space will be allocated.

Can I become a Season Ticket Holder?

- No, at the moment there are no season tickets available for disabled supporters. The waiting list is currently closed for new applications.

What are the prices for disabled supporters?

Please find below the Premier League prices for 2013-14 season. For domestic cup or season ticket prices please visit: www.liverpoolfc.com/tickets/lfc-ticket-prices



Category A games – (Man United, Man City, Chelsea, Spurs, Everton, Arsenal, Newcastle)

TIER	PRICE ADULT	PRICE OVER 65	PRICE JUNIORS (*WITHIN FAMILY AREAS ONLY)	PRICE DISABLED /AMBULANT DISABLED /VISUALLY IMPAIRED	PRICE PERSONAL ASSISTANT
1	£52	£39	N/A	£36	FREE
2	£50	£37.50	N/A	£36	FREE
3	£48	£36	£15	£36	FREE
4	£47	£35	£15	£35	FREE
5	£45	£34	N/A	£34	FREE
6	£44	£33	N/A	£33	FREE

Category B games – (Swansea City, WBA, Aston Villa, Norwich City, West Ham, Fulham, Sunderland)

TIER	PRICE ADULT	PRICE OVER 65	PRICE JUNIORS (*WITHIN FAMILY AREAS ONLY)	PRICE DISABLED /AMBULANT DISABLED /VISUALLY IMPAIRED	PRICE PERSONAL ASSISTANT
1	£49	£37	N/A	£33	FREE
2	£47	£35	N/A	£33	FREE
3	£45	£34	£10	£33	FREE
4	£44	£33	£10	£32.50	FREE
5	£42	£31.50	N/A	£31.50	FREE
6	£41	£31	N/A	£31	FREE

Category C games – (Crystal Palace, Southampton, Stoke City, Hull City, Cardiff City)

TIER	PRICE	PRICE	PRICE	PRICE	PRICE
	ADULT	OVER 65	JUNIORS (*WITHIN FAMILY AREAS ONLY)	DISABLED /AMBULANT DISABLED /VISUALLY IMPAIRED	PERSONAL ASSISTANT
1	£46	£34.50	N/A	£31.50	FREE
2	£44	£33	N/A	£31.50	FREE
3	£42	£31.50	£5	£31.50	FREE
4	£41	£31	£5	£31	FREE
5	£39	£29	N/A	£29.50	FREE
6	£38	£28.50	N/A	£29.50	FREE

Stadium Information

- Kop stand wheelchair seating was moved to the centre of the stand in 2005. This was to enable good viewing positions for our disabled supporters.
- Disposable rain coats are now available for those sitting on the front rows and in the wheelchair areas.
- Large print and Braille match day programs are now available to order. Please call or email Disability Ticketing Team to arrange.
- Hearing loops are fitting in various locations of the stadium.
- A low Ticket Office bay window has been put in place for our disabled supporters. This is window 1.
- There will be regular checks on match days, this is to ensure that all disabled spaces are fully used. If a personal assistant seat is in use without the disabled supporter, tickets will not be allocated to the disabled supporter for the remainder of the season.
- In all the disabled areas in the stadium, we have full disabled facilities available.
- Stewards are also very willing to help where required.