

Accessing Lord's

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# GENERAL INFORMATION

## Lord's Cricket Ground Access Statement

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Marylebone Cricket Club  
Lord's Ground  
London NW8 8QN

Version 1.0 August 2019



**LORD'S**  
THE HOME OF CRICKET

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## 01 | Introduction

Lord's Ground is widely considered to be the Home of Cricket and is, arguably, the most famous cricket ground in the world. Marylebone Cricket Club (MCC), founded in 1787, has owned and played at the current Ground since 1814. As well as accommodating MCC, Lord's is also home to the England and Wales Cricket Board (ECB) and Middlesex Cricket. MCC works to provide an environment where all visitors can experience the history and atmosphere of Lord's in comfort and safety.

General accessibility information is available on the Lord's website at [www.lords.org/accessibility](http://www.lords.org/accessibility). This guide provides more detailed information about accessibility at Lord's and the facilities provided. While every effort has been made to ensure that the information presented in this guide is accurate and up-to-date, please contact us with any questions or concerns at [accessibility@lords.org](mailto:accessibility@lords.org) or via telephone on 020 7616 8744. Other guides relating to accessibility at Lord's are available including travel to the Ground and visiting on match days, for a meeting or event or to attend a Tour of Lord's.

## 02 | On Arrival

On arrival at Lord's, all visitors, including MCC Members, should report to the Security Gate Staff who are available to assist and direct visitors. MCC Members must show their membership pass to enable access to the Ground. On non-match days, visitors will receive a Visitor Pass which must be worn at all times while in the Ground.

## 03 | Inside Lord's Ground

### **General Information**

The surfaces around the Ground are a mixture of concrete, tarmac and bonded gravel. There are occasional manhole covers and rain drains.

## 03 | Inside Lord's Ground

### Continued

The gardens are grassed with some paving. Under normal conditions all surfaces are flat and even and provide adequate grip. Of course, everyone should take extra care during adverse weather conditions.

#### **Vehicle Movements**

On non-match days, the roadways within Lord's are shared between pedestrians and vehicles. While vehicle speed is restricted to 10mph, visitors should be aware and vigilant at all times while moving around inside the Ground. Vehicles used within the Ground are electric-powered and so move more quietly than on-road vehicles.

On match days, vehicle movements inside the Ground are restricted to necessary operational movements, including transfer of waste for collection and disposal. Electric-powered buggies move wheelie bins at slow speed around the perimeter concourses. These transfers are limited to times when pedestrian movements are at their lowest, and are controlled under safety protocols. However, anyone in the Ground on match days should be aware of possible vehicle movements.

On the rare occasion that any other vehicle movement is needed (such as the departure of an ambulance) Stewards will be used to guide the vehicle and warn pedestrians.

Accessible wayfinding signage is present throughout Lord's and maps of the Ground (with "You are here" indicators) are displayed to assist visitors.

#### **Signage**

Accessibility features, such as for toilets or bars, are identified with signage.

Braille is used in most lifts

#### **Lights and Sounds**

During normal operations, there should be no flashing lights

## 03 | Inside Lord's Ground

### Continued

within the Ground (with the exception of occasional fork lift truck movements).

On non-match days, there is usually no background music nor announcements made on the public address system.

On match days there is no music, except for occasional short music 'stings' at Twenty20 matches. Announcements are made through the public address system on match days.

Music is played for entertainment during breaks in play in some parts of the Ground. This is typically non-amplified or amplified only to the local vicinity. It is not broadcast over the venue speaker system.

### Rest areas

There are wooden benches at the Nursery and Pavilion ends of the Ground for visitors to use as and when needed. There are no seats available behind the Grand Stand or behind the Mound and Tavern Stands at present.

### Main Entrance and Reception

The main entrance to Lord's Ground is the Grace Gate on St. John's Wood Road.



**Grace Gate  
Outside**



## 03 | Inside Lord's Ground

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Security Gate Staff are present to welcome visitors and direct them to where they need to go. Access through the Grace Gate is flat, however there is a cobbled surface outside, and immediately inside, the Grace Gates that provides a slightly uneven surface.



**Grace Gate**  
Cobbles

The roadway from the Grace Gate to Reception is even and level, though there are cobbled edging strips running along the side. Access into Reception is flat. The main Reception doors have a maximum opening width of 1370mm. The doors to Reception do not have an automated opening system, however, the Pavilion Stewards, who are based at the door directly opposite during opening hours, will be happy to assist as needed. The area inside Reception is flat and carpeted. The Reception desk does not have a separate low counter, but the height of the counter should accommodate most wheelchair users.

## 03 | Inside Lord's Ground

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**Reception  
Desk**

### **Lord's Pavilion**

The Pavilion at Lord's is reserved for MCC Members (and Middlesex members on county match days) and their guests, but is accessible to the public by invitation, including on a Tour of Lord's. On major match days entry to the Pavilion is for MCC Members and official guests only.

The entrance to the Pavilion is opposite Reception. This door is always attended by Pavilion Stewards who can assist. The doors open to a maximum width of 1300mm.

All levels of the Pavilion are accessible by lift and there is an accessible toilet in the north basement area, close to the entrance door. Most of the flooring in the Pavilion is a compressed cork material to provide a hard-wearing surface that accommodates the spiked footwear of the players. This surface is flat and smooth and provides good grip. Some areas are carpeted with short-pile carpets. All stairways have wooden hand rails and all steps have a dark brown tread with a black grip strip which contrasts with a white riser with a brass strip at the top.

It should be noted that many of the doors in the Pavilion are large and heavy, as might be expected in a Victorian building. However, most doors will be held open on match days to facilitate access and staff will be happy to assist as necessary.



## 03 | Inside Lord's Ground

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### Membership Office

The MCC Membership Office is based in the basement of the Pavilion. It is accessed via a short flight of eight stairs (note that the bottom step is of a shallower depth to the others) located on the right as you approach from the Grace Gate, opposite the Middlesex Cricket Office and the MCC Members' Shop. Anyone who needs to visit the MCC Membership Office who has difficulty using stairs is advised to go to Reception for assistance.



## 03 | Inside Lord's Ground

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### **Ticket Office**

The Ticket Office is based on the Ground Floor of the Memorial Block in the same building as Reception. It is located on the left as you approach from the Grace Gate, past reception and the MCC Museum. The entrance is accessible either by a ramp or by three small steps.



**Ticket Office  
Access**

The doors have an automatic opening system via a push-pad/button to the left of the door. These doors open inwards. The floor surface inside the lobby area is smooth and tiled. The Ticket Office has a window with a low counter and most windows are fitted with a local induction loop as indicated with the symbol on the respective windows. There is a push button bell to attract the attention of staff if needed.

### **Museum**

The MCC Museum is based in the Memorial Building. It is located on the left as you approach from the Grace Gate, past Reception. The entrance doors open outwards automatically on approach (to a maximum width of 1340mm). The Museum has a short-pile carpet. The ground floor is level and even throughout.

## 03 | Inside Lord's Ground

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**Museum  
Entrance**

The first floor is accessed via stairs (12 steps with a large flat landing, followed by another 11 steps). The stairs have flat, metal hand rails most of the way up (they stop just short of the landing space). There is no lift access to the first floor.

### **Lost Property and Head Steward's Office**

Lost property is held in the Head Steward's Office. This is located on the perimeter concourse under the Mound Stand. The approach to the Head Steward's Office is flat and even. There is a single step to access the office. Stewards and the staff within the office are available to assist as necessary. On major match days lost property is managed at the Information Point under the Mound Stand. The Information Point window is at a height of 120cm. If this point is not accessible please go to the Head Steward's Office nearby and staff will be happy to assist.

### **Lord's Shop**

The Lord's Shop is located next to the East Gate on St John's Wood Road. As the East Gate is open only on match days, access to Lord's Shop on other days is via the Grace Gate. There are steps directly in front of the shop with step-free access available to the left of the shop entrance. The shop has separate entrance and exit doors. Both doors have an automated opening system, activated by a push-pad/button located to the left of the entrance door and to the right of the exit door (located at the end of the serving counter).

## 03 | Inside Lord's Ground

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Both doors typically open to 940 cm, but can be widened to a maximum width of 1140mm on request. The entrance door opens inwards and the exit door opens outwards, away from the customer. The wooden flooring is level and the display racks are mostly low level. Some items, especially clothing, are hung at a higher level for display, but staff will be happy to assist. There is a roped queuing system before the tills to make it fairer and easier for everyone when queuing up to pay. At 100cm the counter is low enough to accommodate most wheelchair users. There is no background music on non-match days, although there may be cricket commentary from the TVs if these are on. The changing room in the Lord's Shop is fully accessible for wheelchair users.





## 03 | Inside Lord's Ground

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#### **MCC Cricket Academy**

The MCC Cricket Academy is located in the south-eastern corner of the Ground and is accessed via the North Gate. The approach to the Academy is level and even. The main entrance door opens outwards to a maximum width of 1100mm and has an automatic opening mechanism with the activating button to the left of the door on approach from the outside, and to the right inside. The entrance lobby is flat and even with a short pile carpet. The viewing area and café are accessible via a lift (the door opens to 800mm).



**Cricket  
Academy  
Lift**

Access to the changing areas is flat and even, although the showers in the changing rooms are accessed via two steps.

Lord's Gym is on the second floor of the Cricket Academy and can be accessed by the lift.



## 03 | Inside Lord's Ground

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### ECB and Middlesex Cricket

ECB and Middlesex Cricket each have offices at Lord's Ground. The entrances to each office are accessible on level even surfaces from all gates.

### Ground and Gardens

The ground within Lord's is mostly flat and level.

The Coronation Garden, located in the north-western corner of the Ground, is accessible by three shallow steps behind the Warner Stand or via a paved ramp (width 1400mm) by the MCC Museum. The Coronation Garden is mostly laid with grass with paths of evenly laid paving stones.



**Coronation  
Garden  
access**

The Harris Garden, located on the left (before the Middlesex Cricket Office) as you approach the Pavilion from the Grace Gate, is also mainly lawn with some laid paved paths. In the summer months this area hosts the Harris Garden Restaurant (available for service on certain match days only).

## 03 | Inside Lord's Ground

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#### **Public Toilets**

On non-match days, public toilets for ladies and gentlemen are available in the Allen Stand (close to the Grace Gates) and in the Full Toss Block to the rear of the Edrich Stand and close to Lord's Shop. On match days, public toilets are available in, or close to, all stands.

Accessible toilets are available in the Pavilion, Grand Stand (x2), Clock Tower and Mound Stand. In addition, an accessible toilet is available in the Cricket Academy and in Lord's Tavern on non-match days. Most of these require a RADAR key to open.

Most toilet blocks have at least one toilet cubicle with fixed grab rails fitted to assist ambulant disabled people.

On major match days, including at international matches, there is a mobile toilet facility, provided by Mobiloo, which includes an adult hoist and changing bench. This facility is located to the rear of the Warner Stand at the Pavilion end of the Ground.

#### **Catering**

When visiting on non-match days there are two areas available for the purchase of food, drinks and refreshments: the Cricket Academy Bar and Lord's Tavern.

The Cricket Academy Bar, located on the first floor, serves a selection of snacks and hot and cold beverages. It is accessible by lift (the door opens to 800mm). On some days the Cricket Academy Bar may be closed to accommodate private events.

Lord's Tavern, which offers traditional pub food is adjacent to the Grace Gate and can be entered from St John's Wood Road via two steps or by a ramp. The entrance door has a maximum opening of 1460 mm. For more information see: [lords.org/lords/things-to-do/lords-tavern/](https://lords.org/lords/things-to-do/lords-tavern/)

## 03 | Inside Lord's Ground

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The main flooring inside Lord's Tavern is large ceramic tiles. There is an additional upper wooden-floored eating area (accessed by two steps) and outdoor, covered wooden decking area. There is an accessible toilet available for use with flat level access from within the main bar.

### **Assistance Dogs**

Assistance dogs are welcome at Lord's. Water is available for assistance dogs, on request, at the Head Steward's Office, the Museum and/or at Reception. Currently MCC does not have a spending area for assistance dogs within the Ground. Visitors with assistance dogs are usually directed to the public gardens close to the North Gate where there is a dog spending area.

## 04 | **Contact Information**

Where specific telephone numbers or e-mail addresses are given in the Access Statement please use these to contact the most relevant member of staff at Lord's. For general enquiries, suggestions or comments please use the contact details below.

**Accessibility Manager**

Marylebone Cricket Club

Lord's Ground

St. John's Wood Road

London

NW8 8QN

Website: [www.lords.org](http://www.lords.org)

E-mail: [accessibility@lords.org](mailto:accessibility@lords.org)

Telephone: 020 7616 8744 (Direct Line)

020 7616 8500 (Switchboard)



# 05 | Map of Lord's Ground

