

Accessing Lord's

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# MATCH DAYS

## Lord's Cricket Ground Access Statement

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Marylebone Cricket Club  
Lord's Ground  
London NW8 8QN



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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 when visiting Lord's Ground on a match day. While every effort has been made to ensure that the information presented in this guide is accurate and current, please contact us with any questions or concerns at [accessibility@lords.org](mailto:accessibility@lords.org) or telephone 020 7616 8744. Other more detailed guides to accessibility at Lord's are available including general information, traveling to the Ground and visiting for a meeting or event or to come on a Tour of the Ground.

## 02 | Major and Non-Major Match Days at Lord's

This guide refers to major match days and to non-major match days. Major match days include Test Matches, One-Day Internationals and T20 matches. All other days on which cricket is played at the Ground are classified as non-major match days, including County Championship and One-Day Cup matches and MCC matches.

## 03 | Travelling to Lord's on Match Days

Please see the separate guide (Accessing Lord's - Travel) for information on travelling to Lord's.

## 04 | Parking at Lord's on Match days

### Major Match days

There is no parking at Lord's on major match days. However, MCC does offer access for vehicles to set down and pick up inside the Ground. Set-down-and-pick-up passes are allocated on request to the Club Facilities Department (see contact details below) for wheelchair users, registered disabled people and for visitors who are less able to walk long distances. The entrance point for those who have been allocated a set-down-and-pick-up pass is No6 Gate, behind the MCC Museum, on Grove End Road.

### Non-Major Match days

On non-major match days MCC offers parking within the Ground for wheelchair users and registered disabled people, subject to availability. parking is usually assigned on a first come, first served basis.

Please contact the Club Facilities Department at [clubfacilities@lords.org](mailto:clubfacilities@lords.org) or telephone on 020 7616 8653 for further details.

## 05 | Tickets: collection and purchase

The ticket collection point, for spectators who have already purchased tickets and requested to collect them at the Ground, is located at the East Gate. There is no lower, accessible window at the East Gate ticket point. The height of the bottom of the windows varies slightly from 119cm to 123cm.



**East Gate  
Ticket  
Point**

## 05 | Ticket collection and ticket purchase

### Continued

Match day tickets, subject to availability, may be purchased at the North Gate. There is a lower, accessible window (Bottom height = 90cm; other windows at 122cm), though there is no knee space available.



**North Gate  
Accessible  
Window**

The approach to both gates is on a public footpath. The surfaces are flat and even.

Both ticket collection points have hearing loops for those with hearing aids that can be set in the T-position.

## 06 | Entering the Ground

### Security Searches

Everyone entering the Ground on a major match day is subject to a security search. This condition of entry ensures the safety of everyone in the Ground. On non-major match days you may also be subject to a security search.

### Turnstiles

On all match days entry to the Ground through all gates (with the exception of the Bicentenary Gate) is through turnstiles. The North Gate and the East Gate turnstiles have a flat and even surface. At the Grace Gate there is a slight slope into and out of the turnstile.



## 06 | Entering the Ground

### Continued

The width of the turnstiles varies. At the North Gate they are between 39cm and 50cm. At the East Gate they are between 30cm and 34cm (typically 32cm). At the Grace Gate the turnstiles are 44cm wide.

Anyone who may have difficulty entering via the turnstiles should speak with the Security Gate Staff or Stewards who will assist as needed.

### **“Happy to Help” Volunteers and transfer service**

Our Team of “Happy to Help” Volunteers are available on major match days, at the North Gate, East Gate, Grace Gate and No6 Gate. They have access to wheelchairs to assist ambulant disabled people and visitors who are less able to walk long distances who would benefit from assistance to get from the gate to their seat. This service is provided on request, so those requiring assistance may have to wait a short time if the wheelchairs are in use when they arrive. Ask a member of staff on arrival if you would like to use this transfer service.

A return transfer can be arranged for the end of the day from the stand to the gate by speaking to the volunteer or to a steward. The service is subject to availability so there may be a wait, especially at busy times.

## 07 | Where to enter

If you are coming to Lord's on a Major Match day your ticket will tell you which gate to enter.

On a Non-Major Match day you may enter the Ground through any gate, although you would normally enter at the gate closest to the ticket point.



## 07 | Where to enter

### Continued

#### The Grace Gate

The Grace Gate is located in the South west corner of the Ground on St John's Wood Road. On Major Match days this is the entry point for MCC Members and their guests.



**Grace Gate**  
Outside

While queuing, any Member or visitor who requires assistance should speak to the Security Gate Staff or to the Stewards who will assist.

Access through the Grace Gate is flat, however there is a cobbled surface outside and immediately inside the Grace Gate that provides a slightly uneven surface.



**Grace Gate**  
Cobbles  
from side

## 07 | Where to enter

### Continued

#### The Bicentenary Gate

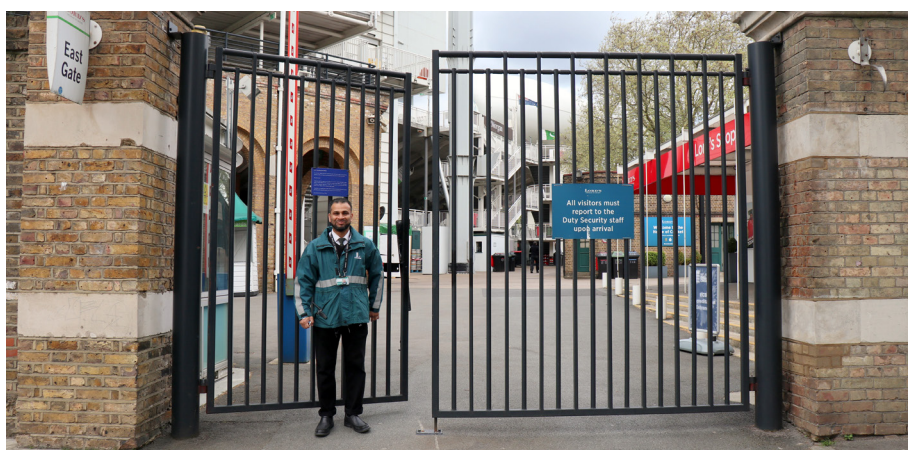
The Bicentenary Gate is on St John's Wood Road and is used for access by Hospitality Guests of the Tavern and Mound Stands at Major Matches. The entrance is flat and level and does not have turnstiles. The gate is stewarded at all times. This gate is not open for Non-Major Matches.



**Bicentenary  
Gate**

#### The East Gate

The East Gate is on St John's Wood Road on the south side of the Ground. People usually enter at the East Gate if they have tickets for the Edrich or Mound Stands. The approach to the East Gate is a public footpath and is flat and even. Most people will enter through the East Gate turnstiles. If you have difficulty entering via a turnstile, please speak with a member of staff or a volunteer and request access through the East Gate



**East Gate  
with  
Steward**



## 07 | Where to enter

### Continued

#### The North Gate

The North Gate is in Wellington Place off of Wellington Road. You will usually enter at the North Gate if you have tickets for the Compton or Grand Stands. There is also an entry point for Members and Friends. The approach to the North Gate is a public footpath and is flat and even.



**North Gate**  
with  
Turnstile

#### No.6 Gate

No.6 Gate is located on Grove End Road. This gate is not normally available for general admission as it is used to allow limited and controlled vehicle access on match days, including set-down and pick-up on major match days.

If you have an impairment that makes it difficult to queue or to move easily in crowds, by prior arrangement with the Club Facilities Department, you may enter the Ground via No.6 Gate. Please e-mail the Club Facilities Department at [clubfacilities@lords.org](mailto:clubfacilities@lords.org) or telephone on 020 7616 8653 with your request.

## 08 | Accessible Toilets

### **Wheelchair accessible toilets**

Wheelchair Accessible Toilets, which are accessible to most wheelchairs, are available in the following parts of the Ground:

- Mound Stand perimeter concourse;
- Clock Tower building (behind the Compton Stand);
- Grand Stand perimeter concourse x2;
- Warner Stand perimeter concourse x2.

All of these toilets are accessed using a RADAR key. If necessary please ask a nearby Steward for access.

Accessible toilets are also available in hospitality areas, as noted elsewhere in this Access Statement.

### **Ambulant accessible toilets**

The majority of toilet facilities at Lord's have at least one ambulant accessible cubicle (a few of the smaller facilities do not). This cubicle is, typically, at the end of the row with an outward opening door and horizontal and vertical grab rails for support.

### **Fully accessible toilet with hoist and changing bench**

Lord's provides a mobile toilet facility (from Mobiloo), which includes an adult hoist and changing bench, on all major match days. This facility is located to the rear of the Warner Stand at the Pavilion end of the Ground.

This facility is not available on non-major match days.

## 09 | Access to Stands

There is a separate major match ticket ballot for wheelchair users. Spectators with ambulant disabilities or other impairments should contact the Ticket Office ([ticketing@lords.org](mailto:ticketing@lords.org) or 020 7432 1000) to discuss their requirements so that the most appropriate seat options can be offered.

Step riser heights and tread depths are given for each stand for guidance. Within a staircase steps heights are consistent (unless otherwise noted) but they may vary between staircases in a stand to account for the slope of the Ground at Lord's.

All outdoor steps and stairs into stands have colour-contrasting painted nosings (typically yellow), and all have hand rails on the stairs. Except where noted there are no hand rails within the stands themselves.

### **Wheelchair Accessible Areas**

On major match days, each wheelchair accessible area has a designated team of Stewards who should be the first point of contact for any questions or issues you may have. In the unlikely event of an emergency evacuation, these Stewards will assist you and keep you informed of what is happening. If you have a Personal Evacuation Plan or if you feel there is any information that would help the Stewards in the event of an emergency, please let the Stewards know as soon as you can after arrival.

The availability of wheelchair accessible areas varies depending on the nature of the match, with only certain stands open on non-major match days. The wheelchair accessible area to the rear of the lower tier of the Warner Stand is open for all matches with at least one other wheelchair accessible area available in either the Mound Stand (a pitch-side position) or to the rear of the Grand Stand (an elevated position).



## 09 | Access to Stands Continued



**Grand Stand**  
View from the  
wheelchair  
accessible  
space



**Mound Stand**  
Wheelchair  
accessible  
space



**Mound Stand**  
View from the  
wheelchair  
accessible  
space

## 09 | Access to Stands

### Continued

The wheelchair accessible space at the rear of the Warner Stand is available on all match days. For major matches, members of the public may apply for a wheelchair accessible space in the Warner Stand through the wheelchair-user ticket ballot. However priority for this area will be given to MCC Members. On non-major match days this area is reserved for MCC and Middlesex Members only. This space is an elevated position. On Major Match days a wheelchair accessible area is usually available on the pitch in front of the Warner Stand.



### The Pavilion

The Pavilion is reserved for Members only on match days (and, specifically, MCC Members only on non-county major match days.

Wheelchairs can be accommodated on the concourse, mid-terrace and upper terrace, but should be booked beforehand by e-mailing the Club Facilities Department at [clubfacilities@lords.org](mailto:clubfacilities@lords.org) or telephone on 020 7616 8653 with your request.

### Allen Stand — Lower tier

The lower tier of the Allen Stand is available to MCC Members on all match days and available to County Members on County Match days.

Access to the lower tier of the Allen Stand is via the Middlesex Room up 16 steps. The seating area has ten rows with a step height of 13cm (5"). There is a flat, even route into the front of the Allen Stand via the gap between the stand and the Pavilion. Entry via this route leads to the front row of the stand.



**Allen Stand — Upper Tier**

The upper tier of the Allen Stand is available to MCC Members on all match days. It is accessible from the roadway by a staircase of 43 steps, each 18cm (7") high with a tread depth of 28cm (11"). Hand rails are provided for most of the stairway (with just a short break for three steps as the staircase turns). These hand rails are metal with a square profile. The step nosings are painted in a contrasting yellow colour.

The upper tier of the Allen Stand can also be accessed via the first floor of the Pavilion, which is accessible by lift. The row step height within the upper tier of the Allen Stand is 23cm (9").

**Tavern Stand — Lower Tier**

The lower tier of the Tavern Stand can be accessed from three points on the external roadway (Entrances T, U and V) and from eight internal points to reach the seating area within the stand. There is no step free access. The number of steps varies from 6 to 9 depending on the entrance with a riser height of 13 to 14cm (6") with a tread depth of 27cm (11"). Within the stand there are 11 rows with a step depth of 18cm (7").

**Tavern Stand – Box Level**

There is no step-free, nor lift, access to the box level of the Tavern Stand, which is reached by staircases at either end of the Stand: entrance TT has 26 steps and entrance VV has 27 steps, both have a landing part way up. The step riser heights are 16-17cm (7") with a tread depth of 28cm (11").

**Tavern Stand — Upper Tier**

There is no step free, nor lift, access to the upper tier of the Tavern Stand. It is reached by staircases at either end of the stand (entrances TT and VV) which have 56 and 57 steps respectively. Once at the upper level there are six access points into the seating area. Step riser heights are 16-17cm (7") with a tread depth of 28cm (11"). There are 11 rows with a step height of 17cm (7").

## 09 | Access to Stands

### Continued

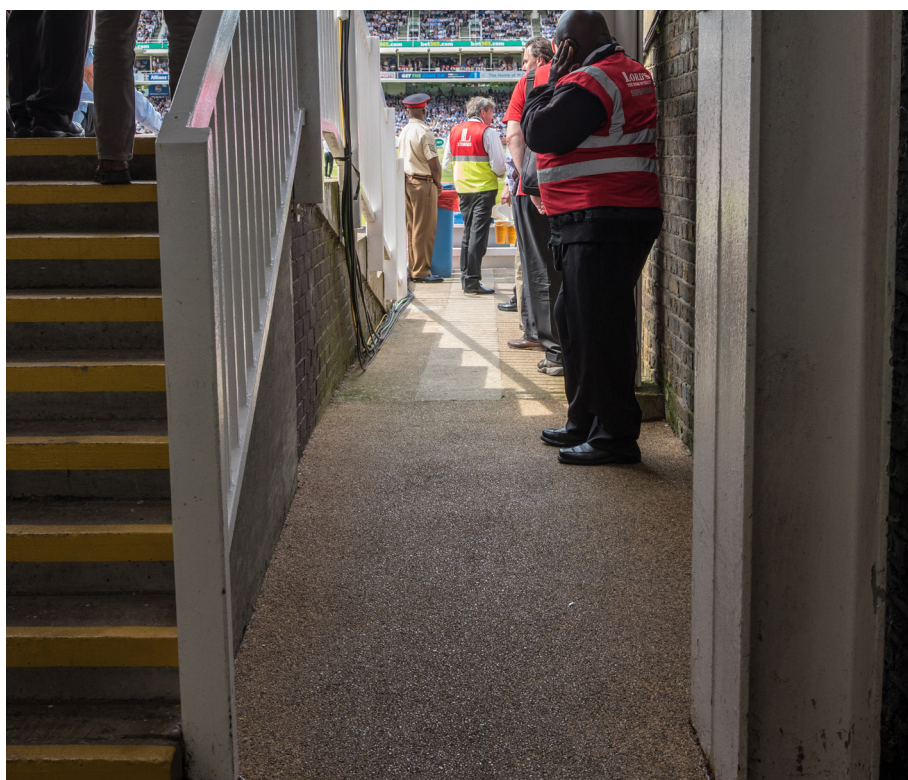
#### **Mound Stand — Lower Tier**

The lower tier of the Mound Stand has six access points that provide access to different levels in the stand. Entrances P, Q and R access the lower portion of the stand, while entrances PP, QQ and RR enter the mid-level of the stand. If you have been allocated a seat in the lower tier of the Mound Stand your ticket will indicate the entrance to use.

The lower level can be accessed by ten steps (entrance P) or twelve steps (entrances Q and R). Entrance PP has 22 steps. Entrances QQ and RR diverge and have either 24 steps or 34 to enter at a slightly higher level. In each case the step riser height is 15cm (6") with a tread depth of 27-28cm (11"). The stand has 30 rows with a step height of 23cm (9").

#### **Mound Stand – Wheelchair Accessible Area**

The wheelchair accessible area at the front of the Mound Stand is accessible through entrance S. Access is flat and even. The width of the entrance is slightly narrow with a minimum width of 97cm and only allows only one wheelchair in or out at a time.



**Mound  
Stand  
Access**

## 09 | Access to Stands

### Continued

#### **Mound Stand – Box Level**

The Mound Stand boxes are accessible via two lifts or two sets of 56 steps (entrances OO and SS). The step riser height is 18cm (7") with a tread depth of 30cm (12").

#### **Mound Stand – Upper Tier**

The upper tier of the Mound Stand is accessible via two lifts or two sets of 83 or 84 steps (entrances OO and SS). The step riser height is 18cm (7") with a tread depth of 30cm (12"). There are five rows in the stand with a row height of 18cm (7"). There are hand rails between the rows.

#### **Edrich Stand – Lower Tier**

There is no step-free access to the lower tier of the Edrich Stand. It has four entrance points: K, L, M and N with 11 (K and L), 13 (M) and 15 (N) steps. The riser height is 18-19cm (7") with a tread depth of 28cm (11"). The number of rows in the stand varies between 18 and 20 depending on the entrance point, due to the slope of the Ground. The row step height also varies by entrance (though is consistent for each set of steps) between 12cm (5") at Entrance K, 14 and 15cm (6") at L and M and 17cm (7") at N.

#### **Edrich Stand – Upper Tier**

There is no step free access to the upper Edrich Stand. It has three entrance points; KK, MM and NN with 47, 49 and 51 steps respectively. The riser height is 18cm (7") and a tread depth of 28cm (11"). There are 20 rows in the upper Edrich Stand. The row step height varies between 22 and 24cm (approx. 9").

#### **Compton Stand – Lower Tier**

There is no step-free access to the lower tier of the Compton Stand. It has seven entrance points from D to J with between 3 and 11 steps. The riser height is 18cm (7") with a tread depth of 28cm (11"); note that the first step at entrance D is 15cm (6").

## 09 | Access to Stands

### Continued

The number of rows in the stand varies between 11 and 15 depending on the entrance point, due to the slope of the Ground. The row step height also varies by entrance between 10cm (4") and 15cm (6") (note that the row step height at entrance D varies slightly between 10cm/4" and 12cm/5").

### **Compton Stand – Upper Tier**

There is no step free access to the upper Compton Stand. It has four entrance points; DD, FF, HH and JJ with 36, 40, 45 and 46 steps respectively. The riser height is 18cm (7") and a tread depth of 28cm (11"). The number of rows in the upper Compton Stand varies from 16 at DD, 18 at FF to 20 at HH and JJ. The row step height is 24cm (9").

### **Grand Stand – Lower Tier**

The lower tier of the Grand Stand has six access points: three to the mid-level of the stand (A, B and C) and three to the top level at the back of the stand (AA, BB and CC). The mid-level entrances have 13 steps while those at the top level have 30 steps. The step riser height is 17cm (7") with a tread depth of 30cm (12"). There are 10 rows down from the mid-level to the front of the stand and 11 rows down from the top to the mid-level. The row step height is 27cm (11"), though the first step at entrance B and C is just 10cm (4").

### **Grand Stand – Wheelchair Accessible Area**

The wheelchair accessible area at the rear of the lower tier of the Grand Stand can be accessed via lifts.

### **Grand Stand – Box Level**

The Grand Stand box level can be reached by two lifts or via three stairs of 48 steps with a step riser height of 16cm (6") and a tread depth of 26cm (10").

## 09 | Access to Stands

### Continued

#### **Grand Stand – Upper Tier**

The upper tier of the Grand Stand can be accessed by two lifts or three stairs, with a total of 66 steps from ground level. The step riser height is 16cm (6") with a tread depth of 26cm (10"). The entrances come out at the front of the stand. There are eleven rows with three 17cm (7") steps per row. There are hand rails at the row ends.

#### **Warner Stand – Terrace (lower tier)**

The lower tier of the Warner Stand has four access points which enable access to the mid-level and three entrance points to the rear of the Terrace.

The four lower vomitories open at row 6. Entrance 1, closest to the Pavilion, has 9 steps, entrance 2 has 8 steps while entrances 3 and 4 have 7 steps each. All of these steps have a 17cm (7") riser with a tread depth of 30cm (12"). There is a hand rail to both sides made of stainless steel with a round profile.

The rear of the Terrace is accessed via three stairways: an external set of stairs close to the Pavilion and two sets of enclosed stairs (entrances XX and YY). The risers on these stairs are 18cm (7") with a tread depth of 30cm (12"). The rear Terrace level (Level 1) is reached by 32 steps via the external stairs, by 30 steps on staircase XX and 29 steps via staircase YY. Each staircase has two or three (XX and YY) landings and hand rails on both sides made of stainless steel with a round profile. The rear of the Warner Stand Terrace can also be reached by two lifts from the Warner Stand reception area.

#### **Warner Stand Wheelchair Accessible Area – Rear Terrace (lower tier)**

There are two wheelchair accessible areas at the rear of the Warner Terrace, identified as north and south. These can be accessed via lifts to level 1. There are two wheelchair accessible toilets on this level, both requiring RADAR keys. The wheelchair accessible area will be stewarded on major match days. If a visitor requires a RADAR key for access, he or she should request one from the Steward.



## 09 | **Access to Stands**

### Continued

#### **Warner Stand Wheelchair Accessible Area - Grass**

The wheelchair accessible area on the grass in front of the Warner Stand has level access, via a shallow ramp, through the gap between the Warner Stand and the Pavilion. This is also an access point to the pitch, which means that security stewards will be in place on major match days and tickets must be presented. Note that this space is not open on non-major match days. The closest accessible toilets are on the perimeter concourse to the rear of the Warner Stand.

#### **Warner Stand – Balcony (upper tier)**

The upper tier seating is accessed through the Balcony Bar (level 2). This level is reached by 51 steps on the external staircase, 49 on staircase XX and 48 on staircase YY. Each staircase has landings every 6 to 10 steps and hand rails on both sides made of stainless steel with a round profile. Alternatively two passenger lifts, which provide access to all levels, are available from the Warner Stand Reception area. Access to the seating area from the Balcony Bar is via four access points. Each access point has eight steps with riser heights of 17cm (7") and tread depths of 28cm (11"). There is a wheelchair accessible toilet on this level.

#### **Warner Stand – Pelham's Restaurant**

Pelham's Restaurant (level 3) is accessed via two passenger lifts from all floors. It is also accessible by stairs via staircase XX. The staircase has 68 steps with risers of 18cm (7") and a tread depth of 30cm (12"). The staircase has hand-rails on both sides made of stainless steel with a round profile. There is a wheelchair accessible toilet at this level.

## 10 | Major Match Day Catering

On major match days catering is available as part of any Hospitality package or from various bars and outlets around the Ground. Alternatively, visitors may pre-order a Match Day Hamper on-line for collection on the day of their visit (<https://www.lords.org/fixtures/match-day-experience/match-day-hampers/>).

### Access to Public Bars

W.G.'s, under the Grand Stand, has a counter and till to the right of the bar that is accessible at concourse level.

The Cricketer's Bar, under the Grand Stand, is accessed down a ramp to the left of the bar. There is a lower, accessible counter at this end of the bar .



**Cricketer's  
Bar  
Access**



# 10 | Major Match Day Catering

## Continued



**Cricketer's  
Bar  
Access**

The Bicentenary Bar, under the Mound Stand, has a lowered accessible counter at its north end. There is smooth ramp access to this end of the bar.



**Bicentenary  
Bar  
Accessible  
Point**

## 10 | Major Match Day Catering

### Continued

Dark's Bar, to the rear of the Tavern Stand, is accessed by three steps, with handrails, and is therefore not accessible by wheelchair users. If visitors want to use this bar they should speak to a member of Catering Staff, a Steward or any other member of staff who will assist as necessary.

Definition Wine Bar is located on the perimeter concourse under the Warner Stand. The height of the counter of the bar varies between 78cm and 86cm.

### **The Food Village**

The largest food service area available to the public on major match days is the Food Village. This is located in the north-east corner of the Ground, to the rear of the Edrich Stand and beside the Nursery Ground. The Food Village is not open on non-major match days at Lord's.

The Food Village is a rectangular space completely enclosed on three sides by food and beverage outlets. The fourth side is partially open to the Nursery Ground. The flat surface of the Food Village and the roadway bedside the Nursery Ground are not at the same level, and this varies along the length. Hence, there is a slope on the Nursery side, less than one metre wide and with a maximum gradient of approximately 1 in 40, which gets slightly higher and steeper as you move away from the main pitch.

All service points in the Food Village have high counters, which may not be accessible for all users. There is a wheelchair accessible counter provided at the northern corner, at the unit closest to the Nursery Ground. From here visitors can order and pay for food from any of the other outlets. Staff will collect and deliver the food to this accessible point for you.

# 10 | Major Match Day Catering

## Continued



**Food  
Village  
Accessible  
Point**

### Food and Beverage Concessions

Other food and beverage concessions operate in the Ground. The type and location of the units can vary by match. As these units are typically adapted vehicles, they do not always have lower counter access. However, all concessions have an access process in place and staff will assist as needed.

### Hamper Collection

Visitors who have pre-ordered a picnic hamper may collect it from the collection point on the perimeter concourse to the rear of the Warner Stand. The counter height varies with the slope of the ground between 78cm and 86cm.

### Hospitality Boxes and Restaurants

Visitors attending one of the Hospitality areas will be served in that area. Please see the access information for the relevant stand.

### Father Time Restaurant

The Father Time Restaurant is in the Grand Stand. There is flat level access via lifts. There are two wheelchair accessible toilets on this level.

# 10 | Major Match Day Catering

## Continued

### **Mound Debenture Restaurant**

The Mound Stand Debenture Restaurant is located on the top level of the Mound Stand. It is accessible by lift. The closest accessible toilet is located on the ground floor of the Mound Stand.

### **Marylebone Suite**

The Marylebone Suite is located on the first floor of the Mound Stand and is accessible by lift. The closest standard accessible toilet is on the ground floor of the Mound Stand.

### **Thomas Lord Restaurant**

The Thomas Lord Restaurant is located on the first floor of the Thomas Lord Suite, close to the Grace Gate. From within the Ground it is accessed by 33 steps or by lift. The lift requires an access code to unlock it from the outside. This is available from the nearby steward or from the security staff located at the Grace Gate. There is an accessible toilet available in the Thomas Lord Suite.

### **Nursery Pavilion**

The Nursery Pavilion is located next to the Nursery pitch to the north of the Ground. It has ramp access. The floor is flat and even with short-pile carpet throughout. There is an accessible toilet at each end of the building.

### **Cricket Academy**

The Cricket Academy Restaurant is used on certain major match days. It is located on the ground floor of the MCC Cricket Academy. The entrance door to the Cricket Academy is automated and access is level and flat. An accessible toilet is available on the first floor of the Cricket Academy, which may be accessed by a lift (with a door opening to 800mm).



## 10 | **Major Match Day Catering**

### Continued

#### **Harris Garden**

The Harris Garden is located at the Pavilion end of the Ground. The area is flat and level and is a mixture of paving and grass.

## 11 | **Non-Major Match Day Catering**

#### **Public Bars**

Food and drink is available from public bars around the Ground. The location of the open bars depends on which stands are open on the day. When the pitch is on the north side of the Ground (including the Compton and Grand stands) W.G.'s bar will usually be open. When the south side of the Ground is being used (including the Mound and Edrich stands) Dark's Bar will usually be open. Please see the access information above.

## 12 | **Match Day Commentary**

Match day commentary is offered at most matches at Lord's. Disabled spectators who would benefit from listening to ball-by-ball commentary may collect a personal radio, free of charge, from the Head Steward's Office (located under the Mound Stand). These small radios have a lanyard for security and fit over one ear (they can be used on either side). They have adjustable volume control. While MCC endeavors to offer a personal radio to everyone who needs one, they are issued on a first-come, first-served, basis. Visitors can reserve a personal radio by contacting the Head Steward's Office on [stewards@lords.org](mailto:stewards@lords.org) or by telephoning 020 7616 8592 with their request.

## 13 | **Lights and Sounds at Lord's**

There should be no flashing lights within the Ground on match days. There is no music during matches at Lord's, 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 on major match days. This is typically non-amplified or only amplified to the local vicinity. It is not broadcast over the venue's speaker system.

## 14 | **Emergency Evacuation Procedures**

Emergency evacuation procedures are in place in accordance with the Safety Certificate for the Ground. Disabled spectators who may have particular requirements in the event of an emergency evacuation are encouraged to send their personal emergency evacuation plan before coming to the match. This may be provided by e-mail to [accessibility@lords.org](mailto:accessibility@lords.org).

## 15 | **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: Switchboard: 020 7616 8744 Direct Line: 020 7616 8500

05 | Map of Lord's Ground

