



WELCOME TO THE CLEDARA ABBEY STADIUM

VISITING SUPPORTERS GUIDE

Cambridge United is delighted to welcome all visiting supporters to the Cledara Abbey Stadium and we hope that you enjoy our family-friendly environment and matchday experience.



www.cambridgeunited.com





TRAVEL ARRANGEMENTS

Travelling fans should please note that there is no on-site parking at the Cledara Abbey Stadium. Please find below some alternative options on how to get to the ground.

PARK & RIDE - NEWMARKET ROAD, CB5 8AA

Home and away supporters can take advantage of the Cambridge Park & Ride, with a Matchday return ticket priced at £3.00. The ticket is valid for one passenger only, however, if travelling with children, the normal £3 Park & Ride ticket is also available to purchase, allowing children under the age of 16 to travel free with one fee-paying adult.

WAITING AREA FEATURES

- indoor heating
- vending machines
- disabled accessible toilets
- baby changing area

ACCESSIBILITY

All buses are easy access with space for a wheelchair or approved mobility scooter, contact us for more info.

RIDE

- up to every 10 minutes Mondays to Saturdays
- up to every 15 minutes Sundays



For more information on park & ride services visit <https://cambridgeparkandride.info/index.shtml>

TRAVEL ARRANGEMENTS

BY TRAIN

Cambridge Rail Station

Cambridge Rail Station is located in the city centre and is a 25-30 minute walk from the ground

Cambridge North Station

Cambridge North Station, in nearby Chesterton, is approximately a 30-minute walk to the ground.

For more information and train times visit
<http://www.nationalrail.co.uk/>

BY BUS

A Citibus C3 bus stops within a few yards of the ground (Ditton Walk stop) on Newmarket Road and runs from the Railway Station and through the city centre every ten minutes during the day, and at longer intervals in the evenings.

Check the Stagecoach website for more details and a Citi 3 timetable:
<https://www.stagecoachbus.com/routes/east/3/fison-road-cherry-hinton/xcao003.o>



CLUB SHOP & TICKET OFFICE

Located at the front of the ground on Newmarket Road, the Cambridge United Club Shop and Ticket Office is open on Saturday Matchdays from 10am until kick-off and on midweek Matchdays from 9:30am until kick-off.

If there are any away tickets remaining from your Club's allocation, they will be available to buy from the Ticket Office on Matchday.

If you are collecting Match Tickets from the Ticket Office, please bring the email receipt with you as proof of purchase.



THE STADIUM



SOUTH STAND

Away supporters are situated in the Mead Plant & Grab South Stand, which is an all-seated stand with a capacity of 1,500. On rare occasions, some clubs will be allocated the South Habbin Terrace which has a capacity of 1,000.

Entrance to both stands are located on Coldhams Common, which supporters can

access either from Newmarket Road or Coldhams Lane. From the Club Shop, head back out on to Newmarket Road, turn left and follow the foot path to the far end of the ground.

The away coach parks at the front of the ground on Newmarket Road, where supporters disembark from.



FOOD & BEVERAGES

There are food outlets located at the rear of both the South Stand serving a variety of food and drink, both hot and cold including alcohol.

Meanwhile, there is also an additional catering unit to the left of the South Stand which away supporters will find immediately to their right once entering the turnstiles.

Catering kiosks in the away area do have low level serving counters.

Food/drink outlets open 90 minutes before kick-off at weekends and 75 minutes before kick-off midweek

Please note the Cledara Abbey Stadium operates a cashless system and that all payments are made by contactless transaction. This will reduce queue times around the ground when ordering food and drink at the stadium outlets.



KIDS' ZONE

COME AND JOIN THE FUN

The Ripples Bathrooms Junior U's Kids' Zone is open from 1pm-2:45pm at every Saturday home matchday and away fans are welcome to come along and join in the fun.

Featuring an inflatable goal, garden games and player appearances, the Ripples Bathrooms Junior U's Kids' Zone is the place to be for youngsters and their families ahead of each home game.

Have a go on the coconut shy, face-off against a pal in a game of giant connect four, test your skills with the inflatable goal and meet members of the Cambridge United squad ahead of kick-off.

Located just outside the Club Shop and Ticket Office on Newmarket Road, the Kids' Zone is open to everyone.





SUPPORTER ACCESSIBILITY

***CAMBRIDGE UNITED IS
COMMITTED TO ENSURING
THAT ALL SUPPORTERS ARE
ABLE TO ENJOY MATCHES AT
THE CLEDARA ABBEY STADIUM.***

If you have any impediments, disabilities or medical conditions that Cambridge United should be aware of, or if you require assistance on arrival to the Cledara Abbey Stadium throughout the season, please let us know by emailing dslo@cambridgeunited.com or by calling **01223 566500**.

Please note, Assistance Dogs are permitted inside the Cledara Abbey Stadium. The South Stand has been recommended for those supporters that require easy access seating. (9 steps from the ground).

THE STADIUM

ACCESSIBILITY MAP

The South Stand is fully wheelchair accessible and has 10 wheelchair spaces for away supporters, each of which comes adjacent to a personal assistant/companion seat. There are also two disabled toilets, located at either end of the stand. Should you require a disabled parking space, please contact us ahead of the game.



WHEELCHAIR BAY



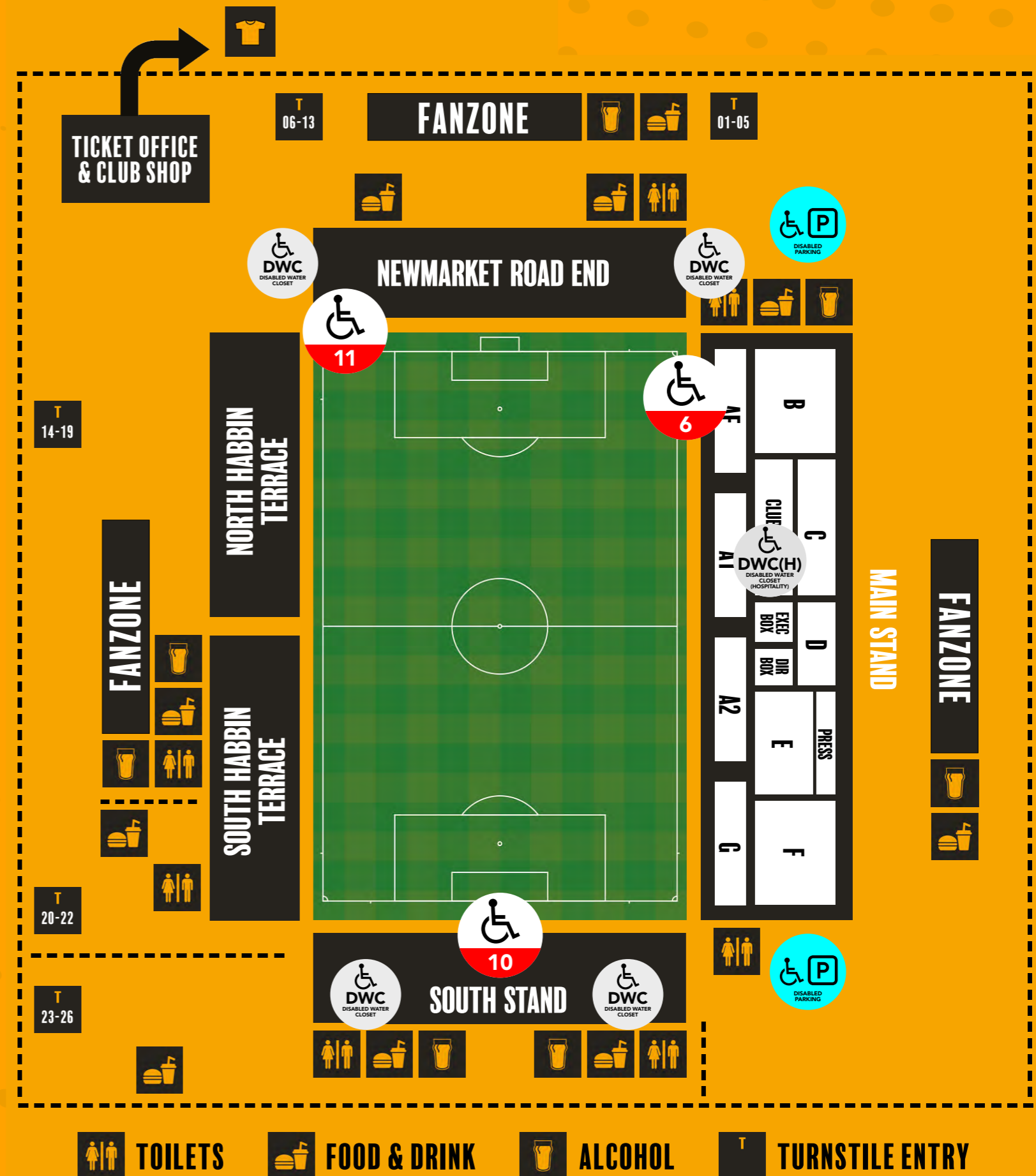
DISABLED WC



DISABLED WC (HOSPITALITY)



DISABLED PARKING



TOILETS

FOOD & DRINK

ALCOHOL

TURNSTILE ENTRY

ACCESSIBILITY SERVICES

Cambridge United prides itself on being an inclusive football club and providing the best customer service for its disabled supporters. The following services are available to both home and away fans.

SUNFLOWER LOGO

Cambridge United recognises the sunflower logo, which can be worn to let our staff know that the wearer may need additional support or face additional challenges.

The sunflower badge or sticker is a discreet way for the wearer to indicate that they may need extra help, support or time.

Cambridge United staff, stewards, first aiders and Cledara Abbey Helpers are trained to ensure that they recognise this logo and what it means.





SENSORY BAGS

Supporters with additional sensory needs can access a sensory bag courtesy of Cambridge United. Both home and away fans can access the bag which includes the following items: Sunflower sticker to make stewards aware of any support needs.

Ear defenders and in-ear plugs to help with noise control
Sensory stress style ball to help ease any anxiety
Selection of puzzles and a pen to help keep the mind occupied
Pass to enable a queue jump style access through an allocated gate.
Sensory packs can be secured on the day of the game or in advance by contacting Matt Casey, the Club's Disability Support Liaison Officer, dslo@cambridgeunited.co.uk.

A £10 deposit will be taken when collecting the pack, but will be refunded to you providing the pack is returned in its original condition at the end of the game. The packs can be collected on matchday from the Accessibility Information Point, located in the left hand side of the Newmarket Road turnstiles.

AUDIO FOR ALL

Home and away supporters with a visual impairment, additional sensory needs or the elderly can receive audio-descriptive commentary courtesy of the Audio For All team. Expertly trained volunteer fans of Cambridge United provide a highly professional, neutral and entertaining match description for free of charge.

The service is broadcast to all parts of the stadium. For more information or to book onto the service, please contact dslo@cambridgeunited.com.

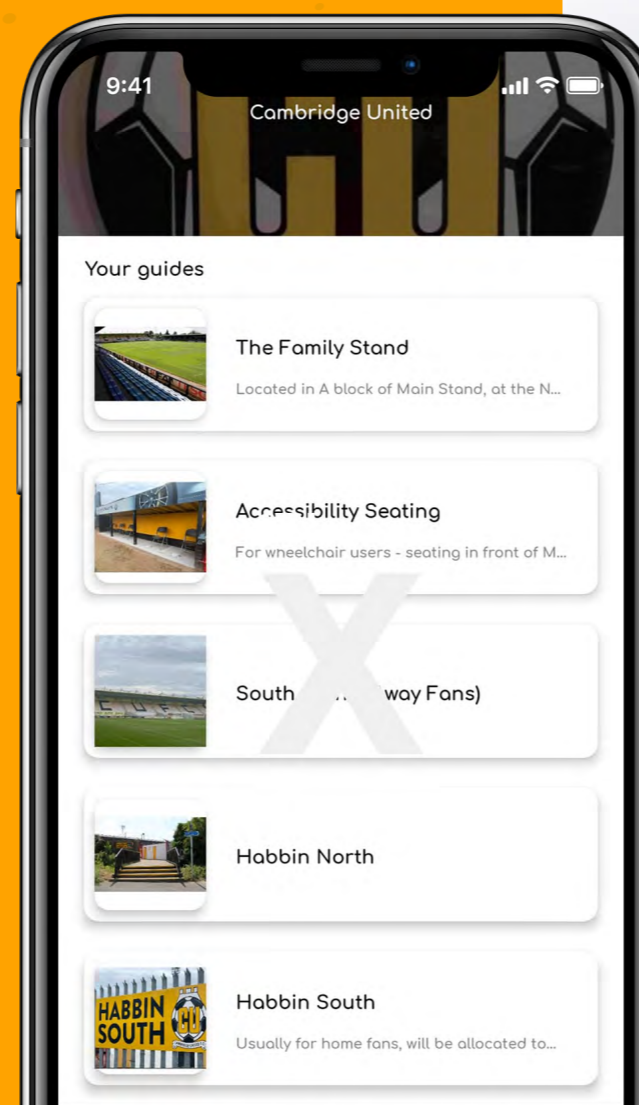


PICTUREPATH VISUAL VISITOR GUIDE

Cambridge United has teamed up with picturepath, to provide a visual visitor guide for supporters with an aim to help reduce anxiety for SEN Children.

All fans are able to benefit from using picturepath's visual timelines. The app based timelines will support fans, in particular those with additional needs and heightened anxiety such as autism, in preparation for and during their visit to the stadium.

The guides are available within the existing app that can be downloaded for free via your app store (Apple/Android), simply navigate to add routine, and then "visit with picturepath" to access the guides.





CONTACTS

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DSLO - Matt Casey

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Ticket Office

E info@cambridgeunited.com

T 01223 566500 9am - 3pm

www.cambridgeunited.com