Aston Villa Football Club
Wheelchair Code of Conduct

We want everyone to enjoy their visit to Aston Villa.

We work with expert partners and specialist groups to make sure our stadium is welcoming and inclusive for all guests with access requirements.

Accessible Seating Information

- There are 118 spaces for wheelchair users, each with a seat next to it for a personal assistant. These spaces are spread across all four stands.
- The seats next to wheelchair spaces are for personal assistants only. Supporters in wheelchairs sit in the empty space beside the seat.
- Bringing your own seat is not allowed.
- We also offer seats to supporters with other access needs, like those with visual or hearing impairments, or non-visible disabilities. These seats are limited and given based on availability.
- Supporters who can walk but need to use wheelchair user spaces should contact accessibility@avfc.co.uk.
- We do not recommend upper tier seating for people with mobility issues. If you find steps difficult, we will try to move you to a better seat, depending on availability.

Booking Tickets

- If you need a personal assistant, you must register with the club before buying tickets. Email: accessibility@avfc.co.uk to register.
- Supporters wanting wheelchair user tickets must also be registered as disabled supporters.
- When buying tickets online, tickets in someone's basket won't show as available. Please call the ticket office to check live availability.
- If you need to move temporarily due to injury, call the ticket office on 0333 323 1874. All moves depend on seat availability.

Storing Wheelchairs When Using Standard Seating

You can leave your wheelchair in these places at Villa Park:

- Trinity Road Stand – under the big screen in C1.

- Lower Doug Ellis – near the turnstiles in M5.
- Lower Holte – near the turnstiles in L6.

Please note that if storing wheelchairs for the duration of your visit:

- Wheelchairs are left at your own risk.
- Wheelchairs must be clearly marked so they don't get confused with someone else's.
- In an emergency, you cannot use the wheelchair to leave. You must leave without it through the nearest exit.

Borrowing Aston Villa Wheelchairs

If you need to borrow a wheelchair owned by Aston Villa, please note:

- You must share your ticket details before borrowing.
- The wheelchair cannot be taken off site, including car parks or public transport.
- The wheelchair must be returned to the original seat area or given to a steward when you leave.

Wheelchair Locations with Seats

Wheelchair user bays that allow assistance dogs are located at:

- Trinity Road Stand – Lower Row 13 and Middle Champions Club (Hospitality).
- Lower Doug Ellis – M5 Row A and Q1 for away supporters.
- Lower Holte – L2 and L3 and Terrace View (Hospitality).

Using Wheelchairs in the Stadium

Powered wheelchairs and scooters are allowed, but:

- Maximum speed is 4 mph.
- Maximum size is 1200mm long (including footplates), 700mm wide, and 900mm tall.
- If your powered wheelchair or scooter is bigger than these limits, you may be asked to leave it outside at your own risk. No refunds will be given.
- If wheelchair user bays are fully booked, you cannot move tickets from general seating to wheelchair bays.

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Please do not buy general seating if you need wheelchair spaces. If you cannot access your seat, you may be asked to leave without a refund, unless you request one at least 48 hours before the game, as per ticket rules.

Contacting us

If you have any questions about wheelchair use at Villa Park, please email accessibility@avfc.co.uk.

Updates to this Code of Conduct

We reserve the right to update this Code of Conduct at any time.

Where significant changes are made, we will issue an updated version and may also communicate these changes through other appropriate channels. This Code of Conduct will be reviewed annually, or sooner if required by changes in legislation, operational practices, or where clarification is needed.

The next scheduled review is in August 2026.

August 2025