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TO UEFA MEMBER ASSOCIATIONS

For the attention of  
the President and the General Secretary

Your reference	Your correspondence of	Our reference	Date
		F/FOPS/DAL/PCH	17 July 2023

### **Wheelchair spaces for visiting supporters – Minimum standards**

Dear Sir or Madam,

UEFA is committed to strengthening inclusivity and accessibility at stadiums in Europe. Many national associations, clubs and stadium owners have also made significant efforts and investments in this regard, in particular by creating facilities that cater for a wide range of differently disabled people. Football has an opportunity and a duty to act as a role model. Although there have been many advances, there is still much that can and must be done to increase the level of inclusivity and accessibility at venues across the continent.

UEFA therefore intends to further reinforce its standards in this field, a process which requires due consultation with stakeholders and experts, supported by a detailed understanding of the current facilities and demand. However, it has already become clear that action is needed to improve the standard of facilities for visiting supporters who are wheelchair users, in particular. To address this, minimum standards for the number of wheelchair spaces available for visiting supporters will be introduced as of 1 September 2023. During the upcoming season, further analysis will be conducted with the aim of refining this initial standard and improving access for disabled people who do not require wheelchairs, including people with limited mobility, blind and partially sighted people, deaf and hard of hearing people, and people with chronic health conditions.

After consultations with Football Supporters Europe (FSE), a survey was sent to clubs who participated in the group stages of the UEFA Champions League, UEFA Europa League and UEFA Europa Conference League during the 2022/23 season, as well as associations whose national teams did not play their home matches in venues also used by clubs.

The data indicates that teams typically request between zero and ten tickets for wheelchair users and that not all stadiums have the facilities to cater for the demand. It is believed that more spaces and better conditions will encourage fans who currently choose not to travel to do so in future.

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Therefore, UEFA expects stadiums to offer wheelchair spaces for visiting supporters in accordance with the following table:

<b>Stadium capacity</b>	<b>Wheelchair spaces for visiting supporters</b>
8,000* to 20,000	8 spaces
20,000 to 40,000	10 spaces
40,000 to 60,000	12 spaces
Over 60,000	15 spaces

(\*8,000 is the minimum capacity for a Category 4 stadium)

Teams should also make every effort to accommodate any requests that exceed these minimum standards.

Please note that these spaces should be provided upon request by the visiting team and do not necessarily need to be permanently designated as wheelchair spaces. Visiting fans should be able to support their team safely and comfortable and therefore the location of the designated area is an essential consideration. The ideal location is within the visiting fan sector. If this is not currently possible, another safe area such as a dedicated area in the main stand or pitchside may be an option.

All aspects of the stadium experience must be considered. This includes the following (non-exhaustive list):

- Safe access to the stadium and an appropriately designed ticket control point
- Clear signposting to entrances, exits and all facilities
- A designated space equipped with a seat for a companion
- Appropriately trained stewards to manage the access process and body searching
- Unobstructed view of the pitch, taking into account that spectators in front may stand
- Access to appropriately designed and designated sanitary facilities
- Access to appropriately designed refreshment facilities
- Access to first-aid facilities
- Safe egress and evacuation routes in case of an emergency

Each national association and club is requested to review its current facilities to ensure that that these standards, along with general best practice, can be met. In this respect, we refer to the *UEFA and CAFE Good Practice Guide to Creating an Accessible Stadium and Matchday Experience*, which is available on [documents.uefa.com](https://documents.uefa.com). For club competitions, this matter will be addressed in the coming months by the venue directors with each club's disability access officer (DAO). For national team matches, UEFA will liaise with the national association match managers.

Facilitating wheelchair users' attendance at away games is the responsibility of both the home and visiting teams. When visiting teams conduct their pre-match site visits, we suggest that the DAO attends, to review not only the facilities within the stadium but the complete journey from arrival in the country to departure. This should include the accessibility of bus and other transport facilities to and from the match, options for specialised transport and access routes around the stadium.

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We appreciate that in some cases there may be an impact on existing stadium infrastructure, so please bear in mind that temporary, flexible solutions may be adopted. These minimum standards are not yet a regulatory requirement. UEFA is examining the feasibility of introducing mandatory standards to meet the needs of wheelchair users and other disabled people (both home and away fans) for the 2024/25 season. Should your teams or stadium owners require any advice on this matter, please do not hesitate to contact us. We also encourage the DAOs of different teams to network with each other and exchange information and best practice. UEFA will update the TIME platform to include the DAOs' contact information.

While UEFA may set standards and issue regulations, it is ultimately the responsibility of clubs, national associations and stadium owners to proactively engage in this matter to provide better conditions for both home and visiting supporters who are wheelchair users. We therefore hope to continue to all work together on this subject to make a positive difference.

Yours faithfully,

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Theodore Theodoridis  
General Secretary

cc

- UEFA Executive Committee
- UEFA Club Competitions Committee
- UEFA National Team Competitions Committee
- UEFA Stadium & Security Committee
- European members of the FIFA Council
- FIFA, Zurich
- European Club Association
- European Leagues
- Football Supporters Europe