

ACCESSING LORD'S



GENERAL INFORMATION

LORD'S CRICKET GROUND ACCESS STATEMENT

MARYLEBONE CRICKET CLUB
LORD'S CRICKET GROUND
LONDON
NW8 8QN

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01 | INTRODUCTION

Lord's Ground ("Lord's" or "the 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 the Ground and played here since 1814. As well as accommodating MCC, Lord's is also home to the England and Wales Cricket Board ("ECB") and Middlesex County Cricket Club. 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 [Plan Your Visit to Lord's | Lord's](#). This guide provides more detailed information about accessibility to 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 get in touch with us with any questions or concerns at accessibility@mcc.org.uk or via telephone at 0207 616 8653. Other guides relating to accessibility at Lord's are available, including in relation to travel to the Ground and visiting on match days, for a meeting or event, or to attend a Tour of the Ground.

02 | ON ARRIVAL

Upon arriving at Lord's, all visitors, including MCC Members, should check in with the Security Gate Staff, who are available to assist and guide visitors. MCC Members must present their membership card to gain access to the Ground. On non-match days, visitors will be issued a Visitor Pass, which must be worn at all times while on the Ground.

03 | INSIDE LORD'S GROUND

GENERAL INFORMATION

The surfaces around the ground consist of a mixture of concrete, tarmac, and bonded gravel. There are occasional maintenance hole covers and rain drains.

The gardens feature grass and some paving. Under normal conditions, all surfaces are flat, even, and provide adequate grip. However, visitors should exercise extra caution during adverse weather conditions.

VEHICLE MOVEMENTS

On non-match days, the roadways within Lord's are shared by both pedestrians and vehicles. Although vehicle speed is limited to 10mph, visitors should stay aware and vigilant at all times while moving around inside the Ground. Some vehicles used within the Ground are electric only and, therefore, operate more quietly than conventional vehicles.

On match days, vehicle movements are prohibited inside the Ground, except for essential operational activities, such as waste transfer for collection and disposal. Electric buggies transport wheelie bins at a slow speed around the concourses. These transfers take place during periods of minimal pedestrian traffic and are managed in accordance with safety protocols. However, anyone present at the Ground on match days should remain vigilant about potential vehicle activity movements.

On the rare occasion when another vehicle movement is required (such as the departure of an ambulance), Stewards will direct the vehicle and alert pedestrians.

Accessible wayfinding signage is available throughout the Ground, and maps of the Ground, featuring "You are here" indicators, are displayed to assist visitors.

03 | INSIDE LORD'S GROUND CONTINUED

SIGNAGE

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

Braille is used in most lifts.

LIGHTS AND SOUNDS

There should be no flashing lights within the Ground (with the exception of occasional forklift truck movements)

On non-match days, there is usually no background music or announcements made on the public address system.

On match days, there is no music, except for occasional short music stings during Twenty20 and The Hundred matches. Announcements are made via 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 only amplified to the local vicinity. It is not broadcast over the venue's speaker system.

REST AREAS

Wooden benches are available at the Nursery and Pavilion ends of the Ground, as well as behind the Grandstand, for visitors to use as needed.

MAIN ENTRANCE AND RECEPTION

The main entrance to Lord's Ground is the Grace Gate on St. John's Wood Road. 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 immediately outside the Grace Gates that provides a slightly uneven surface.

The roadway from the Grace Gate to Reception is even and level, though cobbled edging strips run along the sides. Access to Reception is flat. The main Reception doors have a maximum opening width of 1370mm and do not feature an automated opening system. However, the Pavilion Stewards, located directly opposite the doors during opening hours, are happy to assist as needed. The area inside Reception is flat and carpeted. While the reception desk does not have a separate low counter, its height should accommodate most wheelchair users.



Decorative wrought iron Grace Gates at Lord's Cricket Ground, standing open between two stone pillars and leading into the Ground with a view of buildings and a floodlight beyond



Reception area inside the Pavilion at Lord's Cricket Ground featuring the MCC logo above the desk, a staircase leading upstairs, and displays of cricket memorabilia

03 | INSIDE LORD'S GROUND CONTINUED

LORD'S PAVILION

The Pavilion at Lord's is an area reserved exclusively for MCC Members, but it can be accessed by the public through invitation, including during a Tour of Lord's. On Major Match days, the Pavilion is accessible only to Members and their guests.

The entrance to the Lord's Pavilion is located opposite Reception. This door is always supervised by Pavilion Stewards who are available to assist. The doors open to a maximum width of 1300mm.

All levels of the Pavilion are accessible via lift, and there is an accessible toilet in the north basement area, near the entrance door. Most of the flooring in the Pavilion consists of compressed cork material, providing a durable surface that accommodates the spiked footwear of the players. This surface is flat and smooth, offering good grip. Some areas are carpeted with short-pile carpets. All stairways feature wooden handrails, and all steps have a dark brown tread with a black grip strip, which contrasts with a white riser topped with a brass strip.

It is important to note that many of the doors in the Pavilion are large and heavy, as one might expect 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 needed.

PAVILION BASEMENT

MCC introduced several new facilities in the Pavilion basement in 2023, which was previously the Membership Department.

This is located to the right when approaching from the Grace Gate, opposite the Middlesex CCC Office and the MCC Members' Shop. The entrance features a short flight of eight stairs (note that the bottom step is shallower than the others) or an accessible lift (details on dimensions and weight capacity available). Anyone needing assistance with the lift can speak with a Pavilion Steward.



Pavilion building with a white-framed door at basement level, accessed by a short flight of stairs with yellow safety edges; signs above the door indicate a "Multi-Faith room" and "Changing Places" facility

03 | INSIDE LORD'S GROUND CONTINUED

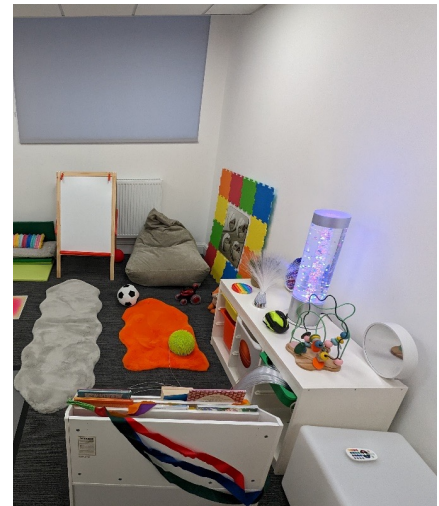
SENSORY ROOM

MCC has introduced a sensory room to assist individuals with sensory processing disorders, including autism and dyspraxia.

Those with sensory disorders can quickly become overwhelmed and find a busy sports ground environment too stressful. This often causes the person and their carer to leave or, in most cases, not feel that watching live cricket is enjoyable.

The room is designed to create a safe and calming environment for its users, regardless of age. The suite accommodates a maximum of six people at a time and operates on a come-and-go, first-come, first-served basis.

Those wishing to use the Sensory Room should contact the nearest steward or volunteer, who will guide them to the room.



A sensory playroom with soft carpets, bean bags, tactile toys, a bubble tube, colourful floor tiles, and an art easel, designed to support sensory development and relaxation for children

ADULT CHANGING FACILITIES

There are two Changing Places located on either side of the ground. One is in the Compton Stand at ground level (staircase 6); this facility includes an electric hoist, a changing bench, a shower, and a toilet. The other facility is in the Pavilion Basement and features an electric hoist, a changing bench, a shower, and toilet facilities.

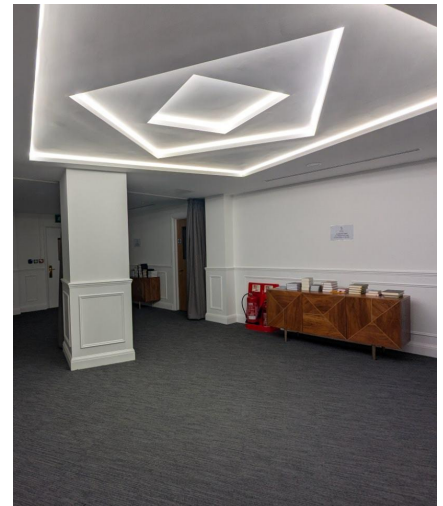


An adult changing places facility with electrical hoist, bench, toilet facilities and privacy screen

03 | INSIDE LORD'S GROUND CONTINUED

MULTIFAITH CENTRE

There is a multifaith centre located in the Pavilion Basement and the concourse level of the Edrich Stand. The Multi-Faith Centres are inclusive spaces designed to accommodate the spiritual and religious needs of visitors, staff, and players of all faiths. These centres offer a quiet and respectful environment for prayer, reflection, or meditation. They are part of Lord's commitment to diversity, inclusion, and providing a welcoming experience for everyone attending the Ground. The centres can be accessed by anyone visiting Lord's, and stewards can be contacted if directions are needed.



Multi-faith centre with elaborate marking and lighting on the ceiling of the star, pointing to Mecca. Furniture cabinets with multi-region reading materials and privacy curtains

ACCESSIBLE FACILITIES

ACCESSIBLE TOILETS IN PUBLIC AREAS

- Compton Stand Ground Level - 4 toilets (including one with a fully accessible changing room with hoist)
- Compton Stand Lower Tier Level 1 - 1 toilet
- Compton Stand Balcony - 2 toilets
- Compton Stand Upper Tier - 1 toilet
- Edrich Stand Ground Level - 2 toilets
- Edrich Stand Lower Tier Level 1 - 1 toilet
- Edrich Stand Balcony - 2 toilets
- Edrich Stand Upper Tier - 1 toilet
- Grand Stand Ground Level - 1 toilet
- Grand Stand Upper Tier - 2 toilets
- Mound Stand Ground Level - 1 toilet
- Warner Stand Ground Level - 2 toilets
- Warner Stand Terrace Level 1 - 2 toilets

ACCESSIBLE TOILETS IN MEMBERS & HOSPITALITY AREAS

- Pavilion North Basement - 1 toilet
- Thomas Lord Suite - 1 toilet
- Lord's Tavern/Captain's Lounge - 1 toilet
- Cricket Academy - 1 toilet
- Nursery Pavilion - 2 toilets
- Grand Stand Suite Level - 2 toilets
- Pelham's Restaurant - 1 toilet
- Warner Stand Ground Level - 2 toilets
- Warner Stand Terrace Level 1 - 2 toilets

03 | INSIDE LORD'S GROUND CONTINUED

PUBLIC TOILETS

On non-match days, public toilets for ladies and gentlemen are located in the Allen Stand (near the Grace Gates) and the Edrich Stand (near the Heyhoe Flint Gate). On match days, public toilets are accessible in or near all stands.

Standard accessible toilets are located in the Pavilion (for MCC Members only on match days), Grandstand (two locations), Clock Tower, and Mound Stand.

Additionally, an accessible toilet is available in the Indoor Cricket Centre and the Lord's Tavern on non-match days. Most of these facilities require a RADAR key for access. Most toilet blocks include at least one ambulant-accessible toilet cubicle with fixed grab rails for support.

WHEELCHAIR AREAS

There are numerous wheelchair areas around the Ground. If you need help finding any areas, please speak to a steward.

	INFO	NUMBER OF SPACES
Compton Stand		
Ground level	Uncovered area	7
Lower tier	Elevated position, covered area	33
Balcony	Level 2, covered area	8
Edrich Stand		
Ground level	Uncovered area	9
Lower tier	Elevated position, covered area	24
Balcony	Level 2, covered area	1
Grand Stand		
Lower tier	Elevated position, covered area	14
Mound Stand		
Ground level	Uncovered area	15
Warner Stand		
Ground level	Uncovered area	14
Lower tier	Uncovered area, dress regulations apply	21
Pavilion		
All areas	Dress regulations apply	25

CLUB SERVICES

The Ticket Office is located on the Ground Floor of the Memorial Block, in the same building as Reception. It can be accessed via a ramp or three small steps.

The doors feature an automatic opening system activated by a push pad or button located to the left of the door (include dimensions). These doors open inward. The floor surface in the lobby area is smooth and tiled. The Ticket Office has a window with a low counter, and most windows are equipped with a local induction loop, as indicated by the symbol on the window. There is a push-button bell to alert staff if needed.

03 | INSIDE LORD'S GROUND CONTINUED



A brick building with white-framed windows features a white handrail attached to a wheelchair-accessible ramp that leads to the entrance, which is opened by an electric button



A brick building with white-framed windows and a double-door entrance accessed by two stairs, each with white supporting handrails on either side



Reception area at Lord's Cricket Ground Club Services featuring an indigo drop counter with "Welcome to Club Services" text, glass service windows, hearing loops, and signage with the MCC logo

MUSEUM

The MCC Museum is located in the Memorial Building. The museum doors open outward automatically when approached, reaching a maximum width of 1340mm. The museum has short-pile carpet, and the ground floor is level and even throughout.

Access to the first floor is via stairs comprising 12 steps leading to a large flat landing, followed by an additional 11 steps. The stairs are equipped with flat, metal handrails nearly to the top, stopping just before the landing space. There is no lift access to the first floor.



Entrance to a brick Memorial building with a large blue sign reading "MUSEUM" above double doors featuring the MCC logo

03 | INSIDE LORD'S GROUND CONTINUED

LOST PROPERTY AND STEWARD'S OFFICE

Lost property is kept in the Steward's Office, located on the concourse beneath the Mound Stand. The path to the Steward's Office is flat and even, with just one step to access the office. Staff members will be available to assist as needed.

AUDIO COMMENTARY

In June 2006, MCC launched an audio description service that provides visually impaired spectators with ball-by-ball commentary of matches at Lord's. For all international matches, as well as those involving Middlesex and The Hundred, the commentary is provided by the BBC. On several other match days, MCC also delivers its commentary service. Headsets are available from the Steward's Office, which is located at the back of the Mound Stand. The headsets are designed to fit over a standard hearing aid. Spectators visiting Lord's on an international match day are advised to book a headset in advance to ensure availability. Please contact the Steward's Office: 020 7616 8590.

LORD'S SHOP

The Lord's Shop is located next to the Heyhoe Flint Gate on St John's Wood Road. There are steps directly in front of the shop, with step-free access available to the left of the entrance. The shop features separate entrance and exit doors, both equipped with an automated opening system. This system is activated by a push-pad/button positioned to the left of the entrance door and to the right of the exit door, at the end of the serving counter.

Both doors typically open to 940 cm but can be widened to a maximum width of 1140mm upon request. The entrance door opens inwards, while the exit door opens outwards, away from the customer. The wooden flooring is level, and the display racks are generally low-level. Some items, particularly clothing, are hung at a higher level for display, but staff are happy to assist. There is a roped queuing system in front of the tills to ensure fairness and ease for everyone when waiting to pay. At 100cm, the counter is low enough to accommodate most wheelchair users. On non-match days, there is no background music; however, cricket commentary may be broadcast from the TVs if they are on. The changing room in the Lord's Shop is fully accessible for wheelchair users.



Exterior view of the Lord's Cricket Ground shop, a dark-coloured building with large display windows, an indigo sign labelled "SHOP," and surrounding ramps for accessibility

03 | INSIDE LORD'S GROUND CONTINUED

INDOOR CRICKET CENTRE

The approach to the ICC is level and even. The main entrance door opens outward to a maximum width of 1100mm. It features an automatic opening mechanism, with the activating button located to the left of the door when approaching from 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).

Access to the changing areas is flat and even, although the showers in the changing rooms can be reached via a few steps.

The Lord's Gym (Fit With Me) is on the second floor of the Cricket Academy and can be accessed by the lift.



The reception area features a large indigo sign that reads "INDOOR CRICKET CENTRE," complemented by a sliding glass screen above, which serves as a service area.



Double-doored elevator featuring indigo colouring and an MCC/Lord's sign. The panel displays the floor level, along with an electric button and a fire warning sign indicating not to use in the event of a fire.

03 | INSIDE LORD'S GROUND CONTINUED

CATERING

When visiting the Ground on non-match days, there are two areas available for purchasing food, drinks, and refreshments: the Indoor Cricket Centre café, known as Filipa's and Lord's Tavern.

Filipa's serves a selection of snacks and hot and cold beverages and is located on the first floor of the Academy. It can be accessed from the Cricket Academy Reception via stairs or by lift (the door opens to 800mm). On certain days, Filipa's may be closed for private events. The 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 1460mm. For more information, see: [Lord's Tavern | Lord's](#).

The main flooring inside the Lord's Tavern consists of large ceramic tiles. Additionally, there is an upper eating area with wooden flooring (accessible by two steps) and an outdoor wooden decking area. An accessible toilet is available for use, featuring flat-level access from within the main bar.



The image depicts the ramp entrance to the Lord's Tavern Pub, featuring metal handrails, a flower planter, and a picture of Thomas Lord, the founder of Lord's Cricket Ground.

ASSISTANCE DOGS

Assistance dogs are welcome on the Ground. Water is available for assistance dogs upon request at the Steward's Office, the Museum, and/or Reception. There are two designated spending areas on either side of the Ground: one located in No. 6 Car Park and the other in front of the ECB office. For a larger roaming space, visitors may exit the Ground to visit the public gardens and St John's Wood Church Grounds, which are opposite the North Gate entrance.

04 | CONTACT INFORMATION

Where specific telephone numbers or email addresses are provided in the Access Statement, please use them to contact the most relevant member of staff at Lord's. For general enquiries, suggestions, or comments, please use the contact details listed below.

ACCESSIBILITY MANAGER
MARYLEBONE CRICKET CLUB
LORD'S CRICKET GROUND
ST JOHN'S WOOD
LONDON
NW8 8QN

WEBSITE: [LORDS.ORG/ACCESSIBILITY](https://lords.org/accessibility)

EMAIL: [ACCESSIBILITY@LORDS.ORG](mailto:accessibility@lords.org)

TELEPHONE: **020 7616 8590** [STEWARDS OFFICE]
020 7432 1010 [CLUB SERVICES]

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