

Information for disabled fans



Informations for wheelchair users

Volkswagen Arena

Wheelchair user spaces

Number and location of wheelchair user spaces

- 80 spaces (including 8 for away fans) in the front row of the East Stand
- 7 VIP wheelchair user spaces in the business area
- Seating for carers: directly behind each wheelchair space



magnified view: https://www.vfl-wolfsburg.de/fileadmin/user_upload/Seiten/Stadien/191021-stadionplan-vw-arena.jpg

Prices for wheelchair users

- Additional charge for high-category matches
- €6 including carer
- VIP wheelchair user spaces: €230 including carer

Address:

Volkswagen Arena
In den Allerwiesen 1
38446 Wolfsburg

Entrance for wheelchair users

Fans reach the wheelchair spaces via two ramps at marathon gates 2 in the northeast (block ROL 1) and 3 in the southeast (block ROL 2).



Marathon gate 2
(Entrance block ROL 1)



**Marathon gate 3
(Entrance block ROL 2)**

The VIP wheelchair spaces are accessed via the VIP entrance using the lift in the business area (first floor).

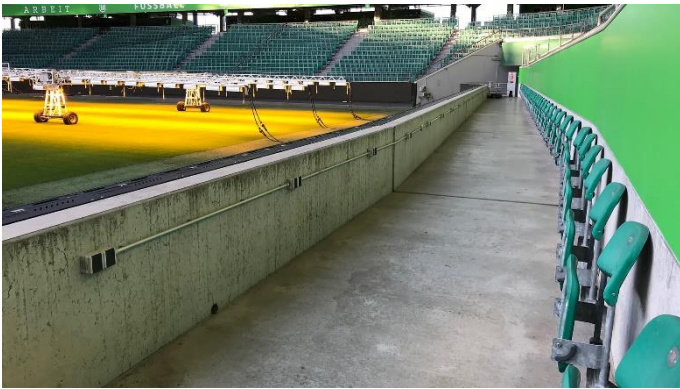


**Entrance
VIP wheelchair spaces**

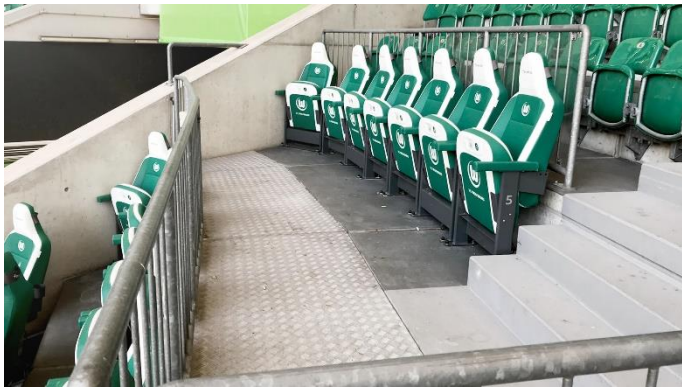
Features of the wheelchair spaces

- Undercover but no rain protection
- Power connectors

Several power connectors are available in the wheelchair users' area, so that electric blankets or seat cushions, for example, can be connected. Please note that electric blankets should not be directly exposed to the weather conditions as they are not usually certified for outdoor use.



Wheelchair user spaces



VIP Wheelchair user spaces

Disabled toilets

Number and location of disabled toilets

There are a total of eight disabled toilets: two each at marathon gates 2 and 3 and one in the Flash Zone behind the VIP entrance. There are also two in the business area (first floor) plus one in the SKYLounge, although these three toilets are only accessible with a corresponding ticket.



Disabled toilets



Disabled toilet in the business area.

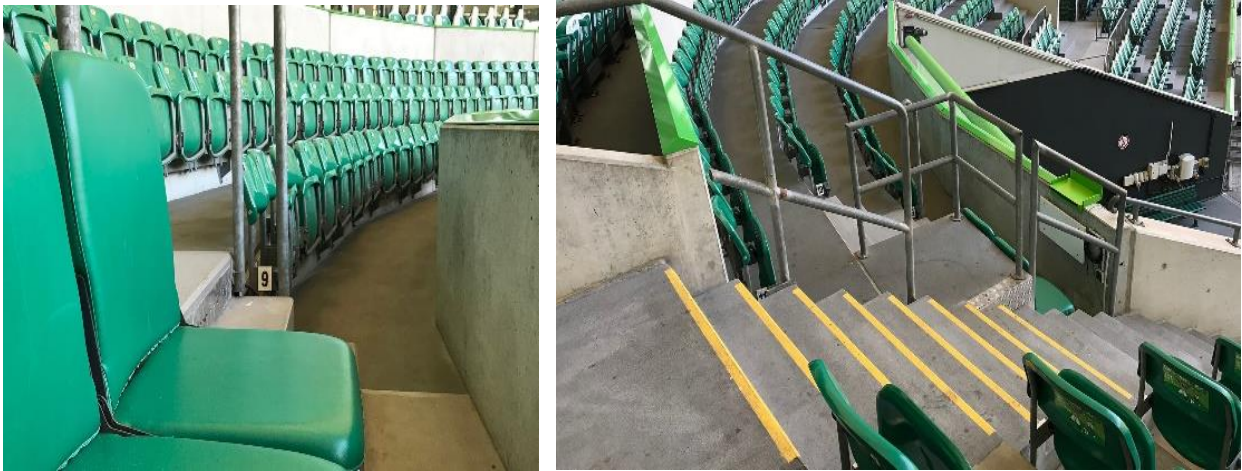


Informations for visually impaired fans

Visually impaired spaces

- 16 seats in block A of the Main Stand

- Seating for carers: in the row behind



Visually impaired spaces

Prices for visually impaired fans

- Additional charge for high-category matches
- €13 including carer

Entrance for visually impaired fans

- Wölfikurve at the south end of the Volkswagen Arena



Entrance for visually impaired fans - Wölfikurve

Features of the visually impaired spaces

- 16 headsets with commentary

Headsets are given out and collected at the seats by the reporter for the visually impaired.

Other disabled spaces

Number and location of other disabled spaces

- Unlimited
- Discount for severely disabled people in seating categories A, B, C, D and F as well as standing category G
- Location dependent on category

Entrance to stadium

- Accessible entrance via lifts on the Main Stand and East Stand sides

Prices of other disabled spaces

- Match tickets are divided into four categories, according to the fixture

More info on ticket prices: <https://shop.vfl-wolfsburg.de/en/tickets/service/men-s-matchday-ticket-prices/>



More informations

Special facilities for disabled fans


Important information for wheelchair users

Please direct enquiries regarding parking permits on matchdays at the Volkswagen Arena to the Service Center. For a parking permit to be issued, the 'aG' mark on the disabled person's pass must be verified (possession of the 'blue' parking badge does not entitle the holder to park on the stadium grounds).

Accessible arena tour

It's not just at home matches that VfL Wolfsburg consider the needs of their disabled fans. For groups of at least 15 people (or a minimum cost of €105), we offer an accessible tour seven days a week from 9am to 5pm. Please note that advance booking is required and that disabled passes must be presented.

- Duration: approx. 90 minutes
- Meeting point: Foyer of the VfL-FußballWelt
- Start times: Mon-Sat 9am-5pm (other times can be arranged on request)
- Price: €7 adults, €5 children



Informations for wheelchair users

AOK Stadion

Wheelchair user spaces

Number and location of wheelchair user spaces

- 21 spaces (including two for away fans)
- Seating for carers: Directly in front of each wheelchair space

Prices for wheelchair users

- Additional charge for high-category matches
- €3 including carer



magnified view: https://www.vfl-wolfsburg.de/fileadmin/user_upload/Seiten/Stadien/191125-stadionplan-aok.jpg

Address:
Aok Stadion
 Allerpark 2
 38448 Wolfsburg



Wheelchair user spaces AOK Stadion

Entrance for wheelchair users

Fans reach the wheelchair spaces via entrances W1 and W2.

Features of wheelchair spaces

- Under cover



Entrance for wheelchair users AOK Stadion

Disabled toilets

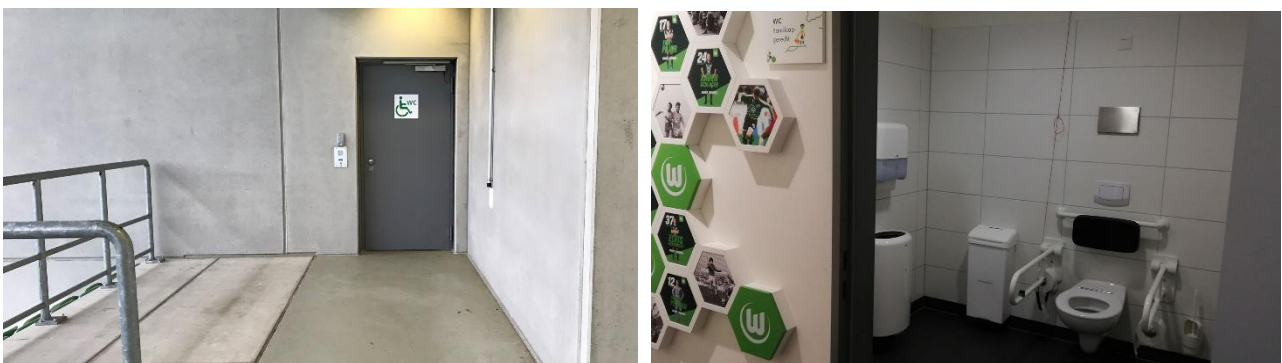
Number and location of disabled toilets

There are two disabled toilets at the AOK Stadion, both of which are located in the VfL-Fußballwelt.

The toilets are accessible via a passageway between the wheelchair area and the VfL-Fußballwelt.

Features

The toilets are open on matchdays. The entrance is controlled by stewards.



Disabled toilets



More informations

Other disabled spaces

Number and location of other disabled spaces

- Unlimited
- Location dependent on category

Prices of other disabled spaces

- Concessions in all categories for fans with a disabled person's card
-

Food and drink at the AOK Stadion

The refreshment stalls are wheelchair accessible.

Important information for fans accompanied by a carer

Disabled fans with a letter 'B' in their disability person's card require an **additional ticket** for their carers to access the AOK Stadion. This ticket is free of charge.

For further information on ordering tickets, Volkswagen Arena parking and carer accompaniment, please contact the [Service Center](#).

Getting there

Arrival by train

Exiting the train

A wheelchair lifting device can be used to help passengers enter and exit the train on all platforms. You can access the station concourse via the lifts located on the platforms.

Service staff are available to assist passengers from Monday to Sunday between 6am and 10:30pm local time.

Tactile paving

- Textured tiles from the platforms to the lifts and stairways

Mobility service centre

Calls from a German landline cost 20 cents a minute and up to 60 cents a minute from mobile phones. Faxes cost 14 cents a minute from landlines and up to 42 cents a minute from mobile devices.

Opening hours:

- Monday to Friday, 8am to 8pm
- 8am to 4pm on Saturdays, Sundays and public holidays
- Available over the phone every day from 6am to 10pm

Phone: +49 (0)1806-512512

Fax: +49 (0)1805-159357

Email: msz@deutschebahn.com

Who to contact at DB if assistance is required at short notice

3-S-Zentrale Braunschweig

- Phone: +49 (0)531-7041055
- Fax: +49 (0)531-7041054

Who to contact on-site

- Travel centre located in the station concourse

Disabled toilets

- One disabled toilet in the station concourse
- Round-the-clock access via Euro key

Taxi rank location

- Immediately adjacent to the station exit, in front of the Park and Ride site on Willy-Brandt-Platz
 - **Book a taxi:** +49 (0)5361-230023
-

Onward travel by public transport

Bus services

From the central bus station (Stop 6; approx. 250 metres from the central train station)

- 201 bus towards Nordfriedhof/Kästorf or
- 202 bus towards Wendschott, disembarking at Schloss (wheelchair- accessible) or
- Autostadt (not wheelchair-accessible).

Special features

- Mostly low-floor buses with folding ramps (not shown in timetable)
- Low-floor buses can be booked 24 hours in advance via the control centre
- Phone: +49 (0)5361-189327

Getting from the bus stop to the stadium

- From Schloss: Step-free route to the Volkswagen Arena via the fire brigade access road
 - From Autostadt: Stadium only accessible via stairs
-

Arrival by car

Via A2 autobahn

- Leave the A2 at the Wolfsburg/Königslutter intersection and head onto the A39 autobahn towards Wolfsburg / Leave the A39 at Wolfsburg West and head onto the Heinrich-Nordhoff-Straße towards Wolfsburg, Autostadt / Turn left at the

Berliner Ring towards Vorsfelde / Cross the Berliner Brücke, then turn right towards the P1, P2 and P Ost car parks

- Enter "In den Allerwiesen" into your Navigation System
- For the Allerpark car park: Follow the Berliner Ring until the B188, then turn right onto the B188. The car park is signposted

Arriving from the East/West

- Take the B188 to the Allerpark car park / Follow the B188 towards Wolfsburg Vorsfelde. The car parks are signposted

Entrance to AOK Stadion

The "Plaza Brücke" bus stop in the Allerpark is located approximately 200 metres from the AOK Stadion's main entrance.

The stadium can be accessed from the south (parking spaces Volkswagen Arena) via a wheelchair ramp.



Wheelchair ramp (south)



Wheelchair ramp (north)

Disabled parking

Number and location of disabled parking spaces

- 125 parking spaces, including 80 for wheelchair users at P Ost. The remaining parking spaces at P1 and P2 are subject to availability
- 15 further parking spaces at Allerpark car park

Disabled parking permit

A special parking permit is required for wheelchair parking spaces at P Ost, P1 and P2. This can be requested on presentation of a disabled person's card when purchasing tickets.

Price for all-day parking permit

- As of a degree of disability of 50 per cent: 20 euros
- As of a degree of disability of 80 per cent: 10 euros

Accessing the stadium

- Wheelchair parking spaces at P Ost are at the Volkswagen Arena itself. P1 and P3 are approximately three minutes from the stadium, Allerpark is approximately five minutes away
- The Volkswagen Arena and its entrances are signposted
- The route to the stadium is wheelchair-accessible



Enlarged view: https://www.vfl-wolfsburg.de/fileadmin/user_upload/Seiten/Fans/legende_stadion_vfl_wolfsburg.png



Entrance disabled parking



Wheelchair ramp Volkswagen Arena

Book tickets

Registering for disabled spaces

For wheelchair spaces, go through Ticketing. From the Monday before the match, requests should be made directly via the Service Center (number below).

All other disabled spaces also go through the Service Center.

Service Center

Phone: +49 (0)5361-8903903

Email: service@vfl-wolfsburg.de

Buy tickets

Ticketing - VfL Wolfsburg

Phone: +49 (0)5361-8903903

Fax: +49 (0)5361-8903900

Email: service@vfl-wolfsburg.de



Service Center

Disabled access in Wolfsburg

Tourist information

M.Punkt Wolfsburg - Mobility & Tourism Centre

Phone: +49 (0)5361-899930

Fax: +49 (0)5361-89993-94

Email: service@mpunkt-wolfsburg.de

Disabled transport services

Rollstuhl Mobil

Stefan Platz

Book two days before departure

Phone: +49 (0)5361-24635

Fax: +49 (0)5361-881033

Email: stefan.platz@t-online.de

Website: www.rollstuhlmobil.de

Rollstuhl Fahr-Service e.K.

Torsten Bach

Book two to three days before departure

Phone: +49 (0)5361-7015756

Email: bach@rfs-wob.de

Website: www.rfs-wob.de

Disabled toilets in the city

- Train station
- Markthalle City
- City-Galerie Wolfsburg
- Autostadt
- Porschestraße

Accessible hotels

Courtyard by Marriott Wolfsburg

- Three accessible rooms; available as single or double rooms
- Approx. 600 metres from the stadium

Am Allerpark 8
38448 Wolfsburg

Phone: +49 (0)5361-30660

Fax: +49 (0)5361-3066555

Website: <https://www.marriott.co.uk/hotels/travel/wfgcy-courtyard-wolfsburg>

Leonardo Hotel Wolfsburg City Center

- Three accessible rooms; available as single or double rooms
- Approx. 3.5 kilometres from the stadium

Rathausstraße 1
38440 Wolfsburg

Phone: +49 (0)5361-2070

Fax: +49 (0)5361-207981

Email: info.wolfsburg@leonardo-hotels.com

Website: www.wolfsburg-hi-hotel.de/

Restaurant & bar recommendations

Club 45 (located in the Volkswagen Arena's East Stand)

- Open from Tuesday to Friday and on matchdays
- Accessible via the Club 45 stairlift

In den Allerwiesen 1
38446 Wolfsburg

Halle 09 (located in the Volkswagen Arena's East Stand)

- Only open on matchdays
- Accessible via the Club 45 stairlift

In den Allerwiesen 1
38446 Wolfsburg



Stairlift – Access to Club 45 and Halle 09

Autostadt - StadtBrücke

- The Autostadt building is wheelchair-accessible
- Wheelchairs can be borrowed for a deposit

38440 Wolfsburg

Phone: +49 (0)5361-406116

Fax: +49 (0)800-329288678238

Email: service@autostadt.de

Website: <https://www.autostadt.de/start>

Important information: Cashless payment at the Volkswagen Arena

- Payment by GeldKarte only (most bank cards are equipped with a GeldKarte chip)
- VfL card available for a 10 Euro deposit
- The GeldKarte can be topped up at the ticket offices, fan shops and top-up stations at the Volkswagen Arena

Top tip

Autostadt Wolfsburg

- Includes the car museum, VW factory tours and restaurants

StadtBrücke
38440 Wolfsburg

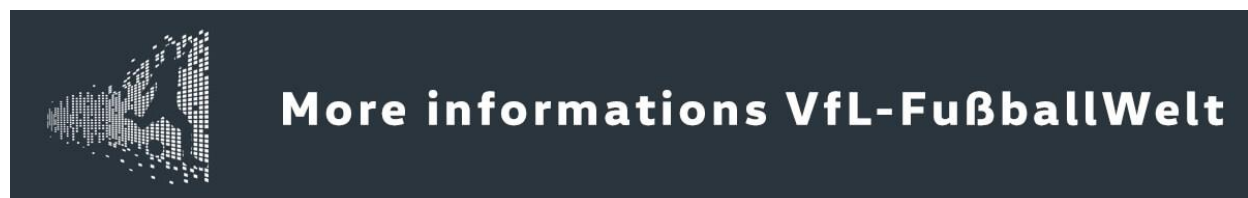
Phone: +49 (0)800-288678238

Fax: +49 (0)800-329288678238

Email: service@autostadt.de

Website: <https://www.autostadt.de/start>

For further information on disabled travel within Lower Saxony,
visit: www.barrierefreieisen.de/.



VfL-FußballWelt

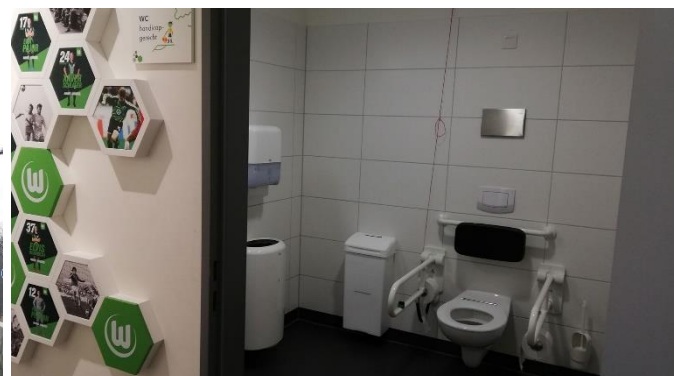
The VfL-FußballWelt is situated right next to the Volkswagen Arena and the AOK Stadion, offering fans excitement, hands-on experiences and a variety of interactive exhibits.

Wheelchair users can access the VfL-FußballWelt via the lift.

There are two wheelchair-accessible toilets on the ground floor.



Entrance VfL-FußballWelt



Disabled toilet VfL-FußballWelt

The Fanhaus

The two-storey building immediately opposite the north-east entrance of the Volkswagen Arena offers VfL fans the following access points:

Entrance to the Fanshop on the ground floor is wheelchair accessible.

Wheelchair users can access the Service Center on the first floor and the Fan Room on the second floor via the lift.



Fanhaus

There is also a wheelchair-accessible toilet on the second floor.



Disabled toilet Fanhaus