

A visual story for visiting Hartlepool United



1. Hartlepool United play at the Suit Direct Stadium in Hartlepool.

Lots of people go to watch the football team play there between August and May each year. The stadium might be busy and noisy.

I can find out when these matches are by looking at the Hartlepool United website. I can also buy an online ticket from the website. This can be posted to me or I can collect it at the stadium on the day of the match.



A photo inside the stadium

2. I can also buy tickets in the ticket office at the stadium.

If I collect my ticket before the game then I should allow some extra time before the game starts to do this.

If I need to collect my ticket I can do so by going to the ticket office on Clarence Road, which has a sign above it so I know I am in the right place.

I may need to wait in a queue.



A photo of the ticket office

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3. I can travel to the stadium in different ways.

I could get a train to Hartlepool station which is only about half a mile away from the stadium. I can also get the Bus to Hartlepool Town Centre, which is also only about half a mile away from the stadium. If I travel by car then I can park in the Mill House Leisure Centre Car Park or I can park about half a mile away by the Hartlepool Marina and walk to the stadium. I can see how to get to the Stadium in more detail on the Hartlepool United Website [here](#).

4. When I get to the stadium I will see lots of other supporters walking in different directions who are also going to the match.



SOUND – there are lots of people who will be talking to each other and I might hear people chanting.

Chanting is a little like singing, so this might be loud.



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- 5.** I might see some police officers who are there to help ensure supporters like me are safe. If I need any help I can ask them and they will help me.



A photo of police men near the stadium

- 6.** To get into the Stadium I need to go through one of the turnstiles. It will tell me which one to go through on my ticket.

A staff member will look at my ticket and scan it and then let me through the turnstile.

I will have to push the turnstile with my hands or legs to let me through.



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VISUAL- The turnstile entrance may feel small.

TOUCH - When I push the turnstile it may feel quite heavy.

SOUND - The turnstile makes a loud clicking noise when I push it.

7. When I get through the turnstile I will see more people. I will see stalls that sell food and drink. There might be lots of different smells from the food stalls.



A photo of the food stall

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8. I might see matchday stewards wearing yellow or orange jackets who can help me if I have any questions or if I need helping to my seat.



A photo of steward who will help

9. I will then walk to the side of the stand and I will see the football pitch. My ticket will have a block, row and seat number on it. I will look at the block, rows and seat numbers painted in the stand to find my seat. If I need any help then a steward will help me find my seat.



A photo of the football pitch

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- 10.** This is where I will be sitting for the rest of the match but I am allowed to leave the seat at any time.

I might leave my seat to get some food or drink, a toilet break or just to take a break from the game.



NOISE – there is a tannoy that plays music and I might find this quite loud.

- 11.** I might see H'Angus the monkey who is the Hartlepool United mascot.

He is very friendly and might reach out his hand for a high-five. It is my choice if I high-five him or not.



H'Angus the monkey meets a fan

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- 12.** Just before the match starts the teams will enter the pitch and people will stand up to clap and cheer.



A photo of the players before the match starts

SOUND – the clapping and cheering might be quite loud and music is also played when they enter the pitch.

- 13.** During the game supporters will stand up sometimes when there is an exciting moment of the game.

Supporters may shout and sing songs.

I may notice someone banging a drum and other supporters signing along to this.



Fans waving flags and singing

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- 14.** When Hartlepool score a goal supporters will celebrate by putting their hands in the air and cheering.



Fans celebrate a goal

NOISE – the shouting and singing may be quite loud.

NOISE – there is a tannoy that plays music and I might find this quite loud.

- 15.** At half-time the players will go inside for 15 minutes.

Lots of supporters will go back behind the stand for food, drink or to go to the toilet and I may do the same.



Buying food and drinks at half time.

TOUCH – It may be quite busy behind the stand at half-time so some people may accidentally touch me.

I can choose to stay in my seat during half time.

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- 16.** At full-time supporters will clap and make other noise and then the players will leave the pitch. I then go back behind the stand to exit the stadium.

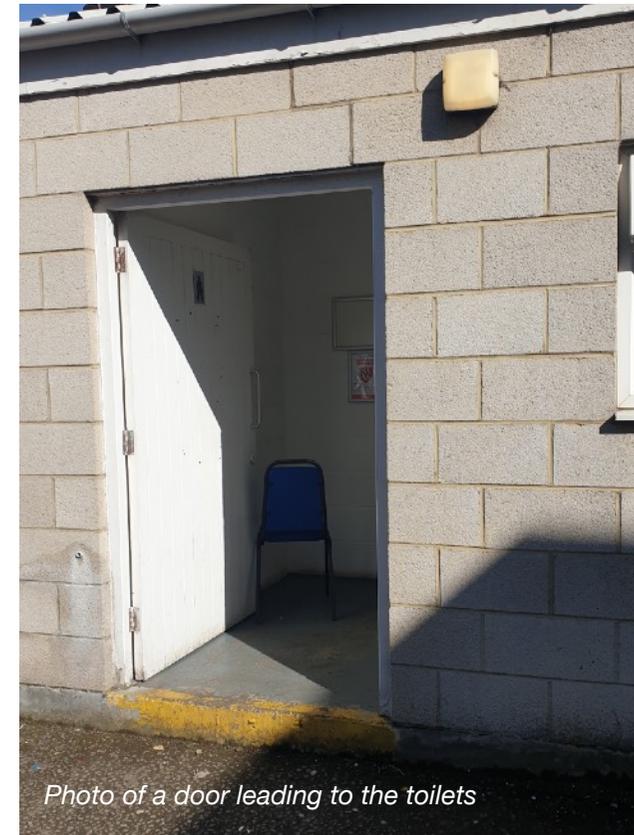


NOISE – supporters might be quite loud with clapping and shouting.

TOUCH – it is quite busy when supporters leave. I can wait for supporters to leave before I do to make it easier, or if I leave at the same time then other supporters may accidentally touch me.

- 17.** If I need to go to the toilet, I can go any time I want. The toilets are behind the stand and look like the picture below

A steward will help show me where to go if I ask them.



NOISE – There are hand dryers in the toilets, which might be quite loud.

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- 18.** There are also toilets for people in wheelchairs, which look like the picture below.



A photo of a ramp into a wheelchair accessible toilet

- 19.** After the match I go back behind the stand to exit the stadium through a gate like the one in the picture below.

I then leave the ground and travel back home.



- 20.** Enjoy your visit!

NOISE – There are hand dryers in the toilets, which might be quite loud.

This document was created by Hartlepool United Supporters' Trust and the North East Autism Society. Please feel free to print this off and share with other people and websites.