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Introduction

'Inclusivity and equality' is one of the 9 key issues making up FIFA's Sustainability Strategy for the FIFA Confederations Cup 2017 and FIFA World Cup 2018™. As part of this, FIFA aims to ensure disabled people and people with limited mobility can enjoy a barrier-free environment within the Host Cities and stadia, alongside their fellow supporters.

FIFA is committed to making its events inclusive and is working with stakeholders to make the stadiums as accessible as possible to all. As a part of these efforts, each stadium offers a range of Special Access seating to ensure disabled spectators and spectators with limited mobility can enjoy an inclusive environment.

Certain services are reserved only for disabled people and people with limited mobility who hold Special Access Tickets. In particular, only people who have a Special Access Ticket or a companion ticket will be allowed through the accessible security entrances.

It is recommended that all disabled people and people with limited mobility apply for Special Access Tickets to ensure that they can fully enjoy the tournament alongside their fellow spectators.

An Accessible Matchday Experience

In order to ensure that disabled spectators and spectators with limited mobility are able to enjoy the same matchday experience as non-disabled fans, each stadium offers accessible services and facilities. These include:

- Accessible parking spaces close to the stadium;
- Accessible signage and information;
- Wheelchair loan service and shuttle services;
- Volunteers and staff trained in disability inclusion and etiquette;
- Accessible security entrances and stadium gates;
- Specific viewing areas for wheelchair users and easy access seating;
- Complimentary companion seats offered to spectators with a wheelchair user, standard easy access or easy access amenity tickets;
- Accessible concessions with priority lanes and, in most cases, low-level counters;
- Accessible toilets;
- Audio-descriptive commentary in Russian for blind and partially sighted spectators.

In order to monitor the effectiveness of these provisions in creating an accessible matchday experience, Volunteers will ask disabled spectators, spectators with limited mobility and their advocates if they would like to participate in a Customer Satisfaction Survey.

Purpose of this guide

Accessible services and facilities are vital to creating an accessible matchday experience for all fans attending the FIFA Confederations Cup 2017. However, it is equally important that accessibility extends beyond the stadium and is incorporated across the Host Cities.

The Spectator's Accessibility Guide aims to provide disabled spectators and spectators with limited mobility with information to assist in the planning of their journeys during the tournament.

It is important to note that the information regarding transport within the Host Cities and Russia has been collected from third-party sources for the purpose of this Guide, and the authors are not responsible for any changes to the information included.

The first section of the Guide contains information on accessible services and facilities available at each stadium.

In the second section of the Guide, readers will find information on train services between the Host Cities and general information on public transport within each Host City.

In the third section of the Guide, there is a dedicated chapter on each Host City. The chapters contain information on main airports and train stations, how to reach the stadium and special Host City transport services available to ticket holders.

The final section has information on how spectators can provide their feedback on their matchday experiences. This feedback is vital to ensuring increasingly accessible tournaments and is greatly appreciated.

We hope that you find the Spectators Accessibility Guide useful and we wish you an enjoyable and inclusive FIFA Confederations Cup 2017 in Russia!

At the stadiums

Disabled spectators and spectators with limited mobility who have Special Access Tickets may be asked to provide proof of eligibility for their ticket at the stadium.

For Wheelchair User, Easy Access Standard or Easy Access Amenity Tickets, presentation of a proof that is commonly and widely accepted in the Ticket Applicant's country of residence will be required. In Russia, acceptable proofs of eligibility include a certificate of degree of disability and a medical certificate. Please note that permits for accessible parking will not be accepted as valid proof.

For Obese Person Tickets, presentation of a signed doctor's note stating the person's BMI will be required. The minimum BMI in order to require and therefore be eligible for an Obese Person Ticket is 35 kg/m².

A number of accessible services to ensure disabled spectators and spectators with limited mobility can enjoy a welcoming and inclusive matchday experience at the tournament will be provided. Please find a summary of these services below.

Accessible parking

Each stadium will have a limited number of parking spaces for disabled people and people with limited mobility who hold Wheelchair User, Easy Access Standard and Easy Access Amenity tickets. Accessible parking areas are located as close as possible to the stadium while considering security regulations and operational requirements.

Vehicle Access & Parking Permits (VAPPs) are required to access parking areas. VAPPs for the accessibility parking areas can be collected at the FIFA Venue Ticketing Centre located in the cities where the respective match is being played. VAPPs will be made available on a first-come, first-served basis. SAT ticket holders entitled to a VAPP will be contacted by FIFA World Cup Ticketing Centre with more information.

Mobility assistance points

Mobility assistance points will be available at accessible parking areas (to be used only by those with an official Vehicle Access & Parking Permits (VAPPs)) and near accessible security entrances. Volunteers will be available to offer assistance to disabled spectators and spectators with limited mobility.

A wheelchair loan service will be available from these points and disabled spectators and spectators with limited mobility will be able to request this service before and at the end of the match.

Accessible security entrances

Most security entrances will have dedicated lanes for disabled spectators and spectators with limited mobility. Accessible security entrances will be identified with signage, using the international disability symbol.

It is advised that disabled spectators and spectators with limited mobility use the security entrances closest to the parking areas and public transportation points.

Wheelchair users will only be able to access the stadium through the dedicated accessible security entrances, given that these have been specially designed for wheelchair users. Other disabled spectators and spectators with limited mobility can use either the accessible security entrances or any other security entrance.

Shuttle service

A shuttle will be available within the stadium grounds to assist wheelchair users and spectators with limited mobility from security entrances to the stadium gates.

Information points and audio-descriptive commentary

A number of information points will be set up within each stadium where spectators can seek further information.

Wheelchair storage areas will be available close to these information points.

Spectators wishing to tune into the audio-descriptive commentary service (in Russian) should go to one of the following Information Points to collect a headset:

- Kazan – all information points inside of the stadium;
- Saint Petersburg – all information points inside of the stadium;
- Sochi – two information points on the second level inside of the stadium;
- Moscow Spartak – all info points inside of the stadium.

Accessible viewing areas

Accessible viewing areas are available throughout the stadiums and include:

- Specific viewing areas for wheelchair users;
- Standard easy access seating (aisle seat with minimal or no stepped access) for disabled people and people with limited mobility who do not use a wheelchair but who require a seat that is easily accessible;
- Easy access amenity seats for disabled people and people with limited mobility who require easily accessible seating with extra leg room for crutches, walking aids or space for assistance dogs;
- Easy access extra-width seating for obese people;
- Complimentary companion seats where required for those with tickets for a wheelchair user place, standard easy access or easy access amenity seats;

- Special Access Ticket holders who have received a complimentary companion ticket will be seated as close as possible to their companion. Whenever possible, although not guaranteed, the companion will be seated adjacent to the Special Access Ticket holder;
- Wheelchair User places are reserved for people who purchased a Wheelchair User Ticket. People who do not have such a ticket will be asked to store their wheelchair/scooter during the match in a storage room close to Information Points within the stadium;
- For safety and security reasons, manual or electric wheelchairs and mobility scooters need to fulfil certain basic requirements: they can have either 3 or 4 wheels; the maximum dimensions are 700mm wide and 1300mm long; the maximum turning radius is 900mm; the maximum turning width is 1500mm; and their maximum speed must be 6 km/h.

Accessible toilets

Accessible toilets are located close to accessible viewing areas. All stadiums have unisex accessible toilets, enabling a companion of the opposite sex to offer assistance if required. Some stadiums also have accessible toilets within male / female toilet blocks.

Accessible concessions

Concessions located close to accessible viewing areas will have a priority lane for disabled spectators and spectators with limited mobility.

Assistance dogs

Spectators with assistance dogs will be permitted in all areas of the stadium. Please note that relieving areas and water bowls will not be provided.

Emergency evacuation

Stewards will be available to assist disabled spectators and spectators with limited mobility in the case of an emergency.

Train travel in Russia

Subsidised trains between Host Cities

All ticket holders for the FIFA Confederations Cup 2017 have the opportunity to book complimentary train tickets on special services running between Host Cities. After purchasing a match ticket, spectators should obtain a unique Fan ID from:

W: <http://welcome2018.com/en/your-pass-to-the-world-of-football/>

Using their ticket number and Fan ID, spectators wishing to travel via specially subsidised trains should register online at:

W: <https://tickets.transport2018.com> (available in Russian only).

Once registered, spectators are then able to book their seat. There are a limited number of seats available, therefore spectators are advised to book early. There are wheelchair user spaces on all train services.

RZD Trains

In addition to the special services running between Host Cities, the majority of trains across Russia, run by the National rail service RZD, have one wheelchair user space. Tickets can be booked online or at station ticket offices. In order to purchase an electronic ticket, wheelchair users should first register with the RZD Mobility Assistance Centre by completing an online form:

Online form in Russian:

http://pass.rzd.ru/static/public/ru?STRUCTURE_ID=5284&layer_id=3290&refererLayerId=3290&id=2574

Online form in English:

http://pass.rzd.ru/static/public/en?STRUCTURE_ID=5284&layer_id=3290&refererLayerId=3290&id=2574

This form should be sent by email to info@rzd.ru

Once registered, passengers are able to purchase a ticket online using the RZD website:

W: https://pass.rzd.ru/tickets/public/en?STRUCTURE_ID=704&layer_name=e3-route

Travel assistance should be booked at least 24 hours in advance. Passengers wishing for further information, or to book travel assistance, should phone:

T: +8 (800) 510 11 11.

Travelling to Host Cities by bus

Currently no provisions are available for disabled spectators or spectators with limited mobility who choose to travel by bus.

Subsidised Public Transport

Throughout the tournament, subsidised public transport will be provided for spectators of the FIFA Confederations Cup 2017. There will be a number of routes and vehicles in each Host City which offer spectators complimentary travel. The vehicles and stations / stops included in this scheme will be marked with a special symbol in order to be easily identifiable to spectators. This symbol will be an outline of fans within a red or blue dome with “Бесплатный проезд / Free Ride” written underneath. The symbol may also be in black-and-white.



Free Ride Symbol for subsidised transport

For more information, please visit:

W: <http://welcome2018.com/journal/materials/besplatnyy-transport-kk-2017-budet-oboznachen-spetsialnoy-emblemy/> (available in Russian only).

Please note that more information on public transport can be found within each Host City chapter of this document.

Kazan

Kazan: Travel information



Travelling to Kazan by air

The nearest international airport to Kazan is Kazan International Airport, approximately 26km from the centre of the city and 30km from the stadium.

W: <http://www.kazan.aero/>

T: +7 (843) 267-88-07

Travel assistance for disabled passengers must be booked at least 48 hours before departure, via the relevant airline or travel agent.

Assistance within the airport for disabled passengers should be booked in advance by telephone or by completing an online form.

T: +7 (919) 621 34 16.

Online form (available in Russian only):

http://www.kazan.aero/for-passengers-and-guests/for-passengers-with-disabilities/RMP_Standard_Annex_2.pdf

This form should be sent via email to sop@airportkzn.ru.

Accessible parking at the airport

10% of parking spaces are reserved as complimentary accessible parking. In cases where administrative vehicles are blocking accessible parking spaces (a precaution taken to prevent misuse of the spaces), passengers should contact the Parking Control Office for assistance.

Any issues related to parking at Kazan airport can be resolved by contacting the transport desk, which is available 24/7:

T: +7 (925) 399-09-55.

Train services from the airport

Trains from the airport into the city run from 08.00 until 00.01. These trains also go to Kazan's main railway station, Kazan-1 (Kazan-Passazhirsky). There are 8 trains each day which run at irregular intervals. The journey takes approximately 28 minutes. Each train has one wheelchair user space available. The train timetable can be found at:

W: <http://www.kazan.aero/for-passengers-and-guests/how-to-get/by-electric-train/> (In Russian only)

Coach services from the airport

On matchdays throughout the FIFA Confederations Cup 2017, a coach will travel between the airport and the stadium. This coach will run every 10 minutes, starting 5 hours before kick-off until three hours after the final whistle.

No wheelchair user spaces will be available on these coaches. Wheelchair users are advised to take the train to Kazan-1 (Kazan-Passazhirsky). For more information on getting to the stadium, please see pages 12-13.



Travelling to Kazan by rail

Kazan's main railway station is Kazan-1 (Kazan-Passazhirsky), approximately 8km from the Kazan Arena stadium. Kazan-1 station has limited access for disabled passengers and passengers with limited mobility. Where access is limited, station staff and FIFA Confederations Cup volunteers will be available to provide assistance.

Due to limited access, disabled passengers and passengers with limited mobility should, wherever possible, avoid travelling to Railway station Kazan-2.

For more information on booking train tickets, please refer to the Subsidised Trains chapter in this guide (page 8).

Around Kazan



Public transport in Kazan

Public transport in Kazan includes accessible buses, trolleybuses and trams with wheelchair user spaces. The availability and schedules of accessible vehicles will vary. Disabled passengers and passengers with limited mobility travelling to the stadium are advised to use the official shuttle buses.

For more information, please see the 'Getting to the Stadium' section of this guide (pages 12-13).



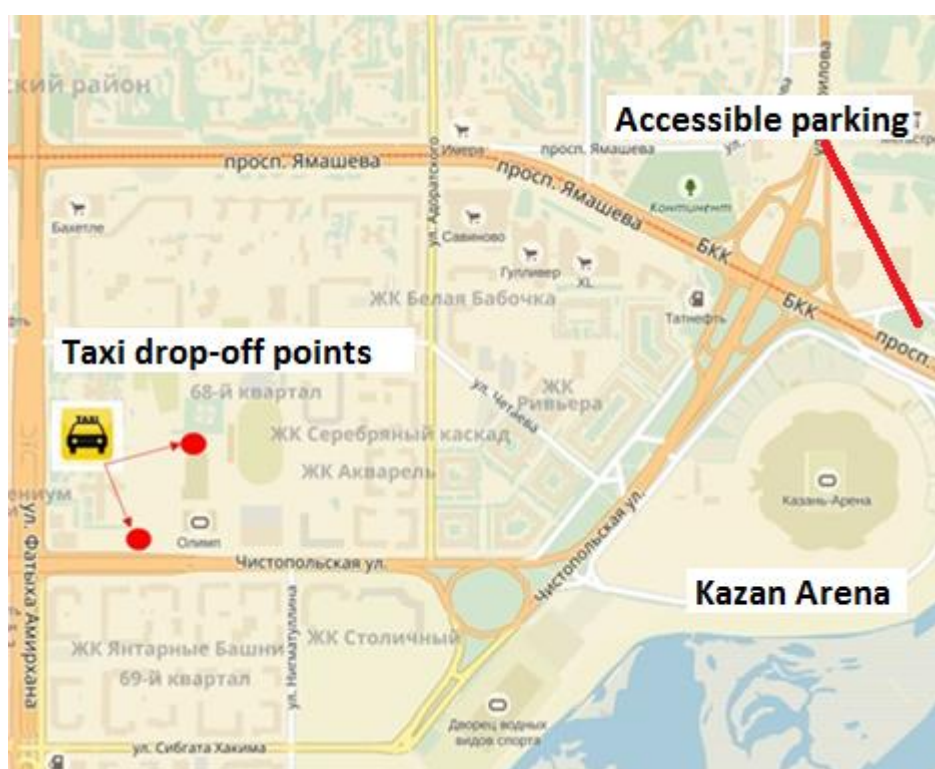
Getting to the stadium

Kazan Arena is located approximately 8km north-east of the city centre.

By car

The stadium is a 40 - 45 minute drive from the airport.

Two drop-off points for spectators arriving by taxi have been identified. The first is on Chistopolskaya Ulitsa. The second is set back slightly from Chistopolskaya Ulitsa, behind KSK "KAI Olimp" Sports Complex. These points are approximately 1km from the stadium.



Drop-off points and accessible parking area, Kazan

Parking is available for disabled spectators and spectators with limited mobility with official Vehicle Access & Parking Permits (VAPPs) only. For more information on VAPPs, please see page 5.

Accessible parking has been identified approximately 250m away from the security entrance across Yamasheva Prospekt (please see map above). A shuttle service will be available from this parking area to the stadium. Alternatively, there is an underpass joining the accessible parking area to the stadium and volunteers will be available to provide assistance to disabled people and people with limited mobility.

By train

Disabled spectators and spectators with limited mobility wanting to reach the stadium from Kazan airport should take the train from the airport to Kazan-1 (Kazan-Passazhirsky) railway station.

From Kazan-1 (Kazan-Passazhirsky), a shuttle service will run on matchdays to the stadium. The shuttle will run every 5 minutes, starting 6 hours before kick-off, until four hours after the final whistle. There will be one wheelchair user space on each shuttle. The shuttle will stop approximately 1km away from the stadium, close to Gate 6, west of the stadium.

On matchdays a shuttle will also run from Kazan-2 railway station to the stadium. Due to limited access, disabled passengers and passengers with limited mobility should, whenever possible, avoid travelling to this station.

Four FIFA Confederations Cup 2017 matches will be held at the Kazan Arena. These matches will be played on 18 June (Group A match), 22 June (Group B match), 24 June (Group A match) and 28 June (semi-final).

Moscow

Moscow: Travel information



Travelling to Moscow by air

There are three main international airports in Moscow: Domodedovo, Sheremetyevo and Vnukovo airports.

Domodedovo Moscow Airport

Domodedovo Moscow Airport is the largest airport in Moscow, located south east of the city centre and is approximately 60km from Spartak Stadium:

W: <http://www.domodedovo.ru/>

Travel assistance for disabled passengers must be booked at least 48 hours before departure, via the relevant airline or travel agent.

Assistance within the airport is also provided for disabled passengers. Travel assistance is available 24 hours a day. Passengers requiring assistance should call the airport upon arrival.

T: +7 (495) 797 46 53

For more information, visit:

W: <http://www.domodedovo.ru/passengers/special/prm/> (in Russian)

W: <http://www.domodedovo.ru/images/info/english.htm#prm> (in English)

The route to the airport has ramps, handrails, tactile surfaces and accessible entrances. Induction loops have been installed throughout the airport for deaf and hard of hearing passengers.

Accessible parking

Complimentary accessible parking is available for disabled passengers and is located within closest proximity of the terminal. Parking tickets must be stamped before leaving.

Some accessible parking spaces are protected by barriers to prevent misuse. To gain access to these spaces, please contact a parking assistant upon arrival at the airport. A parking assistant can be found at the nearest parking terminal or by phoning:

T: +7 (916) 509 52 93.

Train services from the airport

The Aeroexpress leaves directly from the airport to Pavletskiy train station / Pavletskaya metro station in the city centre. The journey lasts 40 – 50 minutes and a single journey bought online costs 420 roubles. A single journey bought at the station / airport costs 500 roubles.

Passengers can purchase tickets from three points:

- Ticket machines in the arrivals terminal
- Ticket desks near Exit 3
- Ticket machines on the train platform near Exit 4

Aeroexpress offers disabled passengers special assistance and a companion to accompany them on their journey. Disabled passengers can request assistance by contacting the desk at the station or airport, calling the train service, or making their request online:

T: +8 800 700 33 77

Online:

W: <https://aeroexpress.ru/ru/forPassengers/assistant.html> (in Russian)

W: <https://aeroexpress.ru/en/forPassengers/assistant.html> (in English)

Bus services from the airport

An accessible 'social bus' connects the airport to Domodedovaya metro and costs 79 roubles. The bus runs every 15 minutes from 06.00 until 24.00.

For more information, visit:

W: <http://www.domodedovo.ru/ru/passengers/transport/> (in Russian)

W: <http://www.domodedovo.ru/en/passengers/transport/> (in English)

Sheremetyevo Airport

Sheremetyevo Airport is located north-west of the city centre, approximately 35km from Spartak Stadium.

W: <http://www.svo.aero/>

Travel assistance for disabled passengers must be booked at least 48 hours before departure, via the relevant airline or travel agent.

Assistance within the airport is also provided for disabled passengers and must be booked at least 48 hours before departure. Disabled passengers can request assistance by contacting the airport via:

E: callcentre@avo.aero

T: +7 (495) 578-65-65

Online form:

W: <http://www.svo.aero/special-services/form/> (in Russian)

W: <http://www.svo.aero/en/special-services/form/> (in English)

The airport provides a buggy service between terminals for disabled passengers and those with limited mobility.

For blind and partially sighted passengers there is tactile flooring leading to a phone where passengers can request special assistance. These phones are equipped for use by blind and partially sighted and deaf and hard-of-hearing passengers.

For more information on airport assistance, visit: <http://www.svo.aero/special-services/>.

Accessible parking

Accessible parking is available at the airport for Terminals D, E and F. In order to gain access to the parking spaces for Terminal D, disabled passengers must contact the parking attendant on:

T: +7 (929) 625 00 80.

Train services from the airport

The Aeroexpress leaves directly from the airport to Belorussky train station in the city centre. The journey lasts 35 – 45 minutes and a single journey bought online costs 420 roubles. A single journey bought at the station / airport costs 500 roubles.

Trains leave every half an hour between 05.00 and 00.30. Aeroexpress offers disabled passengers with special assistance and a companion to accompany them on their journey. Disabled passengers

can request assistance by contacting the desk at the station or airport, calling the train service, or making their request online:

T: +8 800 700 33 77.

Online:

W: <https://aeroexpress.ru/ru/forPassengers/assistant.html> (in Russian)

W: <https://aeroexpress.ru/en/forPassengers/assistant.html> (in English)

Shuttle bus services from the airport

A shuttle bus will be provided on matchdays to transport spectators from Sheremetyevo Airport to Spartak Stadium. The shuttle bus will run every 10 minutes, beginning three hours before kick-off until two hours after the final whistle.

A Spectators Information Desk will be located within the airport terminal where spectators can find out more information about the shuttle bus and other matchday services.

Vnukovo Airport

Vnukovo Airport is located south-west of Moscow city centre, approximately 50km from Spartak Stadium.

Travel assistance for disabled passengers must be booked at least 48 hours before departure, via the relevant airline or travel agent.

Assistance within the airport is also provided for disabled passengers, who can contact the airport disabled passenger services team by using the Special Assistance phone located at each terminal's entrance, dialling F21 or via:

T: +7 (495) 436 61 89

E: care@vnukovo.ru

Online form (in Russian only): <http://www.vnukovo.ru/at-the-airport/passengers-with-disabilities/application/>.

The airport provides priority queues for disabled passengers at check-in. Information desks in Terminal B are equipped with induction loops for deaf and hard of hearing passengers.

For more information on airport assistance (in Russian only), visit: <http://www.vnukovo.ru/at-the-airport/passengers-with-disabilities/>

Train services from the airport

The Aeroexpress leaves directly from the airport to Kievsky train station in the city centre. The journey lasts 35 – 45 minutes and a single journey bought online costs 420 roubles. A single journey bought at the station / airport costs 500 roubles. Trains leave every half an hour between 06.00 and 00.00.

Aeroexpress offers disabled passengers with special assistance and a companion to accompany them on their journey. Disabled passengers can request assistance by contacting the desk at the station or airport, calling the train service, or making their request online:

T: +8 800 700 33 77.

Online:

W: <https://aeroexpress.ru/ru/forPassengers/assistant.html> (in Russian)

W: <https://aeroexpress.ru/en/forPassengers/assistant.html> (in English)



Travelling to Moscow by rail

There are several railway stations in Moscow with varying levels of accessibility. Where access is limited, station staff and FIFA Confederations Cup volunteers will be available to offer assistance.

For information on booking train tickets, please refer to the Train Travel in Russia chapter in this guide (page 8).

Around Moscow



Public transport in Moscow

Accessible buses and trolleybuses with low-level floors and wheelchair user spaces will be available. Schedules will vary.

Special assistance will be available for disabled passengers and passengers with limited mobility using the Metro. However, disabled passengers should note that Moscow's Metro system is largely inaccessible due to stairs and escalators. It is advised that, whenever possible, disabled passengers and passengers with limited mobility avoid the Metro and use over-ground public transport instead.

Disabled passengers and passengers with limited mobility travelling to the stadium can use the official shuttle buses. Please see the Getting to the Stadium section of this guide (page 18).



Getting to the stadium

Spartak Stadium is located approximately 14km to the north-west of Moscow city centre.

By car

Parking for disabled spectators has been identified approximately 300m away from the stadium to the south west. The closest entrance is Gate 1. Parking is available for disabled spectators with official Vehicle Access & Parking Permits (VAPPs) only. For more information on VAPPs, please see page 5.

By Metro

The newly constructed Metro station Spartak is on the purple Tagansko-Krasnopresnenskaya line (line 7) and runs through Moscow's centre. Spartak station is located approximately 500m north-west of the stadium and is accessible for disabled passengers and passengers with limited mobility. The north end of the station is equipped with a platform lift, while ordinary lifts are used in the south end of the station.

Although this station is accessible, disabled passengers should note that Moscow's Metro system is largely inaccessible due to stairs and escalators. It is advised that, whenever possible, disabled passengers and passengers with limited mobility avoid the Metro and use over-ground public transport instead.

By shuttle bus

A shuttle bus will be provided on matchdays from Sokol Metro to Spartak stadium. The bus will run every 10 minutes from three hours before kick-off until two hours after the final whistle. Each bus will be accessible with one wheelchair user space. In order to use the matchday shuttles, passengers will need to show a valid matchday ticket.

On matchdays there will also be a shuttle bus running between Sheremetyevo Airport and Spartak Stadium. This bus will run every 10 minutes, beginning four hours before kick-off and ending two hours after the match ends. The buses on this route will be accessible, with one wheelchair user space each. Passengers will be required to show a valid matchday ticket

To reach the stadium from Domodedovo / Vnukovo airport by public transport, it is advised that disabled spectators and spectators with limited mobility travel into the city centre using the Aeroexpress. Spectators can then use public transport in order to reach the stadium, or use the shuttle bus from Sokol Metro.

Four FIFA Confederations Cup 2017 matches will be held at the Spartak Stadium in Moscow. These matches will be played on 18 June (Group B match), 21 June (Group A match), 25 June (Group B match), and 2 July (third place play-off).

Sochi

Sochi: Travel information



Travelling to Sochi by air

Sochi International Airport is located in Adler, approximately 10km from Fisht Stadium.

W: <http://basel.aero/sochi/>

For more information on airport assistance, visit: <http://basel.aero/sochi/services/disabled/>

Travel assistance for disabled passengers must be booked at least 48 hours before departure, via the relevant airline or travel agent.

The airport is accessible to disabled passengers who would like to travel independently, but personal assistance can be provided upon a passenger's request.

Accessible parking

Complimentary accessible parking is available to disabled passengers, subject to availability.

Train services from the airport

The train between Sochi Airport and Adler Station runs at irregular intervals, and the journey takes 9 minutes. The train is accessible and each train has four wheelchair user spaces.

Shuttle services from the airport

A shuttle bus arranged by the Host City connects the airport to Adler train station in 20 minutes. The bus will run approximately every 30 minutes. There will be no provisions for disabled passengers or passengers with limited mobility, and there will be no wheelchair user spaces. Disabled spectators and spectators with limited mobility are instead advised to take the train to Adler Station.

For more information, visit: <http://basel.aero/sochi/about-airport/how-to-get/>



Travelling to Sochi by rail

Sochi has two main railway stations: Sochi and Adler.

Adler Station has 100% accessibility rating, as per the Russian Railways data. For more information, please visit:

W: <http://adler.dzvr.ru/#pa> (in Russian only)

Station staff and FIFA Confederations Cup volunteers will be available at the stations to provide assistance where required.

For information on booking train tickets, please refer to the Train Travel in Russia chapter in this guide (page 8).

Around Sochi



Public transport in Sochi

Most buses in Sochi are accessible with low-level floors and wheelchair user spaces. Schedules of accessible vehicles will vary.

Disabled passengers and passengers with limited mobility travelling to the stadium would be advised to use the official shuttle buses for the FIFA Confederations Cup. Please see the Getting to the Stadium section of this guide below (pages 20-21).



Getting to the stadium

The Fisht Stadium is located in the Adler region of Sochi. The stadium is a 15 - 20 minute drive from the airport.

By car

Accessible parking has been identified next to Shayba Arena, approximately 300m away from the stadium.

Parking is available for disabled spectators with official Vehicle Access & Parking Permits (VAPPs) only. For more information on VAPPs, please see page 5.

By train

Sochi train station is approximately 40km west of Fisht stadium. There will be no provisions to reach the stadium for spectators arriving at this station.

Imeretinsky Kurort train station is located approximately 2.5km away from Fisht Stadium. Many local commuter trains stop at the station. The station is accessible and includes signage and tactile wayfinding towards the stadium. Rest points and a shuttle service are available along the route from the station to the stadium.

Adler train station is approximately 9km from the stadium. A shuttle bus service will be provided to transport spectators between the station and the stadium. Please see below for more information.

By shuttle bus

A shuttle service between Sochi Airport and Fisht Stadium will run on matchdays, beginning three hours before kick-off until four hours after the final whistle. The buses will run approximately every 5 minutes and will be accessible with one wheelchair user space each. The shuttle bus will stop by the train station Imeretinsky Kurort, located approximately 2.5km from the stadium.

A shuttle service between Adler train station and the stadium will also be provided on matchdays. The shuttle bus will run every 4-12 minutes, beginning four hours before kick-off until three hours after the final whistle. Each bus on this route will be accessible and have one wheelchair user space.

Four FIFA Confederations Cup 2017 matches will be held at the Fisht Stadium in Sochi. These matches will be played on 19 June (Group B match), 21 June (Group A match), 25 June (Group B match), and 29 June (semi-final).

St Petersburg

St Petersburg: Travel information



Travelling to St Petersburg by air

The nearest international airport to St Petersburg is Pulkovo Airport, approximately 40km from the Stadium.

W: <http://www.pulkovoairport.ru/>

Travel assistance for disabled passengers must be booked at least 48 hours before departure, via the relevant airline or travel agent.

Airport assistance should also be booked 48 hours in advance by phoning the airport on:

T: +7 921 981-83-44 or +7 921 858-56-71.

Alternatively, disabled passengers can call for special assistance using the button at the entrance to the terminal on the 3rd floor.

For more information, please visit:

W: <http://www.pulkovoairport.ru/passengers/prm/special-needs/> (in Russian)

W: <http://www.pulkovoairport.ru/en/passengers/prm/special-needs/> (in English)

Accessible parking

Complimentary accessible parking is available to disabled passengers for up to 3 hours, subject to availability.

Shuttle services from the airport

A shuttle bus will run daily between Pulkovo Airport and Moskovsky Train Station. Each bus is accessible and has one wheelchair user space.



Travelling to St Petersburg by rail

St Petersburg's main railway station is Moskovsky Train Station, located in the centre of the city, close to Nevsky Prospekt. Moskovsky Station had limited access for disabled passengers and passengers with limited mobility. Where access is limited, station staff and FIFA Confederations Cup volunteers will be available to provide assistance.

For information on booking train tickets, please refer to the Subsidised Trains chapter in this guide (page 8).

Around St Petersburg



Public transport in St Petersburg

Buses and trolleybuses in St Petersburg are accessible and include wheelchair user spaces. The availability and schedules of accessible vehicles will vary.

The trams and metro in St Petersburg are largely inaccessible due to stepped access. Disabled passengers and passengers with limited mobility travelling to the stadium would be advised to use the official shuttle buses arranged for the FIFA Confederations Cup. Please see the Getting to the Stadium section of this guide below (page 23-24).



Getting to the stadium

St Petersburg Stadium is located approximately 10km north-west of St Petersburg city centre.

By car

Drop-off points for spectators arriving by taxi have been identified at two locations. The drop-off point to the north of the stadium is located on the corner of Primorskiy Prospekt and Yachtennaya

Ulitsa. The drop-off point south-east of the stadium is located on the corner of Petrovskiy Prospekt and Petrovskaya Ploschad.



Drop-off points and accessible parking, Saint Petersburg

Accessible parking for disabled spectators has been identified 260m south-west of the stadium between stadium gates 14 and 16 (see map above). Parking is available for disabled spectators with official Vehicle Access & Parking Permits (VAPPs) only. For more information on VAPPs, please see page 5.

By Metro

There are two metro stations close to St Petersburg Stadium: Krestovskiy Ostrov and Staraya Derevnya. Disabled spectators are advised to arrive at Krestovskiy Ostrov station, which is accessible. Krestovskiy Ostrov station is on the purple Frunzensko-Primorskaya line (line 5) and is located approximately 2.5km to the east of the stadium.

A shuttle service and rest points will be provided from Krestovskiy Ostrov to the stadium for disabled spectators and spectators with limited mobility.

By shuttle bus

From three hours before kick-off on matchdays, a shuttle bus will run between Moskovsky Station and St Petersburg Stadium. Buses are accessible and each vehicle has one wheelchair user space. Passengers will have to show a valid ticket for that day's match in order to board the bus.

An accessible shuttle bus with a wheelchair user space will also be provided on matchdays from Pulkovo Airport to the stadium. The buses will run from 1.5 hours before kick-off until 1.5 hours after the final whistle. There will be at least 30 minute intervals between each bus.

Shuttle buses will also run between the stadium and various Metro Stations. The buses between Petrogradskaya Metro and the stadium and Vyborgskaya Metro and the stadium will run from three hours before kick-off until three hours after. A bus from the stadium to Chkalovskaya Metro will also

run for three hours following the final whistle. Each of these buses will be accessible and have one wheelchair user space. The metro stations from which the shuttles depart are not accessible.



Shuttle bus stop and metro station, Saint Petersburg

The shuttle bus stop has been identified approximately 1km away from the stadium on the intersection between Yuzhnaya Doroga and Yuzhnaya Alleya.

Four FIFA Confederations Cup 2017 matches will be held at the St Petersburg Stadium. These matches will be played on 17 June (Group A match), 22 June (Group B match), 24 June (Group A match), and 2 July (final).

Useful links and Customer Surveys

FIFA: <http://www.fifa.com/confederationscup/>

2018 World Cup Host Country: <http://welcome2018.com/>

Centre for Access to Football in Europe (CAFE): <http://www.cafefootball.eu/>

On matchdays at each stadium, Volunteers will be conducting Customer Satisfaction Surveys on the FIFA Confederations Cup 2017 Match Organisation for Disabled People and People with Limited Mobility. The feedback provided by disabled spectators and spectators with limited mobility will ensure future matches are more accessible, as it will help to establish which areas have been successful and which areas need improvement.

This guide was produced jointly with the Centre for Access to Football in Europe (CAFE).