



FIFA WORLD CUP  
RUSSIA 2018

# Spectator's Accessibility Guide

2018 FIFA World Cup™



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## Introduction

Inclusivity and equality is one of the nine key issues covered by the Sustainability Strategy for the 2018 FIFA World Cup™<sup>1</sup>. FIFA and the 2018 FIFA World Cup Local Organising Committee (LOC) aim to ensure that disabled people and people with limited mobility can enjoy a barrier-free environment alongside their fellow supporters.

As part of these efforts, we have developed this guide to provide disabled people and people with limited mobility helpful information to make their matchday experience as accessible as possible. We hope that you find the Spectators Accessibility Guide useful and we wish you an enjoyable and inclusive 2018 FIFA World Cup™ in Russia!

## 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.

Apply for a Special Access Ticket to benefit from all of the services available

Certain services are reserved only for disabled people and people with limited mobility who hold Special Access Tickets. 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.

Services include:

- Dedicated parking areas for disabled people and people with limited mobility;
- Shuttle services;
- Accessible signage and information;
- Wheelchair loan service
- Volunteers and staff trained in disability inclusion and etiquette;
- Accessible entrances;
- Specific seating 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 ticket;

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<sup>1</sup> The Sustainability Strategy could be found here:

[http://resources.fifa.com/mm/document/tournament/competition/02/66/69/50/sustainabilitystrategyfor2018fifaworldcup\\_neutral.pdf](http://resources.fifa.com/mm/document/tournament/competition/02/66/69/50/sustainabilitystrategyfor2018fifaworldcup_neutral.pdf)

- Accessible concessions with priority lanes;
- Accessible toilets;
- Assistive hearing devices for deaf and hard of hearing fans;
- Audio-descriptive commentary in Russian for blind and partially sighted spectators in all stadiums. Audio-descriptive commentary will be provided in both Russian and English at Moscow Luzhniki Stadium and Saint Petersburg Stadium.

## Purpose of this guide

Accessible services and facilities are vital to creating an accessible matchday experience for all fans attending the 2018 FIFA World Cup™. 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.

**Please note:** This guide contains information attained from third-party sources until April 2018. The authors are not responsible for any changes to the information included here. If additional information is needed, the website links throughout the Guide and in the final section may be helpful.

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 transportation within each Host City.

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

The final section has information on FIFA Fan Fests™, accessible accommodation within each Host City and useful website links for further information.

## Before arriving at the stadium

### Fan ID

A FAN ID is an obligatory document for all ticket holders wishing to attend the 2018 FIFA World Cup™. After purchasing a ticket, all spectators and companions must apply for an individual FAN ID using their Ticket Request ID on the official FAN ID website:

W: <https://www.fan-id.ru/>

FAN IDs can be collected from a FAN ID Distribution Centre. The addresses of these Distribution Centres can be found here:

W: <https://www.fan-id.ru/centers.html>

#### Pick up your FAN ID on a non-matchday

We recommend that FAN IDs are picked up on a non-matchday, prior to attending a match, to ensure a smoother process.

Spectators with a FAN ID are eligible for visa-free entry into the Russian Federation and free public transportation services provided during the 2018 FIFA World Cup™.

For more information about Fan IDs, please visit:

W: <https://www.fan-id.ru/help.html>

## Ticket Collection

Tickets which were allocated by FIFA during the Random Selection Draw and First Come First Served Sales Periods of Sales Phases (1) and (2) will be delivered by courier to the Ticket Applicant's address starting from April-May 2018.

Please note that Tickets which are scheduled for delivery will not be available for collection from the Ticket Collection Locations.

For information on whether your ticket is eligible for delivery, please visit:

W: <http://www.fifa.com/worldcup/organisation/ticketing/ticket-delivery-collection.html>

Tickets purchased during the Last Minute Sales Phase will be made available for collection from the Ticket Collection Locations in all Host Cities of the 2018 FIFA World Cup Russia™, from 18 April 2018 up until the final Match day of the competition.

Information on the locations and opening hours of FIFA's Venue Ticketing Centres and Ticket Location Centres can be found here:

W: <http://www.fifa.com/worldcup/organisation/ticketing/ticket-collection-locations.html>

Please note that Venue Ticketing Centres and Ticket Location Centres differ to the FAN ID Distribution Centres.

Special Access Tickets can be collected by the Special Access Ticket Applicant, the accompanying person of the Special Access Ticket Applicant, or by any guest named in a mixed ticket application that includes a Special Access Ticket, on the Special Access Ticket Applicant's behalf. Third parties (i.e. not the accompanying person or a guest named in the Ticket Application) may also collect

Special Access Tickets on the Special Access Ticket Applicant's behalf but must be duly authorised by the Ticket Applicant by means of a notarised power of attorney.

Customers collecting Special Access Tickets can go straight to the counter for Special Access Tickets and troubleshooting and do not need to join any other queues.

For information on documents that must be presented in order to collect tickets, please visit:

W: <http://www.fifa.com/worldcup/organisation/ticketing/ticket-delivery-collection.html>

#### When to pick up tickets

FIFA recommends that tickets be collected as far in advance as possible. For security reasons, FIFA will not make available any Tickets for collection at the Stadium on Match days. Therefore, FIFA strongly recommends that Ticket Applicants collect their Tickets as early as possible; but, in any case, before the respective Match day.

Ticket collection is free of charge.

## Parking Passes

Disabled spectators and spectators with limited mobility with a wheelchair user, easy access standard or easy access amenity ticket, are able to obtain a complimentary Parking Pass per match, on a first-come first-served basis and subject to availability. No other customers are entitled to a Parking Pass.

**Please note that each FIFA Venue Ticketing Centre ("FVTC") will only** provide Parking Passes for matches played in that city. Customers wishing to obtain a Parking Pass should visit the FVTC in the city where the match for which they have a ticket is being played. Parking Passes will only be available at the FVTC and not at any other Ticket Collection Location that may be located in the host cities.

As Parking Passes are handed out on a first come first served basis and are subject to availability, we recommend you visit the FVTC as soon as possible.

The FVTC locations can be found here:

W: <http://www.fifa.com/worldcup/organisation/ticketing/ticket-collection-locations.html>

To collect a Parking Pass, spectators can go straight to the counter for Special Access Tickets and Troubleshooting, and do not need to join any other queues. Spectators are required to present an official identification document (passport or ID) with embedded photo and a copy of the Ticket Confirmation email.

A Parking Pass can be collected by the Ticket Applicant, the Ticket Applicant's Guest who requires the Special Access Ticket or the respective Companion who is registered in the FIFA Ticketing Account.

It is also possible to have a Parking Pass collected by a third party; however, this person must be authorised to do so by means of a simple power of attorney, and they must bring simple copies of both the Special Access Ticket Applicant and the third party's identification documents with embedded photographs and a copy of the Special Access Ticket Confirmation email.

Please remember that spectators are solely responsible for the timely collection of Parking Pass, and no access will be granted to the designated parking areas of the Stadium without the presentation of the respective Parking Pass, together with the Tickets and respective FAN IDs for the disabled person or person with limited mobility and all the persons travelling with them and included in the Ticket Application.

Please note that the provision of a Parking Pass is subject to having provided sufficient official documents to prove eligibility for the Special Access Tickets, and therefore only successful Ticket Applicants with approved eligibility for Wheelchair User, Easy Access Standard or Easy Access Amenity Tickets will have access to the respective Parking Pass, subject to availability. For information Parking Passes, please visit:

W: <http://www.fifa.com/worldcup/organisation/ticketing/ticket-delivery-collection.html>

Information on the location of accessible parking can be found on the Parking Pass and in each stadium-specific section of this guide.

Accessible parking spaces are 2.4 metres wide by 4.8 metres long with a 1.2 metre-wide access zone between parking spaces and a 1.2 metre-wide safety zone. Please ensure that your vehicle fits in the spaces in order to respect the spaces of others using the parking area.

Disabled spectators and spectators with official Parking Passes are advised to collect their matchday ticket and Fan ID before attending the respective match, as they may not be able to enter the parking area without these.

## 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/m<sup>2</sup>.



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.

Parking Passes are required to access parking areas. More information on the collection of Parking Passes can be found in the 'Parking Passes' chapter of this guide.

Detailed information on the location of accessible parking areas can be found in each of the stadium specific chapters of this guide.

## Shuttle service

At some stadiums, the Host City will provide a shuttle service (golf carts or minibuses) between accessible parking areas, public transportation points and stadium security gates to assist disabled spectators and spectators with limited mobility before and after matches. For more information, please see the stadium specific chapters of this guide.

## Accessibility assistance points and wheelchair loan service

Accessibility assistance points will be available at accessible parking areas and various other locations around the stadium grounds. For more detailed information regarding the location of Accessibility assistance points, please refer to the stadium specific chapters of this guide. Volunteers will be located at Accessibility assistance points 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 gates and stadium entrances

Every spectator will have a Security Gate number identified on their matchday ticket. Spectators should go through this specified Security Gate.

Dedicated accessible lanes at security screening areas will be identified with signage, using the international disability symbol.

Once through security, Special Access Ticket holders should go to the stadium entrance, which has the block number indicated on their ticket. The block number will either be located above, or next to the turnstiles.

## Golf cart service

Golf carts will be available within the stadium grounds to assist wheelchair users and spectators with limited mobility between security entrances and stadium entrances before and after the match. They will be identified with the international disability symbol and volunteers will be available to offer assistance.

## Volunteers

A large number of volunteers will be available at each stadium. Each volunteer has received disability awareness training and will be available to offer assistance or information to disabled spectators and spectators with limited mobility.

## Information points

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

### Audio-descriptive commentary and assistive hearing devices

Spectators will be able to borrow complimentary audio-descriptive commentary devices and (if applicable) assistive hearing devices from any of the information points located within the stadium. Spectators wishing to borrow a complimentary device will be required to sign a guarantee and return the device after the match has ended. Audio-descriptive commentary will be provided in Russian at all matches, and in Russian and English at matches at Moscow Luzhniki Stadium and Saint Petersburg Stadium.

### Returning devices

We kindly ask that borrowed devices be returned as they will be used by others during other FIFA World Cup matches and other tournaments. Unreturned devices will result in a liability for the organisers.

Wheelchair storage areas will also be provided at these information points.

## Accessible seating

Accessible seating is available throughout the stadiums and includes:

- Specific viewing areas for wheelchair users;
- Standard easy access seating 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, are provided for Special Access Ticket holders 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, but have brought a wheelchair/scooter with them, will be asked to store their wheelchair/scooter during the match in a dedicated storage room close to Information Points within the stadium.

For safety and security as well as operational 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.

Due to the design of some stadiums, minimal step access and aisle seating for Special Access Ticketholders was not always possible. In these cases, volunteers will be available to assist disabled people and people with limited mobility who ask for help.

## Accessible toilets

Wheelchair accessible toilets are located close to accessible seating areas. Most stadiums have unisex accessible toilets, enabling a companion of the opposite sex to offer assistance if required. Some stadiums have wheelchair accessible toilets within male / female toilet blocks only.

## Accessible food & beverage concessions

Food & beverage concessions located close to accessible seating areas have a low-level counter and / or a priority lane for disabled spectators and spectators with limited mobility. These concessions should be clearly signposted to enable disabled spectators and spectators with limited mobility to easily locate them. Volunteers will also be available to help ensure priority access to disabled spectators and spectators with limited mobility.

If a disabled person or person with limited mobility needs assistance with using the priority lane, they should ask a volunteer nearby for help to minimise your time queuing.

Due to the infrastructure of some of the stadiums, accessible concessions may not be available on all levels.

## Assistance dogs

Spectators with assistance dogs will be permitted in all areas of the stadium, but should be aware that relieving areas and water bowls are not available. You may be asked to present the animal's

veterinary record indicating that all vaccinations are up to date and official documentation stating that the animal is an assistance animal.

## Emergency evacuation

Each stadium has its own emergency evacuation process. In addition, stewards will be available to assist disabled spectators and spectators with limited mobility in the case of an emergency.

## Customer Satisfaction Surveys

On match days at each stadium, Volunteers will be conducting Customer Satisfaction Surveys on the 2018 FIFA World Cup™ 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.

## Train travel in Russia

### Subsidised trains between Host Cities

All ticket holders for the 2018 FIFA World Cup™ have the opportunity to book complimentary RZD, national rail train tickets on special services running between Host Cities. After purchasing a match ticket, spectators should obtain a unique Fan ID from:

W: <https://www.fan-id.ru/index.html>

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

W: <https://tickets.transport2018.com>

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 available on all train services.

Wheelchair users wishing to use the subsidised train service should book a standard seat online and then contact transport2018 by email with the time and date of the requested train, ticket, Fan ID and personal ID numbers for both the disabled person and companion (where relevant), as well as proof of disability of the disabled person.

E: [support@transport2018.com](mailto:support@transport2018.com)

Differently disabled passengers should also contact this email address to request any additional travel assistance they may require.

For further information, spectators can contact transport2018 by phone or email.

T: 8 (800) 775 20 18

T: +7 (495) 741 18 18

E: [support@transport2018.com](mailto:support@transport2018.com)

## RZD Trains

The national rail service, RZD, is responsible for the majority of trains across Russia, including the special services running between Host Cities.

For additional information about the accessibility of trains, passengers may also contact the RZD Mobility Assistance Centre:

T: +8 (800) 510 11 11

E: [info@rzd.ru](mailto:info@rzd.ru)

Alternatively, for more information, please visit:

W: [http://pass.rzd.ru/static/public/en?STRUCTURE\\_ID=5284](http://pass.rzd.ru/static/public/en?STRUCTURE_ID=5284)

## Accessibility of railway stations

RZD have created 'accessibility passports' for Russian railway stations, which include information on how accessible different areas of a station are for differently disabled people.

For more information, please visit:

W: <http://dzvr.ru/passengers/passportaccess/map.php> (in Russian only)

## 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 Transportation

Throughout the tournament, subsidised public transportation will be provided by each Host City for spectators of the 2018 FIFA World Cup™. There will be a number of routes and vehicles in each Host City which offer spectators complimentary travel.

All subsidised routes will include accessible vehicles, although the schedules of these vehicles will vary.

Host Cities will also arrange special bus shuttles. The routes of these bus shuttles vary between each Host City, but usually include the local airport, FIFA Fan Fest, city centre and stadium.

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 blue dome with “Free Ride / Бесплатный проезд” written beside it.



Free Ride Symbol for subsidised transportation

The symbol may also be in black-and-white.

Official Host City websites will be launched prior to the tournament and will include information on the local subsidised transportation routes, including special Host City bus shuttles. Visitors to the 2018 FIFA World Cup™ will be able to find Host City websites through the welcome2018 website:

W: [http://welcome2018.com/en/fan\\_guide/goroda-organizatory/](http://welcome2018.com/en/fan_guide/goroda-organizatory/)

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

# Ekaterinburg

## Ekaterinburg: Travel information



### Travelling to Ekaterinburg by air

The nearest international airport to Ekaterinburg is Koltsovo International Airport, approximately 20km south east of the stadium.

W: <http://www.koltsovo.ru/ru/> (in Russian)

W: <http://www.koltsovo.ru/en/> (in English)

(The website also offers an accessible version for partially sighted users. The website is only partially translated into English.)

T: 8-800-1000-333 (free phone from within Russia)

T: +7 (343) 226-85-82 (international contact number)

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

Passengers may also inform the airport directly of the travel assistance they require:

T: +7(343) 278-56-71 (available 24 hours a day, 7 days a week)

E: [assist@koltsovo.ru](mailto:assist@koltsovo.ru)

Passengers arriving at Koltsovo International Airport can request assistance via the call button at the entrance to Terminal A or at the Information Point opposite Terminal A's entrance. The airport offers a wheelchair loan service and a lounge specifically for disabled passengers.

For more information regarding accessibility at Koltsovo Airport, please visit:

W: [http://www.koltsovo.ru/ru/passazhiryi\\_s\\_ogranichennyimi\\_vozmozhnostyami](http://www.koltsovo.ru/ru/passazhiryi_s_ogranichennyimi_vozmozhnostyami) (in Russian only)

### Accessible parking at the airport

Accessible parking spaces are free to use for passengers with the relevant documents whose vehicles have a disability badge. Passengers should obtain a parking ticket upon entering the car park. When leaving the car park, passengers should refer to a member of staff in the parking complex, providing the relevant eligibility documents.

If assistance at the parking is needed, there is a call button at the car park office.

For more information or support:

T: +7 (343) 264-77-54 (available 24 hours a day, 7 days a week, Parking operator)

T: +7 (343) 278-56-71 (available 24 hours a day, 7 days a week, Airport Information Point)

W: <http://www.koltsovo.ru/ru/parkovka> (in Russian only)

Train services from the airport

The Koltsovo Express train runs from Koltsovo International Airport every 40 minutes and costs between 22-50 roubles.

The train timetable can be found here:

W: [http://www.koltsovo.ru/ru/ekspress\\_koltsovo](http://www.koltsovo.ru/ru/ekspress_koltsovo) (in Russian)

W: [http://www.koltsovo.ru/en/koltsovo\\_express](http://www.koltsovo.ru/en/koltsovo_express) (in English)

For more information, please visit: <http://svrpk.ru/> (in Russian only)

Bus services from the airport

Detailed information about bus routes and timetables from the airport can be found here:

W: [http://www.koltsovo.ru/ru/avtobusy\\_i\\_marshrutnoe\\_taksi](http://www.koltsovo.ru/ru/avtobusy_i_marshrutnoe_taksi) (in Russian only)

Buses are wheelchair accessible via a retractable ramp, although the availability and schedules of accessible vehicles will vary.

Taxi services from the airport

Contact details for airport-approved taxi companies can be found here:

W: [http://www.koltsovo.ru/ru/zakaz\\_taksi](http://www.koltsovo.ru/ru/zakaz_taksi) (in Russian)

W: <http://www.koltsovo.ru/en/taxis> (in English)

Most taxi companies in Ekaterinburg are able to take people using manual wheelchairs. Access is limited for people using electric wheelchairs or mobility scooters.

Disabled passengers and passengers with limited mobility are advised to inform their driver of any assistance they need or particular requirements they have upon ordering their taxi.

Host City bus shuttle services from the airport



On matchdays, as well as one day prior to and after, a Host City bus shuttle service will run between the airport, FIFA Fan Fest™, city centre and the stadium.

For more information, please visit the respective official Host City website, which will be updated with relevant information and made available prior to the tournament via welcome2018:

W: [http://welcome2018.com/en/fan\\_guide/goroda-organizatory/](http://welcome2018.com/en/fan_guide/goroda-organizatory/)



## Travelling to Ekaterinburg by rail

The main train station in Ekaterinburg is Ekaterinburg-Passazhirsky, which is located approximately 4.5km north-east of the stadium. Ekaterinburg Station had limited access for disabled passengers and passengers with limited mobility. Where access is limited, station staff will be available to provide assistance.

For more information on booking train tickets and station accessibility, please refer to the Train Travel in Russia chapter in this guide (pages 12-13).

## Around Ekaterinburg



## Public transportation in Ekaterinburg

Public transportation in Ekaterinburg includes accessible buses, trolleybuses and trams with low-floors and wheelchair user spaces. The availability and schedules of accessible vehicles will vary. Ekaterinburg also has a metro system with limited accessibility. Disabled passengers and passengers with limited mobility could require additional assistance to access the metro.

For more information on how to arrive and depart from the stadium, please see the 'Getting to the Stadium' section of this guide (pages 17-18).



## Getting to the stadium

Ekaterinburg Arena is located approximately 3km west of the city centre.

### By car

Disabled spectators and spectators with limited mobility with an official Parking Pass will be able to access the accessible car parking area, P14, located to the north of the stadium. Gate 5, the closest security area, is located approximately 80m away from accessible parking area. Rest points are available along this route.

### By public transportation

It is recommended that disabled spectators and spectators with limited mobility use the official Host City bus shuttles to reach the stadium. There are limited public transportation options in the area surrounding the stadium.

### By Host City bus shuttle

On matchdays, official bus shuttle services will be provided by the Host City to take spectators to and from the stadium. The bus shuttle stops are located approximately 1km to the south and 1km to the north of the stadium.

For more information on the route and schedule, please visit the respective official Host City website, which will be updated with relevant information and made available prior to the tournament via welcome2018:

W: [http://welcome2018.com/en/fan\\_guide/goroda-organizatory/](http://welcome2018.com/en/fan_guide/goroda-organizatory/)

## At the stadium

### Accessibility Assistance Points

- Located at the accessible parking area exit
- Located close to Security Gate 1
- Located close to Security Gate 3

### Accessible Merchandise Shops

- Located inside the stadium grounds, through Security Gate 5
- Located inside the stadium grounds, through Security Gate 6

Four 2018 FIFA World Cup™ matches will be held at Ekaterinburg Arena. These matches will be played on 15 June (Group A match), 21 June (Group C match), 24 June (Group H match) and 27 June (Group F match).

## Kaliningrad

### Kaliningrad: Travel information



#### Travelling to Kaliningrad by air

Khrabrovo International Airport is located approximately 25km north of Kaliningrad Stadium.

W: <http://kgd.aero/> (in Russian only)

(The website also offers an accessible version for partially sighted users.)

T: +7 (4012) 300-300

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

For any questions regarding accessibility at the airport, passengers can contact the airport:

T: +7 (4012) 610-459

Or for more information, please visit:

W: <http://kgd.aero/passengers/information/disabled/> (in Russian only)

Khrabrovo International Airport provides ramps leading to the terminal entrance, accessible toilets and stair climbers. The airport offers a wheelchair loan service.

#### Accessible parking at the airport

Accessible parking spaces are free to use for disabled passengers.

For more information, passengers should contact:

T: +7 906 214 8834 (parking attendant)

T: +7 906 214 8114 (administrator)

W: <http://kgd.aero/transport/parking/tariff/> (in Russian only)

Bus services from the airport

The timetable for bus route **№44-Э** can be found here:

W: <http://kgd.aero/transport/how/bus/> (in Russian only)

The journey takes approximately 45 minutes.

Buses are wheelchair accessible, although the availability and schedules of accessible vehicles will vary. Information about the accessibility of bus services is not available online.

Taxi services from the airport

Taxi including prices: <http://kgd.aero/transport/how/taxi/>

Disabled passengers and passengers with limited mobility are advised to inform their driver of any assistance they need or particular requirements they have upon ordering their taxi.

Host City bus shuttle services from the airport

Official bus shuttle services will be provided by the Host City to take spectators to and from the airport. For more information on the route and schedule, please visit the respective official Host City website, which will be updated with relevant information and made available prior to the tournament via welcome2018:

W: [http://welcome2018.com/en/fan\\_guide/goroda-organizatory/](http://welcome2018.com/en/fan_guide/goroda-organizatory/)



## Travelling to Kaliningrad by rail

Kaliningrad's main train station is Kaliningrad-Passazhirsky. Also known as Kaliningrad-Yuzhniy, the station is located approximately 3km west of the stadium. Kaliningrad-Passazhirsky has limited access for disabled passengers and passengers with limited mobility, and services are particularly limited for blind and partially sighted passengers. Where access is limited, station staff will be available to provide assistance.

For more information on booking train tickets and station accessibility, please refer to the Train Travel in Russia chapter in this guide (pages 12-13).

## Around Kaliningrad



### Public transportation in Kaliningrad

Public transportation in Kaliningrad includes trams, trolleybuses and buses. The availability and schedules of accessible vehicles will vary.

For more information regarding the accessibility of vehicles, please visit:

W: [http://www.klgd.ru/municipal\\_services/transport\\_roads/invalid.php](http://www.klgd.ru/municipal_services/transport_roads/invalid.php)

For more information on how to arrive and depart from the stadium, please see the 'Getting to the Stadium' section of this guide (pages 21-22).



### Getting to the stadium

Kaliningrad Stadium is located approximately 5km south-east of the city centre.

#### By car

Disabled spectators and spectators with limited mobility with an official Parking Pass will be able to access the accessible car parking area, P14, located to the north-east of the stadium. Gate 2, the closest security area, is located approximately 350m away from accessible parking area. Rest points will be provided along this route.

#### By public transportation

It is recommended that disabled spectators and spectators with limited mobility use the official Host City bus shuttles to reach the stadium. There are limited public transportation options in the area surrounding the stadium.

## By Host City bus shuttle

On matchdays, official bus shuttle services will be provided by the Host City to take spectators to and from the stadium.

The bus shuttle stop is located to the east of the stadium, 350m from Gate 3 and 450m from Gate 2. Rest points will be provided along the route from the bus shuttle stop to the stadium.

For more information on the route and schedule, please visit the respective official Host City website, which will be updated with relevant information and made available prior to the tournament via welcome2018:

W: [http://welcome2018.com/en/fan\\_guide/goroda-organizatory/](http://welcome2018.com/en/fan_guide/goroda-organizatory/)

## At the stadium

### Accessibility Assistance Points

- Located close to Security Gate 1
- Located close to Security Gate 2
- Located close to Security Gate 4
- Located close to the accessible car parking area
- Located close to the bus shuttle parking area

### Accessible Merchandise Shops

- Located within the stadium grounds, through Security Gate 1
- Located within the stadium grounds, through Security Gate 2

Four 2018 FIFA World Cup™ matches will be held at Kaliningrad Stadium. These matches will be played on 16 June (Group D match), 22 June (Group E match), 25 June (Group B match) and 28 June (Group G match).

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

This form should then be sent via email to [sop@airportkzn.ru](mailto: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 hours a day, 7 days a week:

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/](http://www.kazan.aero/for-passengers-and-guests/how-to-get/by-electric_train/) (In Russian)

W: <http://www.kazan.aero/en/for-passengers-and-guests/how-to-get/by-aeroexpress/> (in English)

Bus services from the airport

Information on bus routes from the airport are available here:

W: <http://www.kazan.aero/en/for-passengers-and-guests/how-to-get/by-bus/> (in English)

W: <http://www.kazan.aero/for-passengers-and-guests/how-to-get/by-bus/> (in Russian)

Buses are wheelchair accessible, although the availability and schedules of accessible vehicles will vary. Information on the accessibility of vehicles is not available online.

Taxi services from the airport

Airport approved taxis can be booked from the desk in Terminal 1A. For more information, please visit:

W: <http://www.kazan.aero/for-passengers-and-guests/how-to-get/by-taxi/> (in Russian)

W: <http://www.kazan.aero/en/for-passengers-and-guests/how-to-get/by-taxi/> (in English)

Disabled passengers and passengers with limited mobility are advised to inform their driver of any assistance they need or particular requirements they have upon ordering their taxi.

Host City bus shuttle services from the airport

Official Host City bus shuttle services will take spectators to and from the airport. For more information on the route and schedule, please visit the respective official Host City website, which will be updated with relevant information and made available prior to the tournament via welcome2018:

W: [http://welcome2018.com/en/fan\\_guide/goroda-organizatory/](http://welcome2018.com/en/fan_guide/goroda-organizatory/)



## 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 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 and station accessibility, please refer to the Train Travel in Russia chapter in this guide (pages 12-13).



## Around Kazan



### Public transportation in Kazan

Public transportation in Kazan includes accessible buses, trolleybuses and trams with low-level floors and wheelchair user spaces. The availability and schedules of accessible vehicles will vary.

Kazan also has a metro system that is partially accessible.

For more information on how to arrive and depart from the stadium, please see the 'Getting to the Stadium' section of this guide (page 25-26).



### Getting to the stadium

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

#### By car

Disabled spectators and spectators with limited mobility with an official Parking Pass will be able to access the accessible car parking area, P14, located to the north of the stadium. Gate 6, the closest security area, is located approximately 280m away from the accessible parking area. A shuttle service (golf carts or minibuses) between the accessible parking area and the stadium will be provided by the Host City for disabled people and people with limited mobility. 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 wishing to use this route.

#### By public transportation

It is recommended that disabled spectators and spectators with limited mobility use the official Host City bus shuttles to reach the stadium. There are limited public transportation options in the area surrounding the stadium.

#### By Host City bus shuttle

On matchdays, official bus shuttle services will be provided by the Host City to take spectators to and from the stadium.

The bus shuttle stop is located to the north-west of the stadium, approximately 1km away. A shuttle service (golf carts or minibuses) and rest points will be provided by the Host City between the bus shuttle stop and the stadium for disabled people and people with limited mobility.

For more information on the route and schedule, please visit the respective official Host City website, which will be updated with relevant information and made available prior to the tournament via welcome2018:

W: [http://welcome2018.com/en/fan\\_guide/goroda-organizatory/](http://welcome2018.com/en/fan_guide/goroda-organizatory/)

## At the stadium

### Accessibility Assistance Points

- Located close to Security Gate 1
- Located close to Security Gate 6
- Located close to the accessible car parking area

### Accessible Merchandise Shops

- Two accessible merchandise shops are planned for Kazan. If interested, please enquire their locations with merchandise staff.

Six 2018 FIFA World Cup™ matches will be held at Kazan Arena. These matches will be played on 16 June (Group C match), 20 June (Group B match), 24 June (Group H match), 27 June (Group F match), 30 June (round of 16 match) and 6 July (quarter-final).

## Moscow: Luzhniki and Spartak Stadium

### 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, approximately 60km from Spartak Stadium and 50km from Luzhniki Stadium:

W: <http://www.domodedovo.ru/> (available in Russian, English, German, Spanish, Arabic and Mandarin)

T: +7 495 933 66 66

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

Alternatively, passengers can use the assistance call buttons located in the terminals. 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 airport has ramps, handrails, tactile surfaces and accessible entrances. Induction loops are used within the airport to assist deaf and hard of hearing passengers.

### Accessible parking

The majority of Domodedovo airport car parks offer complimentary accessible parking for disabled passengers which is located within closest proximity of the terminal.

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

When leaving the car park, passengers must contact the car park administrator, located at the Meeting Point in the centre of the airport terminal.

More information:

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

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

Train services from the airport

The Aeroexpress leaves directly from the airport to Paveletskiy train station / Paveletskaya 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

More information, including a map showing ticketing desks and station, can be found here:

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

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

For information on accessibility of Aeroexpress services, please refer to the Train Travel in Moscow section of this guide.

#### Bus services from the airport

It is recommended that disabled passengers and passengers with limited mobility use the Aeroexpress trains, however, for passengers wishing to use the bus services, information on routes and timetables from Domodedovo Airport, can be found here:

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

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

This website includes information on the accessible ‘social bus’ №08, which connects the airport to Domodedovo metro at a reduced rate for disabled passengers.

#### Taxi services from the airport

Information on airport approved taxi services, prices, estimated journey times, and taxi desk locations can be found here:

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

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

Disabled passengers and passengers with limited mobility are advised to inform their driver of any assistance they need or particular requirements they have upon ordering their taxi.

#### Host City bus shuttle services from the airport

Official Host City bus shuttle services will be provided to take spectators to and from the airport. For more information on the route and schedule, please visit the respective official Host City website,

which will be updated with relevant information and made available prior to the tournament via welcome2018:

W: [http://welcome2018.com/en/fan\\_guide/goroda-organizatory/](http://welcome2018.com/en/fan_guide/goroda-organizatory/)

## Sheremetyevo Airport

Sheremetyevo Airport is located north-west of the city centre, approximately 35km from Spartak Stadium and 40km from Luzhniki Stadium.

W: <http://www.svo.aero/> (in Russian)

W: <http://www.svo.aero/en/> (in English)

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

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](mailto: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 transport service between terminals for disabled passengers and passengers 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/>.  
(This website page is also accessible to blind and partially sighted users).

Airport Accessibility Information leaflet:

<http://www.svo.aero/f/1/special-services/leaflet2016eng.pdf> (in English)

Accessible parking

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

T: +7 (929) 625 00 80 (terminals E and F)

T: +7 (926) 640 02 50 (terminal D)

Alternatively, upon leaving the car park passengers can contact the administration office at the parking complex, located on the ground floor of the Aeroexpress building, to receive a free parking card.

#### 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.

For information on accessibility of Aeroexpress services, please refer to the Train Travel in Moscow section of this guide.

#### Bus services from the airport

Disabled passengers and passengers with limited mobility are advised to use the Aeroexpress, however, information on bus routes to and from the airport can be found here:

W: <http://www.svo.aero/directions/> (in Russian)

W: <http://www.svo.aero/en/directions/> (in English)

Buses are wheelchair accessible, although the availability and schedules of accessible vehicles will vary. Information on the accessibility of these vehicles is not available online.

#### Taxi services from the airport

Information on airport approved taxi companies and taxi desks within terminals:

W: <http://www.svo.aero/directions/> (in Russian)

W: <http://www.svo.aero/en/directions/> (in English)

Disabled passengers and passengers with limited mobility are advised to inform their driver of any assistance they need or particular requirements they have upon ordering their taxi.

#### Host City bus shuttle services from the airport

Official Host City bus shuttle services will be provided to take spectators to and from the airport. For more information on the route and schedule, please visit the respective official Host City website, which will be updated with relevant information and made available prior to the tournament via welcome2018:

W: [http://welcome2018.com/en/fan\\_guide/goroda-organizatory/](http://welcome2018.com/en/fan_guide/goroda-organizatory/)

## Vnukovo Airport

Vnukovo Airport is located south-west of Moscow city centre, approximately 50km from Spartak Stadium and 25km from Luzhniki Stadium.

W: <http://www.vnukovo.ru/> (in Russian)

W: <http://www.vnukovo.ru/en/> (in English)  
(The website also offers a version for partially sighted users)

T: +7 (495) 937-55-55

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 can contact the airport via:

T: +7 (495) 436 61 89 (available 24 hours a day, 7 days a week)

E: [care@vnukovo.ru](mailto:care@vnukovo.ru);

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

The airport provides assistance from the point of arrival to the terminal. If disabled passengers require this service, they should call the airport upon arrival using the above number. Alternatively, passengers can use the telephone booths located at the terminal entrances and dial F21 to request assistance.

The airport has several information points and special assistance desks, which are equipped with induction loops for deaf and hard of hearing passengers. The special assistance desk in Terminal A and the information point in Terminal B also provides a video-link service for deaf and hard of hearing passengers to connect with a sign language interpreter. A wheelchair loan service is also provided.

For more information on airport assistance (in Russian only), visit:

W: <http://www.vnukovo.ru/at-the-airport/passengers-with-disabilities/>

## Accessible parking

Complimentary accessible parking spaces are provided for disabled passengers for up to three hours. For information regarding accessible parking spaces, please contact:

T: +7 (495) 436 61 89 (airport accessibility services)

T: +7 (495) 436 78 92 (93) (parking administration)

## 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.

W: <http://www.vnukovo.ru/transport/aeroexpress/> (in Russian)

W: <http://www.vnukovo.ru/en/transport/aeroexpress/> (in English)

For information on accessibility of Aeroexpress services, please refer to the Train Travel in Moscow section of this guide.

## Bus services from the airport

Disabled passengers and passengers with limited mobility are advised to use the Aeroexpress, however, for information regarding bus routes and timetables from the airport, please visit:

W: <http://www.vnukovo.ru/transport/bus/> (in Russian only)

Buses are wheelchair accessible, although the availability and schedules of accessible vehicles will vary. Information on the accessibility of vehicles is not available online.

## Taxi services from the airport

Passengers can book airport approved taxis at the first floor of terminals A and B. For more information regarding airport approved taxi services, visit:

W: <http://www.vnukovo.ru/transport/order-taxi/> (in Russian only)

Disabled passengers and passengers with limited mobility are advised to inform their driver of any assistance they need or particular requirements they have upon ordering their taxi.

## Host City bus shuttle services from the airport

Official Host City bus shuttle services will be provided to take spectators to and from the airport. For more information on the route and schedule, please visit the respective official Host City website,



which will be updated with relevant information and made available prior to the tournament via welcome2018:

W: [http://welcome2018.com/en/fan\\_guide/goroda-organizatory/](http://welcome2018.com/en/fan_guide/goroda-organizatory/)



## Travelling to Moscow by rail

### Aeroexpress trains from Moscow airports

Aeroexpress offers disabled passengers and passengers with limited mobility travel 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

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

W: <https://aeroexpress.ru/en/aero/info/assistant.html> (in English)  
(The website also offers an accessible version for partially sighted users.)

Aeroexpress trains provide spaces for wheelchair users and wheelchair accessible toilets. Aeroexpress terminals also offer wheelchair accessible toilets, and its service desks have assistive hearing devices installed to benefit deaf and hard of hearing customers. The train platforms have tactile flooring to assist blind and partially sighted passengers.

### Train stations in Moscow

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

Moscow has three main railway stations: Kazanskiy, Kurskiy and Leningradskiy. All three of these stations are approximately 10km from Luzhniki Stadium and 20km from Spartak Stadium.

All three stations have limited access for disabled passengers and passengers with limited mobility. Where access is limited, station staff will be available to provide assistance.

At Kurskiy Station, low-level counters at ticket offices only operate between 10:00 – 22:00.

For more information on booking train tickets and station accessibility, please refer to the Train Travel in Russia chapter in this guide (pages 12-13).

## Around Moscow



### Public transportation in Moscow

The majority of trams, buses and trolleybuses in Moscow have low-level floors and wheelchair user spaces available. Schedules will vary.

The Moscow Metro provides audio-visual information. Special assistance will be available for disabled passengers and passengers with limited mobility using the Metro. Disabled passengers and passengers with limited mobility are advised to inform metro stations in advance of their journey via telephone, an online form or via a mobile application.

T: 8 495 622-73-41 / 8 800 250-73-41 (number can be called from Russian phones only. Call is free of charge)

Online form: <http://www.mosmetro.ru/mobile/podat-zayavku-na-soprovozhdenie/> (Russian only)

Website link to mobile app: <http://www.mosmetro.ru/app/> (available in Russian and English)

Nevertheless, 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 transportation instead.

For more information on how to arrive and depart from the two host stadiums in Moscow, please see the 'Getting to the Stadium' sections of this guide (pages 34-36).

### Social Taxis

Moscow offers a particular service called Social Taxis which transport disabled people and people with limited mobility to social and cultural events according to individual or group requests.

In order to use the service, the disabled passenger must be a Moscow citizen, and order the social taxi one week in advance of their journey by phone or email:

T: 8-495-276-03-33

E: [zakaz.ssp@mosgortrans.ru](mailto:zakaz.ssp@mosgortrans.ru)

For more information, please visit:

W: <http://www.mosgortrans.ru/?id=896> (available in Russian only)



## Getting to Luzhniki Stadium

Luzhniki Stadium is located approximately 7km to the south-west of Moscow city centre.

### By car

Disabled spectators and spectators with limited mobility with an official Parking Pass will be able to access the accessible car parking area, P14, located approximately 150m to the west of the stadium. A shuttle service (golf carts or minibuses) between the accessible parking area and the stadium will be provided by the Host City for disabled people and people with limited mobility. Volunteers will be available to provide assistance to disabled people and people with limited mobility from the accessible parking area.

### By public transportation

It is recommended that disabled spectators and spectators with limited mobility, wishing to arrive by public transportation, use the Host City bus Shuttle due to the inaccessibility of the metro. However, if metro is the preferred means of transport, the closest accessible metro station is Luzhniki Station, which is on the Moscow Central Circle line. No shuttle service or rest points will be provided by the Host City along the route from the metro station to the stadium. The distance from Luzhniki station to security gates is approximately 125m.

### By Host City bus shuttle

On matchdays, official bus shuttle services will be provided by the Host City to take spectators to and from the stadium.

For more information on the route and schedule, please visit the respective official Host City website, which will be updated with relevant information and made available prior to the tournament via welcome2018:

W: [http://welcome2018.com/en/fan\\_guide/goroda-organizatory/](http://welcome2018.com/en/fan_guide/goroda-organizatory/)

### At the stadium

#### Accessibility Assistance Points

Spectators attending matches at Moscow Luzhniki Stadium should be aware that at this stadium Security Gates are referred to as Pavilions.

- Located close to Pavilion 1
- Located close to Pavilion 2 (Hospitality Gate only)

- Located close to Pavilion 3
- Located close to Pavilion 4
- Located close to the accessible car parking area

#### Accessible Merchandise Shops

- Located inside the stadium grounds, through Pavilion 1
- Located near stadium entrances between stadium entrances C and B.

Seven 2018 FIFA World Cup™ matches will be held at Luzhniki Stadium in Moscow. These matches will be played on 14 June (Group A match), 17 June (Group F match), 20 June (Group B match), 26 June (Group C match), 1 July (round of 16 match), 11 July (semi-final) and 15 July (final).



### Getting to Spartak Stadium

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

#### By car

Disabled spectators and spectators with limited mobility with an official Parking Pass will be able to access the accessible car parking area, P14, located to the south-west of the stadium. Gate 7, the closest security area, is located approximately 500m away from the accessible parking area. No shuttle service will be provided by the Host City along this route.

#### By public transportation

It is recommended that disabled spectators and spectators with limited mobility, wishing to arrive by public transportation, use the Host City bus Shuttle due to the inaccessibility of the metro. However, if metro is the preferred means of transport, the closest accessible metro station is Spartak Station, which is on the purple Tagansko-Krasnopresnenskaya line (line 7) and runs through Moscow's centre. Disabled spectators and spectators with limited mobility are advised to use the station's south exit, which is equipped with lifts. The south exit is located approximately 500-700m away from Security Gates 1 (VIP and Hospitality), 2, 3a, 3b, 4, 5 and 7. No shuttle service will be provided by the Host City along the route from the metro station to the stadium.

#### By Host City bus shuttle

On matchdays, official bus shuttle services will be provided by the Host City to take spectators to the stadium.

For more information on the route and schedule, please visit the respective official Host City website, which will be updated with relevant information and made available prior to the tournament via welcome2018:

W: [http://welcome2018.com/en/fan\\_guide/goroda-organizatory/](http://welcome2018.com/en/fan_guide/goroda-organizatory/)

## At the stadium

### Accessibility Assistance Points

- Located close to Security Gate 4
- Located close to Security Gate 6
- Located close to the accessible car parking area

### Accessible Merchandise Shops

- Located inside the stadium grounds, through Security Gate 5
- Located near stadium entrances in the yellow stand (shown on tickets)

Five 2018 FIFA World Cup™ matches will be held at Spartak Stadium in Moscow. These matches will be played on 16 June (Group D match), 19 June (Group H match), 23 June (Group G match), 27 June (Group E match) and 3 July (round of 16 match).

## Nizhny Novgorod

### Nizhny Novgorod: Travel information



Travelling to Nizhny Novgorod by air

Strigino International Airport is approximately 20km south west of Nizhny Novgorod's city centre and 25km from the stadium.

W: <http://www.airportnn.ru/> (in Russian)

W: <http://www.airportnn.ru/en/passazhiram> (in English)

T: 8-800-1000-333 (calls from within Russia)

T: +7 (831) 261-80-80 (international calls)

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

Passengers can also request assistance from the airport by contacting:

T: +7(930) 816 91 92

T: +7 (831) 261-81-93 (available 24 hours a day, 7 days a week)

E: [shiftmanager@airportnn.ru](mailto:shiftmanager@airportnn.ru)

Alternatively, disabled passengers can request assistance upon arrival at the parking area, by using the call button located at the entrance to the car park.

The airport has one terminal only. At the entrance to the airport terminal, there is a button to slow down door rotation and to call for assistance for disabled people and people with limited mobility. Disabled passengers can also request assistance from the information point located opposite the terminal entrance. The airport provides a wheelchair loan service.

For more information, please visit:

W: [http://www.airportnn.ru/ru/perevozka\\_passazhirov\\_s\\_ogranichennymi\\_vozmozhnostyami](http://www.airportnn.ru/ru/perevozka_passazhirov_s_ogranichennymi_vozmozhnostyami) (in Russian only)

### Accessible parking at the airport

There are specially marked accessible parking spaces available in the long-term and short-term car parks which are free to use for disabled passengers. To be eligible, vehicles must have a disability sign in the car and the disabled passenger must have proof of disability. In order to use the car park free of charge, upon leaving the car park, passengers must present their parking ticket and proof of eligibility documents to staff in the parking complex.

If you need assistance from parking, press the button at the car park entrance.

For more information, please contact:

T: +7 (831) 261-80-99 (Car park operator (available 24 hours a day, 7 days a week))

T: +7 (831) 261-81-93; +7(930) 816 91 92 (Airport information point (available 24 hours a day, 7 days a week))

Or visit:

W: [http://www.goj.aero/ru/parkovka\\_na\\_privokzalnoy\\_ploschadi\\_aeroporta](http://www.goj.aero/ru/parkovka_na_privokzalnoy_ploschadi_aeroporta) (in Russian only)

### Bus services from the airport

For information regarding bus routes, schedules and prices from the airport, visit:

W: [http://www.airportnn.ru/ru/avtobusyi\\_marshrutnoe\\_taksi](http://www.airportnn.ru/ru/avtobusyi_marshrutnoe_taksi) (in Russian)

W: [http://www.airportnn.ru/en/coaches\\_minibuses](http://www.airportnn.ru/en/coaches_minibuses) (in English)

Buses are wheelchair accessible, although the availability and schedules of accessible vehicles will vary. Information on the accessibility of vehicles is not available online.

Taxi services from the airport

Information on airport-approved taxi services can be found here:

W: [http://www.airportnn.ru/ru/zakaz\\_taksi](http://www.airportnn.ru/ru/zakaz_taksi) (in Russian)

W: <http://www.airportnn.ru/en/taxis> (in English)

Disabled passengers and passengers with limited mobility are advised to inform their driver of any assistance they need or particular requirements they have upon ordering their taxi.

Host City bus shuttle services from the airport

Official Host City bus shuttle services will be provided to take spectators to and from the airport. For more information on the route and schedule, please visit the respective official Host City website, which will be updated with relevant information and made available prior to the tournament via welcome2018:

W: [http://welcome2018.com/en/fan\\_guide/goroda-organizatory/](http://welcome2018.com/en/fan_guide/goroda-organizatory/)



## Travelling to Nizhny Novgorod by rail

Nizhny Novgorod's main train station is Nizhny Novgorod Station, also known as Moskovskiy Station. The station is located approximately 2.5km south-west of the stadium. Moskovskiy Station has some access for disabled passengers and passengers with limited mobility, although access for deaf, head of hearing, blind and partially sighted passengers is especially limited. Where access is limited, station staff will be available to provide assistance.

For more information on booking train tickets and station accessibility, please refer to the Train Travel in Russia chapter in this guide (pages 12-13).

## Around Nizhny Novgorod



### Public transportation in Nizhny Novgorod

Public transportation in Nizhny Novgorod includes buses, trolleybuses and trams, all of which have limited accessibility.

Nizhny Novgorod also has a metro system, which has limited accessibility.

For more information on how to arrive and depart from the stadium, please see the 'Getting to the Stadium' section of this guide (pages 39-40).



### Getting to the stadium

Nizhny Novgorod Stadium is located approximately 6km north of the city centre.

### By car

Disabled spectators and spectators with limited mobility with an official Parking Pass will be able to access the accessible car parking area, P14, located to the south of the stadium. Gates 3 and 4, the closest security areas, are located within 50m from the accessible parking area. No shuttle service or rest points will be provided by the Host City between the accessible parking area and the stadium. Volunteers will be available to provide assistance to disabled people and people with limited mobility.

### By public transportation

It is recommended that disabled spectators and spectators with limited mobility, wishing to arrive by public transportation, use the Host City bus Shuttle. However, if metro is the preferred means of transport, the closest accessible metro station is Strelka Station, which is on the Sormovsko-Meshcherskaya line. The station is located over 500m southwest of the nearest security area, Gate 7. A shuttle service (golf carts or minibuses) between the metro station and the stadium will be provided by the Host City for disabled people and people with limited mobility.

### By Host City bus shuttle

On matchdays, official bus shuttle services will be provided by the Host City to take spectators to and from the stadium.



There are three bus shuttle stops serving Nizhny Novgorod Stadium. Two bus shuttle stops are to the west of the stadium (approximately 1.5km and 1km away), the third bus shuttle stop is approximately 800m south of the stadium. A shuttle service (golf carts or minibuses) will be provided by the Host City between the bus shuttle stops and the stadium for disabled people and people with limited mobility. No rest points will be provided along this route.

For more information on the route and schedule, please visit the respective official Host City website, which will be updated with relevant information and made available prior to the tournament via welcome2018:

W: [http://welcome2018.com/en/fan\\_guide/goroda-organizatory/](http://welcome2018.com/en/fan_guide/goroda-organizatory/)

## At the stadium

### Accessibility Assistance Points

- Located close to Security Gate 1
- Located at the corner of Security Gate 6
- Located in the accessible car parking area

### Accessible Merchandise Shops

- Located inside the stadium grounds, through Security Gate 3
- Located inside the stadium grounds, through Security Gate 6

Six 2018 FIFA World Cup™ matches will be held at Nizhny Novgorod Stadium. These matches will be played on 18 June (Group F match), 21 June (Group D match), 24 June (Group G match), 27 June (Group E match), 1 July (round of 16 match) and 6 July (quarter-final).

## Rostov-on-Don

### Rostov-on-Don: Travel information



Travelling to Rostov-on-Don by air

Platov International Airport is approximately 45km north of Rostov Arena.

W: <http://platov.aero/> (in Russian only)

T: 8-800-1000-333 (calls from within Russia)

T: +7 (863) 333-49-99 (international calls)

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

If you did not make a request at the time of booking, specifying any assistance you may need while in the airport, please contact the airline and the airport medical station at least 72 hours before departure.

T: +7 (863) 333 48 65 (available 24 hours a day, 7 days a week)

The airport has accessible toilets, lifts, ramps and a wheelchair loan service.

For more information, visit:

W: [http://platov.aero/handling\\_of\\_disabled\\_passengers](http://platov.aero/handling_of_disabled_passengers) (in Russian only)

#### Accessible parking at the airport

Accessible parking spaces are provided at Platov Airport. These spaces are free to use for disabled passengers with the required documents (a disability parking badge and valid proof of disability). In order to use the accessible spaces free of charge, passengers must refer to staff in the parking complex or use the call button located within the car park.

For more information, please contact:

T: +7 (863) 333 47 69 (available 24 hours a day, 7 days a week)

Or visit:

W: [http://platov.aero/parkovka\\_na\\_privokzalnoy\\_ploschadi\\_aeroporta](http://platov.aero/parkovka_na_privokzalnoy_ploschadi_aeroporta) (in Russian only)

#### Bus services from the airport

For information regarding bus routes, schedules and prices from the airport, please visit:

W: [http://platov.aero/avtobusyi\\_marshrutnoe\\_taksi](http://platov.aero/avtobusyi_marshrutnoe_taksi) (available in Russian only)

Buses are wheelchair accessible, although the availability and schedules of accessible vehicles will vary. Information on accessibility of vehicles is not available online.

#### Taxi services from the airport

Information regarding airport-approved taxi services can be found here:

W: [http://platov.aero/zakaz\\_taksi](http://platov.aero/zakaz_taksi) (in Russian only)

Disabled passengers and passengers with limited mobility are advised to inform their driver of any assistance they need or particular requirements they have upon ordering their taxi.

## Host City bus shuttle services from the airport

Official Host City bus shuttle services will be provided to take spectators to and from the airport. For more information on the route and schedule, please visit the respective official Host City website, which will be updated with relevant information and made available prior to the tournament via welcome2018:

W: [http://welcome2018.com/en/fan\\_guide/goroda-organizatory/](http://welcome2018.com/en/fan_guide/goroda-organizatory/)



## Travelling to Rostov-on-Don by rail

Rostov-on-Don's main train station is called Rostov-Glavny, located approximately 5km north-west of Rostov Arena. Rostov-Glavny Station has limited access for disabled passengers and passengers with limited mobility. Where access is limited, station staff will be available to provide assistance.

For more information on booking train tickets and station accessibility, please refer to the Train Travel in Russia chapter in this guide (pages 12-13).

## Around Rostov-on-Don



## Public transportation in Rostov-on-Don

Public transportation in Rostov-on-Don includes buses, trolleybuses and trams. The availability and schedules of accessible vehicles will vary.

For more information on how to arrive and depart from the stadium, please see the 'Getting to the Stadium' section of this guide (pages 43-44).



## Getting to the stadium

Rostov Arena is located approximately 4km south-east of the city centre.

## By car

Disabled spectators and spectators with limited mobility with an official Parking Pass will be able to access the accessible car parking area, P14, located to the south-west of the stadium. Gate 1 is the closest security area, located approximately 200m away from the accessible parking area. Rest points will be provided between the accessible parking area and the stadium. No shuttle service will be provided by the Host City along this route. Volunteers will be available to provide assistance to disabled people and people with limited mobility.

## By public transportation

It is recommended that disabled spectators and spectators with limited mobility use the official Host City bus shuttles to reach the stadium. There are limited public transportation options in the area surrounding the stadium.

## By Host City bus shuttles

On matchdays, official bus shuttle services will be provided by the Host City to take spectators to and from the stadium.

There are two bus shuttles stops serving Rostov Arena. One bus shuttle stop is approximately 2km to the east, the other is approximately 1km to the west of the stadium. A shuttle service (golf carts or minibuses) will be provided by the Host City between the bus shuttle stops and the stadium for disabled people and people with limited mobility. No rest points will be provided along this route.

For more information on the route and schedule, please visit the respective official Host City website, which will be updated with relevant information and made available prior to the tournament via welcome2018:

W: [http://welcome2018.com/en/fan\\_guide/goroda-organizatory/](http://welcome2018.com/en/fan_guide/goroda-organizatory/)

## At the stadium

### Accessibility Assistance Points

- Located close to Security Gate 1
- Located close to Security Gate 8
- Located close to Security Gate 11 (at the bottom of the stairs, this Gate is not accessible for wheelchair users)
- Located close to the accessible car parking area

### Accessible Merchandise Shops

- Located within the stadium grounds, through Security Gate 1

- Located within the stadium grounds, through Security Gate 8

Five 2018 FIFA World Cup™ matches will be held at Rostov Arena. These matches will be played on 17 June (Group E match), 20 June (Group A match), 23 June (Group F match), 26 June (Group D match) and 2 July (round of 16 match).

## Saint Petersburg

### Saint Petersburg: Travel information



#### Travelling to Saint Petersburg by air

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

W: <http://www.pulkovoairport.ru/> (in Russian)

W: <https://www.pulkovoairport.ru/en/> (in English)

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 3<sup>rd</sup> floor.

Unless booked in advance, airport assistance can only be provided from within the airport terminal, not from the point of arrival.

The airport offers a wheelchair loan service and additional support for passengers travelling with assistance dogs.

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.

More information available here:

W: <https://www.pulkovoairport.ru/transport/car/> (in Russian)

W: <https://www.pulkovoairport.ru/en/transport/car/> (in English)

Bus services from the airport

For information regarding bus routes, schedules and prices from the airport, please visit:

W: <https://www.pulkovoairport.ru/transport/bus/> (in Russian)

W: <https://www.pulkovoairport.ru/en/transport/bus/> (in English)

Buses are wheelchair accessible, although the availability and schedules of accessible vehicles will vary. Information on the accessibility of vehicles is not available online, but will be available to provide assistance.

Taxi services from the airport

Information regarding airport-approved taxi services can be found here:

W: <https://www.pulkovoairport.ru/transport/taxi/> (in Russian)

W: <https://www.pulkovoairport.ru/en/transport/taxi/> (in English)

Disabled passengers and passengers with limited mobility are advised to inform their driver of any assistance they need or particular requirements they have upon ordering their taxi.

Host City bus shuttle services from the airport

Official Host City bus shuttle services will be provided to take spectators to and from the airport. For more information on the route and schedule, please visit the respective official Host City website, which will be updated with relevant information and made available prior to the tournament via welcome2018:

W: [http://welcome2018.com/en/fan\\_guide/goroda-organizatory/](http://welcome2018.com/en/fan_guide/goroda-organizatory/)



## Travelling to Saint Petersburg by rail

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

For more information on booking train tickets and station accessibility, please refer to the Train Travel in Russia chapter in this guide (pages 12-13).

## Around Saint Petersburg



### Public transportation in Saint Petersburg

Buses and trolleybuses in Saint Petersburg are accessible and include wheelchair user spaces. The availability and schedules of accessible vehicles will vary. The trams and metro in Saint Petersburg are largely inaccessible due to stepped access.

For more information on how to arrive and depart from the stadium, please see the 'Getting to the Stadium' section of this guide (pages 46-47).



### Getting to the stadium

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

#### By car

Disabled spectators and spectators with limited mobility with an official Parking Pass will be able to access the accessible car parking area, P14, located to the south of the stadium. No shuttle service or rest points will be provided by the Host City between the accessible parking area and the stadium due to the proximity to the accessible stadium entrance (less than 50m). Volunteers will be available to provide assistance to disabled people and people with limited mobility.

## By public transportation

It is recommended that disabled spectators and spectators with limited mobility, wishing to arrive by public transportation, use the Host City bus Shuttle. However, if disabled spectators and spectators with limited mobility wish to arrive by public transportation, use the metro to reach the stadium. The closest accessible metro station is Novokrestovskaya, which is on Line 3. The closest security entrance, Gate 19, is located approximately 200m from Novokrestovskaya metro. A shuttle service (golf carts or minibuses) will be provided by the Host City between the metro station and the stadium for disabled people and people with limited mobility.

## By Host City bus shuttle

On matchdays, official bus shuttle services will be provided by the Host City to take spectators to and from the stadium.

The bus shuttle stop is located to the east of the stadium, approximately 2km away. A shuttle service (golf carts or minibuses) will be provided by the Host City between the bus shuttle stop and the stadium for disabled people and people with limited mobility.

For more information on the route and schedule, please visit the respective official Host City website, which will be updated with relevant information and made available prior to the tournament via welcome2018:

W: [http://welcome2018.com/en/fan\\_guide/goroda-organizatory/](http://welcome2018.com/en/fan_guide/goroda-organizatory/)

## At the stadium

### Accessibility Assistance Points

- Located close to Security Gate 2
- Located close to Security Gate 6
- Located close to the accessible car parking area

### Accessible Merchandise Shops

- Located within the stadium grounds, through Security Gate 2
- Located within the stadium grounds, through Security Gates 4 or 5

Seven 2018 FIFA World Cup™ matches will be held at the Saint Petersburg Stadium. These matches will be played on 15 June (Group B match), 19 June (Group A match), 22 June (Group E match), 26 June (Group D match), 3 July (round of 16 match), 10 July (semi-final) and 14 July (third place play-off).



# Samara

## Samara: Travel information



### Travelling to Samara by air

Samara's Kurumoch International Airport is located approximately 40km north of the stadium.

W: <http://airport.samara.ru/ru/>

W: <http://airport.samara.ru/en/>

T: 8-800-1000-333 (calls from within Russia are free)

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

You can also inform the airport directly of any access requirements or travel assistance you may require:

T: +7 (846) 966-51-82 (available 24 hours a day, 7 days a week)

E: [adminsopp@uwww.aero](mailto:adminsopp@uwww.aero)

Alternatively, disabled passengers are able to request assistance via the call button at the entrance to airport terminals or by using the phones inside the terminals.

The airport offers a wheelchair loan service and a waiting room for disabled passengers.

For more information, please visit:

W: [http://airport.samara.ru/ru/passazhiryi\\_s\\_ogranichennyimi\\_vozmozhnostyami](http://airport.samara.ru/ru/passazhiryi_s_ogranichennyimi_vozmozhnostyami) (in Russian)

W: [http://airport.samara.ru/en/special\\_assistant\\_service](http://airport.samara.ru/en/special_assistant_service) (in English)

### Accessible parking at the airport

Accessible parking spaces are provided at Kurumoch Airport which are free to use for disabled passengers. Disabled passengers should show their parking ticket to the car park attendant prior to leaving the car park.

For more information, please contact:

T: +7 (846) 966-50-15 (available 24 hours a day, 7 days a week)

Or visit the links listed above.

#### Train services from the airport

Two Aeroexpress trains go to and from Kurumoh Airport each day. The train takes approximately 1 hour 20 minutes and costs from 150 roubles. An airport shuttle bus is provided from the airport terminal to the train station.

For more information, please visit:

W: <http://airport.samara.ru/ru/aeroekspres> (in Russian)

W: [http://airport.samara.ru/en/kurumoch\\_express](http://airport.samara.ru/en/kurumoch_express) (in English)

or <http://samppk.ru/> (in Russian only)

No information regarding accessibility of the train service is provided.

#### Bus services from the airport

For information on the bus routes and schedules to and from the airport, please visit:

W: [http://airport.samara.ru/ru/avtobusyi\\_marshrutnoe\\_taksi](http://airport.samara.ru/ru/avtobusyi_marshrutnoe_taksi) (in Russian)

W: [http://airport.samara.ru/en/coaches\\_minibuses](http://airport.samara.ru/en/coaches_minibuses) (in English)

Buses are wheelchair accessible, although the availability and schedules of accessible vehicles will vary. Information on the availability of accessible vehicles is not online.

#### Taxi services from the airport

Information regarding airport-approved taxi services can be found at:

W: [http://airport.samara.ru/ru/zakaz\\_taksi](http://airport.samara.ru/ru/zakaz_taksi) (in Russian only)

Disabled passengers and passengers with limited mobility are advised to inform their driver of any assistance they need or particular requirements they have upon ordering their taxi.

#### Host City bus shuttle services from the airport

Official Host City bus shuttle services will be provided to take spectators to and from the airport. For more information on the route and schedule, please visit the respective official Host City website, which will be updated with relevant information and made available prior to the tournament via welcome2018:

W: [http://welcome2018.com/en/fan\\_guide/goroda-organizatory/](http://welcome2018.com/en/fan_guide/goroda-organizatory/)



## Travelling to Samara by rail

Samara's main train station, Samara-Passazhirsky, is located approximately 15km south-west of Samara Arena. Samara Station has limited access for disabled passengers and passengers with limited mobility. Where access is limited, station staff will be available to provide assistance.

For more information on booking train tickets and station accessibility, please refer to the Train Travel in Russia chapter in this guide (pages 12-13).

## Around Samara



## Public transportation in Samara

Public transportation in Samara includes buses, trolleybuses and trams. The availability and schedules of accessible vehicles will vary.

Samara also has a metro system which has limited accessibility.

For more information on how to arrive and depart from the stadium, please see the 'Getting to the Stadium' section of this guide (pages 50-52).



## Getting to the stadium

Samara Arena is located approximately 15km north-east of the city centre.

## By car

Disabled spectators and spectators with limited mobility with an official Parking Pass will be able to access the accessible car parking area, P14, located to the south of the stadium. Gate 3 is the closest security area, located approximately 400m away from the accessible parking area. A shuttle service (golf carts or minibuses) will be provided by the Host City between the accessible parking area and

the stadium for disabled people and people with limited mobility. No rest points will be provided along this route.

## By public transportation

Disabled spectators and spectators with limited mobility wishing to arrive by public transportation are able to use trams to reach the stadium. The accessible tram stop, located approximately 1.5km to the east of the stadium, is served by Tram S5, which is partially accessible. Some of the vehicles along this route will have low-level floors and use colour contrasting signs to assist blind and partially sighted passengers.

The timetables of wheelchair-accessible vehicles can be found online, using the filter to include only low-floor vehicles, or via the mobile application Pribyvalka («Прибывалка»).

W: <http://tosamara.ru/spravka/>

Website link to mobile app: <http://m.tosamara.ru/apps/> (available in Russian and English)

Spectators should be aware that public transport routes may vary during the tournament, and particularly on matchdays.

A shuttle service (golf carts or minibuses) and rest points will be provided by the Host City along the route from the tram stop to the stadium for disabled people and people with limited mobility.

## By Host City bus shuttle

On matchdays, official bus shuttle services will be provided by the Host City to take spectators to and from the stadium.

The bus shuttle stop is located approximately 1km to the east of the stadium. A shuttle service (golf carts or minibuses) and rest points will be provided by the Host City along the route between the bus shuttle stop and the stadium for disabled people and people with limited mobility.

For more information on the route and schedule, please visit the respective official Host City website, which will be updated with relevant information and made available prior to the tournament via welcome2018:

W: [http://welcome2018.com/en/fan\\_guide/goroda-organizatory/](http://welcome2018.com/en/fan_guide/goroda-organizatory/)

## At the stadium

### Accessibility Assistance Points

- Located close to Security Gate 1
- Located close to Security Gate 2
- Located close to Security Gate 3

- Located close to the accessible car parking area

#### Accessible Merchandise Shops

- Located within the stadium grounds, through Security Gate 3
- Located within the stadium grounds, through Security Gate 2

Six 2018 FIFA World Cup™ matches will be held at Samara Arena. These matches will be played on 17 June (Group E match), 21 June (Group C match), 25 June (Group A match), 28 June (Group H match), 2 July (round of 16 match) and 7 July (quarter-final).

## Saransk

### Saransk: Travel information



#### Travelling to Saransk by air

Saransk International Airport is approximately 5km south of Mordovia Arena.

W: <http://www.aviamordovia.ru/> (in Russian only)

T: +7 (834) 246 23 66

E: [air@moris.ru](mailto:air@moris.ru)

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

You can also inform the airport directly of any access requirements or travel assistance you may require:

T: +7 (834) 246 23 45

E: [sop@aviamordovia.ru](mailto:sop@aviamordovia.ru)

Saransk International Airport has ramps and accessible toilets. The airport also offers a wheelchair loan service.

For more information, please visit:

W: <http://www.aviamordovia.ru/passazhiram-s-ovz.html> (available in Russian only)

## Accessible parking at the airport

Accessible parking spaces are offered to disabled passengers, however there is limited information regarding the location or availability of these spaces.

Please contact the airport directly for more information.

## Bus services from the airport

The **N95** marshrutka (small mini bus) and **N97** bus run between the airport and city centre. One trip costs approximately 20 roubles.

More information can be found here:

W: <http://www.aviamordovia.ru/avtobusyi.html> (in Russian only)

The timetable for these routes, and others, is available online. It is possible to add a filter to include only low-floor vehicles.

W: <http://bus13.ru/> (in Russian)

W: <http://bus13.ru/?lang=en> (in English)

## Taxi services from the airport

For information regarding airport-approved taxi companies, please visit:

W: <http://www.aviamordovia.ru/zakaz-taksi.html> (in Russian only)

Disabled passengers and passengers with limited mobility are advised to inform their driver of any assistance they need or particular requirements they have upon ordering their taxi.

## Host City bus shuttle services from the airport

Official Host City bus shuttle services will be provided to take spectators to and from the airport. For more information on the route and schedule, please visit the respective official Host City website, which will be updated with relevant information and made available prior to the tournament via welcome2018:

W: [http://welcome2018.com/en/fan\\_guide/goroda-organizatory/](http://welcome2018.com/en/fan_guide/goroda-organizatory/)



## Travelling to Saransk by rail

Saransk Vokzal is the main station in the city and it is located approximately 3km north of Mordovia Arena. The station has no accessible parking areas and limited accessibility inside the station for disabled passengers and passengers with limited mobility. Where access is limited, station staff will be available to provide assistance.

For more information on booking train tickets and station accessibility, please refer to the Train Travel in Russia chapter in this guide (pages 12-13).

## Around Saransk



## Public transportation in Saransk

Public transportation in Saransk includes accessible buses and trolleybuses with low-level doors. The availability and schedules of accessible vehicles will vary. For more information, please visit:

W: <http://bus13.ru/> (in Russian)

W: <http://bus13.ru/?lang=en> (in English)

For more information on how to arrive and depart from the stadium, please see the 'Getting to the Stadium' section of this guide (pages 54-55).



## Getting to the stadium

Mordovia Arena is located approximately 5km east of the city centre.

## By car

Disabled spectators and spectators with limited mobility with an official Parking Pass will be able to access the accessible car parking area, P14, located to the south-east of the stadium. Gate 5, the nearest accessible security area, is approximately 600m away. A shuttle service (golf carts or

minibuses) between the accessible parking area and the stadium will be provided by the Host City for disabled people and people with limited mobility. No rest points will be provided along this route.

## By public transportation

It is recommended that disabled spectators and spectators with limited mobility use the official Host City bus shuttles to reach the stadium. There are limited public transportation options in the area surrounding the stadium.

## By Host City bus shuttle

On matchdays, official bus shuttle services will be provided by the Host City to take spectators to and from the stadium.

The accessible bus shuttle stop is to the east of the stadium, located approximately 1km away. A shuttle service (golf carts or minibuses) and rest points will be provided by the Host City between the bus shuttle stop and the stadium for disabled people and people with limited mobility.

For more information on the route and schedule, please visit the respective official Host City website, which will be updated with relevant information and made available prior to the tournament via welcome2018:

W: [http://welcome2018.com/en/fan\\_guide/goroda-organizatory/](http://welcome2018.com/en/fan_guide/goroda-organizatory/)

## At the stadium

### Accessibility Assistance Points

- Located close to Security Gate 2
- Located close to Security Gate 3
- Located close to Security Gate 5
- Located close to the accessible car parking area

### Accessible Merchandise Shops

- Located within the stadium grounds, through Security Gate 3
- Located within the stadium grounds, through security Gate 4

Four 2018 FIFA World Cup™ matches will be held at Mordovia Arena. These matches will be played on 16 June (Group C match), 19 June (Group H match), 25 June (Group B match) and 28 June (Group G match).



# 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/> (available in Russian and English)

T: 8 800 301 1991

E: [airportsochiK@aer.basel.aero](mailto:airportsochiK@aer.basel.aero)

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:

T: 8 800 301 1991

W: <http://basel.aero/sochi/services/disabled/application/> (in Russian)

W: <http://basel.aero/en/sochi/services/disabled/application/?from=ru> (in English)

Alternatively, disabled passengers wanting to request travel assistance at the airport can use the telephone call-buttons located at entrances to the airport terminal, or refer to the information point located on 2<sup>nd</sup> floor of Sector B in the terminal. Sochi's international airport has one terminal only.

The airport has accessible toilets and a platform lift. The airport offers a wheelchair loan service.

For more information on airport assistance, visit:

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

### Accessible parking

Complimentary accessible parking is available to disabled passengers, subject to availability. Passengers must provide proof of disability and refer to the car park attendant.

### Train services from the airport

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

For more information, please visit:

W: <http://basel.aero/sochi/about-airport/how-to-get/> (in Russian)

W: <http://basel.aero/en/sochi/about-airport/how-to-get/?from=ru> (in English)

Or

W: <https://pass.rzd.ru/main-pass/public/ru> (in Russian)

W: <https://pass.rzd.ru/main-pass/public/en> (in English)

Bus services from the airport

Information regarding bus routes and schedules can be found here:

W: <http://basel.aero/sochi/about-airport/how-to-get/>

Buses are wheelchair accessible, although the availability and schedules of accessible vehicles will vary. Information on the availability of accessible vehicles is not online.

Taxi services from the airport

For information regarding airport-approved taxi services, please visit:

W: <http://basel.aero/sochi/about-airport/how-to-get/>

Disabled passengers and passengers with limited mobility are advised to inform their driver of any assistance they need or particular requirements they have upon ordering their taxi.

Host City bus shuttle services from the airport

Official Host City bus shuttle services will be provided to take spectators to and from the airport. For more information on the route and schedule, please visit the respective official Host City website, which will be updated with relevant information and made available prior to the tournament via welcome2018:

W: [http://welcome2018.com/en/fan\\_guide/goroda-organizatory/](http://welcome2018.com/en/fan_guide/goroda-organizatory/)



## 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. However, if any issues do arise, station staff will be available at the stations to provide assistance where required.

For more information on booking train tickets and station accessibility, please refer to the Train Travel in Russia chapter in this guide (pages 12-13).

## Around Sochi



## Public transportation in Sochi

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

For more information on how to arrive and depart from the stadium, please see the 'Getting to the Stadium' section of this guide (pages 58-59).



## 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

Disabled spectators and spectators with limited mobility with an official Parking Pass will be able to access the accessible car parking area, P14, located to the west of the stadium, next to Shayba Arena. Gate 1, the nearest accessible security area, is approximately 300m away. A shuttle service (golf carts or minibuses) will be provided along this route by the Host City for disabled people and people

with limited mobility. 2018 FIFA World Cup™ volunteers will be available to provide assistance where required.

## By public transportation

It is recommended that disabled spectators and spectators with limited mobility, wishing to arrive by public transportation, use Imeretinsky Kurort train station which is located approximately 2km 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. A shuttle service (golf carts or minibuses) and rest points will be provided by the Host City between the entrance to the Olympic Park (approximately 200m from Imeretinsky Kurort train station) and the stadium for disabled people and people with limited mobility.

## By Host City bus shuttle

On matchdays, official bus shuttle services will be provided by the Host City to take spectators to and from the stadium.

The bus shuttle stop is located approximately 2km to the northeast of the stadium. The bus shuttle stop is located approximately 100m from entrance to the Olympic Park, where a shuttle service and (golf carts or minibuses) and rest points along the route to the stadium will be provided by the Host City for disabled people and people with limited mobility.

For more information on the route and schedule, please visit the respective official Host City website, which will be updated with relevant information and made available prior to the tournament via welcome2018:

W: [http://welcome2018.com/en/fan\\_guide/goroda-organizatory/](http://welcome2018.com/en/fan_guide/goroda-organizatory/)

## At the stadium

### Accessibility Assistance Points

- Located close to Security Gate 2 (this Gate is not accessible. The closest accessible Gates are Gate 1 and Gate 4)
- Located close to Security Gate 6
- Located close to the accessible car parking area, near Shayba Arena

### Accessible Merchandise Shops

- Located within the stadium grounds, through Security Gate 3 (this Gate is not accessible. The closest accessible Gates are Gate 1 and Gate 4)
- Located within the stadium grounds, through Security Gate 4

Six 2018 FIFA World Cup™ matches will be held at the Fisht Stadium in Sochi. These matches will be played on 15 June (Group B match), 18 June (Group G match), 23 June (Group F match), 26 June (Group C match), 30 June (round of 16 match) and 7 July (quarter-final).

## Volgograd

### Volgograd: Travel information



#### Travelling to Volgograd by air

Volgograd International Airport is approximately 20km north west of Volgograd Arena.

W: <http://xn--80aafeah9bwaabcglgz5p.xn--p1ai/> (available in Russian only)  
(The website also offers an accessible version for partially sighted users.)

T: +7 (844) 226 10 87

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:

T: +7 (844) 226 10 87 or 26-50-69 or 26-13-15 (available 24 hours a day, 7 days a week)

Alternatively, disabled visitors can request assistance using the call buttons located at the entrance to both airport terminals.

The airport offers a wheelchair loan service, as well as provisions for guide and assistance dogs.

For more information on booking travel assistance at Volgograd Airport, please visit:

W: <http://xn--80aafeah9bwaabcglgz5p.xn--p1ai/passengers/information/disabled/> (in Russian only)

#### Accessible parking at the airport

Accessible parking is provided for disabled visitors. The accessible spaces are located closest to the airport.

For more information, please contact the car park administrators via the call-button located in the terminal or by phoning:

T: +7 8 442 26 12 05

In order to use the car park free of charge, disabled visitors should report to the nearest car parking terminal office.

Bus services from the airport

Information regarding bus routes to and from the airport can be found here:

W: <http://xn--80aafeah9bwaabcgldgz5p.xn--p1ai/transport/how/bus/111/> (in Russian only)

Buses are wheelchair accessible, although the availability and schedules of accessible vehicles will vary. Information on the availability of accessible vehicles is not online.

Taxi services from the airport

For information regarding airport-approved taxi services, please visit:

W: <http://xn--80aafeah9bwaabcgldgz5p.xn--p1ai/transport/how/taxicab/> (in Russian only)

Disabled passengers and passengers with limited mobility are advised to inform their driver of any assistance they need or particular requirements they have upon ordering their taxi.

Host City bus shuttle services from the airport

Official Host City bus shuttle services will be provided to take spectators to and from the airport. For more information on the route and schedule, please visit the respective official Host City website, which will be updated with relevant information and made available prior to the tournament via welcome2018:

W: [http://welcome2018.com/en/fan\\_guide/goroda-organizatory/](http://welcome2018.com/en/fan_guide/goroda-organizatory/)



## Travelling to Volgograd by rail

Volgograd-1 is the main station in the city and it is located approximately 4km south-west of Volgograd Arena. The station has no accessible parking areas and limited accessibility inside the station for disabled passengers and passengers with limited mobility. Where access is limited, station staff will be available to provide assistance.

For more information on booking train tickets and station accessibility, please refer to the Train Travel in Russia chapter in this guide (pages 12-13).

## Around Volgograd



### Public transportation in Volgograd

Public transportation in Volgograd includes accessible buses, trolleybuses and trams with wheelchair user spaces. The availability and schedules of accessible vehicles will vary.

For more information on how to arrive and depart from the stadium, please see the 'Getting to the Stadium' section of this guide (pages 62-63).



### Getting to the stadium

Volgograd Arena is located approximately 5km north-east of the city centre.

#### By car

Disabled spectators and spectators with limited mobility with an official Parking Pass will be able to access the accessible car parking area, P14, located to the north of the stadium. Gate 4, the nearest accessible security area, is approximately 300m away. Rest points will be provided along this route. 2018 FIFA World Cup™ volunteers will be available to provide assistance where required.

#### By public transportation

Disabled spectators and spectators with limited mobility wishing to arrive by public transportation may use the Volgograd Metrotram (a light rail system), to reach the stadium. This Metrotram is partially accessible; therefore, disabled spectators and spectators with limited mobility are advised to take the accessible Host City bus shuttle to the stadium. The accessible tram stop, located approximately 1.5km to the south-west of the stadium, is served by the T1 tram. A shuttle service (golf carts or minibuses) and rest points will be provided by the Host City between the tram stop and the stadium for disabled people and people with limited mobility.

#### By Host City bus shuttle

On matchdays, official bus shuttle services will be provided by the Host City to take spectators to and from the stadium.

There are two bus shuttle stops serving Volgograd Arena.

One is located to the north of the stadium, approximately 2km away. A shuttle service (golf carts or minibuses) will be provided by the Host City between this bus shuttle stop and the stadium for disabled people and people with limited mobility.

The second bus shuttle stop is located next to the accessible tram stop, approximately 1.5km to the south-west of the stadium. A shuttle service (golf carts or minibuses) and rest points will be provided by the Host City between this bus shuttle stop and the stadium for disabled people and people with limited mobility.

For more information on the route and schedule, please visit the respective official Host City website, which will be updated with relevant information and made available prior to the tournament via welcome2018:

W: [http://welcome2018.com/en/fan\\_guide/goroda-organizatory/](http://welcome2018.com/en/fan_guide/goroda-organizatory/)

#### Accessibility Assistance Points

- Located close to Security Gate 1
- Located close to Security Gate 3
- Located close to Security Gate 4
- Located close to Security Gate 5
- Located close to the accessible car parking area

#### Accessible Merchandise Shops

- Located within the stadium grounds, near the wheelchair accessible toilets through Security Gate 2
- Located within the stadium grounds, through Security Gate 3

Four 2018 FIFA World Cup™ matches will be held at the Volgograd Arena. These matches will be played on 18 June (Group G match), 22 June (Group D match), 25 June (Group A match) and 28 June (Group H match).



## FIFA Fan Fests™

Each Host City will have a FIFA Fan Fest™, where fans will be able to watch the 2018 FIFA World Cup™ matches televised. To find out more, please visit the following websites:

Ekaterinburg:

W: <http://www.fifa.com/worldcup/organisation/fan-fest/cities/city=35122/index.html>

Kaliningrad:

W: <http://www.fifa.com/worldcup/organisation/fan-fest/cities/city=35137/index.html>

Kazan:

W: <http://www.fifa.com/worldcup/organisation/fan-fest/cities/city=73217/index.html>

Moscow:

W: <http://www.fifa.com/worldcup/organisation/fan-fest/cities/city=1559/index.html>

Nizhny Novgorod:

W: <http://www.fifa.com/worldcup/organisation/fan-fest/cities/city=35865/index.html>

Rostov-on-Don:

W: <http://www.fifa.com/worldcup/organisation/fan-fest/cities/city=35247/index.html>

Saint Petersburg:

W: <http://www.fifa.com/worldcup/organisation/fan-fest/cities/city=1000000971/index.html>

Samara:

W: <http://www.fifa.com/worldcup/organisation/fan-fest/cities/city=1772/index.html>

Saransk:

W: <http://www.fifa.com/worldcup/organisation/fan-fest/cities/city=55696/index.html>

Sochi:

W: <http://www.fifa.com/worldcup/organisation/fan-fest/cities/city=35268/index.html>

Volgograd:

W: <http://www.fifa.com/worldcup/organisation/fan-fest/cities/city=14965/index.html>

No information on the accessibility of the FIFA Fan Fest™ venues is available.

## Accommodation in Host Cities

There are many hotels in each of the Host Cities with accessible rooms for disabled guests and guests with limited mobility.

The list made available via the link below includes a filter for hotels offering accessible facilities:

W: <http://hotels.fifa.com/>

Anyone wishing to book one of the listed hotels can do so directly through the website.

For more information about the availability or accessibility of the hotels, please contact:

E: [enquiries@2018match.com](mailto:enquiries@2018match.com)

Disabled guests and guests with limited mobility are advised to contact the relevant hotel to determine the exact facilities provided and to discuss any further access requirements.

## Emergency Contact Numbers

Visitors to Russia should use the following phone numbers in case of emergency:

General Emergency Services:

T: 112

Firefighters:

T: 101

Police:

T: 102

Emergency medical assistance:

T: 103

## Useful links

FIFA: <http://www.fifa.com/worldcup/index.html>

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

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

This guide was produced jointly with the Centre for Access to Football in Europe (CAFE). FIFA has appointed CAFE as the main collaborator on accessibility issues for the 2018 FIFA World Cup™.

CAFE has additional resources for disabled spectators and spectators with limited mobility on their website and recommends that spectators check the website in the lead up to, and during, the tournament. For additional information, please contact CAFE on:

E: [info@cafefootball.eu](mailto:info@cafefootball.eu)

T: +44(0) 8621 2410 2405

W: [www.cafefootball.eu](http://www.cafefootball.eu)

T: [@cafefootball](https://twitter.com/cafefootball)