2026 NFL MADRID GAME
ACCESSIBILITY GUIDE

Bernabéu Stadium, Madrid, Spain

The NFL is committed to ensuring all fans, including those with disabilities or additional support needs, have an inclusive and enjoyable experience at Bernabéu Stadium. This guide provides accessibility information for the 2026 NFL Madrid Game on November 8.

Please review carefully, as game day procedures may differ from standard Bernabéu Stadium accessibility information.

TRAVEL

Air Travel

All airports in Spain, including Adolfo Suárez Madrid-Barajas (MAD), offer free assistance for people with reduced mobility or with intellectual, hearing or visual disabilities. The AENA website provides information on requesting assistance (in Spanish and English), as well as meeting points and details for each airport.

Visit AENA's passenger page for full details HERE.

Public Transport

Accessible travel options help make your journey barrier-free. The official Accessible Madrid tourism website provides details on accessible Metro and bus services, as well as Eurotaxi options. Visit it HERE.

- **Metro:** Check the Metro de Madrid website for real-time service updates and to plan your trip.
- **Bus:** All Madrid buses operated by Empresa Municipal de Transportes (EMT) are fully accessible. Visit EMT's accessibility page for full details HERE.

Taxi Services

Eurotaxi Madrid offers wheelchair-accessible taxis; pre-booking is recommended by calling (+34) 91 547 82 00. Wheelchair-accessible taxis may also be available through the FREENOW app.

GETTING HERE ON GAME DAY

Public Transport Access

There are three main Metro stations serving the stadium. Nuevos Ministerios (Lines 6, 8 and 10) is the only universally accessible, barrier-free station.

The walking route from Nuevos Ministerios to the accessible Fan Entry is approximately 1 km (about 15 minutes, or 1,300 steps).

Accessible Parking

Accessible parking will not be available. The stadium's expanded security perimeter eliminates all on-site parking, and nearby options will be extremely limited. Please plan to use public transport, taxi, or other drop-off services.

NFL CLEAR BAG POLICY

Consistent with all NFL games, the NFL strongly encourages fans not to bring any type of bag to the stadium. If a bag is necessary, clear bags that meet the Clear Bag Policy are permitted.

Fans who need to bring medically necessary items (such as supplies, equipment, medications, or physician-recommended food items) may do so, provided they are presented at stadium entrances for security screening. Medication should be in its original container (if possible), properly labeled, or accompanied by documentation from a healthcare provider. If you require any assistance or accommodation during screening, please notify security staff.

Please note the stadium is not an allergen-controlled environment. Fans remain responsible for managing their own medical needs while attending the game.

GAME DAY TICKETING

Accessible Seating

Wheelchair and ambulant-accessible seating, including companion seating, is available in the main stand, on the second level of Lateral Oeste, and in Fondo Noroeste.

If you require an accessible (wheelchair) space, ambulant-accessible seating, or accommodation for a service animal, please call 930 497 500 in Spain. For international mobile calls, dial +34 930 497 500. Representatives with Ticketmaster Spain are available from 10:00 am – 6:00 pm Central European Summer Time (CEST) to assist with your accessible ticket booking.

Proof of eligibility may be required in advance or on game day at the Stadium.

If you have further questions about accessible tickets, you may submit a request at https://help.ticketmaster.es/hc/en-us/requests/new?ticketformid=35760275213457

Event Day Relocations

Fans with a valid ticket who cannot reach their assigned seat, or who have difficulty doing so, may request an accessible seat relocation at the Ticket Information Booth near the Fan Entry, or at the Fan Information Booths next to stadium Doors 5 and 38.

Please note that exchanges and relocations will be accommodated where reasonably practicable, are extremely limited, subject to availability, and offered on a first-come, first-served basis.

STADIUM FACILITIES AND SERVICES

Bernabéu Stadium has ramps, elevators, and designated seating areas for guests in wheelchairs, limited mobility, PMR, and their companions.

Accessible Toilets

Accessible toilets are available on each level of the stadium and are identified with wheelchair signage.

Accessible Fan Entrances

All Fan Entries have an accessible lane for wheelchair users and fans with disabilities or medically necessary items. Look for the accessible lane at each entry marked with the wheelchair icon.

Stadium Doors 1 and 40 offer wheelchair and step-free access.

Assistance

The NFL Accessibility Team is available to help on game day at the Fan Information Booths near Doors 5 and 38. Team members wear purple vests and can direct fans to their seats if additional assistance is needed. Any stadium steward can also assist upon request. Services may be modified in response to operational, safety, or security requirements.

Audio Descriptive Commentary (ADC)

The NFL has partnered with AD Sport to provide Audio Descriptive Commentary. This service is free and is primarily for blind and partially sighted fans, but everyone is welcome to tune in and experience the game in a new, inclusive way. Click this LINK or scan the QR code below to join the live broadcast. Services may be modified in the event of operational, safety or security requirements.

Food and Beverage

In wheelchair and PMR seating areas, food and beverage service is available and can be requested from nearby concession counters.

NFL Shop

Located on both the east and west sides of the stadium, the NFL Shop has accessible managed queues and staff available to assist with purchases.

Sensory

KultureCity is making the NFL Madrid Game sensory accessible and inclusive. The mobile Sensory Room is located within the Game Day Experience on the west side of the stadium, with trained volunteers available. This calming space is designed for

families and individuals with sensory needs or nonvisible disabilities. Sensory sensitivities or challenges with sensory regulation are often experienced by individuals with PTSD, dementia, autism, and other similar conditions, affecting 1 in 4 individuals.

In addition to the Sensory Room, Sensory Kits (including ear defenders and fidget tools) are available and can be picked up from the Fan Information Booths or Game Day Experience.

Service Animals

Service animals (dogs trained to perform work or tasks for a fan because of a disability) and service animals in training are permitted. They may accompany fans with a disability in all public areas of the stadium where other fans are permitted. Fans traveling internationally remain responsible for complying with all applicable animal travel, veterinary, customs and entry requirements. If you are bringing a service animal and arrangements have not already been made, please call +34 910 756 014 (Monday to Friday, 10:00 AM–6:00 PM CET), or visit the Ticket Information Booth on arrival.

Sign Language

A sign language interpreter will be available for pre-game anthems. Services may be modified in the event of operational, safety or security requirements.

ADDITIONAL RESOURCES

Before the Game

For accessibility questions before game day, please contact SpainTickets@nfl.com.

On-Site Game Day Support

Visit the Fan Information Booths near Doors 5 and 38. Accessibility Team in purple vests will assist with seating, directions, and general accessibility needs.

Information relating to third-party transportation, parking, ticketing and accessibility services is provided for convenience only and may be subject to change by the relevant provider.

Accessibility services, locations and procedures described in this guide are subject to change based on operational, safety, security and venue requirements. While the NFL strives to provide the services described, availability cannot be guaranteed in all circumstances.

We are committed to ensuring that every fan enjoys an inclusive, accessible, and world-class experience at the 2026 NFL Madrid Game.