

2025 NFL MADRID GAME

ACCESSIBILITY GUIDE

Santiago 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 information on accessibility for the 2025 NFL Madrid Game.

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

Travel

Air Travel:

All airports in Spain provide the option of assistance service for people with reduced mobility or mental, hearing or visual disabilities free of charge. The AENA website, [linked here](#), provides information to request barrier-free assistance (available in Spanish and English), as well as the meeting points or specific details of each airport.

Public Transport:

Accessible travel options are available to help make your journey barrier-free. The official tourism website for Accessible-Madrid, [linked here](#), provides details on accessible Metro and bus services, as well as Eurotaxi options.

Getting Here on Game Day

Public Transport Access:

Metro

There are three main stations to access the stadium. The Nuevos Ministerios (L6, L8, L10) is the only universally accessible barrier-

free station. The distance from the station to the accessible entry is about 1000km, 15 minutes or approx. 1,300 steps.

Please check the [Metro 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. Find more information at the EMT website for accessibility, [linked here](#).

Taxi

Eurotaxi Madrid has wheelchair accessible taxis, pre-booking is recommended by calling (91) 547 8200. Wheelchair-accessible taxis may also be available through the Freenow app.

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 transit, 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 arena, but if necessary, clear bags outlined in the [policy](#) are permissible.

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, 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 seats, with companion seating, are available the main stand, second level of Lateral Oeste and Fondo Noroeste

Service animal accommodations are available, please call +34 910 756 014 between 10:00am and 18:00pm, Monday thru Friday if arrangements have not been made, or see the Ticket Information Booth upon entry.

Event Day Relocations:

Guests who have a valid ticket but cannot access their assigned seat may request relocation through the Ticket Information booth, near the fan entry, or from the Fan Information Booths next to stadium doors 5 and 38.

Please note that such exchanges and relocations are extremely limited, subject to availability, and offered on a first-come, first-served basis.

Stadium Facilities

Entrances:

All fan entries have an accessible, barrier-free lane for wheelchairs or persons with disabilities. The stadium doors that have wheelchair and step free access are Door 1 and 40.

NFL Shop:

Located on both the east and west sides, the NFL Shop has a barrier-free managed queue access and staff available to assist with purchases.

Sensory Room:

KultureCity is making the NFL Madrid game sensory accessible and inclusive. You can find the mobile sensory room located just outside the stadium between Doors 96 and 98.

Trained volunteers and a mobile sensory room will be available for families and individuals who have sensory needs/non-visible 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.

Bernabéu Stadium is equipped with ramps, elevators, barrier free restrooms, and designated seating areas for wheelchair users and guests with disabilities. In wheelchair seating areas, food and beverage service is available and can be requested at nearby concession counters.

Assistive Services

The NFL Accessibility Team is available to help answer your questions on game day. They are positioned at Fan Information booths located near door 5 and 38. They wear orange vests and are happy to help direct patrons to their seats if additional assistance is required. Any of our stadium stewards can also assist if requested.

Audio Descriptive Commentary (ADC):

The NFL is partnered with AD Sport to provide ADC. There is no cost for this service, which is primarily dedicated for blind and partially sighted fans, but everyone is welcome to tune in and experience the game in a new and inclusive way.

Scan the QR Code to join the broadcast.



Sign Language:

Sign Language interpreter will be available for pre-game anthems.

Sensory Services

In addition to the Sensory Space, Sensory Kits (ear defenders, fidget tools) are available to you and can be picked up from the fan information booths.

Additional Resources

If your query is not answered or you require any further information or support, please visit the Fan Information Booths, located near door 5 and 38.

On-Site Game Day Support: Accessibility Stewards in orange vests will assist with seating, directions, and general accessibility needs.