

2024 NFL MUNICH ACCESSIBILITY GUIDE

The NFL Munich Game on November 10 at Allianz is dedicated to ensuring a welcoming experience for all fans, including fans with disabilities. This is your essential guide for planning your trip to the game. If you're a fan with disabilities or require additional support, be sure to review the following information on Travel, Ticketing, Transport/Parking, Stadium Facilities and Stadium Services.

TRAVEL:

Before you travel, be sure to check out how to get the support and help you need at Munich International Airport [HERE](#). It is best to request assistance no later than 48 hours before your planned departure.

Munich has a well-regarded public transportation system that's designed to be accessible to everyone to ensure you can explore the city without worry. Visit [Munich accessible for all!](#) provided by the Disabled Persons Advisory Committee or The German National Tourist Board has a [dedicated guide on accessible travel](#) with more information.

TICKETING:

Before the event, if you require a wheelchair space or other accessible seating, please call the Ticketmaster Call Centre. If you are calling Internationally, please call +49 30 40 818 824. Wait until you hear the hold music, after which you will be connected to an operator who will speak English. If you are calling from Germany please call 030 40 818 824.

If needed, a personal assistant ticket may be requested, alongside your purchased accessible ticket.

Proof of eligibility may be required on game day at the Allianz Arena.

If you have further questions, you may email us at GermanyTickets@nfl.com and a team member will respond.

During the event, if fans with valid tickets are not able or have difficulty accessing their seat, you may inquire about an accessible seat relocation.

Prior to entering, visit a Ticket Resolution booth located before each fan entry. If you have already entered the stadium, visit the Fan Information Booth located at the South concourse.

Please be advised that such exchanges and relocations are very limited and subject to seat availability. Accessible relocations are accommodated on a first-come, first-serve basis.

TRANSPORT & PARKING:

Public Transport

The MVV and its partners are committed to barrier-free stations and vehicles. Please reference the [MVV](#) website for detailed accessibility information and to plan your accessible journey to the stadium. We recommend to use the accessible **U-Bahn line U6** in the direction of Garching-Forschungszentrum and get off at the stop "Fröttmaning".

Mobility Assistance

Courtesy buggy (golf cart) service for fans who may have difficulty covering long distances is provided. This service operates along the east side of the Esplanade from the South end near Parkplatz Sud to Entry B2. Staff in orange vests will be available to assist.

Barrier-Free Parking

If you purchased the accessible seat tickets and have a blue EU Parking Permit, parking information will be emailed to you from the ticketing office.

The accessible parking is located in car park P1 level 3. Please note that only vehicles up to 2m in height can access this parking. If further questions you may email GermanyTickets@nfl.com.

Taxi

If you are arriving by taxi, please note that there are dedicated drop-off and pick-up locations that are accessible and barrier-free. Make sure to inform your driver about your need for an accessible location drop off.

STADIUM FACILITIES:

The Allianz Arena was thoughtfully designed to ensure that all fans can fully enjoy their experience. The entire Level 2 of the stadium is barrier-free, providing accessible pathways, restrooms, and other amenities to enhance convenience and comfort for all guests.

Resting Areas

Accessible priority seating is available along the Esplanade, in gathering areas throughout the stadium, and within Gameday Experience. These seating areas are designed to accommodate fans with disabilities, elderly guests, pregnant individuals, and those with health conditions, ensuring accessibility for all.

Accessible Entrances

All stadium entrances are accessible, and some have dedicated wheelchair lanes.

If you parked in P1, you'll find step-free, accessible routes leading to the Esplanade.

From the Esplanade, Entrance B2 is specifically designed to accommodate fans with disabilities, ensuring a barrier free entry into the stadium.

NFL Clear Bag Policy

Consistent with all NFL games, the NFL strongly encourages fans not to bring any type of bag to the stadium, but if necessary, clear bags outlined in the [policy](#) are permissible.

The NFL does allow exceptions for special medical equipment after proper inspection. Security will be present at stadium entrances to screen these bags and medically necessary items.

Fan Information Booth

The Fan Information booth is located on the South Concourse near Section 111. Dedicated staff in orange vests are available to assist fans with questions Disability Access and Mobility Services.

Lifts

Dedicated accessible lifts are available throughout the stadium, the primary fan lifts are in the south and north welcome zones. The use of these lifts is restricted to guests with a disability or impairment and their companion. Access to lifts for all other fans will be at the discretion of our stewards should there be available capacity.

Toilets and Changing Places

Disabled toilets are clearly marked (only accessible with EURO disabled person WC key) and are barrier-free. There are 8 accessible toilets behind the seats of Blocks 101-108, and another 8 accessible toilets behind seats of Blocks 117-126. One changing place is available with a hoist and handrails near section 102.

ASSISTIVE SERVICES:

Visually Impaired, Audio Description

The NFL has partnered with DKB and Lomb-Audio to provide audio description for the Munich Game. Fans interested in this service can rent equipment from the Information Booth, located on the South Concourse near Section 111.

For fans wishing to use this service, please bring a valid form of identification. Equipment must be returned to the Information Booth in its original condition after use.

Sign Language

An interpreter will be available for pre-game and half-time performances.

Sensory

One of the major barriers for individuals with sensory needs is sensitivity to overstimulation and noise, which is expected to be part of the game environment. Sensory kits, equipped with items that can help lessen sensory overload, will be available for fans to use and take home at no additional cost. These are available from the Information Booth and in the Sensory Suite.

The Sensory Suite is located section 230 and offers a comfortable and calming environment for fans on the autistic spectrum or with sensory impairment conditions.

Service Animals

Service animals (dogs trained to perform work/do tasks for a fan because of a disability) and service animals in training are permitted and may accompany fans with a disability in all public areas of the stadium (where other fans are permitted). Relief areas are located outside the stadium doors.

If you are bringing a service animal, please provide this information when you purchase your tickets to ensure accessible seating is available.

ADDITIONAL RESOURCES:

The Fan Information booth is located on the South Concourse near Section 111. Dedicated staff in orange vests are available to assist fans with questions Disability Access and Mobility Services.

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