

Accessibility at FIFA World Cup Qatar 2022™

The FIFA World Cup Qatar 2022™ will be one of the most accessible tournaments in history. The commitment to host a tournament for all is embedded in all aspects of planning and tournament operations, and involves the input of different stakeholders, namely the disabled community itself. Below is a list of different ways that Qatar 2022 will deliver an accessible event.

The Accessibility Forum

In 2016, the SC established the Accessibility Forum – a platform that brought together disabled people and the organisations that represent them from across Qatar. Through regular meetings and site visits, the body has consulted tournament organisers and key stakeholders in Qatar on how to ensure that the FIFA World Cup Qatar 2022™ is accessible. The involvement of the disabled community at the design stage is in line with best practices that stress the importance of having disabled people play a proactive role in shaping the services and spaces that serve them.

The Accessibility Forum was made up of 30 organisations and held several meetings, whereby members of the disabled community shared their experiences of living in Qatar, both within the context of attending football matches and beyond. This solidified the understanding for tournament organisers that delivering an accessible FIFA World Cup™ would mean ensuring that the surrounding infrastructure is accessible as well, enabling disabled fans to move around from stadiums to fan zones, enjoy cultural activities and make use of the widest range of accommodation options.

An accessible end-to-end journey

A spectator's journey begins long before they land on the shores of Qatar for the first FIFA World Cup™ in the Middle East and Arab world, and extends way beyond stadium precincts and fan zones. As such, ensuring that such a journey is accessible to

disabled fans meant that tournament organisers had to work extensively with community stakeholders to ensure that all the major touchpoints of the user journey were accessible.

Website

The SC website is compliant with international web accessibility standards (WCAG 2.1), enabling fans of all abilities to log in and learn more about the host country long before they finalised plans to attend the World Cup.

[Click here](#) to learn more about the site's accessibility features.

Transportation

Hamad International Airport

The airport provides an array of accessibility services. This includes barrier-free access throughout, including accessible bathrooms, lower check-in counters, dedicated loungers for disabled travellers and an array of other features. [Click here](#) to learn more about the airport's accessibility features.

Qatar Airways, the country's national carrier, enables passengers with disabilities to request additional support when booking flights. [Click here](#) for further information.



Mowasalat (Karwa)

The country's public transportation agency provides a fleet of wheelchair-accessible taxis, which are readily available at the airport and can be ordered on-demand using the Karwa app to any location in Qatar around the clock. The app is available on both the [iOS](#) and [Google Play](#) stores.

There is also a private Qatari wheelchair accessible transportation company, Ibticar, that is available for longer hires. [Click here](#) for further information.

Karwa also provides a number of wheelchair-accessible buses. For more information, call +974 4458888 (24 hours a day).

Pedestrian Access

Extensive work has been done on building an accessible pedestrian route throughout the country, with many sidewalks equipped with curb cuts for wheelchair users. A key feature of this network is a series of cycling and jogging tracks, with one of the main ones connecting Lusail City with the West Bay area. Another marquee pedestrian route that is fully wheelchair accessible, including wheelchair-accessible bathrooms, is Lusail Marina.



The Doha Metro & Lusail Tram

A state-of-the-art metro system offers a barrier-free experience across all 37 metro stations, all of which are equipped with an elevator. Other accessibility features include tactile floor markings for white cane use and wheelchair-accessible bathrooms. For information about route maps and timing, download the Qatar Rail app – available on both the [iOS](#) and [Google Play](#) stores.

Qatar Rail will also operate the Lusail Tram as a means of transporting fans throughout Lusail City. All stations on the network provide barrier-free access. See the app for more information.

Five out of eight FIFA World Cup Qatar 2022™ stadiums can be reached directly by Doha Metro or the Lusail Tram. They are Stadium 974, Ahmad Bin Ali Stadium, Education City Stadium, Khalifa International Stadium and Lusail Stadium. The three other stadiums (Al Bayt Stadium, Al Thumama Stadium and Al Janoub Stadium) will be connected by dedicated bus shuttle services from the nearest metro station. This includes the provision of a number of wheelchair-accessible vans.



Accommodation

A number of accessible rooms will be available throughout the FIFA World Cup Qatar 2022™. Prior to the tournament, the SC worked with local stakeholders to ensure the country's hotels provided a minimum number of accessible rooms that meet

international standards. For fans visiting Qatar during the FIFA World Cup™, all accommodation must be booked through the [official accommodation portal](#).

Cultural and Tourist Sites

A key component of the provision of an accessible user journey lies outside tournament venues. As such, the SC worked closely with stakeholders through the Accessibility Forum to improve the level of accessibility across the country's main attractions, including areas such as Msheireb Downtown Doha, Souq Waqif and Katara Cultural Village. As such, the FIFA World Cup Qatar 2022™

has played a transformative role in upgrading the country's accessible infrastructure. Most major attractions offer a wide range of accessibility features, namely barrier-free access, wheelchair accessible parking and bathrooms. These include all major shopping destinations too, with Doha City Center, Mall of Qatar and Place Vendome reachable by Doha Metro or Lusail Tram.



Stadiums

All eight FIFA World Cup™ stadiums have been built to the highest accessibility standards and include a number of features that offer a barrier-free viewing experience. In addition to the implementation of standards, the SC has worked with members of the

Accessibility Forum to conduct site visits and ensure stadiums meet the needs of the widest range of fans possible. Below is a list of features that will be available to fans throughout the tournament.

1 Accessible ticketing

Fans requiring wheelchair-accessible seating and those with limited mobility can purchase accessibility tickets [here](#). All accessible seats at Qatar 2022 stadiums offer an unobstructed view of the pitch. In addition, all stadiums will offer disabled fans the opportunity to make use of accessible parking during the tournament. All stadiums are also outfitted with wheelchair-accessible bathrooms. Stadiums are also outfitted with hearing loop inductors for hearing aid users and lower counters at concession stands. A number of volunteers and staff will be dedicated at each venue to support disabled fans throughout matches.

2 Sensory rooms

Select Qatar 2022 stadiums will provide sensory rooms for neuro-divergent fans. These spaces provide a quiet and controlled area to enjoy matches for fans with a multitude of neurological needs, including children with Autism. At those times when stadiums can become too loud and sensory-rich, fans and their parents are able to recluse into a quieter space that includes features such as controlled lighting and assistive technology. All sensory rooms will be staffed with trained professionals that the SC and tournament organisers secured through partner organisations.

3 Audio Descriptive Commentary

All matches will provide Audio Descriptive Commentary to blind and partially sighted fans, who will be able to use their own headphones to listen to a commentator describe matches in great detail, including important information about the stadium's ambience and even the players' facial reactions. The commentary can be accessed through the FIFA Interpreting app which is available on both the [iOS](#) and [Google Play](#) stores.

4 FIFA Fan Festival and entertainment attractions

Beyond stadiums, the FIFA Fan Festival and several entertainment attractions organised by the host country will feature a wide range of accessibility features to cater for people with a wide range of needs and abilities.

