

Dear BWDSA Members,

I want to apologise directly for what happened at the Lower Concourse car park before the Stockport County fixture on Easter Monday, rather than let this sit in a general club update.

The car park was inaccessible to blue badge permit holders when it should not have been. Spaces were occupied and despite our staff making repeated requests on the day for that to be resolved, the situation did not change. Your season pass gives you priority access to the Lower Concourse because it is the closest car park to your point of entry into the ground. That access was not available to you and I am truly sorry.

Easter Monday sits outside our standard fixture schedule, and specific coordination arrangements had been put in place in advance for that reason. Those arrangements did not hold on the day and we apologise for that.

We will ensure that you are not charged for parking elsewhere; however, please submit your registration number to the BWDSA if you haven't already done so.

We will meet with the relevant parties this week to put firmer arrangements in place for the remaining home fixtures. The Lower Concourse will be clear for permit holders and matchday operations.

If you want to speak to me directly about your experience on Easter Monday, please do not hesitate to get in touch at [pholliday@bwfc.co.uk](mailto:pholliday@bwfc.co.uk)

Yours sincerely,

Paul Holliday

Group Head of Marketing and Communications

Bolton Wanderers Football Club

☐



Paul Holliday  
Group Head of Marketing & Communications  
Bolton Wanderers Football Club  
Toughsheet Community Stadium  
Bolton, Greater Manchester BL6 6JW

[PHolliday@bwfc.co.uk](mailto:PHolliday@bwfc.co.uk)

