



Davis, Leon, Brown, Alyssa Eve and Hayes, Christopher J (2024)
Making the case for exploring accessibility and inclusion at live
music events held in sports stadia. Event Management. ISSN
1525-9951

Downloaded from: <http://sure.sunderland.ac.uk/id/eprint/18596/>

Usage guidelines

Please refer to the usage guidelines at
<http://sure.sunderland.ac.uk/policies.html> or alternatively contact
sure@sunderland.ac.uk.

Making the case for exploring accessibility and inclusion at live music events held in sports stadia

Leon J. Davis*, Alyssa E. Brown** and Christopher J. Hayes*

*Department of Finance, Performance and Marketing, Teesside University
International Business School, Teesside University, Middlesbrough, UK

**Department of Hospitality, Events, Aviation and Tourism, University of Sunderland,
Sunderland, UK

Author Note

Leon Davis <https://orcid.org/0000-0001-8647-0457>

Alyssa Eve Brown <https://orcid.org/0000-0003-3301-2131>

Christopher J. Hayes <https://orcid.org/0000-0003-3945-3771>

We have no known conflict of interest to disclose.

Correspondence concerning this article should be addressed to L. Davis,
Department of Finance, Performance and Marketing, Teesside University
International Business School, Teesside University, Middlesbrough, UK. E-mail:
l.davis@tees.ac.uk

Abstract

This article is a positioning paper which draws attention to an underexplored aspect of event management: accessibility and inclusion at live music events held in sports stadia. Whilst exploring non-sporting events in sports stadia is not a new phenomenon, there are several benefits and challenges to accommodating eventgoers with accessible requirements. We begin by outlining the concept of persons with disabilities (PWDs) in the United Kingdom (UK), before providing some historical context regarding UK sports stadia and how they have advanced to become multi-purpose facilities in the twenty-first century. We then explain the nexus of social inclusion and sports events, via the aspect of PWDs and how they are supported within the live event space at a sports stadium in the UK. The paper finishes by providing a rationale for why exploring PWDs in sports stadia hosting live music events is important and encourages more research in this area.

Keywords: accessibility, disability, events, inclusion, music, PWDs, stadiums, sport

Making the case for exploring accessibility and inclusion at live music events held in sports stadia

This article makes the case for academic exploration into accessibility and inclusion at live music events held within sports stadia in the United Kingdom (UK). The live events industry plays a significant role in society, economically, socially and psychologically (Drury et al., 2021). In 2023, the events industry made a significant contribution to the UK GDP, valued at £5.5 billion, and helped to support 114,000 jobs, both directly and indirectly (EIA, 2024). The COVID-19 pandemic caused a significant drop in revenues in 2020 and 2021, but the industry has quickly recovered and continues to grow in the mid-2020s. As Marija Erzen, the Events Industry Alliance (EIA) chair, explained:

A 17% growth in the events industry between 2022 and 2023, demonstrates that, whilst other areas of the economy are struggling, the events industry is growing exponentially in a challenging economic environment and with little help from the UK Government (EIA, 2024).

It is forecast that the rising trend of the live events industry will continue – with live music event ticket global sales reaching an estimated \$25.6 billion dollars by 2027 (see Mulligan, 2023; PwC, 2024). Our focus centres around the live music events that take place in sports stadia in the UK. We understand that live music events have been explored in sports stadia in a range of fields including acoustics (Bacelar, 2020; Chase & Healey, 1995; Cohen, 2012; Lautenbach et al., 2007; White, 2023), structures (Bale, 2000; Janeway, 2013; Paramio et al., 2008) crowd behaviour (Caprioli et al., 2006), tourism and the local economy (Edensor, 2015, Edensor et al., 2021; Ginesta, 2017; Jacobsen et al., 2024; Noll and Zimbalist, 1997; Ramshaw & Gammon, 2010). Also, sports stadia have been researched as a non-

sporting place (Bale & Gaffney, 2004) in elements such as atmospherics (see Uhrich & Benkenstein, 2010, 2012; Schäfer & Roose, 2010).

We begin by briefly exploring the concept of persons with disabilities (PWDs) in the UK and the discourse linked to the contested use of the terminology. Following this, we provide some historical context about sports stadia in the UK and how they have advanced from places of sporting events to multi-purpose facilities in the twenty-first century. We then explain the nexus of social inclusion and sports events, through the lens of PWDs and how they are supported within the live event space at a sports stadium (typically football stadia) in the UK. To conclude the article, we provide a rationale for why exploring PWDs in this event setting is important, and advocate for more research in this area.

The importance of inclusivity and accessibility for PWDs

According to the World Health Organization (2023), approximately 1.3 billion people, equating to 16% of the world's population, are disabled. UK Government statistics estimated that approximately 16 million had a disability in 2021/2022 in the UK (Scope, 2024; UK Government, 2023). Despite this, the world's disabled population face a significant number of challenges in society, with many barriers to accessibility, inclusion and participation in everyday life. Consequently, disability is referenced explicitly in various parts of the United Nations' 17 Sustainable Development Goals (SDGs) – specifically in Goals 4, 8, 10, 11 and 17 related to education, growth and employment, inequality, accessibility of human settlements, as well as data collection and monitoring of the SDGs (see UN, 2024). The SDGs aim to end poverty and inequality across the world, designed to be universal, including all people of all demographics and characteristics. In addition to explicit reference to disability in the SDGs, the United Nations Development Programme

have stated that “the goals cannot be realized without the inclusion of persons with disabilities” (Modéer & Viera, 2023).

In line with the terminology commonly used by many scholars in the field of events management and disability (see for e.g. Bossey, 2020; Davis & Brown, 2024; Herbison et al., 2023; Kearney, 2020; Neven & Ectors, 2023; Ramsden et al., 2023) we utilise the term ‘persons with disabilities’ (PWDs) in this article. Kiuppis (2018) highlighted how in disability literature, there is tension over the terms of ‘disabled people’ versus ‘people with disabilities’ (see Le Clair, 2011). Persons with disabilities is defined in the United Nations (UN) *Convention on the Rights of Persons with Disabilities (CRPD)* and refers exclusively to persons with long-term impairments:

The concept of universal accessibility is a fundamental aspect of the Convention. The Convention requires countries to identify and eliminate obstacles and barriers and ensure that **persons with disabilities** can access their environment, transportation, public facilities and services, and information and communications technologies (UN, 2006).

The UK Government’s Equality Act of 2010 also states that disabled people should have equal access to education, employment, goods, services, facilities and transport (UK Government, 2013). The design of accessible environments is essential for PWDs to access, use services and participate in the life of their community (Humanity and Inclusion, 2023). Whilst in scholarly literature it appears that the terms disability and accessibility are used interchangeably, we understand the definition of accessibility as the extent to which a product, device, service, or environment is available and navigable for PWDs, or for persons who are neurodivergent, have special needs or functional limitations (see Kulkarni, 2019). It is also considered to be the “ability to access”. This ensures all those in need of an

accessible and inclusive environment, such as people who use a wheelchair, people who have reduced mobility, people who have a vision impairment, people who are deaf or hard of hearing, people who have a cognitive impairment, and other beneficiaries (please refer to IPC, 2020, p. 18) are supported.

Although PWD is a commonly used term by academic scholars, we must stress here that whilst we have presented the stakeholder policy and UN definitions, we are fully aware of the contested terminology surrounding disability language. Principally, that there are ongoing debates regarding the terms ‘people with disabilities’ and ‘disabled people’ or persons. In contemporary society, this usually centres around people first language (PFL) and identity first language (IFL) (see Sharif et al., 2022; Taboas et al., 2023). Whilst the PWD terminology aligns with PFL, a person who aligns with IFL state that the disability is not inside of them – they are not a ‘person with a disability’. Rather, they are a ‘disabled person’: someone who is disabled by a world that is not equipped to allow them to participate and flourish (see Bourke et al., 2023; McColl, 2019). Ultimately, the difference between these opposing perspectives boils down to whether a disability is something that a person ‘has’ or is something that is an inherent part of ‘their’ identity (Ahmed, 2021).

Other countries, such as those in the Middle East, have termed people with disabilities as ‘people of determination’ (see Ahmed, 2021; Lele, 2023), following definitions which have suggested the removal of the word ‘disability’ altogether, similar to the suggestions for removing ‘para’ from the Paralympics (see Bellieni, 2015). Although PFL has been popular in contemporary society since the 1990s, many organisations and scholars stress the need to listen to how people talk about their disability themselves in how that person should be addressed. While language choice is important, whatever the term used, a significant proportion of the global

population faces difficulty with accessibility. This article focuses on some of the challenges linked to accessibility and inclusion at live music events held in sports stadia in the UK.

Understanding the changing sports stadium in the UK

Sports stadia in the UK are generally built to cater for mass gatherings of fans to watch team sports including football, cricket and rugby. Following the building of the first 'modern' stadia in the United Kingdom (UK) in the late 19th century, as spectatorship expanded, stadia were constructed on a wider scale (see Paramio et al., 2008; Novack, 2021). Sports stadia have continually evolved to reflect the demands of spectators and governing bodies, as well as the increasing profile of professional sport itself - namely association football stadia (Paramio et al., 2008). Modern day sports stadia enhance the local economy, boost tourism and provide an opportunity for spectators to witness their local sporting heroes in action (Bacelar, 2020).

However, Noll and Zimbalist (1997) highlighted how sports stadia, as a venue for sporting events only, were not generating enough profit or fuelling local development as expected. Jacobsen et al. (2024) explained that sport venues are not used enough to produce a significant economic benefit in an unpredictable world and as such justify the spending and their very existence. However, their research does not fully take into consideration that sports stadia have been used as multi-functional facilities for over 40 years, as spaces for live music events, corporate events, graduations, weddings, emergency shelters during natural disasters such as Hurricane Katrina (see Baade & Matheson, 2007), and health testing sites during the COVID-19 pandemic (O'Connell, 2021).

In the mid to late twentieth century, sports stadia in the UK began to develop multi-functionality characteristics (Bacelar, 2020; Janeway, 2013). This is evident by the live music events that consistently took place at Wembley Stadium (London), the national football stadium of England, in the mid-to-late twentieth century. This increased from the 1980s onwards following Live Aid in 1985 (broadcast to more than one billion people across the globe); multiple-date shows by the likes of internationally renowned groups/artists such as Queen, Bruce Springsteen, Genesis, David Bowie, Madonna, and Michael Jackson; benefit music concerts such as the Nelson Mandela freedom concerts in 1988 and 1990; and a Freddie Mercury Tribute Concert for AIDS Awareness in 1992 (see Jones, 2017; Malhotra & Heisler, 2012). Bale (2000) noted that musical performances in football stadia across the UK became more prevalent in the postmodern stadia created in the 1990s following the Taylor Report (1990), which was commissioned in the aftermath of the 1989 Hillsborough Disaster. Sports stadia now regularly host music concerts, conferences and other sport activities like never before (Lee et al., 2015; Zinganel, 2010), generating eight and nine figure sums of revenue for the economy locally, regionally and nationally. The value of live music events in sports stadia for the UK economy is evidenced by a range of international artists performing solely at sports stadia on the UK and European dates of their world tours. For example, all concerts for the UK leg of Taylor Swift's 2024 Eras Tour were held within sports stadia, at Wembley Stadium (London), Anfield Stadium (Liverpool), BT Murrayfield Stadium (Edinburgh), and the Principality Stadium (Cardiff). The British multinational bank Barclays estimated the UK leg of Swift's 2024 tour was worth £1 billion to the British economy (Barclays, 2024). Sports stadia are uniquely positioned to host these large-scale concerts, with capacities much larger than even the largest dedicated music arena in the UK, the

recently opened Co-op Live in Manchester, has a capacity of 23,500 (Youngs, 2024), compared with 90,000 at Wembley Stadium (Wembley Stadium, 2024).

Association football stadia and social inclusion in the UK

Although we are advocating for more research to be conducted on live music events held in sports stadia more broadly, we understand that the majority of live music events in the UK are hosted at purpose-built football stadia. However, we did not want to dismiss the number of stadiums that were purpose built for other sports that host live music events, including BT Murrayfield (Edinburgh, Scotland); the Principality Stadium (Cardiff, Wales); Allianz Stadium, Twickenham (London, England); and Emirates Old Trafford (Manchester, England). These stadia (amongst others) should also be explored: however, in line with the range of literature in this field, we will now focus on association football stadia and social inclusion in the UK.

According to Parnell et al. (2015, p. 159), sport's potential to 'contribute positively to a range of social issues is widely celebrated' (see Bloyce & Smith, 2009; Coalter, 2007; Collins & Kay, 2014). The underpinning notion is that participation in sport can support social inclusion (i.e., reduce crime, develop communities and/or improve health) (Coalter, 2007). Social inclusion in sport has explored primarily perspectives of EDI, principles of disability and participation (see Balan & Marinescu, 2015; Christiaens & Brittain, 2021; Dashper & Fletcher, 2014; Southby, 2013), with links to education (see Bailey, 2005; Dagkas, 2018; Kiuppis, 2016). Ogundipe et al. (2020) highlighted how sport as a means of bringing people together and promoting social inclusion has also received growing attention in mental health and substance abuse services (see Benkwitz & Healy, 2019; Magee, 2011). Tacon (2007) outlined how, since the late 1990s, there has been a widespread belief in the UK that sport,

particularly football, can be used to promote social inclusion (Collins et al., 1999; Department for Culture, Media and Sport, 2001).

Alongside the inception of the English Premier League in 1992, the sport of association football commodified in the 1990s (Conn, 2004; Giulianotti, 2002, King, 1998; Redhead, 1997). Football stadia not only became sites to consume football matches but became multi-purpose stadia that could host various corporate events and live music events (Bale, 2000; Edensor et al., 2021; Ginesta, 2017). As previously highlighted, although music concerts had been held at football stadia for internationally renowned artists prior to the 1990s, the commercialisation of professional football and the growing popularity of music acts performing at larger venues than indoor arenas led to a surge in music acts performing at football stadia in the twenty-first century. A number of artists/groups including Taylor Swift, Ed Sheeran, Beyoncé, U2, P!nk, the Rolling Stones, Coldplay, and the Arctic Monkeys have all followed this model for a number of years in contemporary touring schedules. Event promoters recognised that these artists (and many others) have outgrown the 15,000 to 20,000-seater arenas and can fill sports stadia with capacities in excess of 70,000 to 80,000 persons on multiple nights.

Football stadia are now being constructed or rebuilt with the focus of being a 'multi-purpose stadium' as a key driver for the football clubs (see Arkenberg et al., 2019; Richards et al., 2021). Recent examples include the €1 billion euro rebuild of Real Madrid CF's Santiago Bernabeu stadium in 2022/2023 (Rai, 2023), and Tottenham Hotspur FC's full redevelopment of their stadium in North London, White Hart Lane (rebranded as the Tottenham Hotspur Stadium), which opened in 2019, and has subsequently hosted several live music concerts and a variety of other sporting events in the 2020s (Amphlett, 2020; Moore, 2019).

Scholars have explored football stadia as socially inclusive sites of performative football fandom (see Davis & Gibbons, 2023; Guschwan, 2012, 2016; Hill et al., 2022; Marra & Trotta, 2019; Osborne & Coombs, 2013; Robson, 2000; Turner, 2007) with considerations of the nexus between *place* and football stadia (see Bale, 1993, 2000; Edensor, 2015). When linking social inclusion to football fandom and football stadia, various scholars have considered football fandom and people with disabilities (PWDs) or people with learning disabilities (PWLDs). Southby (2011, 2013), a notable scholar in this field, asserted that the claims made in such social-inclusion and sport policies represent an overly romanticised and unrealistic view of both the nature of football fandom and of the social-inclusion experiences of PWDs/ PWLDs. Although Southby explores social inclusion through football fandom for PWDs/PWLDs, he does not discuss the accommodations or strategies made by the football club / stadia to promote this inclusivity and concentrates more on fandom being inclusive.

Due to the COVID-19 pandemic, the majority of live (in-person) sporting events were played in stadia without fans during global lockdowns in 2020 and 2021 (see Davis, 2022; Bond et al., 2020). Some considered whether stadia were going to be fully inclusive for PWDs when fans could return to stadia (Brown, 2022; Penfold & Kitchin, 2022), with football stadia already failing to provide the minimum requirements to be fully inclusive pre the COVID-19 pandemic (BBC Sport, 2017; Gornall, 2014; Grunke et al., 2016). Although in-person attendance has returned at sports stadia post the COVID-19 lockdowns, there are several issues that PWDs are experiencing in a similar manner pre-pandemic that needs to be explored to help foster a better experience for all and to ensure PWDs feel that they can attend live music events at sports stadia which adapt their facilities.

Making the case for exploring accessibility at live music events held in sports stadia in the UK: Towards a research agenda

Finkel et al. (2018, p. 2) outlined that accessibility could be ‘understood in terms of the measures put in place to address participation by those with impairments, both permanent and temporary, as well as both physical and mental, including perceived class and cultural barriers.’ We urge the need for more research analysing how sports stadia make adaptations to their accessible provisions for live music events hosted with the stadium. These eventgoers are a significant part of the fan landscape at live music events in the UK. According to UK Government statistics, in 2017/2018, 3.3 million disabled people went to a live music event and disabled music eventgoers were 11% of the overall live music audience (Bailey, 2018; Savage, 2019a, 2019b). In the remainder of this article, we suggest three different research priorities (in no particular order), recognising the importance of the barriers faced by PWDs in accessing live music events.

Research Priority 1: The adaptation of sports stadia for live music events and issues of accessibility

When exploring contemporary research surrounding disabled accessibility at live music events, literature generally focuses on open-air music festivals, arenas or purpose-built live music venues rather than sport stadia (see Alvarado, 2022; Bossey, 2020; Castle et al., 2022). Using a secondary case study-based approach, Alvarado (2022) analysed accessibility features at several prominent UK live music festivals: Glastonbury, Creamfields, Latitude, and Bestival. Her research revealed significant limitations with site design for PWDs, issues with bookings, and a lack of appropriately trained staff. However, Alvarado’s study concerns dedicated live music events sites (fields which are transformed each year for a very specific purpose) and

not sports stadia, which must be adapted to host non-sports events. That PWDs face barriers at dedicated live music sites suggests that similar or worse issues will exist at sports stadia.

White (2023) did mention the Mercedes-Benz Stadium (Atlanta, Georgia, USA) as a facility to be explored, but White looks at venues more broadly for PWDs with sensory challenges and explores creating sensory rooms linked to the acoustics across a range of venues. Various news media has explored the challenges PWDs are facing at live events: whilst some ticket promoters have been seen to be making huge strides in ticketing access and allocations for PWDs (see Savage, 2019a), PWDs are still having issues obtaining adequate numbers of tickets for live music events held in sports stadia (see Battison, 2023; Williams, 2024). It is not just eventgoers that are finding accessible provisions challenging – musicians with accessible needs have also found that they are being ‘failed by venues’ (see Savage, 2019b).

Rather than a singular event at the end of a season, sports stadia such as football stadia, are hosting live music events multiple times per year. These sites differ greatly from dedicated music venues as the stadia must be adapted to accommodate activities that are very different to their designed purpose. As such, there is an important and nuanced distinction to be made in how football clubs have adapted their stadia for the live music events they host. We believe this is an under-researched area of scholarly literature in an industry that generates billions of pounds for the UK economy and faces similar issues in other countries across the globe which host live music events in sports stadia.

Research Priority 2: Accessibility for different disabilities and needs at adapted sports stadia

Various sports stadia are increasing the number of non-sporting events (including live music concerts) being held in their stadiums. Therefore, it is necessary to understand how these venues are approaching adaptation from the perspective of accessibility. In the UK, this adaptation is a legal requirement under the Equality Act 2010 (UK Government, 2013), and although sports stadia already have inclusion and accessibility strategies, these are not necessarily transferable to a live music event. There are a number of future areas of research that could be explored in this space and we understand that due to the differing core areas of disability including behavioural, hearing, mobility, sight, speech, health conditions, memory or learning (NHS, 2024) this would depend on which a researcher chose to explore or if they were covering multiple core areas (dependent on the breadth and scope of the study). Understanding this diversity of disability is important for improving accessibility in venues, as there cannot be a “one size fits all approach”, and a multitude of adaptations must be made. This is complex for any venue hosting live music events; although sports stadia are already making adaptations, inclusion and accessibility adaptations adds another layer of complexity.

Research Priority 3: The lived experiences of PWDs at live music events held in adapted sports stadia

We understand that a number of scholars have analysed accessible provisions in sports stadia previously, frequently linked to sports mega-events (see for e.g. Bamford, 2016; Brittain, 2022; Braye, 2016; Darcy et al., 2017; Davis & Brown, 2024; Dickson et al., 2016; Kearney, 2020; Misener & Darcy, 2014). Also, we have suggested ways to collect data from participants attending live music events at football stadia in emerging research (see Davis and Brown, 2024; Davis et al., 2024), yet more is needed about PWDs experiences in sports stadia that adapt to live music

concert venues, as the challenges are different to sporting matchdays where they are not on the pitch, or multi-purpose arenas where there are designated accessible areas. Some of the issues PWDs are facing at events in sports stadia is being highlighted in news media (see Bailey, 2018; Battison, 2023; Barker, 2024; Jackson, 2024; McLaren, 2023; Williams, 2024) but has rarely been explored academically. It is crucial that the lived experiences of PWDs are not only acknowledged and included in research, but are amplified and inform the research agenda. Unless the researcher themselves is a PWD, it is not possible to fully understand the issue of accessibility in these spaces. As a marginalised and often excluded group, PWDs cannot and should not be treated as a data source or statistic, but as human beings directly impacted by the issues being studied. The PWDs rights (see EHRC, 2010), as per the CRPD (UN, 2006) should be protected and supported through research. Academics using the voices of PWDs in their research can make a positive contribution and impact to reducing the barrier-making and marginalisation that is currently experienced by PWDs, specifically in the context of live music events.

Conclusion

As a positioning paper, we have made the case for academic exploration into an overlooked dimension of event management: accessibility and inclusion at live music events held in sports stadia. While the use of sports stadia for non-sporting events is not novel, there is a significant gap in research addressing the specific needs of eventgoers with disabilities attending live music events at sports stadia. We have highlighted the importance of inclusivity and accessibility for PWDs and defined key terminology. We also explored the intersection of social inclusion and sports events, focusing on how PWDs are accommodated within these settings. Ultimately, this paper underscores three key research priorities; the adaptation of sports stadia

for live music events and issues of accessibility; accessibility for different disabilities and needs at adapted sports stadia; and the necessity of further research into the lived experiences of PWDs at live music events in sports stadia. Such exploration is crucial for advancing accessibility and ensuring that all individuals have equitable access to cultural and entertainment opportunities.

Whilst we have based the context of this article in the UK, we understand that there are several countries with various towns and cities that host live music events at sports stadia in the same manner that could be explored. Added to this, future studies could examine different countries' approaches to catering for PWDs at live music events held in sports stadia, or comparatively analyse live music events held in sports stadia versus live music events held in multi-purpose indoor arenas. Other potential research areas could also explore how the CRPD (UN, 2006) is implemented in the context of live music events. More specifically, not just how sports stadia are adapting their venues for PWDs during live music events, but how this is impacting the PWD eventgoer experience, and evaluate the effectiveness of any changes or adaptations stadia are implementing. The voices of PWDs themselves need to be placed front and centre of any such research, as it is their experiences that will determine whether venues are truly inclusive, and it is these voices that should shape any possible policy development.

References

- Ahmed, H. (2021, April 8). *Disabilities in the United Arab Emirates: Local Perceptions on the Label 'People of Determination'*. Al Qasimi Foundation.
<https://publications.alqasimifoundation.com/blog/disabilities-in-the-united-arab-emirates-local-perceptions-on-the-label-people-of-determination>
- Alvarado, K. G. (2022). Accessibility of music festivals: a British perspective. *International Journal of Event and Festival Management*, 13(2), 203–218.
<https://doi.org/10.1108/IJEFM-12-2020-0082>
- Amphlett, R. (2020). The New Tottenham Hotspur Stadium: the value of engineering. *The Structural Engineer*, 98(11), 46–57. <https://doi.org/10.56330/ECRF6645>
- Arkenberg, C., Giorgio, P., & Deweese, C. (2019, June 27). *Redesigning stadiums for a better fan experience*. Deloitte.
<https://www2.deloitte.com/us/en/insights/industry/telecommunications/in-stadium-fan-experience.html>
- Baade, R. A., & Matheson, V. A. (2007). Professional sports, Hurricane Katrina, and the economic redevelopment of New Orleans. *Contemporary Economic Policy*, 25(4), 591–603. <https://doi.org/10.1111/j.1465-7287.2007.00075.x>
- Bacelar, P. G. M. (2020). *Evolution of acoustical design in football stadia in the last 60 years*. PhD Thesis. Universidade Católica Portuguesa.
https://repositorio.ucp.pt/bitstream/10400.14/32172/1/Dissertação_Pedro%20Bacelar.pdf
- Bailey, R. (2005). Evaluating the relationship between physical education, sport and social inclusion. *Educational Review*, 57(1), 71–90.
<https://doi.org/10.1080/0013191042000274196>
- Bailey, A. (2018, April 9). *Disabled music fans face ticketing barriers*. BBC News.

<https://www.bbc.co.uk/news/entertainment-arts-43703724>

- Balan, V., & Marinescu, G. (2015). Sports-means of social inclusion for Down Syndrome patients. *Journal of Revista Romaneasca pentru Educatie Multidimensionala*, 7(2), 111–117. <http://dx.doi.org/10.18662/rrem/2015.0702>
- Bale, J. (1993). *Sport, Space and the City*. Routledge.
- Bale, J. (2000). The changing face of football: Stadiums and communities. *Soccer & Society*, 1(1), 91–101. <https://doi.org/10.1080/14660970008721251>
- Bamford, D. (2016, January 14). *Lessons from London: How Hosting the Paralympics Can Make Cities More Accessible*. The Conversation. <https://theconversation.com/lessons-from-london-how-hosting-the-paralympics-canmake-cities-more-accessible-53044>
- Battison, J. (2023, February 7). *Disabled Beyoncé fan from London slams Ticketmaster as service blocks their 'companion' ticket*. My London. <https://www.mylondon.news/whats-on/music-nightlife-news/beyonce-tickets-fan-disabled-queue-26176776>
- Barclays. (2024, May 15). *It's a 'Love Story': Consumers to spend nearly £1bn attending Taylor Swift's Eras Tour*. Barclays. <https://home.barclays/news/press-releases/2024/05/it-s-a--love-story---taylor-swift-s-eras-tour-to-provide-nearly/>
- Barker, M. (2024, May 26). *Blind Girls Aloud fan slams inaccessible ticket site*. BBC News. <https://www.bbc.co.uk/news/articles/cpwggqj15y4o>
- BBC Sport. (2017, April 20). *Premier League clubs make 'limited progress' over disabled access*. BBC Sport. <https://www.bbc.co.uk/sport/football/39643089>
- Bellieni, C. (2015). Paralympics Should be Integrated into Main Olympic Games. *Sport, Ethics and Philosophy*, 9(1), 75–82. <https://doi.org/10.1080/17511321.2015.1041149>

- Benkwitz, A., & Healy, L. C. (2019). "Think Football": exploring a football for mental health initiative delivered in the community through the lens of personal and social recovery. *Mental Health and Physical Activity*, 17, 1–9.
<https://doi.org/10.1016/j.mhpa.2019.100292>
- Bloyce, D., & Smith, A. (2009). *Sport Policy and Development: An Introduction* (1st ed.). Routledge. <https://doi.org/10.4324/9780203890684>
- Bond, A. J., Cockayne, D., Ludvigsen, J. A. L., Maguire, K., Parnell, D., Plumley, D., & Wilson, R. (2020). COVID-19: the return of football fans. *Managing Sport and Leisure*, 27(1–2), 108–118. <https://doi.org/10.1080/23750472.2020.1841449>
- Bossey, A. (2020). Accessibility all areas? UK live music industry perceptions of current practice and Information and Communication Technology improvements to accessibility for music festival attendees who are deaf or disabled. *International Journal of Event and Festival Management*, 11(1), 6-25.
<https://doi.org/10.1108/IJEFM-03-2019-0022>
- Bourke, J., Young, T., Grace, C., Caldwell, J., & Martin, R. A. (2023). Dissolving Ableism: Could Disabled People Flourish During the First Aotearoa New Zealand COVID-19 Lockdown? *Space and Culture*, 26(3), 323–338. <https://doi.org/10.1177/12063312231181532>
- Braye, S. (2016). "I'm Not an Activist': An Exploratory Investigation into Retired British Paralympic Athletes' Views on the Relationship between the Paralympic Games and Disability Equality in the United Kingdom." *Disability & Society*, 31(9), 1288–1300. <https://doi.org/10.1080/09687599.2016.1251392>
- Brittain, I. (2022). "Tokyo 2020 Paralympic Legacy, Disability and Japan—Muzukashi Desu Ne?" *Journal of the Paralympic Research Group*, 17(22), 71–93.

<http://para.tokyo/english/2022/04/journal-of-the-paralympic-research-group-vol17.html>

Brown, C. (2022). Football must not forget its inclusive responsibilities in the rush to get fans back into stadiums. *Managing Sport and Leisure*, 27(1–2), 119–124.

<https://doi.org/10.1080/23750472.2020.1858147>

Caprioli, A., Reynolds, P., Vanali, M., & Zappa, E. (2006). Comparison of the effects of a moving crowd on different grandstands during similar events. *IMAC XXIV*.

Castle, C.L., Burland, K. & Greasley, A. (2022). Attending live music events with a visual impairment: experiences, accessibility and recommendations for the

future. *Arts and the Market*, 12(2), 164-179. <https://doi.org/10.1108/AAM-04-2022-0015>

Chase, J., & Healey, M. (1995). The spatial externality effects of football matches and rock concerts: The case of Portman Road Stadium, Ipswich, Suffolk.

Applied Geography, 15(1), 18–34. [https://doi.org/10.1016/0143-6228\(95\)91060-B](https://doi.org/10.1016/0143-6228(95)91060-B)

Christiaens, M., & Brittain, I. (2023). The complexities of implementing inclusion policies for disabled people in UK non-disabled voluntary community sports

clubs. *European Sport Management Quarterly*, 23(4), 1046–

1066. <https://doi.org/10.1080/16184742.2021.1955942>

Coalter, F. (2007). *A wider social role for sport: Who's keeping the score?* Routledge.

Cohen, S. (2012). Live music and urban landscape: mapping the beat in Liverpool.

Social Semiotics, 22(5), 587–603.

<https://doi.org/10.1080/10350330.2012.731902>

- Collins, M., Henry, I., Houlihan, B., & Buller, J. (1999). *Sport and Social Inclusion: A Report to the Department for Culture, Media and Sport, Loughborough University, Institute of Sport and Leisure Policy*. Loughborough University.
- Collins, M., & Kay, T. (2014). *Sport and social exclusion*. Routledge.
- Conn, D. (1997). *The football business: Fair game in the '90s?* Mainstream Publishing.
- Conn, D. (2004). *The beautiful game? Searching for the Soul of Football*. Yellow Jersey Press.
- Dagkas, S. (2018). "Is social inclusion through PE, Sport and PA still a rhetoric?" Evaluating the relationship between physical education, sport and social inclusion. *Educational Review*, 70(1), 67–74.
<https://doi.org/10.1080/00131911.2018.1399629>
- Darcy, S., Frawley, S., & Adair, D. (2017). *Managing the Paralympics*. Palgrave Macmillan.
- Dashper, K., & Fletcher, T. (2014). *Diversity, equity and inclusion in sport and leisure*. Routledge.
- Davis, L. (2022). The adaptation of the live PDC darts event during the COVID-19 lockdown. *Managing Sport and Leisure*, 27(3), 247–253.
<https://doi.org/10.1080/23750472.2020.1782251>
- Davis, L. & Brown, A.E. (2024). Analyzing Twenty-First-Century Perspectives of Persons with Disabilities and Accessibility at the Olympic and Paralympic Games. *The International Journal of Sport and Society*, 15(3), 111–140.
<https://doi.org/10.18848/2152-7857/CGP/v15i03/111-140>

Davis, L. & Gibbons, T. (2023). "We can't participate like this at football, can we?"

Exploring in-person performative prosumer fandom at live PDC darts events.

Journal of Consumer Culture, 23(4) 1036–1053.

<https://doi.org/10.1177/14695405231168971>

Davis, L., Hayes, C. J. & Brown, A. E. (2024). Making the Case for the Use of

Informal Conversations as a Creative Method at Live Events. In L. Platt, R.

Finkel & B. Sharp (Eds.), *Creative Research Methods for Critical Event Studies*

(pp. 113–128).

Department for Culture, Media and Sport (2001). *Annual Report*. DCMS, UK

Government.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/250887/5114.pdf

Dickson, T. J., Darcy, S., Johns, R., & Pentifallo, C. (2016). "Inclusive by Design:

Transformative Services and Sport-Event Accessibility." *Service Industries*

Journal, 36(11–12), 532–555. <https://doi.org/10.1080/02642069.2016.1255728>

Drury, J., Rogers, M. B., Marteau, T. M., Yardley, L., Reicher, S., & Stott, C. (2021).

Re-opening live events and large venues after Covid-19 'lockdown':

Behavioural risks and their mitigations. *Safety Science*, 139, 105243.

<https://doi.org/10.1016/j.ssci.2021.105243>

Edensor, T. (2015). Producing atmospheres at the match: Fan cultures,

commercialisation and mood management in English football. *Emotion, Space*

and Society, 15, 82–89. <https://doi.org/10.1016/j.emospa.2013.12.010>

- Edensor, T., Millington, S., Steadman, C., & Taecharungroj, V. (2021). Towards a comprehensive understanding of football stadium tourism. *Journal of Sport & Tourism*, 25(3), 1–19. <https://doi.org/10.1080/14775085.2021.1884589>
- EIA. (2024, June 13). *Events industry contributes £10.9 billion to UK economy*. Events Industry Alliance. <https://www.eventsindustryalliance.com/press-releases/events-industry-contributes-109-billion-uk-economy>
- Finkel, R., Sharp, B., & Sweeney, M. (2018). *Accessibility, inclusion, and diversity in critical event studies*. Taylor and Francis.
- Ginesta, X. (2017). The business of stadia: Maximizing the use of Spanish Football venues. *Tourism and Hospitality Research*, 17(4), 411–423. <https://doi.org/10.1177/1467358416646608>
- Giulianotti, R. (2002). Supporters, followers, fans and flaneurs: A taxonomy of spectator's identities in football. *Journal of Sport and Social Issues*, 26(1), 25–46. <https://doi.org/10.1177/0193723502261003>
- Gornall, K. (2014, March 18). *BBC investigation: Is the Premier League failing disabled fans?* BBC Sport. <https://www.bbc.co.uk/sport/football/26630281>
- Grünke, M., Ropohl, B., & Semmling, H. (2016). Facilitating social inclusion of young adults with learning disorders through football fandom. *Insights into Learning Disabilities*, 13(2), 103–115. <https://files.eric.ed.gov/fulltext/EJ1122801.pdf>
- Guschwan, M. (2012). Fandom, brandom and the limits of participatory culture. *Journal of Consumer Culture*, 12(1), 19–40. <https://doi.org/10.1177/1469540512438154>
- Guschwan, M. (2016). Performance in the stands. *Soccer & Society*, 17(3), 290–316. <https://doi.org/10.1080/14660970.2015.1082758>

Herbison, J. D., Osborne, M., Andersen, J., Lepage, Pagé, V. P., Levasseur, C.,

Beckers, M., Gainforth, H. L., Lamontagne, M-E., & Sweet., S. N. (2023).

“Strategies to improve access to physical activity opportunities for people with physical disabilities.” *Translational Behavioral Medicine*, 13(7), 486–500.

<https://doi.org/10.1093/tbm/ibac119>

Hill, T., Canniford, R., & Eckhardt, G. M. (2022). The Roar of the Crowd: How

interaction ritual chains create social atmospheres. *Journal of Marketing*, 86(3), 121-139. <https://doi.org/10.1177/00222429211023355>

Humanity and Inclusion. (2023). “Disability Rights.” Humanity and Inclusion.

<https://www.humanity-inclusion.org.uk/en/action/disability-rights>

IPC. (2020). “Accessibility Guide.” 4th ed. Bonn: International Paralympic Committee.

Jackson, L. (2024, July 2). *StomaBabe 'treated with contempt' at Taylor gig*. BBC News.

<https://www.bbc.co.uk/news/articles/crg5m68r55go>

Jacobsen, M., Palovic, Z. & Bereghazyova, G. (2024). THE ECONOMIC BENEFITS OF MULTI-PURPOSE ARENAS AND STADIUMS ON CITIES.

<https://michaeljacobsenofficial.com/wp-content/uploads/2024/02/Economics-of-Venues-‘24.pdf>

Jenaway, B. (2013). *Evolution of stadiums: A study in the design and construction of ancient and modern stadia*. Unpublished Dissertation. University of Southern Queensland.

Jones, A. (2017). Band Aid revisited: humanitarianism, consumption and philanthropy in the 1980s. *Contemporary British History*, 31(2), 189–209.

<https://doi.org/10.1080/13619462.2017.1306193>

- Kearney, S. (2020). "Understanding the Lived Experiences of People with Disabilities Assessing the Legacy of Para-Sport Events in Host Countries." PhD Thesis, Coventry University.
- King, A. (1998). *The End of the Terraces: the Transformation of English Football in the 1990s*. Leicester University Press.
- Kiuppis, F. (2018). Inclusion in sport: disability and participation. *Sport in Society*, 21(1), 4–21. <https://doi.org/10.1080/17430437.2016.122588>
- Kulkarni, M. (2019). Digital accessibility: Challenges and opportunities. *IIMB Management Review*, 31(1), 91–98. <https://doi.org/10.1016/j.iimb.2018.05.009>
- Lautenbach, M., Heringa, P. & Vercammen, M. (2007). Acoustics for large scale indoor pop events. In International Symposium on Room Acoustics Seville. Satellite Symposium of the 19th International Congress on Acoustics. 10-12 September.
- Le Clair, J. M. (2011). Global Organizational Change in Sport and the Shifting Meaning of Disability. *Sport in Society*, 14(9), 1072–1093. <https://doi.org/10.1080/17430437.2011.614765>
- Lee, S. "Shawn," Parrish, C., & Kim, J. H. (2015). Sports Stadiums as Meeting and Corporate/Social Event Venues: A Perspective From Meeting/Event Planners and Sport Facility Administrators. *Journal of Quality Assurance in Hospitality & Tourism*, 16(2), 164–180. <https://doi.org/10.1080/1528008X.2015.1013406>
- Lele, P. (2023). People of Determination - Making Achievements, Overcoming Challenges. In Uniyal, R. & Rizvi, F. (Eds.), *Understanding Disability* (pp. 181-194). https://doi.org/10.1007/978-981-99-4925-0_16

- Magee, J. (2011). Disengagement, demotivation, vulnerable groups and sporting inclusion: a case study of the homeless world cup. *Soccer and Society*, 12(2), 159–73. <https://doi.org/10.1080/14660970.2011.548353>
- Malhotra, R., & Heisler, W. (2012). Heterosexual Androgyny, Queer Hypermasculinity, and Heteronormative Influence in the Music of Freddie Mercury and Queen. *TCNJ Journal of Student Scholarship*, 14, 1–6. <https://anti.noblogs.org/files/2020/11/eJournal-Heterosexual-Androgyny-Queer-Hypermasculinity-and-Heteronormative-Influence-In-the-Music-of-Freddie-Mercury-and-Queen-Rishi-Malhotra.pdf>
- Marra, P. S., & Trotta, F. (2019). Sound, music and magic in football stadiums. *Popular Music*, 38(1), 73–89. <https://doi.org/10.1017/S0261143018000727>
- McColl, M.A. (2019). *Appreciative disability studies*. ON: Captus Press.
- McLaren, B. (2023, July 12). Taylor Swift: Disabled fans struggle to get Eras Tour Wembley tickets. BBC News. <https://www.bbc.co.uk/news/newsbeat-66166012>
- Misener, L., & Darcy, S. (2014). Managing Disability Sport: From Athletes with Disabilities to Inclusive Organisational Perspectives. *Sport Management Review*, 17(1), 1–7. <https://doi.org/10.1016/j.smr.2013.12.003>
- Mod  r, U., & Viera, J. (2023, June 19). Re-thinking disability inclusion for the SDGs. UNDP. <https://www.undp.org/blog/re-thinking-disability-inclusion-sdgs>
- Moore, R. (2019, March 30). Spurs' new stadium: let's call it a home win. *The Guardian*. <https://www.theguardian.com/artanddesign/2019/mar/30/new-spurs-stadium-review-tottenham-hotspur-lets-call-it-a-home-win>
- Mulligan, R. (2023, July 3). Global study shows live music revenue will surpass pre-Covid levels this year. The Ticketing Business.

<https://www.theticketingbusiness.com/2023/07/03/global-study-shows-live-music-revenue-will-surpass-pre-covid-levels-this-year/>

Neven, A., & Ectors, W. (2023). I am dependent on others to get there: Mobility barriers and solutions for societal participation by persons with disabilities. *Travel Behaviour and Society*, 30, 302–311.

<https://doi.org/10.1016/j.tbs.2022.10.009>

NHS. (2024). *Disability*. NHS. <https://digital.nhs.uk/data-and-information/data-collections-and-data-sets/data-sets/mental-health-services-data-set/submit-data/data-quality-of-protected-characteristics-and-other-vulnerable-groups/disability>

Noll, R., & Zimbalist, A. (1997). *Sports, Jobs, and Taxes: The Economic Impact of Sports Teams and Stadiums*. Brookings Institution.

Novack, B. (2021). *Perspective and Purpose: The Changing Views of British Football Stadiums 1923-2019*. PhD Thesis. University of Wisconsin-Madison.

O'Connell, J. (2021, January 14). Sports Venues Across the World Used as COVID-19 Vaccination Sites. Global Sport Matters.

<https://globalsportmatters.com/health/2021/01/14/sports-venues-across-the-world-used-as-covid-19-vaccination-sites/>

Ogundipe, E., Borg, M., Thompson, T. Knutsen, T., Johansen, C., & Karlsson, B. (2020). Recovery on the Pitch: Street Football as a Means of Social Inclusion. *Journal of Psychosocial Rehabilitation and Mental Health*, 7, 231–242.

<https://doi.org/10.1007/s40737-020-00185-6>

Osborne, A. C., & Coombs, D. S. (2013). Performative Sport Fandom: an approach to retheorizing sport fans. *Sport in Society*, 16(5), 672–681.

<https://doi.org/10.1080/17430437.2012.753523>

Paramio, J. L., Buraimo, B., & Campos, C. (2008). From modern to postmodern: the development of football stadia in Europe. *Sport in Society*, 11(5), 517–534.

<https://doi.org/10.1080/17430430802196520>

Parnell, D., Pringle, A., Widdop, P., & Zwolinsky, S. (2015). Understanding football as a vehicle for enhancing social inclusion: Using an intervention mapping framework. *Journal of Social Inclusion*, 3(3), 158–166.

<https://doi.org/10.17645/si.v3i3.187>

Penfold, C., & Kitchin, P. J. (2022). “Will it ever be completely safe to be in a crowd again?": the return of disabled supporters to football stadiums during COVID-19. *Managing Sport and Leisure*, 27(1-2), 125–134.

<https://doi.org/10.1080/23750472.2020.1850325>

PricewaterhouseCoopers. (2024, July 16). *Perspectives from the Global Entertainment & Media Outlook 2023–2027: Resetting expectations, refocusing inward and recharging growth*. PricewaterhouseCoopers.

<https://www.pwc.com/gx/en/industries/tmt/media/outlook/insights-and-perspectives.html>

Rai, G. (2023, July 5). *Real Madrid's €1bn rebuild of the Bernabeu is fun, futuristic – and almost finished*. The Athletic.

<https://theathletic.com/4665731/2023/07/05/real-madrid-santiago-bernabeu-stadium/>

Ramsden, R., Hayman, R., Paul Potrac, P., & Hettinga, F.H. (2023). Sport Participation for People with Disabilities: Exploring the Potential of Reverse Integration and Inclusion through Wheelchair Basketball. *International Journal*

of Environmental Research and Public Health, 20(3), 2491.

<https://doi.org/10.3390/ijerph20032491>

Ramshaw, G., & Gammon, S. (2010). On home ground? Twickenham stadium tours and the construction of sport heritage. *Journal of Heritage Tourism*, 5(2), 87–102. <https://doi.org/10.1080/17438730903484184>

Redhead, S. (1997). *Post-Fandom and the Millennial Blues*. Routledge.

Richards, J., O'Shea, M., Spanjaard, D., & Garlin, F. (2021). 'You can rent it for a while, but it is our house': Sports fans' experience of returning 'home' to a new multipurpose stadium. *International Review for the Sociology of Sport*, 56(7), 981–996. <https://doi.org/10.1177/1012690220968570>

Robson, G. (2000). *'No One Likes Us, We Don't Care': The Myth and Reality of Millwall Fandom*. Berg.

Savage, M. (2019a, October 31) *Ticketmaster makes 'huge step forward' for disabled music fans*. BBC News. <https://www.bbc.co.uk/news/entertainment-arts-50247373>

Savage, M. (2019b, May 9). Disabled musicians are being 'failed by venues' <https://www.bbc.co.uk/news/entertainment-arts-48215343>

Schäfer, M.S., & Roose, J. (2010). Emotions in Sports Stadia. In S. Frank, & S. Steets (Eds.), *Stadium Worlds: Football, Space and the Built Environment*. (pp. 229–244).

Scope. (2024). Disability facts and figures. <https://www.scope.org.uk/media/disability-facts-figures>

Sharif, A., McCall, A. L., & Bolante, K. R. (2022). Should I Say “Disabled People” or “People with Disabilities”? Language Preferences of Disabled People Between Identity- and Person-First Language. In *Proceedings of the 24th International*

ACM SIGACCESS Conference on Computers and Accessibility (ASSETS '22).

Association for Computing Machinery, New York, NY, USA, Article 10, 1–18.

<https://doi.org/10.1145/3517428.3544813>

Southby, K. (2011). Football fandom, social inclusion and learning disability: opportunities and constraints. *World Leisure Journal*, 53(4), 322–331.

<https://doi.org/10.1080/04419057.2011.630789>

Southby, K. (2013). Social inclusion through football fandom: opportunities for learning-disabled people. *Sport in Society*, 16(10), 1386–1403.

<http://dx.doi.org/10.1080/17430437.2013.790899>

Taboas, A., Doepke, K., & Zimmerman, C. (2023). Preferences for identity-first versus person-first language in a US sample of autism stakeholders. *Autism*, 27(2), 565–570.

<https://doi.org/10.1177/13623613221130845>

Tacon, R. (2007). Football and social inclusion: evaluating social policy. *Managing Leisure*, 12(1), 1–23. <https://doi.org/10.1080/13606710601056422>

Taylor Report. (1990). The Hillsborough Stadium Disaster - 15 April 1989: Final Report. *UK Parliament*. Her Majesty's Stationery Office (HMSO).

<https://s27807.pcdn.co/wp-content/uploads/Hillsborough-Taylor-Report.pdf>

Turner, S. (2007). *Theorising Football Supporter Performativity in Elite All Seater Stadia*. PhD Thesis. Sheffield Hallam University.

UK Government. (2013, March 8). *Disability: Equality Act 2010 - Guidance on Matters to Be Taken into Account in Determining Questions Relating to the Definition of Disability*. Government Equalities Office.

<https://www.gov.uk/government/publications/equality-act-guidance/disability->

[equality-act-2010-guidance-on-matters-to-be-taken-into-account-in-determining-questions-relating-to-the-definition-of-disability.html](#)

UK Government. (2023, August 23). UK disability statistics: Prevalence and life experiences. House of Commons Library.

<https://commonslibrary.parliament.uk/research-briefings/cbp-9602/>

Uhrich, S., & Benkenstein, M. (2010). Sport stadium atmosphere: Formative and reflective indicators for operationalizing the construct. *Journal of Sport Management*, 24, 211–237. <https://doi.org/10.1123/jsm.24.2.211>

Uhrich, S., & Benkenstein, M. (2012). Physical and social atmospheric effects in hedonic service consumption: customers' roles at sporting events. *Service Industry Journal*, 32, 1741–1757.

<https://doi.org/10.1080/02642069.2011.556190>

United Nations. (2006). *Convention on the Rights of Persons with Disabilities (CRPD)*. United Nations.

<https://www.un.org/disabilities/documents/convention/convoptprot-e.pdf>

United Nations. (2010). *Equality and Human Rights Commission Guidance: The United Nations Convention on the Rights of People with Disabilities. What does it mean for you?* United Nations.

https://www.equalityhumanrights.com/sites/default/files/uncrpdguide_0.pdf

United Nations. (2024). Sustainable Development Goals (SDGs) and Disability.

<https://www.un.org/development/desa/disabilities/about-us/sustainable.development-goals-sdgs-and-disability.html>

Wembley Stadium. (2024). *Facts*. Wembley.

<https://www.wembleystadium.com/about/stadium-facts-and->

[features#:~:text=With%2090%2C000%20seats%2C%20it%27s%20the,second%2Dlargest%20stadium%20in%20Europe](#)

White, K. (2023). Addressing auditory processing challenges and accessibility in live music settings. *Proceedings of Meetings on Acoustics. Acoustical Society of America*, 51, 1–11. <https://doi.org/10.1121/2.0001779>

Williams, B. A. (2024, May 6). *Apology for disabled woman denied Swift tickets*. BBC News. <https://www.bbc.co.uk/news/articles/cd1v8rxr7exo>

World Health Organization. (2023, March 7). *Disability*. WHO. <https://www.who.int/news-room/fact-sheets/detail/disability-and-health>

Youngs, I. (2024, April 20). *Co-op Live, Manchester's £365m new arena, opens with big capacity and plans*. BBC News. <https://www.bbc.co.uk/news/entertainment-arts-68761025>

Zinganel, M. (2010). The stadium as cash machine. In S. Frank & S. Steets (Eds.), *Stadium worlds: Football, space and built environment*, (pp. 77–97).