

DISABLED FACILITIES GUIDE

CHAMPIONSHIP CLUBS - SEASON 2015/16

CLUB	Birmingham City FC
REGISTERED GROUND	St. Andrew's Stadium



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Aamir Javaid Telephone: 0121 202 5206 Email: aamir.javaidd@bcfc.com
Is this person situated in the ticket office?	Yes
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	Yes Name: John Starkey Email: john.c.starkey@hotmail.co.uk Telephone: 01902 337955
Has the club had an access audit? Date of Audit -	Yes 1/1/2010
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training?	Yes
Who at the club received the training?	Aamir Javaid - Assistant Consumer Sales Manager Megan Micklewright - HR Assistant Sarah Gould - Customer Services Manager
Who provided the training?	Disability Resource Centre Birmingham

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	We require a letter from the supporters GP confirming their disability or a copy of their DLA paperwork / PIP Paperwork.
Can disabled supporters purchase match tickets via the main ticket office number?	Yes
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	No
What is the club's policy for charging disabled supporters? i.e. full price, concession	CONCESSION
Are disabled supporters permitted to bring a personal assistant to accompany them free of charge	Yes
Does this include disabled supporters not using a wheelchair and in particular supporters with a learning disability who might need a support worker to accompany them?	Yes

FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	Yes
Which match commentary do you provide for Visually Impaired Supporters?	RADIO COMMENTARY
If yes, how do supporters access this?	Via hospital radio
How many headsets/receivers do you have for home and away supporters?	HOME: 6 AWAY: 6
What is the procedure for receiving and returning the headsets?	Supporter contacts ticket office or DLO and DLO / Ticket Office make Reception aware. Supporter collects from Reception.
Do you require a deposit for the headsets?	No
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	No
Do you provide facilities for assistance dogs?	Yes
Is this area wheelchair user accessible?	Yes

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	67
Is there a place for a personal assistant to sit with the disabled supporter	Yes
Can you accommodate family groups?	Yes
Where are your HOME wheelchair bays situated? i.e. pitchside, raised platform etc	Both
Do you have spaces in hospitality and VIP areas for wheelchair users?	Yes
How many wheelchair bays are available for AWAY supporters?	18
Where are these situated? i.e. pitchside, raised platform etc	Both
Are AWAY supporters using wheelchairs situated with away supporters?	Yes
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	Yes

FACILITIES - Ambulant	
Are HOME ambulant disabled supporters able to sit anywhere in your stadium?	Yes
Do you have a limit on the number of HOME ambulant disabled seats available? If so why?	No
Do you have facilities for HOME ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	Yes Approx 500, situated in Kop Stand, Tilton Road Stand & Paddock area (no arm rests)
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for HOME ambulant disabled supporters? If yes how many?	Yes Aprox 500
Are AWAY ambulant disabled supporters situated in the away supporters' area?	Yes
Are AWAY ambulant disabled supporters able to sit anywhere within the away area at your stadium?	Yes
Do you have a limit on number of AWAY ambulant disabled seats available? If yes, why?	No
Do you have facilities for AWAY ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	Yes 25 seats - Front row of away section (no arm rests)
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for AWAY ambulant disabled supporters?	Yes 25 - Seats Front Row

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 6
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Visiting supporters are asked to contact the club and are allocated on a first come first serve basis.
How far from the entrance/exit is accessible parking?	
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	Yes

OTHER FACILITIES	
Does the stadium have accessible toilets?	Yes
How many toilets and what distance are they from disabled supporters' seating?	Number – 12 Distance - 20 metres maximum
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	Yes
Do away fans have access to accessible toilets?	Yes
Is your Club Shop accessible to all supporters including disabled supporters?	Yes
Do you have low level serving counters in your Club Shop?	Yes
If not, do you provide any other service facility for disabled supporters? What?	Club Shop Staff will assist customers.
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	No
Are these available for away fans?	No
Do you provide rest areas on your concourses for disabled and elderly supporters?	No
Do you provide or arrange accessible transport for home/away games?	Yes
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	No
Please provide the URL of any relevant information for disabled supporters on your website	http://www.bcf.com/fans/disabled-supporters/

CLUB	Blackburn Rovers FC
REGISTERED GROUND	Ewood Park



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Christine Peacock Telephone: 07717 724646 Email: disability@rovers.co.uk
Is this person situated in the ticket office?	No
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	No
Has the club had an access audit? Date of Audit -	Yes 8/1/2005
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training?	Yes
Who at the club received the training?	All staff at the Club on a rolling basis and frontline staff at the beginning of each season
Who provided the training?	Christine Peacock Access Officer

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	Evidence is not required for supporters to purchase a match/season ticket as there are no concessions for disability. Evidence is only required when assistant tickets are requested through the Club's Assisted Supporter Scheme.
Can disabled supporters purchase match tickets via the main ticket office number?	Yes
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	No
What is the club's policy for charging disabled supporters? i.e. full price, concession	FULL PRICE
Are disabled supporters permitted to bring a personal assistant to accompany them free of charge	Yes
Does this include disabled supporters not using a wheelchair and in particular supporters with a learning disability who might need a support worker to accompany them?	Yes
FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB	

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	Yes
Which match commentary do you provide for Visually Impaired Supporters?	RADIO COMMENTARY
If yes, how do supporters access this?	Supporters are asked to bring a small portable radio to tune into the Club's Radio Station - Radio Rovers
How many headsets/receivers do you have for home and away supporters?	HOME: 0 AWAY: 0
What is the procedure for receiving and returning the headsets?	
Do you require a deposit for the headsets?	
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	No As an inclusive Club, blind and partially-sighted supporters can choose to sit anywhere and are not restricted to a dedicated area to receive commentary
Do you provide facilities for assistance dogs?	Yes
Is this area wheelchair user accessible?	Yes

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	Up to 262
Is there a place for a personal assistant to sit with the disabled supporter	Yes
Can you accommodate family groups?	Yes
Where are your HOME wheelchair bays situated? i.e. pitchside, raised platform etc	Pitchside
Do you have spaces in hospitality and VIP areas for wheelchair users?	Yes
How many wheelchair bays are available for AWAY supporters?	Initially up to 30; additional on request
Where are these situated? i.e. pitchside, raised platform etc	Pitchside
Are AWAY supporters using wheelchairs situated with away supporters?	Yes
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	Yes

FACILITIES - Ambulant	
Are HOME ambulant disabled supporters able to sit anywhere in your stadium?	Yes
Do you have a limit on the number of HOME ambulant disabled seats available? If so why?	No
Do you have facilities for HOME ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for HOME ambulant disabled supporters? If yes how many?	Yes number variable
Are AWAY ambulant disabled supporters situated in the away supporters' area ?	Yes
Are AWAY ambulant disabled supporters able to sit anywhere within the away area at your stadium?	Yes
Do you have a limit on number of AWAY ambulant disabled seats available? If yes, why?	No
Do you have facilities for AWAY ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for AWAY ambulant disabled supporters?	Yes number variable

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes Up to 80 - varies to meet demand
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Seasonal permits are available for home fans as well as match day parking; match day parking is available for visiting fans but requires a permit and should be booked in advance to guarantee a space.
How far from the entrance/exit is accessible parking?	50 metres
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	Yes

OTHER FACILITIES	
Does the stadium have accessible toilets?	Yes
How many toilets and what distance are they from disabled supporters' seating?	Number – 14 fully accessible and 20 partially accessible for ambulant users Distance - They are located at entrance and exit points in the lower concourses and throughout the stadium. It is not possible to specify the distance as supporters can choose to sit/ be located anywhere in the stadium
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	No
Do away fans have access to accessible toilets?	Yes
Is your Club Shop accessible to all supporters including disabled supporters?	Yes
Do you have low level serving counters in your Club Shop?	Yes
If not, do you provide any other service facility for disabled supporters? What?	
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	No
Are these available for away fans?	
Do you provide rest areas on your concourses for disabled and elderly supporters?	Yes
Do you provide or arrange accessible transport for home/away games?	Yes
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	Yes
Please provide the URL of any relevant information for disabled supporters on your website	www.rovers.co.uk/fans/DisabilityMatters

CLUB	Bolton Wanderers FC
REGISTERED GROUND	Macron Stadium, Burnden Way, Bolton, BL6 6JW



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Daniel Scott (Ticketing Administrator), Rod Cross (Safety Officer) Telephone: 01204 673652 Email: dscott@bwfc.co.uk
Is this person situated in the ticket office?	Yes
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	Yes Name: Brian Kenny Email: kenny007@ntlworld.com Telephone: 01204 270 884
Has the club had an access audit? Date of Audit -	No
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training?	Yes
Who at the club received the training?	Ticketing staff
Who provided the training?	Safety Officer

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	None as such, as most disabled supporters are regulars. However if we feel it is necessary we ask for proof of DLA.
Can disabled supporters purchase match tickets via the main ticket office number?	Yes
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	Yes
What is the club's policy for charging disabled supporters? i.e. full price, concession	FULL PRICE
Are disabled supporters permitted to bring a personal assistant to accompany them free of charge	Yes
Does this include disabled supporters not using a wheelchair and in particular supporters with a learning disability who might need a support worker to accompany them?	Yes
FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB	

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	Yes
Which match commentary do you provide for Visually Impaired Supporters?	RADIO COMMENTARY
If yes, how do supporters access this?	Head sets can be requested in advance of the fixture or ask a steward once inside the stadium.
How many headsets/receivers do you have for home and away supporters?	HOME: 10+ AWAY: 10+
What is the procedure for receiving and returning the headsets?	Ring/email BWFC ticket office in advance of the game or ask a steward once inside the stadium.
Do you require a deposit for the headsets?	No
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	Yes Yes, North and South lower tiers.
Do you provide facilities for assistance dogs?	Yes
Is this area wheelchair user accessible?	Yes

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	48 bays
Is there a place for a personal assistant to sit with the disabled supporter	Yes
Can you accommodate family groups?	Yes
Where are your HOME wheelchair bays situated? i.e. pitchside, raised platform etc	Raised Platform
Do you have spaces in hospitality and VIP areas for wheelchair users?	Yes
How many wheelchair bays are available for AWAY supporters?	10 bays. However more can be requested if needed.
Where are these situated? i.e. pitchside, raised platform etc	Raised Platform
Are AWAY supporters using wheelchairs situated with away supporters?	Yes
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	Yes

FACILITIES - Ambulant	
Are HOME ambulant disabled supporters able to sit anywhere in your stadium?	No We offer ambulant tickets in all lower tiers of Macron Stadium only.
Do you have a limit on the number of HOME ambulant disabled seats available? If so why?	No
Do you have facilities for HOME ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for HOME ambulant disabled supporters? If yes how many?	Yes 158 seats (79 pairs)
Are AWAY ambulant disabled supporters situated in the away supporters' area?	Yes
Are AWAY ambulant disabled supporters able to sit anywhere within the away area at your stadium?	Yes
Do you have a limit on number of AWAY ambulant disabled seats available? If yes, why?	No
Do you have facilities for AWAY ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for AWAY ambulant disabled supporters?	Yes Yes- Total of 42 seats (21 pairs). However 10 pairs are sent, with more available on request.

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes Up to 150 spaces.
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Yes, Car Park A. On a first come, first served basis. Information given with ticket allocation (away). Phone or website (home)
How far from the entrance/exit is accessible parking?	50 metres approx.
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	Yes

OTHER FACILITIES	
Does the stadium have accessible toilets?	Yes
How many toilets and what distance are they from disabled supporters' seating?	Number – 4 toilets. Distance - No more than 20-30 steps
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	No
Do away fans have access to accessible toilets?	Yes
Is your Club Shop accessible to all supporters including disabled supporters?	Yes
Do you have low level serving counters in your Club Shop?	Yes
If not, do you provide any other service facility for disabled supporters? What?	
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	No
Are these available for away fans?	No
Do you provide rest areas on your concourses for disabled and elderly supporters?	No
Do you provide or arrange accessible transport for home/away games?	Yes
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	No
Please provide the URL of any relevant information for disabled supporters on your website	http://www.bwfc.co.uk/fans/disabled-supporters/

CLUB	Brentford FC
REGISTERED GROUND	Griffin Park



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Madeleine Tarrant Telephone: 0845 3456 442 opt1 Email: mtarrant@brentfordfc.co.uk
Is this person situated in the ticket office?	Yes
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	No
Has the club had an access audit? Date of Audit -	No
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training?	Yes
Who at the club received the training?	Yes - in house training given via the Stadium Managers team - advise given by one of our wheelchair fans
Who provided the training?	See above

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	DLA letter dated within last 6 months medium/higher rate or PIP letter dated within last 6 months standard/enhanced rate
Can disabled supporters purchase match tickets via the main ticket office number?	Yes
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	No
What is the club's policy for charging disabled supporters? i.e. full price, concession	FULL PRICE
Are disabled supporters permitted to bring a personal assistant to accompany them free of charge	Yes
Does this include disabled supporters not using a wheelchair and in particular supporters with a learning disability who might need a support worker to accompany them?	Yes
FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB	

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	No
Which match commentary do you provide for Visually Impaired Supporters?	RADIO COMMENTARY
If yes, how do supporters access this?	Headsets available for use on matchdays from the Blind Scheme co-ordinator
How many headsets/receivers do you have for home and away supporters?	HOME: 10+ AWAY: 10+
What is the procedure for receiving and returning the headsets?	Via the Ticket Office/Reception
Do you require a deposit for the headsets?	No
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	Yes Rear P205 Paddock
Do you provide facilities for assistance dogs?	No
Is this area wheelchair user accessible?	

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	11
Is there a place for a personal assistant to sit with the disabled supporter	Yes
Can you accommodate family groups?	Yes
Where are your HOME wheelchair bays situated? i.e. pitchside, raised platform etc	Pitchside
Do you have spaces in hospitality and VIP areas for wheelchair users?	No
How many wheelchair bays are available for AWAY supporters?	6
Where are these situated? i.e. pitchside, raised platform etc	Pitchside
Are AWAY supporters using wheelchairs situated with away supporters?	No
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	Yes

FACILITIES - Ambulant	
Are HOME ambulant disabled supporters able to sit anywhere in your stadium?	Yes
Do you have a limit on the number of HOME ambulant disabled seats available? If so why?	No
Do you have facilities for HOME ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for HOME ambulant disabled supporters? If yes how many?	Yes Variable by game upwards of 40
Are AWAY ambulant disabled supporters situated in the away supporters' area?	Yes
Are AWAY ambulant disabled supporters able to sit anywhere within the away area at your stadium?	Yes
Do you have a limit on number of AWAY ambulant disabled seats available? If yes, why?	No
Do you have facilities for AWAY ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for AWAY ambulant disabled supporters?	Yes If an away fan chooses to sit in the mixed home and away area for wheelchair/ambulant fans, there are at least 10 more accessible seats available, which can be bought via our own Ticket Office

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	No
Is this clearly signposted?	
Is this extended to away supporters?	No
How do you arrange accessible parking?	N/A
How far from the entrance/exit is accessible parking?	N/A
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	Yes

OTHER FACILITIES	
Does the stadium have accessible toilets?	Yes
How many toilets and what distance are they from disabled supporters' seating?	Number – 2 Distance - Directly behind the stand
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	No
Do away fans have access to accessible toilets?	Yes
Is your Club Shop accessible to all supporters including disabled supporters?	Yes
Do you have low level serving counters in your Club Shop?	Yes
If not, do you provide any other service facility for disabled supporters? What?	Floor level access and headset availability for Blind supporters If ambulant and wheelchair fans are located in the mixed home and away block of the Paddock then facilities are available - if ambulant fans are in the away end then no accessible toilet facilities/low level counters are available
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	Yes
Are these available for away fans?	Yes
Do you provide rest areas on your concourses for disabled and elderly supporters?	No
Do you provide or arrange accessible transport for home/away games?	No
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	No
Please provide the URL of any relevant information for disabled supporters on your website	http://www.brentfordfc.co.uk/tickets/disabled-fans/index.aspx

CLUB	Brighton & Hove Albion FC
REGISTERED GROUND	The American Express Community Stadium



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Brian Kearney Telephone: 1273878244 Email: brian.kearney@bhaafc.co.uk
Is this person situated in the ticket office?	Yes
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	No
Has the club had an access audit? Date of Audit -	Yes 7/1/2015
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training?	Yes
Who at the club received the training?	Senior Health and Safety Management Team
Who provided the training?	

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	Proof of disability includes the following: Middle/High rate Disability Living Allowance (DLA/PIP) Attendance Allowance (AA) Severe Disablement Allowance (SDA) War Disabled Pension Certificate of Visual Impairment (CVI 2003) If the supporter is not in receipt of any of the above then a signed letter from a doctor stating that the named individual requires Personal Assistance in order to attend a match, will be accepted.
Can disabled supporters purchase match tickets via the main ticket office number?	Yes
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	Yes
What is the club's policy for charging disabled supporters? i.e. full price, concession	FULL PRICE
Are disabled supporters permitted to bring a personal assistant to accompany them free of charge	Yes
Does this include disabled supporters not using a wheelchair and in particular supporters with a learning disability who might need a support worker to accompany them?	Yes
FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB	

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	Yes
Which match commentary do you provide for Visually Impaired Supporters?	AUDIO DESCRIBED
If yes, how do supporters access this?	Headsets
How many headsets/receivers do you have for home and away supporters?	HOME: 10+ AWAY: 10+
What is the procedure for receiving and returning the headsets?	Collect and return to Ticket Office
Do you require a deposit for the headsets?	No
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	No Available in entire stadium bowl
Do you provide facilities for assistance dogs?	No
Is this area wheelchair user accessible?	No

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	139
Is there a place for a personal assistant to sit with the disabled supporter	Yes
Can you accommodate family groups?	Yes
Where are your HOME wheelchair bays situated? i.e. pitchside, raised platform etc	Both
Do you have spaces in hospitality and VIP areas for wheelchair users?	Yes
How many wheelchair bays are available for AWAY supporters?	23
Where are these situated? i.e. pitchside, raised platform etc	Raised Platform
Are AWAY supporters using wheelchairs situated with away supporters?	Yes
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	Yes

FACILITIES - Ambulant	
Are HOME ambulant disabled supporters able to sit anywhere in your stadium?	Yes
Do you have a limit on the number of HOME ambulant disabled seats available? If so why?	No
Do you have facilities for HOME ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for HOME ambulant disabled supporters? If yes how many?	Yes 552
Are AWAY ambulant disabled supporters situated in the away supporters' area?	Yes
Are AWAY ambulant disabled supporters able to sit anywhere within the away area at your stadium?	Yes
Do you have a limit on number of AWAY ambulant disabled seats available? If yes, why?	No
Do you have facilities for AWAY ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for AWAY ambulant disabled supporters?	Yes 178

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 100
Is this clearly signposted?	Yes
Is this extended to away supporters?	No
How do you arrange accessible parking?	Majority of parking is booked seasonally. Match by match is managed by stewarding team who direct supporters to appropriate spaces.
How far from the entrance/exit is accessible parking?	50m
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	Yes

OTHER FACILITIES	
Does the stadium have accessible toilets?	Yes
How many toilets and what distance are they from disabled supporters' seating?	Number – 35 accessible 30 Disabled Distance - within the same stand at ground floor level and directly behind disabled seating at raised levels
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	Yes
Do away fans have access to accessible toilets?	Yes
Is your Club Shop accessible to all supporters including disabled supporters?	Yes
Do you have low level serving counters in your Club Shop?	No
If not, do you provide any other service facility for disabled supporters? What?	Not applicable but in addition staff have had specific training to assist disabled supporters
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	Yes
Are these available for away fans?	Yes
Do you provide rest areas on your concourses for disabled and elderly supporters?	Yes
Do you provide or arrange accessible transport for home/away games?	Yes
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	No
Please provide the URL of any relevant information for disabled supporters on your website	http://www.seagulls.co.uk/fans/disabledsupporters/

CLUB	Bristol City FC
REGISTERED GROUND	Ashton Gate, Ashton Road, Bristol, BS3 2EJ



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Nick Lloyd Telephone: 0117 963 0609 Email: nick.lloyd@bristol-sport.co.uk
Is this person situated in the ticket office?	Yes
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	Yes Name: Rob Wood Email: rswwood@blueyonder.co.uk Telephone:
Has the club had an access audit? Date of Audit -	No
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training?	No
Who at the club received the training?	
Who provided the training?	

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	1. Receipt of the medium to high rate Disability Living Allowance (mobility or care component) 2. Receipt of either the Severe Disablement Allowance or Attendance Allowance. 3. A Personal letter from you GP.
Can disabled supporters purchase match tickets via the main ticket office number?	Yes
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	No
What is the club's policy for charging disabled supporters? i.e. full price, concession	CONCESSION
Are disabled supporters permitted to bring a personal assistant to accompany them free of charge	Yes
Does this include disabled supporters not using a wheelchair and in particular supporters with a learning disability who might need a support worker to accompany them?	Yes
FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB	

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	No
Which match commentary do you provide for Visually Impaired Supporters?	RADIO COMMENTARY
If yes, how do supporters access this?	Via headphone sets available free of charge from the club, must be booked in advance by calling the main ticket line. Headsets link to local hospital radio commentary.
How many headsets/receivers do you have for home and away supporters?	HOME: 10+ AWAY: 10+
What is the procedure for receiving and returning the headsets?	Headsets are booked in advance and collected from a designated point before the game (tbc) and returned to the same point afterwards.
Do you require a deposit for the headsets?	No
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	No
Do you provide facilities for assistance dogs?	No
Is this area wheelchair user accessible?	

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	48
Is there a place for a personal assistant to sit with the disabled supporter	Yes
Can you accommodate family groups?	No
Where are your HOME wheelchair bays situated? i.e. pitchside, raised platform etc	Both
Do you have spaces in hospitality and VIP areas for wheelchair users?	No
How many wheelchair bays are available for AWAY supporters?	10
Where are these situated? i.e. pitchside, raised platform etc	Pitchside
Are AWAY supporters using wheelchairs situated with away supporters?	Yes
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	Yes

FACILITIES - Ambulant	
Are HOME ambulant disabled supporters able to sit anywhere in your stadium?	Yes
Do you have a limit on the number of HOME ambulant disabled seats available? If so why?	No
Do you have facilities for HOME ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for HOME ambulant disabled supporters? If yes how many?	No
Are AWAY ambulant disabled supporters situated in the away supporters' area?	Yes
Are AWAY ambulant disabled supporters able to sit anywhere within the away area at your stadium?	Yes
Do you have a limit on number of AWAY ambulant disabled seats available? If yes, why?	No
Do you have facilities for AWAY ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for AWAY ambulant disabled supporters?	No

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 19
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	By calling the main ticket office line on 0117 963 0600
How far from the entrance/exit is accessible parking?	15
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	Yes

OTHER FACILITIES	
Does the stadium have accessible toilets?	Yes
How many toilets and what distance are they from disabled supporters' seating?	Number – 7 Distance - Close by. Disabled toilets are spread evenly around the ground and can be accessed easily from wheelchair areas.
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	No
Do away fans have access to accessible toilets?	Yes
Is your Club Shop accessible to all supporters including disabled supporters?	Yes
Do you have low level serving counters in your Club Shop?	No
If not, do you provide any other service facility for disabled supporters? What?	We are currently working within the confines of an old and largely unadaptable stadium. We are now in the middle on an extensive redevelopment of Ashton Gate which will make it fully compliant with the green guide.
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	No
Are these available for away fans?	No
Do you provide rest areas on your concourses for disabled and elderly supporters?	Yes
Do you provide or arrange accessible transport for home/away games?	No
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	No
Please provide the URL of any relevant information for disabled supporters on your website	http://www.bcfcl.co.uk/fans/disabledpolicy/

CLUB	Burnley
REGISTERED GROUND	Turf Moor, Harry Potts Way, Burnley, Lancashire, BB10 4BX



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Andrew Daley Telephone: 1282700010 Email: A.daley@burnleyfc.com
Is this person situated in the ticket office?	Yes
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	No
Has the club had an access audit? Date of Audit -	Yes
Are dedicated stewards/staff provided to assist disabled supporters?	No
Have any club staff received disability awareness training?	No
Who at the club received the training?	
Who provided the training?	

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	A Burnley Football Club disability registration form is to be filled out by the individual/personal assistant and a medical professional with evidence of what the individual requires assistance with and the stadium itself that a steward cannot assist with. If extra assistance is needed then the supporter is given a complimentary personal assistant ticket.
Can disabled supporters purchase match tickets via the main ticket office number?	Yes
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	No
What is the club's policy for charging disabled supporters? i.e. full price, concession	FULL PRICE
Are disabled supporters permitted to bring a personal assistant to accompany them free of charge	Yes
Does this include disabled supporters not using a wheelchair and in particular supporters with a learning disability who might need a support worker to accompany them?	Yes
FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB	

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	No
Which match commentary do you provide for Visually Impaired Supporters?	RADIO COMMENTARY
If yes, how do supporters access this?	hearing devices can be obtained from the ticket office
How many headsets/receivers do you have for home and away supporters?	HOME: 10+ AWAY: 10+
What is the procedure for receiving and returning the headsets?	
Do you require a deposit for the headsets?	No
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	No
Do you provide facilities for assistance dogs?	No
Is this area wheelchair user accessible?	

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	37
Is there a place for a personal assistant to sit with the disabled supporter	Yes
Can you accommodate family groups?	Yes
Where are your HOME wheelchair bays situated? i.e. pitchside, raised platform etc	Pitchside
Do you have spaces in hospitality and VIP areas for wheelchair users?	Yes
How many wheelchair bays are available for AWAY supporters?	6
Where are these situated? i.e. pitchside, raised platform etc	Raised Platform
Are AWAY supporters using wheelchairs situated with away supporters?	Yes
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	Yes

FACILITIES - Ambulant	
Are HOME ambulant disabled supporters able to sit anywhere in your stadium?	Yes
Do you have a limit on the number of HOME ambulant disabled seats available? If so why?	No
Do you have facilities for HOME ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for HOME ambulant disabled supporters? If yes how many?	No
Are AWAY ambulant disabled supporters situated in the away supporters' area?	Yes
Are AWAY ambulant disabled supporters able to sit anywhere within the away area at your stadium?	Yes
Do you have a limit on number of AWAY ambulant disabled seats available? If yes, why?	No
Do you have facilities for AWAY ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for AWAY ambulant disabled supporters?	No

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes Need by need basis
Is this clearly signposted?	No
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Disability car parking bays are obtained through the main reception either in person or telephone. 0871 221 1882
How far from the entrance/exit is accessible parking?	25
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	No

OTHER FACILITIES	
Does the stadium have accessible toilets?	Yes
How many toilets and what distance are they from disabled supporters' seating ?	Number – 4-Concourse 3-Corporate Distance - Reasonable distance.
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	No
Do away fans have access to accessible toilets?	Yes
Is your Club Shop accessible to all supporters including disabled supporters?	Yes
Do you have low level serving counters in your Club Shop?	No
If not, do you provide any other service facility for disabled supporters? What?	Individual staff work personally with disabled supporters to assist, but as the shop is under renovation this is something that is being implemented.
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	Yes
Are these available for away fans?	Yes
Do you provide rest areas on your concourses for disabled and elderly supporters?	No
Do you provide or arrange accessible transport for home/away games?	No
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	No
Please provide the URL of any relevant information for disabled supporters on your website	http://burnleyfc.com Hover over Fans icon Click Disabled Supporters

CLUB	Cardiff City FC
REGISTERED GROUND	Cardiff City Stadium, Leckwith Road, Cardiff, CF11 8AZ



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Adam Gilliatt Telephone: 02920 643652 Email: adamgilliatt@cardiffcityfc.co.uk
Is this person situated in the ticket office?	No
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	Yes Name: Tim Hill Email: hill.t4@sky.com Telephone: 02920 842205
Has the club had an access audit? Date of Audit -	Yes 7/1/2010
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training?	Yes
Who at the club received the training?	The dedicated disability stewards.
Who provided the training?	Swansea Business College & JHM Training.

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	Doctors Letter. DWP Higher or Middle Rate.
Can disabled supporters purchase match tickets via the main ticket office number?	Yes
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	No
What is the club's policy for charging disabled supporters? i.e. full price, concession	FULL PRICE
Are disabled supporters permitted to bring a personal assistant to accompany them free of charge	Yes
Does this include disabled supporters not using a wheelchair and in particular supporters with a learning disability who might need a support worker to accompany them?	Yes
FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB	

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	Yes
Which match commentary do you provide for Visually Impaired Supporters?	NONE AVAILABLE
If yes, how do supporters access this?	Not provided but we recommend supporters listen to the local radio and their live commentary.
How many headsets/receivers do you have for home and away supporters?	HOME: 0 AWAY: 0
What is the procedure for receiving and returning the headsets?	
Do you require a deposit for the headsets?	No
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	No
Do you provide facilities for assistance dogs?	Yes
Is this area wheelchair user accessible?	Yes

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	164
Is there a place for a personal assistant to sit with the disabled supporter	Yes
Can you accommodate family groups?	Yes
Where are your HOME wheelchair bays situated? i.e. pitchside, raised platform etc	Raised Platform
Do you have spaces in hospitality and VIP areas for wheelchair users?	Yes
How many wheelchair bays are available for AWAY supporters?	21
Where are these situated? i.e. pitchside, raised platform etc	Raised Platform
Are AWAY supporters using wheelchairs situated with away supporters?	Yes
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	Yes

FACILITIES - Ambulant	
Are HOME ambulant disabled supporters able to sit anywhere in your stadium?	Yes Supporters are advised to sit in identified areas.
Do you have a limit on the number of HOME ambulant disabled seats available? If so why?	No
Do you have facilities for HOME ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for HOME ambulant disabled supporters? If yes how many?	Yes 36
Are AWAY ambulant disabled supporters situated in the away supporters' area?	Yes
Are AWAY ambulant disabled supporters able to sit anywhere within the away area at your stadium?	Yes
Do you have a limit on number of AWAY ambulant disabled seats available? If yes, why?	No
Do you have facilities for AWAY ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for AWAY ambulant disabled supporters?	Yes 2

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 78
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Sold via the Ticket Office on a season basis to disabled season ticket holders for home supporters. For away supporters we send 8 permits with the initial allocation of tickets for the away club to distribute accordingly.
How far from the entrance/exit is accessible parking?	average of 5 meters
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	Yes

OTHER FACILITIES	
Does the stadium have accessible toilets?	Yes
How many toilets and what distance are they from disabled supporters' seating?	Number – 20 Distance - an average of 10 metres.
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	No
Do away fans have access to accessible toilets?	Yes
Is your Club Shop accessible to all supporters including disabled supporters?	Yes
Do you have low level serving counters in your Club Shop?	Yes
If not, do you provide any other service facility for disabled supporters? What?	
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	Yes
Are these available for away fans?	Yes
Do you provide rest areas on your concourses for disabled and elderly supporters?	Yes
Do you provide or arrange accessible transport for home/away games?	No
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	Yes
Please provide the URL of any relevant information for disabled supporters on your website	http://www.cardiffcityfc.co.uk/fans/disabled-supporters/

CLUB	Charlton Athletic FC
REGISTERED GROUND	The valley floyd road Charlton London se1 8bl



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	David Webb (until 3rd August 2015) t.b.c. Telephone: 0208 333 4000 x 253 Email: davi.webb@cafc.co.uk
Is this person situated in the ticket office?	Yes
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	Yes Name: CADSA charlton athletic disabled association Email: check website cadsa Telephone: 0208 3051861
Has the club had an access audit? Date of Audit -	No 4/1/2010
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training?	Yes
Who at the club received the training?	disabled stewards in house training provided by a independent trainer (check with John Little safety office /Mick Everett match day operations manager)
Who provided the training?	check with John Little (safety officer)

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	DWP - Department of works and pensions authority ,P.i.P (DLA) high to medium rate required
Can disabled supporters purchase match tickets via the main ticket office number?	Yes
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	Yes
What is the club's policy for charging disabled supporters? i.e. full price, concession	CONCESSION
Are disabled supporters permitted to bring a personal assistant to accompany them free of charge	Yes
Does this include disabled supporters not using a wheelchair and in particular supporters with a learning disability who might need a support worker to accompany them?	Yes
FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB	

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	Yes
Which match commentary do you provide for Visually Impaired Supporters?	AUDIO DESCRIBED
If yes, how do supporters access this?	the headsets are available from our main reception west stand (12 - 7 can be pre -booked 5 on a first come first serve basis
How many headsets/receivers do you have for home and away supporters?	HOME: 10+ AWAY: 3
What is the procedure for receiving and returning the headsets?	(12 - 7 can be pre -booked 5 on a first come first serve basis they can be booked via telephone or email to the club . a form must be signed by either the person needing them or the PA to them them .
Do you require a deposit for the headsets?	No
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	No
Do you provide facilities for assistance dogs?	No
Is this area wheelchair user accessible?	No

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	96
Is there a place for a personal assistant to sit with the disabled supporter	Yes
Can you accommodate family groups?	No
Where are your HOME wheelchair bays situated? i.e. pitchside, raised platform etc	Raised Platform
Do you have spaces in hospitality and VIP areas for wheelchair users?	Yes
How many wheelchair bays are available for AWAY supporters?	8
Where are these situated? i.e. pitchside, raised platform etc	Both
Are AWAY supporters using wheelchairs situated with away supporters?	Yes
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	No

FACILITIES - Ambulant	
Are HOME ambulant disabled supporters able to sit anywhere in your stadium?	Yes
Do you have a limit on the number of HOME ambulant disabled seats available? If so why?	No
Do you have facilities for HOME ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for HOME ambulant disabled supporters? If yes how many?	Yes limited on the ground level areas
Are AWAY ambulant disabled supporters situated in the away supporters' area?	Yes
Are AWAY ambulant disabled supporters able to sit anywhere within the away area at your stadium?	Yes
Do you have a limit on number of AWAY ambulant disabled seats available? If yes, why?	No
Do you have facilities for AWAY ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for AWAY ambulant disabled supporters?	Yes 8 wheelchair spaces with a purpose built ramp

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 34 spaces
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	via email or telephone call to the DLO via main reception list is then passed on to Match day operations .the parking is free to home and away fans (2 spaces can be provided for away fans)
How far from the entrance/exit is accessible parking?	100
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	No

OTHER FACILITIES	
Does the stadium have accessible toilets?	Yes
How many toilets and what distance are they from disabled supporters' seating?	Number – 10 - in all areas of the ground Distance - approx. 50 - 60 feet
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	No
Do away fans have access to accessible toilets?	Yes
Is your Club Shop accessible to all supporters including disabled supporters?	Yes
Do you have low level serving counters in your Club Shop?	No
If not, do you provide any other service facility for disabled supporters? What?	yes we do in our reception area
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	Yes
Are these available for away fans?	No
Do you provide rest areas on your concourses for disabled and elderly supporters?	No
Do you provide or arrange accessible transport for home/away games?	Yes
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	
Please provide the URL of any relevant information for disabled supporters on your website	cadsa@cafc.co.uk

CLUB	Derby County FC
REGISTERED GROUND	Ipro Stadium, Derby, DE24 8XL



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Emma Drury Telephone: 0871 4721884 (option 1) Email: emma.drury@dcfc.co.uk
Is this person situated in the ticket office?	Yes
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	Yes Name: Gary Dempsey Email: gdempsey1@ntlworld.com Telephone: 07866 481120
Has the club had an access audit? Date of Audit -	Yes 8/1/2013
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training?	Yes
Who at the club received the training?	All staff that serve/assist disabled supporters
Who provided the training?	Emma Drury (Disabled Liaison Officer)/ Liam Drake(Derby County Community Trust)

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	We require the disabled supporter to complete a registration form and provide supporting documentation (please refer to our ticketing policy for disabled supporters (link below). http://www.dcf.co.uk/tickets/disabled_supporters_tickets/
Can disabled supporters purchase match tickets via the main ticket office number?	Yes
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	Yes
What is the club's policy for charging disabled supporters? i.e. full price, concession	FULL PRICE
Are disabled supporters permitted to bring a personal assistant to accompany them free of charge	Yes
Does this include disabled supporters not using a wheelchair and in particular supporters with a learning disability who might need a support worker to accompany them?	Yes
FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB	

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	Yes
Which match commentary do you provide for Visually Impaired Supporters?	AUDIO DESCRIBED
If yes, how do supporters access this?	Headsets
How many headsets/receivers do you have for home and away supporters?	HOME: 10+ AWAY: 10+
What is the procedure for receiving and returning the headsets?	Handed out and collected each game by a 'disabled' steward.**Headsets for away disabled supporters are provided as required.**
Do you require a deposit for the headsets?	No
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	No
Do you provide facilities for assistance dogs?	Yes
Is this area wheelchair user accessible?	Yes

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	144
Is there a place for a personal assistant to sit with the disabled supporter	Yes
Can you accommodate family groups?	Yes
Where are your HOME wheelchair bays situated? i.e. pitchside, raised platform etc	Both
Do you have spaces in hospitality and VIP areas for wheelchair users?	Yes
How many wheelchair bays are available for AWAY supporters?	15
Where are these situated? i.e. pitchside, raised platform etc	Both
Are AWAY supporters using wheelchairs situated with away supporters?	Yes
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	Yes

FACILITIES - Ambulant	
Are HOME ambulant disabled supporters able to sit anywhere in your stadium?	Yes
Do you have a limit on the number of HOME ambulant disabled seats available? If so why?	No
Do you have facilities for HOME ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for HOME ambulant disabled supporters? If yes how many?	Yes
Are AWAY ambulant disabled supporters situated in the away supporters' area?	Yes
Are AWAY ambulant disabled supporters able to sit anywhere within the away area at your stadium?	Yes
Do you have a limit on number of AWAY ambulant disabled seats available? If yes, why?	No
Do you have facilities for AWAY ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for AWAY ambulant disabled supporters?	Yes

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 200
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Accessible parking is purchased either in person at our ticket office, over the phone or online at WeAreDerby.com
How far from the entrance/exit is accessible parking?	within 20 metres approx
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	Yes

OTHER FACILITIES	
Does the stadium have accessible toilets?	Yes
How many toilets and what distance are they from disabled supporters' seating?	Number – 29 Distance - within 50 yards
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	No
Do away fans have access to accessible toilets?	Yes
Is your Club Shop accessible to all supporters including disabled supporters?	Yes
Do you have low level serving counters in your Club Shop?	Yes
If not, do you provide any other service facility for disabled supporters? What?	N/A
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	No
Are these available for away fans?	No
Do you provide rest areas on your concourses for disabled and elderly supporters?	Yes
Do you provide or arrange accessible transport for home/away games?	Yes
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	No
Please provide the URL of any relevant information for disabled supporters on your website	http://www.dcf.co.uk/tickets/disabled_supporters_tickets/

CLUB	Fulham FC
REGISTERED GROUND	Craven Cottage



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Nicola Walworth Telephone: 0208 336 7477 Email: nwalworth@fulhamfc.com
Is this person situated in the ticket office?	No
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	No
Has the club had an access audit? Date of Audit -	Yes 10/1/2010
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training?	No
Who at the club received the training?	
Who provided the training?	

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	Confirmation that the supporter is on the medium to higher rate of DLA
Can disabled supporters purchase match tickets via the main ticket office number?	Yes
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	No
What is the club's policy for charging disabled supporters? i.e. full price, concession	CONCESSION
Are disabled supporters permitted to bring a personal assistant to accompany them free of charge	Yes
Does this include disabled supporters not using a wheelchair and in particular supporters with a learning disability who might need a support worker to accompany them?	Yes
FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB	

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	Yes
Which match commentary do you provide for Visually Impaired Supporters?	RADIO COMMENTARY
If yes, how do supporters access this?	Provided by the Clubs matchday commentary team.
How many headsets/receivers do you have for home and away supporters?	HOME: 4 AWAY: 4
What is the procedure for receiving and returning the headsets?	Head seats will either be collected by Access Stewards or to be returned to security post match. Supporters will be advised on the day.
Do you require a deposit for the headsets?	No
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	No
Do you provide facilities for assistance dogs?	No
Is this area wheelchair user accessible?	

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	31
Is there a place for a personal assistant to sit with the disabled supporter	Yes
Can you accommodate family groups?	No
Where are your HOME wheelchair bays situated? i.e. pitchside, raised platform etc	Raised Platform
Do you have spaces in hospitality and VIP areas for wheelchair users?	No
How many wheelchair bays are available for AWAY supporters?	9
Where are these situated? i.e. pitchside, raised platform etc	Raised Platform
Are AWAY supporters using wheelchairs situated with away supporters?	Yes
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	No

FACILITIES - Ambulant	
Are HOME ambulant disabled supporters able to sit anywhere in your stadium?	Yes
Do you have a limit on the number of HOME ambulant disabled seats available? If so why?	No
Do you have facilities for HOME ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for HOME ambulant disabled supporters? If yes how many?	Yes 200+
Are AWAY ambulant disabled supporters situated in the away supporters' area?	Yes
Are AWAY ambulant disabled supporters able to sit anywhere within the away area at your stadium?	Yes
Do you have a limit on number of AWAY ambulant disabled seats available? If yes, why?	No
Do you have facilities for AWAY ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for AWAY ambulant disabled supporters?	Yes 28

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 15
Is this clearly signposted?	No
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Parking is arranged in advance by contacting the Club's DLO on 0208 336 7477. An accessible shuttle operates from the car park to the stadium.
How far from the entrance/exit is accessible parking?	?
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	Yes

OTHER FACILITIES	
Does the stadium have accessible toilets?	Yes
How many toilets and what distance are they from disabled supporters' seating?	Number – 4 in total. One at each corner of the stadium. Distance - No more than 25 yards to each accessible toilet.
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	No
Do away fans have access to accessible toilets?	Yes
Is your Club Shop accessible to all supporters including disabled supporters?	No
Do you have low level serving counters in your Club Shop?	No
If not, do you provide any other service facility for disabled supporters? What?	There are a couple of steps in the shop but our assistants will be happy to help with personal shopping and collecting items that aren't accessible.
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	No
Are these available for away fans?	No
Do you provide rest areas on your concourses for disabled and elderly supporters?	Yes
Do you provide or arrange accessible transport for home/away games?	Yes
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	No
Please provide the URL of any relevant information for disabled supporters on your website	http://www.fulhamfc.com/help/faq/booking-tickets#disabledfans

CLUB	Huddersfield Town FC
REGISTERED GROUND	The John Smiths Stadium



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Sue Farrell Telephone: 01484 484102 Email: sue.farrell@htaafc.com
Is this person situated in the ticket office?	Yes
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	Yes Name: Mr J D Heatherill Email: davidheatherill@fsmail.net Telephone: 0793 4458650
Has the club had an access audit? Date of Audit -	No
Are dedicated stewards/staff provided to assist disabled supporters?	No
Have any club staff received disability awareness training?	Yes
Who at the club received the training?	Stewards
Who provided the training?	Football League

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	Disability Living Allowance
Can disabled supporters purchase match tickets via the main ticket office number?	Yes
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	No
What is the club's policy for charging disabled supporters? i.e. full price, concession	FULL PRICE
Are disabled supporters permitted to bring a personal assistant to accompany them free of charge	Yes
Does this include disabled supporters not using a wheelchair and in particular supporters with a learning disability who might need a support worker to accompany them?	Yes
FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB	

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	Yes
Which match commentary do you provide for Visually Impaired Supporters?	RADIO COMMENTARY
If yes, how do supporters access this?	Contact the Stadium reception via Ticket Office or can call in person on Matchday
How many headsets/receivers do you have for home and away supporters?	HOME: 9 AWAY: 0
What is the procedure for receiving and returning the headsets?	They can be collected from main reception of matchday no deposit is required, then returned after the game
Do you require a deposit for the headsets?	No
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	No
Do you provide facilities for assistance dogs?	Yes
Is this area wheelchair user accessible?	Yes

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	156
Is there a place for a personal assistant to sit with the disabled supporter	Yes
Can you accommodate family groups?	Yes
Where are your HOME wheelchair bays situated? i.e. pitchside, raised platform etc	Both
Do you have spaces in hospitality and VIP areas for wheelchair users?	Yes
How many wheelchair bays are available for AWAY supporters?	16
Where are these situated? i.e. pitchside, raised platform etc	Raised Platform
Are AWAY supporters using wheelchairs situated with away supporters?	Yes
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	Yes

FACILITIES - Ambulant	
Are HOME ambulant disabled supporters able to sit anywhere in your stadium?	Yes
Do you have a limit on the number of HOME ambulant disabled seats available? If so why?	No
Do you have facilities for HOME ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for HOME ambulant disabled supporters? If yes how many?	Yes Unlimited
Are AWAY ambulant disabled supporters situated in the away supporters' area?	Yes
Are AWAY ambulant disabled supporters able to sit anywhere within the away area at your stadium?	Yes
Do you have a limit on number of AWAY ambulant disabled seats available? If yes, why?	No
Do you have facilities for AWAY ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for AWAY ambulant disabled supporters?	Yes Unlimited

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 50+
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Pre book via Ticket Office on 01484 484123 parking is allocated as near to the stand the tickets are for
How far from the entrance/exit is accessible parking?	200
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	Yes

OTHER FACILITIES	
Does the stadium have accessible toilets?	Yes
How many toilets and what distance are they from disabled supporters' seating?	Number – 10 Distance - 10-12 metres
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	No
Do away fans have access to accessible toilets?	Yes
Is your Club Shop accessible to all supporters including disabled supporters?	Yes
Do you have low level serving counters in your Club Shop?	No
If not, do you provide any other service facility for disabled supporters? What?	Card machines can be handed to wheelchair users
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	Yes
Are these available for away fans?	Yes
Do you provide rest areas on your concourses for disabled and elderly supporters?	Yes
Do you provide or arrange accessible transport for home/away games?	No
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	No
Please provide the URL of any relevant information for disabled supporters on your website	www.htafc.com/fans/disabled-supporters/

CLUB	Hull City
REGISTERED GROUND	KC Stadium, West Park, Hull, HU3 6HU



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Ann Holland Telephone: 01482 358303 Email: ann.holland@hulltigers.com
Is this person situated in the ticket office?	No
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	No
Has the club had an access audit? Date of Audit -	No
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training?	Yes
Who at the club received the training?	Fire Marshalls & Stand Supervisors
Who provided the training?	Ferno

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	Copy of the Disability Living Allowance Letter/PIP or letter from Doctor or appropriate proof as in Registered Blind, to confirm they are entitled to have a carer free of charge.
Can disabled supporters purchase match tickets via the main ticket office number?	Yes
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	No
What is the club's policy for charging disabled supporters? i.e. full price, concession	FULL PRICE
Are disabled supporters permitted to bring a personal assistant to accompany them free of charge	Yes
Does this include disabled supporters not using a wheelchair and in particular supporters with a learning disability who might need a support worker to accompany them?	Yes
FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB	

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	No
Which match commentary do you provide for Visually Impaired Supporters?	AUDIO DESCRIBED
If yes, how do supporters access this?	Headsets
How many headsets/receivers do you have for home and away supporters?	HOME: 10+ AWAY: 7
What is the procedure for receiving and returning the headsets?	Supporters can advise in advance of the game or can request from the Stewards on the day
Do you require a deposit for the headsets?	No
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	No
Do you provide facilities for assistance dogs?	No
Is this area wheelchair user accessible?	No

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	131
Is there a place for a personal assistant to sit with the disabled supporter	Yes
Can you accommodate family groups?	Yes
Where are your HOME wheelchair bays situated? i.e. pitchside, raised platform etc	Both
Do you have spaces in hospitality and VIP areas for wheelchair users?	Yes
How many wheelchair bays are available for AWAY supporters?	8 pairs Raised Platform 13 pairs Pitch side
Where are these situated? i.e. pitchside, raised platform etc	Both
Are AWAY supporters using wheelchairs situated with away supporters?	Yes
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	Yes

FACILITIES - Ambulant	
Are HOME ambulant disabled supporters able to sit anywhere in your stadium?	Yes
Do you have a limit on the number of HOME ambulant disabled seats available? If so why?	No
Do you have facilities for HOME ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	Yes 250
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for HOME ambulant disabled supporters? If yes how many?	Yes Access Corners Rows B/C/D/E Access via Lift Rows R/S/T/U
Are AWAY ambulant disabled supporters situated in the away supporters' area?	Yes
Are AWAY ambulant disabled supporters able to sit anywhere within the away area at your stadium?	Yes
Do you have a limit on number of AWAY ambulant disabled seats available? If yes, why?	No
Do you have facilities for AWAY ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	Yes 50
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for AWAY ambulant disabled supporters?	Yes Corner Access Rows B/C/D/E Lift Access Rows R/S/T/U

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes Not limited
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	On the Walton Street Car Park, adjacent to the Stadium, parking is free of charge for Blue Badge holders, on production of their badge they are directed to the designated parking area. For home supporters on top of the Walton Street Car Park we have space
How far from the entrance/exit is accessible parking?	200 metres
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	Yes

OTHER FACILITIES	
Does the stadium have accessible toilets?	Yes
How many toilets and what distance are they from disabled supporters' seating?	Number – 19 Distance - 7 metres
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	No
Do away fans have access to accessible toilets?	Yes
Is your Club Shop accessible to all supporters including disabled supporters?	Yes
Do you have low level serving counters in your Club Shop?	No
If not, do you provide any other service facility for disabled supporters? What?	The staff do assist supporters, the counter is accessible for wheelchair and ambulant supporters.
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	No
Are these available for away fans?	Yes
Do you provide rest areas on your concourses for disabled and elderly supporters?	No
Do you provide or arrange accessible transport for home/away games?	Yes
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	Yes
Please provide the URL of any relevant information for disabled supporters on your website	http://www.hullcitytigers.com/fans/supporters-club/

CLUB	Ipswich Town FC
REGISTERED GROUND	Portman Road



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Warner Duff Telephone: 01473 400556 Email: warner.duff@itfc.co.uk
Is this person situated in the ticket office?	Yes
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	Yes Name: Gerry Gardner Email: unknown Telephone: 07743 886065
Has the club had an access audit? Date of Audit -	Yes 10/1/2011
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training?	Yes
Who at the club received the training?	Match Day Stewards; Ticket Office Staff
Who provided the training?	Oyster [specialist company]

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	Disability Living Allowance - DLA High Rate, Middle rate Personal Independent Payment - PIP, Enhanced rate, Standard rate
Can disabled supporters purchase match tickets via the main ticket office number?	Yes
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	No
What is the club's policy for charging disabled supporters? i.e. full price, concession	CONCESSION
Are disabled supporters permitted to bring a personal assistant to accompany them free of charge	Yes
Does this include disabled supporters not using a wheelchair and in particular supporters with a learning disability who might need a support worker to accompany them?	Yes
FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB	

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	No
Which match commentary do you provide for Visually Impaired Supporters?	AUDIO DESCRIBED
If yes, how do supporters access this?	Booking system for equipment through DLO
How many headsets/receivers do you have for home and away supporters?	HOME: 6 AWAY: 4
What is the procedure for receiving and returning the headsets?	By arrangement to suit user.
Do you require a deposit for the headsets?	No
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	No
Do you provide facilities for assistance dogs?	Yes
Is this area wheelchair user accessible?	Yes

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	93
Is there a place for a personal assistant to sit with the disabled supporter	Yes
Can you accommodate family groups?	Yes
Where are your HOME wheelchair bays situated? i.e. pitchside, raised platform etc	Both
Do you have spaces in hospitality and VIP areas for wheelchair users?	Yes
How many wheelchair bays are available for AWAY supporters?	10
Where are these situated? i.e. pitchside, raised platform etc	Pitchside
Are AWAY supporters using wheelchairs situated with away supporters?	No
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	Yes

FACILITIES - Ambulant	
Are HOME ambulant disabled supporters able to sit anywhere in your stadium?	Yes
Do you have a limit on the number of HOME ambulant disabled seats available? If so why?	No
Do you have facilities for HOME ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for HOME ambulant disabled supporters? If yes how many?	No over 200
Are AWAY ambulant disabled supporters situated in the away supporters' area?	Yes
Are AWAY ambulant disabled supporters able to sit anywhere within the away area at your stadium?	Yes
Do you have a limit on number of AWAY ambulant disabled seats available? If yes, why?	No
Do you have facilities for AWAY ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for AWAY ambulant disabled supporters?	No

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 60
Is this clearly signposted?	No
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Booking through the DLO
How far from the entrance/exit is accessible parking?	50 metres
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	Yes

OTHER FACILITIES	
Does the stadium have accessible toilets?	Yes
How many toilets and what distance are they from disabled supporters' seating?	Number – 14 Distance - within easy access 10 metres or below
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	No
Do away fans have access to accessible toilets?	Yes
Is your Club Shop accessible to all supporters including disabled supporters?	Yes
Do you have low level serving counters in your Club Shop?	Yes
If not, do you provide any other service facility for disabled supporters? What?	
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	Yes
Are these available for away fans?	No
Do you provide rest areas on your concourses for disabled and elderly supporters?	No
Do you provide or arrange accessible transport for home/away games?	Yes
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	No
Please provide the URL of any relevant information for disabled supporters on your website	www.itfc.co.uk/fanstab/disabledsupporters

CLUB	Leeds United FC
REGISTERED GROUND	Elland Road



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Chloe McCarthy Telephone: 0113 367 6178 Email: disabledinfo@leedsunited.com
Is this person situated in the ticket office?	Yes
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	Yes Name: Stuart Ramm (LUDO) Email: zorropop1955@hotmail.com Telephone: 01274 823 695
Has the club had an access audit? Date of Audit -	Yes 11/1/2011
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training?	Yes
Who at the club received the training?	Disability Quality Training Vince Merriman, Aileen Johnson, James Doyle, Alan Scorfield, Diane Ingleby, Katie Holmes, Natalia Nowak, Mandy Ward and Karl Nicholson. Evac Chair Training All match day first aiders and key staff
Who provided the training?	Mike Elkerton Mark Stevens

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	Our policy is based solely on eligibility to claim Disability Living Allowance (DLA). In order to purchase tickets, all disabled fans must provide proof of disability. The required proof is a current copy of their entitlement to the care and/or mobility component of the Disability Living Allowance (DLA) or entitlement to the Daily Living and/or Mobility component of the Personal Independence Payment (PIP). Please note, the copy must be in date at the time of applying for tickets. In order to be accompanied by a personal assistant at no extra cost, a disabled supporter must be in receipt of Disability Living Allowance at the medium or higher rate or the enhanced rate of Personal Independence Payment (PIP). A complimentary ticket for a personal assistant will not be issued if in receipt of the low rate of DLA or the standard rate of PIP. A concession price is available for disabled supporters irrespective of their level of Disability Living Allowance or Personal Independence Payment. To ensure easier access, tickets for disabled supporters are located in designated areas of the Stadium. However, concession prices for ambulant disabled supporters are available in all stands.
Can disabled supporters purchase match tickets via the main ticket office number?	Yes

If your club sells ticket online, can disabled supporters purchase match tickets via this method?	Yes
What is the club's policy for charging disabled supporters? i.e. full price, concession	CONCESSION
Are disabled supporters permitted to bring a personal assistant to accompany them free of charge	Yes
Does this include disabled supporters not using a wheelchair and in particular supporters with a learning disability who might need a support worker to accompany them?	Yes
FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB	

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	Yes
Which match commentary do you provide for Visually Impaired Supporters?	RADIO COMMENTARY
If yes, how do supporters access this?	Via a headset that we issue on a first come first served basis. We have 20 in total.
How many headsets/receivers do you have for home and away supporters?	HOME: 10+ AWAY: 9
What is the procedure for receiving and returning the headsets?	Headsets for visually impaired supporters are available on a pre-booking basis by contacting our Disabled Coordinator via the number/e-mail below. To utilise a headset, a deposit of £20 is required. All headsets must be returned to the West Stand Security
Do you require a deposit for the headsets?	Yes
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	No
Do you provide facilities for assistance dogs?	Yes
Is this area wheelchair user accessible?	No

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes - Leeds City Council Car Parks
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Car parking is available (although limited) in front of the East Stand on Lowfields Road. Leeds City Council offer disabled parking also
How far from the entrance/exit is accessible parking?	Depends where they park and where they are seated in the ground.
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	No

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	118
Is there a place for a personal assistant to sit with the disabled supporter	Yes
Can you accommodate family groups?	Yes
Where are your HOME wheelchair bays situated? i.e. pitchside, raised platform etc	Both
Do you have spaces in hospitality and VIP areas for wheelchair users?	Yes
How many wheelchair bays are available for AWAY supporters?	26
Where are these situated? i.e. pitchside, raised platform etc	Pitchside
Are AWAY supporters using wheelchairs situated with away supporters?	Yes
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	Yes

FACILITIES - Ambulant	
Are HOME ambulant disabled supporters able to sit anywhere in your stadium?	Yes
Do you have a limit on the number of HOME ambulant disabled seats available? If so why?	No
Do you have facilities for HOME ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for HOME ambulant disabled supporters? If yes how many?	Yes 529
Are AWAY ambulant disabled supporters situated in the away supporters' area?	Yes
Are AWAY ambulant disabled supporters able to sit anywhere within the away area at your stadium?	Yes
Do you have a limit on number of AWAY ambulant disabled seats available? If yes, why?	No
Do you have facilities for AWAY ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for AWAY ambulant disabled supporters?	Yes 48

OTHER FACILITIES	
Does the stadium have accessible toilets?	Yes
How many toilets and what distance are they from disabled supporters' seating?	Number – 22 Distance - Close proximity for supporters
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	No
Do away fans have access to accessible toilets?	Yes
Is your Club Shop accessible to all supporters including disabled supporters?	Yes
Do you have low level serving counters in your Club Shop?	No
If not, do you provide any other service facility for disabled supporters? What?	Ramp into Club shop. Assistance provided by the club shop staff.
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	Yes
Are these available for away fans?	Yes
Do you provide rest areas on your concourses for disabled and elderly supporters?	No
Do you provide or arrange accessible transport for home/away games?	Yes
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	No
Please provide the URL of any relevant information for disabled supporters on your website	https://www.lufc.talent-sport.co.uk/PagesPublic/UserControlled/UserDefined.aspx?page=DisabledFacilities&soalready=ypEmhkv/IyWEanWB5vkoCg7jDpBkkUXI5oFLVciKFNI=

CLUB	Middlesbrough FC
REGISTERED GROUND	Riverside Stadium



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Liam Hamilton Telephone: 01642 757671 Email: liam.hamilton@mfc.co.uk
Is this person situated in the ticket office?	Yes
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	Yes Name: Paddy Cronesbury Email: paddyboro@hotmail.com Telephone:
Has the club had an access audit? Date of Audit -	No
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training?	Yes
Who at the club received the training?	Stewards as part of their training
Who provided the training?	

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	Disability living allowance offer form
Can disabled supporters purchase match tickets via the main ticket office number?	Yes
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	No
What is the club's policy for charging disabled supporters? i.e. full price, concession	CONCESSION
Are disabled supporters permitted to bring a personal assistant to accompany them free of charge	Yes
Does this include disabled supporters not using a wheelchair and in particular supporters with a learning disability who might need a support worker to accompany them?	Yes
FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB	

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	No
Which match commentary do you provide for Visually Impaired Supporters?	NONE AVAILABLE
If yes, how do supporters access this?	
How many headsets/receivers do you have for home and away supporters?	HOME: 0 AWAY: 0
What is the procedure for receiving and returning the headsets?	
Do you require a deposit for the headsets?	
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	No
Do you provide facilities for assistance dogs?	No
Is this area wheelchair user accessible?	

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	75 raised bays plus all front row seats.
Is there a place for a personal assistant to sit with the disabled supporter	Yes
Can you accommodate family groups?	Yes
Where are your HOME wheelchair bays situated? i.e. pitchside, raised platform etc	Both
Do you have spaces in hospitality and VIP areas for wheelchair users?	Yes
How many wheelchair bays are available for AWAY supporters?	12 raised plus all front row
Where are these situated? i.e. pitchside, raised platform etc	Both
Are AWAY supporters using wheelchairs situated with away supporters?	Yes
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	Yes

FACILITIES - Ambulant	
Are HOME ambulant disabled supporters able to sit anywhere in your stadium?	Yes
Do you have a limit on the number of HOME ambulant disabled seats available? If so why?	No
Do you have facilities for HOME ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for HOME ambulant disabled supporters? If yes how many?	Yes All Front/ low rows- 500+
Are AWAY ambulant disabled supporters situated in the away supporters' area?	Yes
Are AWAY ambulant disabled supporters able to sit anywhere within the away area at your stadium?	Yes
Do you have a limit on number of AWAY ambulant disabled seats available? If yes, why?	No
Do you have facilities for AWAY ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for AWAY ambulant disabled supporters?	Yes Front/ low rows- 100

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 125
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Via the ticket office either at the counter or on the phone.
How far from the entrance/exit is accessible parking?	30
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	Yes

OTHER FACILITIES	
Does the stadium have accessible toilets?	Yes
How many toilets and what distance are they from disabled supporters' seating ?	Number – 19 Distance - In each area of the stadium
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	No
Do away fans have access to accessible toilets?	Yes
Is your Club Shop accessible to all supporters including disabled supporters?	Yes
Do you have low level serving counters in your Club Shop?	No
If not, do you provide any other service facility for disabled supporters? What?	Staff trained in disability awareness and would be able to assist any disabled supporter in the club shop
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	Yes
Are these available for away fans?	Yes
Do you provide rest areas on your concourses for disabled and elderly supporters?	No
Do you provide or arrange accessible transport for home/away games?	Yes
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	No
Please provide the URL of any relevant information for disabled supporters on your website	http://www.mfc.co.uk/page/fans/disabled-supporters

CLUB	Milton Keynes Dons FC
REGISTERED GROUND	stadiummk



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Gayle Sharpe Telephone: 01908 622901 Email: gayle.sharpe@mkdons.com
Is this person situated in the ticket office?	Yes
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	Name: Rex Burton Email: disabilities@mkdsa.com Telephone: N/A
Has the club had an access audit? Date of Audit -	Yes
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training?	Yes
Who at the club received the training?	Box Office, Stewards
Who provided the training?	In house training

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	First time purchasers require letter from DWP. Details the recorded on database for subsequent purchases
Can disabled supporters purchase match tickets via the main ticket office number?	Yes
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	Yes
What is the club's policy for charging disabled supporters? i.e. full price, concession	Concession
Are disabled supporters permitted to bring a personal assistant to accompany them free of charge	Yes
Does this include disabled supporters not using a wheelchair and in particular supporters with a learning disability who might need a support worker to accompany them?	Yes
FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB	

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	No
Which match commentary do you provide for Visually Impaired Supporters?	Audio Description
If yes, how do supporters access this?	Soccersight Sets
How many headsets/receivers do you have for home and away supporters?	HOME: 5 AWAY: 2
What is the procedure for receiving and returning the headsets?	Headsets are booked via the Box Office and collected / returned to the Info Point on the concourse
Do you require a deposit for the headsets?	No
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	No
Do you provide facilities for assistance dogs?	No
Is this area wheelchair user accessible?	No

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	130 (max)
Is there a place for a personal assistant to sit with the disabled supporter	Yes
Can you accommodate family groups?	Yes
Where are your HOME wheelchair bays situated? i.e. pitchside, raised platform etc	Raised Platform
Do you have spaces in hospitality and VIP areas for wheelchair users?	Yes
How many wheelchair bays are available for AWAY supporters?	38
Where are these situated? i.e. pitchside, raised platform etc	Raised Platform
Are AWAY supporters using wheelchairs situated with away supporters?	Yes
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	Yes

FACILITIES - Ambulant	
Are HOME ambulant disabled supporters able to sit anywhere in your stadium?	Yes
Do you have a limit on the number of HOME ambulant disabled seats available? If so why?	No
Do you have facilities for HOME ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	Yes All Seats in the stadium on the have additional leg room
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for HOME ambulant disabled supporters? If yes how many?	Yes, 145
Are AWAY ambulant disabled supporters situated in the away supporters' area? Are AWAY ambulant disabled supporters able to sit anywhere within the away area at your stadium? Do you have a limit on number of AWAY ambulant disabled seats available? If yes, why?	Yes Yes Yes, 432 (max)
Do you have facilities for AWAY ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	Yes All Seats in the stadium on the have additional leg room
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for AWAY ambulant disabled supporters?	Yes, 229

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes, 186
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Season ticket holders receive a seasonal pass for designated area dependent on location of their seat. Casual Parking is available to pre-book via the Box Office. Away Club is sent quantity of parking passes with their ticket allocation
How far from the entrance/exit is accessible parking?	30 meters
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	Yes

OTHER FACILITIES	
Does the stadium have accessible toilets?	Yes
How many toilets and what distance are they from disabled supporters' seating?	30 22 located behind seating areas on the concourse and 8 located in the corporate areas
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	No
Do away fans have access to accessible toilets?	Yes
Is your Club Shop accessible to all supporters including disabled supporters?	Yes
Do you have low level serving counters in your Club Shop?	Yes
If not, do you provide any other service facility for disabled supporters? What?	
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	Yes
Are these available for away fans?	Yes
Do you provide rest areas on your concourses for disabled and elderly supporters?	No
Do you provide or arrange accessible transport for home/away games?	Yes
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	Yes, 12 Page guide to disabled facilities and access at MK Dons with further information on disabled playing opportunities and facilities at MK Dons and MK Dons Sport and Education Trust.
Please provide the URL of any relevant information for disabled supporters on your website	www.mkdons.com/fans/disabled-supporters



CLUB	Nottingham Forest FC
REGISTERED GROUND	The City Ground, Pavilion Road, Nottingham, NG2 5FJ

CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Alan Bexon Telephone: 01159 824390 Email: alan.bexon@nottinghamforest.co.uk
Is this person situated in the ticket office?	No
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	No
Has the club had an access audit? Date of Audit -	Yes 9/1/2011
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training?	No
Who at the club received the training?	Previous staff who had received the training and been in post since 1990 have retired, new staff are being selected and training will be given
Who provided the training?	We will use Nimbus

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	DLA evidence, letter from medical practitioner or Nimbus Access card
Can disabled supporters purchase match tickets via the main ticket office number?	Yes
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	No
What is the club's policy for charging disabled supporters? i.e. full price, concession	FULL PRICE
Are disabled supporters permitted to bring a personal assistant to accompany them free of charge	Yes
Does this include disabled supporters not using a wheelchair and in particular supporters with a learning disability who might need a support worker to accompany them?	Yes
FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB	

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	No
Which match commentary do you provide for Visually Impaired Supporters?	AUDIO DESCRIBED
If yes, how do supporters access this?	book through the ticket office, dedicated steward delivers to the supporter
How many headsets/receivers do you have for home and away supporters?	HOME: 6 AWAY: 4
What is the procedure for receiving and returning the headsets?	We have 10 sets which are used for both home and away depending on demand. Dedicated steward delivers and collects
Do you require a deposit for the headsets?	No
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	Yes This is additional to the audio descriptive option and is linked to local radio commentary. Lower Trent End Stand
Do you provide facilities for assistance dogs?	Yes
Is this area wheelchair user accessible?	Yes

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	68
Is there a place for a personal assistant to sit with the disabled supporter	Yes
Can you accommodate family groups?	Yes
Where are your HOME wheelchair bays situated? i.e. pitchside, raised platform etc	Both
Do you have spaces in hospitality and VIP areas for wheelchair users?	Yes
How many wheelchair bays are available for AWAY supporters?	11
Where are these situated? i.e. pitchside, raised platform etc	Pitchside
Are AWAY supporters using wheelchairs situated with away supporters?	Yes
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	Yes

FACILITIES - Ambulant	
Are HOME ambulant disabled supporters able to sit anywhere in your stadium?	Yes
Do you have a limit on the number of HOME ambulant disabled seats available? If so why?	No
Do you have facilities for HOME ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	Yes we will assist in the most suitable area if notified in advance such as end of row seats etc
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for HOME ambulant disabled supporters? If yes how many?	yes 50 but others are also suitable
Are AWAY ambulant disabled supporters situated in the away supporters' area?	Yes
Are AWAY ambulant disabled supporters able to sit anywhere within the away area at your stadium?	Yes
Do you have a limit on number of AWAY ambulant disabled seats available? If yes, why?	No
Do you have facilities for AWAY ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for AWAY ambulant disabled supporters?	yes 11

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes approx 100
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Book through the safety office
How far from the entrance/exit is accessible parking?	minimum 40 mts
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	Yes

OTHER FACILITIES	
Does the stadium have accessible toilets?	Yes
How many toilets and what distance are they from disabled supporters' seating?	Number – 5 within the seated bowl and 3 others in corporate areas that can be accessed by disabled supporters on a match day Distance - between 5 mts and 35 mts depending
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	No
Do away fans have access to accessible toilets?	Yes
Is your Club Shop accessible to all supporters including disabled supporters?	Yes
Do you have low level serving counters in your Club Shop?	Yes
If not, do you provide any other service facility for disabled supporters? What?	We also provide a wheelchair transport facility for those supporters who have mobility problems, to assist them in getting from the car park to the area of the stadium where they are sitting. This is staffed by some of our first aid team.
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	No
Are these available for away fans?	No
Do you provide rest areas on your concourses for disabled and elderly supporters?	No
Do you provide or arrange accessible transport for home/away games?	No
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	Yes
Please provide the URL of any relevant information for disabled supporters on your website	http://www.nottinghamforest.co.uk/Tickets/disability.aspx

CLUB	Preston North End FC
REGISTERED GROUND	Deepdale Stadium, Sir Tom Finney Way, Deepdale, Preston PR1 6RU



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club?	Hannah Woodburn
Please provide the relevant contact details.	Telephone: 01772 693324 Email: hannah@pne.com
Is this person situated in the ticket office?	Yes
Does the club have a Disabled Supporters Association?	No
If yes, please provide the name and contact details for the person in charge.	Name: Email: Telephone:
Has the club had an access audit? Date of Audit -	No
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training?	Yes
Who at the club received the training?	Stewards as part of their training.
Who provided the training?	New Generation Training (NGT).

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	<ul style="list-style-type: none"> - Anyone wishing to purchase a wheelchair/ambulant ticket must be registered on the Club's disabled supporter database. - Proof of disability must be provided in the form of Disability Living Allowance (DLA) or Personal Independence Payment (PIP) at the medium to high rate. - Wheelchair/ambulant supporters are entitled to a carer ticket free of charge, however, the carer must also be registered on the database at the same time as the wheelchair/ambulant supporter. - A carer ticket is issued on the understanding that it is used in conjunction with the disabled supporter ticket on the sole basis of undertaking related carer duties expected within Deepdale on matchdays. - The carer ticket is not valid without the wheelchair/ambulant ticket. - There are no restrictions on where ambulant disabled supporters and carers can sit within the stadium - providing this area is safe and accessible to do so - although they must sit in the seat purchased, this does not give them licence to move.
Can disabled supporters purchase match tickets via the main ticket office number?	Yes
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	No
What is the club's policy for charging disabled supporters? i.e. full price, concession	FULL PRICE
Are disabled supporters permitted to bring a personal assistant to accompany them free of charge	Yes
Does this include disabled supporters not using a wheelchair and in particular supporters with a learning disability who might need a support worker to accompany them?	Yes

FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	Yes
Which match commentary do you provide for Visually Impaired Supporters?	RADIO COMMENTARY
If yes, how do supporters access this?	Via loop system, with head sets available to book and collect from the ticket office in advance.
How many headsets/receivers do you have for home and away supporters?	HOME: 5 AWAY: 5
What is the procedure for receiving and returning the headsets?	Picked up and returned to the ticket office.
Do you require a deposit for the headsets?	No
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	Yes The loop seats in the Sir Tom Finney Stand are near the press box and in the Bill Shankly Kop they are just above the disabled platform to the left side on the stand.
Do you provide facilities for assistance dogs?	No
Is this area wheelchair user accessible?	No

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	108
Is there a place for a personal assistant to sit with the disabled supporter	Yes
Can you accommodate family groups?	Yes
Where are your HOME wheelchair bays situated? i.e. pitchside, raised platform etc	Both
Do you have spaces in hospitality and VIP areas for wheelchair users?	Yes
How many wheelchair bays are available for AWAY supporters?	21
Where are these situated? i.e. pitchside, raised platform etc	Both
Are AWAY supporters using wheelchairs situated with away supporters?	Yes
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	Yes

FACILITIES - Ambulant	
Are HOME ambulant disabled supporters able to sit anywhere in your stadium?	Yes
Do you have a limit on the number of HOME ambulant disabled seats available? If so why?	No
Do you have facilities for HOME ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for HOME ambulant disabled supporters? If yes how many?	Yes All low rows in the stadium.
Are AWAY ambulant disabled supporters situated in the away supporters' area ?	Yes
Are AWAY ambulant disabled supporters able to sit anywhere within the away area at your stadium?	Yes
Do you have a limit on number of AWAY ambulant disabled seats available? If yes, why?	No
Do you have facilities for AWAY ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for AWAY ambulant disabled supporters?	Yes All low rows.

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 44 in Alan Kelly car park, 31 in Invincibles car park
Is this clearly signposted?	No
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Booked via the ticket office over the phone on 0844 856 1966.
How far from the entrance/exit is accessible parking?	Town End only 15 to 20 metres from closest spot, on the Invincibles approx 30 metres.
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	No

OTHER FACILITIES	
Does the stadium have accessible toilets?	Yes
How many toilets and what distance are they from disabled supporters' seating?	Number – 22 Distance - Some on concourses right by the exits to the platforms, some at pitchside level just a short distance along the flat area.
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	Yes
Do away fans have access to accessible toilets?	Yes
Is your Club Shop accessible to all supporters including disabled supporters?	Yes
Do you have low level serving counters in your Club Shop?	Yes
If not, do you provide any other service facility for disabled supporters? What?	
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	Yes
Are these available for away fans?	Yes
Do you provide rest areas on your concourses for disabled and elderly supporters?	No
Do you provide or arrange accessible transport for home/away games?	Yes
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	No
Please provide the URL of any relevant information for disabled supporters on your website	http://www.pnefc.net/tickets/disabled-supporters/

CLUB	Queens Park Rangers
REGISTERED GROUND	Loftus Road



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Jade Strong Telephone: 2087402502 Email: jade.s@qpr.co.uk
Is this person situated in the ticket office?	Yes
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	No
Has the club had an access audit? Date of Audit -	Yes 5/1/2012
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training?	Yes
Who at the club received the training?	12 members of staff from Ticket office, HR, Community Trust, Operations & Marketing
Who provided the training?	National Skills Academy

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	* Receipt of the middle or higher rate of the Disability Living Allowance *Receipt of either the Severe Disablement Allowance or Attendance Allowance * A personal letter from your GP
Can disabled supporters purchase match tickets via the main ticket office number?	Yes
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	No
What is the club's policy for charging disabled supporters? i.e. full price, concession	CONCESSION
Are disabled supporters permitted to bring a personal assistant to accompany them free of charge	Yes
Does this include disabled supporters not using a wheelchair and in particular supporters with a learning disability who might need a support worker to accompany them?	No
FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB	

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	Yes
Which match commentary do you provide for Visually Impaired Supporters?	AUDIO DESCRIBED
If yes, how do supporters access this?	We have a Soccer Sight system, and they pre-book this.
How many headsets/receivers do you have for home and away supporters?	HOME: 10+ AWAY: 9
What is the procedure for receiving and returning the headsets?	Return them back to the Alton House location after the match.
Do you require a deposit for the headsets?	No
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	No
Do you provide facilities for assistance dogs?	No
Is this area wheelchair user accessible?	No

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	22
Is there a place for a personal assistant to sit with the disabled supporter	Yes
Can you accommodate family groups?	Yes
Where are your HOME wheelchair bays situated? i.e. pitchside, raised platform etc	Pitchside
Do you have spaces in hospitality and VIP areas for wheelchair users?	Yes
How many wheelchair bays are available for AWAY supporters?	3
Where are these situated? i.e. pitchside, raised platform etc	Pitchside
Are AWAY supporters using wheelchairs situated with away supporters?	No
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	Yes

FACILITIES - Ambulant	
Are HOME ambulant disabled supporters able to sit anywhere in your stadium?	Yes
Do you have a limit on the number of HOME ambulant disabled seats available? If so why?	No
Do you have facilities for HOME ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for HOME ambulant disabled supporters? If yes how many?	Yes 20
Are AWAY ambulant disabled supporters situated in the away supporters' area? Are AWAY ambulant disabled supporters able to sit anywhere within the away area at your stadium? Do you have a limit on number of AWAY ambulant disabled seats available? If yes, why?	Yes Yes
Do you have facilities for AWAY ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for AWAY ambulant disabled supporters?	Yes 20 seats.

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	No
Is this clearly signposted?	No
Is this extended to away supporters?	No
How do you arrange accessible parking?	There is no parking at Loftus Road. We encourage public transport.
How far from the entrance/exit is accessible parking?	N/A
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	Yes

OTHER FACILITIES	
Does the stadium have accessible toilets?	Yes
How many toilets and what distance are they from disabled supporters' seating?	Number – 3 toilet blocks consisting of 7 cubicles Distance - 20-30 metres away
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	Yes
Do away fans have access to accessible toilets?	Yes
Is your Club Shop accessible to all supporters including disabled supporters?	Yes
Do you have low level serving counters in your Club Shop?	No
If not, do you provide any other service facility for disabled supporters? What?	There are a number of shop assistants on the shop floor to assist if required
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	No
Are these available for away fans?	No
Do you provide rest areas on your concourses for disabled and elderly supporters?	No
Do you provide or arrange accessible transport for home/away games?	No
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	No
Please provide the URL of any relevant information for disabled supporters on your website	Disabled fans page - http://www.qpr.co.uk/fans/info/disabled-fans/ Easy read guide - http://www.qpr.co.uk/documents/2015-easy-read-guide-v364-2203371.pdf Home fan guide - http://www.qpr.co.uk/documents/2014-fanguide-v6a64-2248263.pdf

CLUB	Reading FC
REGISTERED GROUND	Madejski Stadium



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Stacie Browning Telephone: 0118 968 1017 Email: sbrowning@readingfc.co.uk
Is this person situated in the ticket office?	Yes
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	No
Has the club had an access audit? Date of Audit -	No
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training?	No
Who at the club received the training?	
Who provided the training?	

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	<ul style="list-style-type: none"> • Receipt of the middle or higher rate of the Disability Living Allowance (mobility or care component). • Receipt of either the Severe Disablement Allowance or Attendance Allowance • A personal letter from your GP or care worker • A Copy of their registration document which certifies they are Registered Blind or registered Partially Sighted, or provide qualifying documentation from their optician equivalent to registration requirements.
Can disabled supporters purchase match tickets via the main ticket office number?	Yes
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	No
What is the club's policy for charging disabled supporters? i.e. full price, concession	FULL PRICE
Are disabled supporters permitted to bring a personal assistant to accompany them free of charge	Yes
Does this include disabled supporters not using a wheelchair and in particular supporters with a learning disability who might need a support worker to accompany them?	Yes
FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB	

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	Yes
Which match commentary do you provide for Visually Impaired Supporters?	RADIO COMMENTARY
If yes, how do supporters access this?	Supporters can access match commentary by booking their seats in West Lower G3 where headsets will be provided on a matchday
How many headsets/receivers do you have for home and away supporters?	HOME: 10+ AWAY: 4
What is the procedure for receiving and returning the headsets?	Supporters collect them from the stewards when they reach their seat and return them to a steward after the game
Do you require a deposit for the headsets?	No
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	Yes West Lower G3
Do you provide facilities for assistance dogs?	Yes
Is this area wheelchair user accessible?	Yes

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	73
Is there a place for a personal assistant to sit with the disabled supporter	Yes
Can you accommodate family groups?	Yes
Where are your HOME wheelchair bays situated? i.e. pitchside, raised platform etc	Raised Platform
Do you have spaces in hospitality and VIP areas for wheelchair users?	Yes
How many wheelchair bays are available for AWAY supporters?	14
Where are these situated? i.e. pitchside, raised platform etc	Raised Platform
Are AWAY supporters using wheelchairs situated with away supporters?	Yes
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	Yes

FACILITIES - Ambulant	
Are HOME ambulant disabled supporters able to sit anywhere in your stadium?	Yes
Do you have a limit on the number of HOME ambulant disabled seats available? If so why?	No
Do you have facilities for HOME ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for HOME ambulant disabled supporters? If yes how many?	Yes 278
Are AWAY ambulant disabled supporters situated in the away supporters' area?	Yes
Are AWAY ambulant disabled supporters able to sit anywhere within the away area at your stadium?	Yes
Do you have a limit on number of AWAY ambulant disabled seats available? If yes, why?	No
Do you have facilities for AWAY ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for AWAY ambulant disabled supporters?	Yes 40

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 156
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	We operate all car parks on a first come first serve basis, supporters will need to show stewards their Blue Badge on the matchday
How far from the entrance/exit is accessible parking?	30
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	Yes

OTHER FACILITIES	
Does the stadium have accessible toilets?	Yes
How many toilets and what distance are they from disabled supporters' seating?	Number – There are 10 accessible toilets inside the stadium Distance - 5 Metre, depending where the supporter is sat
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	No
Do away fans have access to accessible toilets?	Yes
Is your Club Shop accessible to all supporters including disabled supporters?	Yes
Do you have low level serving counters in your Club Shop?	No
If not, do you provide any other service facility for disabled supporters? What?	Disabled supporters are prioritised in the queue and bought to the front easy access counter.
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	Yes
Are these available for away fans?	Yes
Do you provide rest areas on your concourses for disabled and elderly supporters?	Yes
Do you provide or arrange accessible transport for home/away games?	Yes
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	Yes
Please provide the URL of any relevant information for disabled supporters on your website	http://www.readingfc.co.uk/fans/disabled_supporters/

CLUB	Rotherham United FC
REGISTERED GROUND	AESSEAL New York Stadium



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	John Bird Telephone: 01709 827770 Email: jbird@rotherhamunited.net
Is this person situated in the ticket office?	Yes
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	No
Has the club had an access audit? Date of Audit -	Yes 3/1/2012
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training?	No
Who at the club received the training?	
Who provided the training?	

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	Higher level DLA cert and/or enhanced PIP.
Can disabled supporters purchase match tickets via the main ticket office number?	Yes
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	No
What is the club's policy for charging disabled supporters? i.e. full price, concession	CONCESSION
Are disabled supporters permitted to bring a personal assistant to accompany them free of charge	Yes
Does this include disabled supporters not using a wheelchair and in particular supporters with a learning disability who might need a support worker to accompany them?	Yes
FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB	

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	Yes
Which match commentary do you provide for Visually Impaired Supporters?	AUDIO DESCRIBED
If yes, how do supporters access this?	Through contacting ticket office to arrange to collect a head set.
How many headsets/receivers do you have for home and away supporters?	HOME: 10+ AWAY: 10+
What is the procedure for receiving and returning the headsets?	Collect from and deposit at main reception for home supporters. Away supporters from away ticket office.
Do you require a deposit for the headsets?	Yes
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	Yes All around stadium.
Do you provide facilities for assistance dogs?	Yes
Is this area wheelchair user accessible?	Yes

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	108
Is there a place for a personal assistant to sit with the disabled supporter	Yes
Can you accommodate family groups?	Yes
Where are your HOME wheelchair bays situated? i.e. pitchside, raised platform etc	Raised Platform
Do you have spaces in hospitality and VIP areas for wheelchair users?	Yes
How many wheelchair bays are available for AWAY supporters?	12
Where are these situated? i.e. pitchside, raised platform etc	Raised Platform
Are AWAY supporters using wheelchairs situated with away supporters?	Yes
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	Yes

FACILITIES - Ambulant	
Are HOME ambulant disabled supporters able to sit anywhere in your stadium?	Yes
Do you have a limit on the number of HOME ambulant disabled seats available? If so why?	No
Do you have facilities for HOME ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for HOME ambulant disabled supporters? If yes how many?	No
Are AWAY ambulant disabled supporters situated in the away supporters' area?	Yes
Are AWAY ambulant disabled supporters able to sit anywhere within the away area at your stadium?	Yes
Do you have a limit on number of AWAY ambulant disabled seats available? If yes, why?	No
Do you have facilities for AWAY ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for AWAY ambulant disabled supporters?	No

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 20
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Sold on seasonal basis for home supporters and via ticket office for away supporters.
How far from the entrance/exit is accessible parking?	30
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	Yes

OTHER FACILITIES	
Does the stadium have accessible toilets?	Yes
How many toilets and what distance are they from disabled supporters' seating?	Number – 13 Distance - Within 10 meters
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	Yes
Do away fans have access to accessible toilets?	Yes
Is your Club Shop accessible to all supporters including disabled supporters?	Yes
Do you have low level serving counters in your Club Shop?	Yes
If not, do you provide any other service facility for disabled supporters? What?	
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	Yes
Are these available for away fans?	Yes
Do you provide rest areas on your concourses for disabled and elderly supporters?	No
Do you provide or arrange accessible transport for home/away games?	No
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	Yes
Please provide the URL of any relevant information for disabled supporters on your website	http://www.themillers.co.uk/fans/disabled-supporters/

CLUB	Sheffield Wednesday FC
REGISTERED GROUND	Hillsborough



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Alastair Wilson Telephone: 01142 212586 Email: alastair.wilson@swfc.co.uk
Is this person situated in the ticket office?	Yes
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	Yes Name: Chris White Email: Chris White (wharfedalewhite@aol.com) Telephone: 07831 228404
Has the club had an access audit? Date of Audit -	Yes 7/1/2009
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training?	Yes
Who at the club received the training?	All stewards
Who provided the training?	In house

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	Disability living allowance award letter or PIP award letter
Can disabled supporters purchase match tickets via the main ticket office number?	Yes
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	No
What is the club's policy for charging disabled supporters? i.e. full price, concession	CONCESSION
Are disabled supporters permitted to bring a personal assistant to accompany them free of charge	Yes
Does this include disabled supporters not using a wheelchair and in particular supporters with a learning disability who might need a support worker to accompany them?	Yes
FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB	

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	No
Which match commentary do you provide for Visually Impaired Supporters?	RADIO COMMENTARY
If yes, how do supporters access this?	Hearing headsets provided
How many headsets/receivers do you have for home and away supporters?	HOME: 10+ AWAY: 4
What is the procedure for receiving and returning the headsets?	Collected from reception and returned after the match
Do you require a deposit for the headsets?	No
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	No
Do you provide facilities for assistance dogs?	No
Is this area wheelchair user accessible?	No

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	92
Is there a place for a personal assistant to sit with the disabled supporter	Yes
Can you accommodate family groups?	No
Where are your HOME wheelchair bays situated? i.e. pitchside, raised platform etc	Both
Do you have spaces in hospitality and VIP areas for wheelchair users?	Yes
How many wheelchair bays are available for AWAY supporters?	10
Where are these situated? i.e. pitchside, raised platform etc	Raised Platform
Are AWAY supporters using wheelchairs situated with away supporters?	Yes
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	Yes

FACILITIES - Ambulant	
Are HOME ambulant disabled supporters able to sit anywhere in your stadium?	Yes
Do you have a limit on the number of HOME ambulant disabled seats available? If so why?	No
Do you have facilities for HOME ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for HOME ambulant disabled supporters? If yes how many?	No
Are AWAY ambulant disabled supporters situated in the away supporters' area?	Yes
Are AWAY ambulant disabled supporters able to sit anywhere within the away area at your stadium?	Yes
Do you have a limit on number of AWAY ambulant disabled seats available? If yes, why?	No
Do you have facilities for AWAY ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for AWAY ambulant disabled supporters?	No

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes Seasonal Only - 80 Bays
Is this clearly signposted?	No
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	10 Bays made available for Away Supporters.
How far from the entrance/exit is accessible parking?	50
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	No

OTHER FACILITIES	
Does the stadium have accessible toilets?	Yes
How many toilets and what distance are they from disabled supporters' seating?	Number – 3 Distance - 10 metres
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	No
Do away fans have access to accessible toilets?	Yes
Is your Club Shop accessible to all supporters including disabled supporters?	Yes
Do you have low level serving counters in your Club Shop?	Yes
If not, do you provide any other service facility for disabled supporters? What?	
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	No
Are these available for away fans?	No
Do you provide rest areas on your concourses for disabled and elderly supporters?	No
Do you provide or arrange accessible transport for home/away games?	No
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	No
Please provide the URL of any relevant information for disabled supporters on your website	http://www.swfc.co.uk/tickets/disabled_information/

CLUB	Wolverhampton Wanderers FC
REGISTERED GROUND	Molineux Stadium



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Paul Richards Telephone: 0871 222 2220 Email: paulrichards@wolves.co.uk
Is this person situated in the ticket office?	No
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	Yes Name: Steve Daniels Email: stevedaniels23@yahoo.com Telephone: 07879 541080
Has the club had an access audit? Date of Audit -	Yes 1/1/2012
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training?	No
Who at the club received the training?	
Who provided the training?	

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	None. Evidence is required when a companion ticket is requested
Can disabled supporters purchase match tickets via the main ticket office number?	Yes
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	No
What is the club's policy for charging disabled supporters? i.e. full price, concession	FULL PRICE
Are disabled supporters permitted to bring a personal assistant to accompany them free of charge	Yes
Does this include disabled supporters not using a wheelchair and in particular supporters with a learning disability who might need a support worker to accompany them?	Yes
FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB	

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	Yes
Which match commentary do you provide for Visually Impaired Supporters?	RADIO COMMENTARY
If yes, how do supporters access this?	
How many headsets/receivers do you have for home and away supporters?	HOME: 2 AWAY: 2
What is the procedure for receiving and returning the headsets?	£10 deposit refundable when the radio is returned
Do you require a deposit for the headsets?	Yes
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	No
Do you provide facilities for assistance dogs?	No
Is this area wheelchair user accessible?	

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	91
Is there a place for a personal assistant to sit with the disabled supporter	Yes
Can you accommodate family groups?	Yes
Where are your HOME wheelchair bays situated? i.e. pitchside, raised platform etc	Both
Do you have spaces in hospitality and VIP areas for wheelchair users?	Yes
How many wheelchair bays are available for AWAY supporters?	9
Where are these situated? i.e. pitchside, raised platform etc	Pitchside
Are AWAY supporters using wheelchairs situated with away supporters?	Yes
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	Yes

FACILITIES - Ambulant	
Are HOME ambulant disabled supporters able to sit anywhere in your stadium?	Yes
Do you have a limit on the number of HOME ambulant disabled seats available? If so why?	No
Do you have facilities for HOME ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for HOME ambulant disabled supporters? If yes how many?	Yes 150+
Are AWAY ambulant disabled supporters situated in the away supporters' area?	Yes
Are AWAY ambulant disabled supporters able to sit anywhere within the away area at your stadium?	Yes
Do you have a limit on number of AWAY ambulant disabled seats available? If yes, why?	No
Do you have facilities for AWAY ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for AWAY ambulant disabled supporters?	Yes 50

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 46
Is this clearly signposted?	Yes
Is this extended to away supporters?	No
How do you arrange accessible parking?	through the ticket office
How far from the entrance/exit is accessible parking?	60
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	Yes

OTHER FACILITIES	
Does the stadium have accessible toilets?	Yes
How many toilets and what distance are they from disabled supporters' seating?	Number – 16 Distance - within 20 metres
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	No
Do away fans have access to accessible toilets?	Yes
Is your Club Shop accessible to all supporters including disabled supporters?	Yes
Do you have low level serving counters in your Club Shop?	Yes
If not, do you provide any other service facility for disabled supporters? What?	Accessible lounge for refreshments in the North stand
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	Yes
Are these available for away fans?	Yes
Do you provide rest areas on your concourses for disabled and elderly supporters?	No
Do you provide or arrange accessible transport for home/away games?	No
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	No
Please provide the URL of any relevant information for disabled supporters on your website	