

DISABLED FACILITIES GUIDE

LEAGUE 1 CLUBS - SEASON 2015/16

CLUB	Barnsley FC
REGISTERED GROUND	Oakwell Stadium



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Vicky Campbell Telephone: 01226 211183 Email: boxoffice@barnsleyfc.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: Joan Dawson Email: Telephone: 01226 297584
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?	Medium rate of disability
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?	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?	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?	59
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?	18
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
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 12
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 12

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 59
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Season Parking Permit (Home fans). Disabled away fans advised on arrival and directed to away car park.
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)?	No

OTHER FACILITIES	
Does the stadium have accessible toilets?	Yes
How many toilets and what distance are they from disabled supporters' seating?	Number – 4 Distance - 39 metres
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.barnsleyfc.co.uk/fans/disabled-supporters/

CLUB	Blackpool FC
REGISTERED GROUND	Bloomfield Road



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club?	Chris Beveridge
Please provide the relevant contact details.	Telephone: 07875 236576 Email: chris.beveridge@blackpoolfc.co.uk
Is this person situated in the ticket office?	No
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 -	Yes 01/07/10
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?	Higher or Middle rate of either attendance allowance or mobility 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?	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?	No
Which match commentary do you provide for Visually Impaired Supporters?	Audio Described
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?	Collect from the ticket office. Stewards will collect from supporters or they return 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?	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?	50
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?	25
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 use aisle seats on request to extra 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
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 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 use aisle seats on request to extra 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?	No

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?	
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)?	No

OTHER FACILITIES	
Does the stadium have accessible toilets?	Yes
How many toilets and what distance are they from disabled supporters' seating?	Number – 8 toilets (2 in each stand) Distance – 12-40 metres, depending on where situated
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?	All the stadium is accessible to disabled fans
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?	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.blackpoolfc.co.uk/fans/disabled-supporters/

CLUB	Bradford City FC
REGISTERED GROUND	Coral Windows Stadium



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	David Dowse Telephone: 07949 584323 Email: davidddowse@bradfordcityfc.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: Kate Eveleigh Email: bantams.do@gmail.com Telephone: 07594 347229
Has the club had an access audit? Date of Audit -	Yes 3/1/2010
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?	David Dowse, Mick Lamb, Commercial Staff, Banqueting Staff and some Stewards
Who provided the training?	NADS (Level Playing Field)

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	Letter from DLA to confirm they are in receipt of DLA at the middle or higher rate or PIP at either level
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?	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?	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?	220
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?	36
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?	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?	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 3
Is this clearly signposted?	Yes
Is this extended to away supporters?	No
How do you arrange accessible parking?	Application prior to match, drop off points and assistance by stewards Street parking is still being reviewed by the local authority and improvements are hoped for during the coming season
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 – 14 Distance - 10-20 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?	No
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.bradfordcityfc.co.uk/fans/disabled-supporters/

CLUB	Burton Albion FC
REGISTERED GROUND	PIRELLI STADIUM



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	JODIE BARKS Telephone: 01283 565938 Email: BACF@BURTONALBIONFC.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 Name: Email: Telephone:
Has the club had an access audit? Date of Audit -	Yes 1/1/2001
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 AND COMMUNITY STAFF
Who provided the training?	TELFORD COLLEGE AND INTERNAL

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	MEDIUM OR HIGH 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?	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?	Yes
Is this area wheelchair user accessible?	Yes

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?	17
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 ROW A
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 ROW A

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 53
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	PRE BOOK BY CALLING THE TICKET OFFICE
How far from the entrance/exit is accessible parking?	20
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 – 8 Distance - ONE LOCATED WITHIN EACH 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?	
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	http://www.burtonalbionfc.co.uk/fans/disabled-supporters/

CLUB	Bury FC
REGISTERED GROUND	Gigg Lane, Bury BL9 9HR



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Jill Neville Telephone: 0161 764 0054 Email: jill.neville@buryfc.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: Jackie Melia Email: jackie.melia@gigglane.com Telephone: 07702 484137
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?	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?	DLA Middle or High Rate Living Allowance or Under new Points scheme - 10 points and above
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?	RADIO COMMENTARY
If yes, how do supporters access this?	They are supplied with headphones and sit in front of Press Box
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?	They are collected from the ticket office prior to game and the steward, where they sit, returns them to the ticket office 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 In seating area in front of the Press Box
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?	28
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?	25
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 located in every Stand
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 located in three Stands
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 in every block in Stand
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 in every Block in Stand

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 30+
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Arrive at the ground and parked by Stewards
How far from the entrance/exit is accessible parking?	5 yards
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 Distance - Positioned under 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?	No
If not, do you provide any other service facility for disabled supporters? What?	Soical Club has disbaled toilet facilities
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	buryfc.co.uk/fans/disabled-supporters

CLUB	Chesterfield FC
REGISTERED GROUND	1866 Sheffield Road, Chesterfield, Derbyshire S41 8NZ



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Wendy Perkins Telephone: 01246 269300 Ext 4116 Email: wendyperkins@chesterfield-fc.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 Name: Email: Telephone:
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?	Stadium Manager and selected stewards
Who provided the training?	Telford College

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	Higher Rate Dependency
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?	AUDIO DESCRIBED
If yes, how do supporters access this?	Tvs on concor
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 at reception £50 refundable deposit
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 via tvs on concourse
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?	84
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
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 24
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Contact Wendy Perkins 01246 209765 ex 4116 First Come Basis
How far from the entrance/exit is accessible parking?	3 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 – 12 Distance - Max 3 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?	Lower concourse counters. On-hand Disabled Stewards.
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.chesterfield-fc.co.uk/fans/disabled-supporters/

CLUB	Colchester United FC
REGISTERED GROUND	Weston Homes Community Stadium



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Chris Saward Telephone: 01206 755130 Email: chris.saward@colchesterunited.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 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?	FITC Staff, Core Office Staff (Ticket office, media & retail)
Who provided the training?	Autism Awareness Training – Provided by Autism Anglia

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	Proof of DLA/PIP to get a free career 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	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?	
How many headsets/receivers do you have for home and away supporters?	HOME: 3 AWAY: 3
What is the procedure for receiving and returning the headsets?	Headsets must be pre-booked via Chris Seward in the Ticket Office on 01206 755130. There are three headsets which are booked out on a first come, first served basis. Headsets can be collected from the Media Desk in main reception from 1.30pm onwards and should be returned to main reception 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?	No
Is this area wheelchair user accessible?	

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	16-28 in raised wheelchair area/1 per box x24/Pitch side available too
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?	Dec-24
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 Front row around the stands
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 rows

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 41 +Extra space made available if needed
Is this clearly signposted?	No
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Telephone or in person
How far from the entrance/exit is accessible parking?	10-50m (Depending on which bay)
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 – 17 in total. 3 in each North, South and East stands. 8 in West Stand Distance - Very close to disabled areas on each floor level
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?	No
Please provide the URL of any relevant information for disabled supporters on your website	TBC

CLUB	Coventry City FC
REGISTERED GROUND	Ricoh Arena



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Karen Bennett Telephone: 02476 992335 Email: karen.bennett@ccfc.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 Name: Email: Telephone:
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?	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?	Up to date letter of DLA showing rate of mobility/care component which needs to be of middle or higher 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?	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?	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?	52 plus 18 that are in stands that will not be in use unless required
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
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?	
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?	

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes waiting confirmation from the arena
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	this needs to be booked direct with the arena
How far from the entrance/exit is accessible parking?	waiting confirmation from the arena
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 – I am waiting confirmation from the arena Distance - I am waiting confirmation from the arena
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 shop is not run by the club so we had no input in to the design of counters
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	

CLUB	Crewe Alexandra FC
REGISTERED GROUND	The Alexandra Stadium



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Beverley Dyer Telephone: 01270 213014 ext 100 Email: bdyer@crewealex.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 Name: Email: Telephone:
Has the club had an access audit? Date of Audit -	Yes 6/1/2010
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?	Supervisor Stewards
Who provided the training?	Access Group Crewe

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	Medium or Higher rate of disability allowance, mobility of care componet, letter from 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?	Yes
Which match commentary do you provide for Visually Impaired Supporters?	RADIO COMMENTARY
If yes, how do supporters access this?	Hospital Radio Broadcast
How many headsets/receivers do you have for home and away supporters?	HOME: 3 AWAY: 3
What is the procedure for receiving and returning the headsets?	Stewards show supporters to their seats, headsets are given out and collected back in at the end of 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 Block H of the Main Stand
Do you provide facilities for assistance dogs?	No
Is this area wheelchair user accessible?	Yes

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	72
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?	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 50
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 65
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Spaces on the main car park
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)?	Yes

OTHER FACILITIES	
Does the stadium have accessible toilets?	Yes
How many toilets and what distance are they from disabled supporters' seating?	Number – 6 Distance - 10metres
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?	No
Please provide the URL of any relevant information for disabled supporters on your website	http://www.crewealex.net/fans/twitter/

CLUB	Doncaster Rovers FC
REGISTERED GROUND	Keepmoat Stadium



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Charles Swallow Telephone: 01302 764664 Email: charles.swallow@doncasterroversfc.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 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?	
Who provided the training?	

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	DLA IN RECEIPT OF HIGHER RATE MOBILITY
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?	ASK STEWARD FOR 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?	REQUEST FROM THE STEWARDS
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?	103
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	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 74
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 54

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 60
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	HOME FANS CAN PURCHASE A PASS, AWAY FANS MUST BOOK IN ADVANCE
How far from the entrance/exit is accessible parking?	30 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 – 12 Distance - 30 metres
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?	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	

CLUB	Fleetwood Town FC
REGISTERED GROUND	Highbury Stadium, Park Avenue, Fleetwood, FY7 6TX



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Mr Steve Beane Telephone: 01253 775080 Email: steve.beane@fleetwoodtownfc.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 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?	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?	An up to date DLA 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	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?	
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?	No

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	8
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	Pitchside
Do you have spaces in hospitality and VIP areas for wheelchair users?	Yes
How many wheelchair bays are available for AWAY supporters?	2
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
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 2
Is this clearly signposted?	Yes
Is this extended to away supporters?	No
How do you arrange accessible parking?	Call the Club and request it
How far from the entrance/exit is accessible parking?	10 Meters
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 – There are 4 Areas of the ground with 7 Toilets Distance - The furthest is 50 Yards away and the closer is 10 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?	
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.fleetwoodtownfc.com/fans/disabled-supporters/

CLUB	Gillingham FC
REGISTERED GROUND	Priestfield Stadium



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Dean Heighes Telephone: 01634 300000 Email: dheighes@priestfield.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 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?	
Who provided the training?	

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	Proof of high rate DLA, or Enhanced PIP, or Doctors 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	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?	Via a headset distributed by the Ticket Office
How many headsets/receivers do you have for home and away supporters?	HOME: 8 AWAY: 2
What is the procedure for receiving and returning the headsets?	Distributed by the Ticket Office before the game, taking a card number in case of damage or lost headsets. Headsets returned to match control 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?	No
Is this area wheelchair user accessible?	

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	58
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	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?	No
Is this clearly signposted?	
Is this extended to away supporters?	No
How do you arrange accessible parking?	
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)?	No

OTHER FACILITIES	
Does the stadium have accessible toilets?	Yes
How many toilets and what distance are they from disabled supporters' seating?	Number – 6 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?	
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.gillinghamfootballclub.com/fans/disabled-supporters/

CLUB	Millwall Football Club
REGISTERED GROUND	The Den, Zampa Road, London, SE16 3LN



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Linda Ashby Telephone: 020 7740 3471 Email: ticketadmin@millwallplc.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 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/Staff attending disabled
Who provided the training?	Kean Boenke (Employed by Greenwich Community College)

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	Receipt of Medium or High D.L.A
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?	Must be pre-booked with the Press Department
How many headsets/receivers do you have for home and away supporters?	HOME: 1 AWAY: 1
What is the procedure for receiving and returning the headsets?	Return them to Main 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?	No
Is this area wheelchair user accessible?	No

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	78
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?	No
How many wheelchair bays are available for AWAY supporters?	17
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?	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?	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 Home - 10 & Away - 2
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Via the Ticket Office
How far from the entrance/exit is accessible parking?	40 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 – 16 Distance - Distance varies from 2 - 30 metres according to position in the ground
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?	Counters in the shop and kiosks are at an appropriate height for both wheelchair and non-wheelchair fans to use.
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.millwallfc.co.uk/fans/disabled-supporters2/

CLUB	Oldham Athletic FC
REGISTERED GROUND	SportsDirect.com Park, Oldham OL1 2PA



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Mark Moisley Telephone: 0161 785 5153 Email: mark.moisley@oldhamathletic
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: Ron Cassidy Email: roncassidy60@gmail.com Telephone: 0161 320 6955
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?	Letter proving receipt of 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	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?	No
Which match commentary do you provide for Visually Impaired Supporters?	AUDIO DESCRIBED
If yes, how do supporters access this?	LATICS PLAYER (HD)
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?	60
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?	8
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 50
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 20
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 40
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Pre arranged with club
How far from the entrance/exit is accessible parking?	20
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 – 7 Distance - Close by
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, via online retail
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	www.oldhamathletic.co.uk/fans/disabled-supporters

CLUB	Peterborough United FC
REGISTERED GROUND	London Road, Peterborough PE2 8AL



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Mary Faxon Telephone: 01733 563947 Email: mary.faxon@theposh.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 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?	Mary Faxon, Chris Brewer
Who provided the training?	Football League Disabled Fans seminar

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	Registered Disabled documentation 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?	AUDIO DESCRIBED
If yes, how do supporters access this?	Receivers & headsets
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?	Collect from Main Reception - no charge
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?	59
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
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 11
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	On the day
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 – 10 Distance - 10 - 15 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?	Stewards are assigned to disabled areas to assist with refreshments etc and with reaching the disabled toilets, access and egress
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.theposh.com/fans/disabled-supporters/

CLUB	Port Vale FC
REGISTERED GROUND	Vale Park, Burslem, Stoke on Trent. ST61AW



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Janet Ellis Telephone: 01782 655821 Email: janet.ellis@port-vale.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 Name: n/a Email: n/a Telephone: n/a
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?	All stewards doing NVQ Level 2 and above.
Who provided the training?	Telford College.

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	Presentation of Documentation relating to the receipt of medium or higher level of disability or mobility allowances.
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?	Via headsets issued on a matchday.
How many headsets/receivers do you have for home and away supporters?	HOME: 3 AWAY: 3
What is the procedure for receiving and returning the headsets?	Pre booked at the Ticket Office. Issued and returned on the day of 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 In the Disabled 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?	20
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?	9
Where are these situated? i.e. pitchside, raised platform etc	Raised Platform
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?	Yes 17
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 17
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 9
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 9

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?	Via the Ticket Office at the time of booking.
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)?	No

OTHER FACILITIES	
Does the stadium have accessible toilets?	Yes
How many toilets and what distance are they from disabled supporters' seating?	Number – 6 Distance - Varies as to the position of the seating.
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?	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.port-vale.co.uk/tickets/disabledticketing www.port-vale.co.uk/fans/disabledsupporters

CLUB	Rochdale AFC
REGISTERED GROUND	Spotland Stadium, Sandy Lane, Rochdale, Lancashire, OL11 5DR



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Gina Buckley Telephone: 0844 826 1907 option 8 Email: admin@rochdaleafc.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 Name: Gina Buckley Email: admin@rochdaleafc.co.uk Telephone: 0844 826 1907 option 8
Has the club had an access audit? Date of Audit -	Yes 7/1/2014
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?	Wheelchair Users pay the concession price in the Wheelchair bays. Ambulant Disabled Supporters pay the age category price relevant to the stand. *Free Carer tickets are issued to those producing a doctors note or in receipt of the middle or higher living
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?	No
Which match commentary do you provide for Visually Impaired Supporters?	RADIO COMMENTARY
If yes, how do supporters access this?	Book headphones through General/Ticket Office
How many headsets/receivers do you have for home and away supporters?	HOME: 1 AWAY: 1
What is the procedure for receiving and returning the headsets?	Collect and return from Main 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 In Press Box area.
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?	17
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?	16
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 Aisle & Front Row Seats
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 103 Main Stand Front Row, 28 Pearl Street Stand Front Row
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 120
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 12
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Home supporters are sold disabled parking spaces on a seasonal basis. Visiting supporters have access to 2 spaces that need to be booked at least 24 hours prior to the game.
How far from the entrance/exit is accessible parking?	20- 40 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 – Main Stand - 3 Pearl Street Stand - 1 Willbutts Lane Stand - 2 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	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.rochdaleafc.co.uk/fans/disabled-supporters/

CLUB	Scunthorpe United FC
REGISTERED GROUND	Glanford Park, Jack Brownsword Way, Scunthorpe, DN15 8TD



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Alan Welsh Telephone: 01724 747683 Email: alan.welsh@scunthorpe-united.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 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?	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?	If a carer ticket is required we need to see proof that they are on medium or higher carer 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?	No
Which match commentary do you provide for Visually Impaired Supporters?	RADIO COMMENTARY
If yes, how do supporters access this?	Contact Alan Welsh
How many headsets/receivers do you have for home and away supporters?	HOME: 4 AWAY: 2
What is the procedure for receiving and returning the headsets?	Contact in advance but can be obtained on the day and returned to the steward in their area.
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?	Yes

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	14
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?	4
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?	Yes 392
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 392
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 138
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 138

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 12
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	First come first served on the day.
How far from the entrance/exit is accessible parking?	20
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 Distance - Less than 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?	No
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?	No
Please provide the URL of any relevant information for disabled supporters on your website	http://www.scunthorpe-united.co.uk/fans/disabled-supporters/

CLUB	Sheffield United FC
REGISTERED GROUND	Bramall Lane



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Melvyn Jackson Telephone: 0114 2213117 Email: melvin.jackson@sufc.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 Name: Janet Ireland Email: Telephone:
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?	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?	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?	AUDIO DESCRIBED
If yes, how do supporters access this?	Headset provided
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 reception or steward
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?	No

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	85
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?	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?	In accordance with accessible stadia guide 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 19 plus carer
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 6
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 10 plus carer
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 10 plus carer

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 25
Is this clearly signposted?	No
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	By arrangement with supporters
How far from the entrance/exit is accessible parking?	varios
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 Distance - varios
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?	Personal service by shop staff
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	http://www.sufc.co.uk/news/article/20140501-facilities-for-the-disabled-232057.aspx

CLUB	Shrewsbury Town FC
REGISTERED GROUND	Greenhous Meadow Oteley Road Shrewsbury SY2 6ST



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club?	Alan Roberts
Please provide the relevant contact details.	Telephone: 01743289177 Email: alan.roberts@shrewsburytown.co.uk
Is this person situated in the ticket office?	No
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?	
Who provided the training?	

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	The ticket holder needs to produce either a DWP form or PIP 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?	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?	Radio Commentary
If yes, how do supporters access this?	Via headsets available from Ticket Office
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?	Receive and return from 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?	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?	70
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 and Raised Platform
Do you have spaces in hospitality and VIP areas for wheelchair users?	No
How many wheelchair bays are available for AWAY supporters?	20
Where are these situated? i.e. pitchside, raised platform etc	Pitchside and 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? 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
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?	20
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Via the ticket office
How far from the entrance/exit is accessible parking?	300m
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 - Just under the concourses so just a short walk
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?	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.shrewsburytown.com/fans/disabled-supporters/

CLUB	Southend United FC
REGISTERED GROUND	ROOTS HALL FOOTBALL GROUND



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Levi-Marie Crombie Telephone: 08444 770077 Email: levi-marie.crombie@southend-united.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 Name: Email: Telephone:
Has the club had an access audit? Date of Audit -	Yes 8/1/2001
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?	Jason Page
Who provided the training?	Event Cover

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	Copy of DWP 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?	Via headphones issued by the Club
How many headsets/receivers do you have for home and away supporters?	HOME: 6 AWAY: 0
What is the procedure for receiving and returning the headsets?	The commentary area is in the home stand. Visiting supporters can use the headsets. Steward controlled.
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 East Stand Block A - home section With regards facilities for assistance dogs - these are arranged as and when required.
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?	20
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?	4
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?	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 Front row all around 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 Front row of away stand, although view is not great

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 6 - 3 home and 3 away
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Telephone / e-mail to Ticket Office of Club
How far from the entrance/exit is accessible parking?	20 m
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 - 10 m
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 Ticket Office has a low level serving counter. The accessible toilets are fitted with RADAR locks.
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.southendunited.co.uk/fans/disabled-supporters/

CLUB	Swindon Town FC
REGISTERED GROUND	The County Ground, County Road, Swindon



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Jason McGinley Telephone: 0871 876 1969 Email: jason@swindontownfc.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: Karen Cooper Email: karen.cooper61@tiscali.co.uk Telephone: 01793 491274
Has the club had an access audit? Date of Audit -	Yes 6/1/2009
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?	Disability living allowance 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?	Yes
Which match commentary do you provide for Visually Impaired Supporters?	RADIO COMMENTARY
If yes, how do supporters access this?	Via radio
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?	The Supporter would contact the ticket office beforehand or on the day. The supporter would then be required to sign out the headset and sign back in at the end of 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?	51
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	Pitchside
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?	Yes 90
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?	Yes 17
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 16
Is this clearly signposted?	No
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Via Telephone
How far from the entrance/exit is accessible parking?	25-30 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 – 6 Distance - varies - from 3 metres - 15 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?	
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	www.swindontownfc.co.uk/fans/disabled-supporters

CLUB	Walsall FC
REGISTERED GROUND	BANKS'S STADIUM



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Laura Yates Telephone: 01922 651 418 Email: tickets@walsallfc.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 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?	Disability Stewards
Who provided the training?	Safety Officer. Ongoing, annual refresher.

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	Receipt of middle or higher rate of Disability Living Allowance. Receipt of severe disablement allowance. Formal letter from 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	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?	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?	35
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?	12
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
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?	No
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 25
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Issue of permits to regular supporters (e.g season-ticket holders). Matchday permits, prebooked via Ticket Office
How far from the entrance/exit is accessible parking?	10
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 Distance - 10-20 metres
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?	No
Please provide the URL of any relevant information for disabled supporters on your website	http://www.saddlers.co.uk/fans/disabled-supporters/

CLUB	Wigan Athletic FC
REGISTERED GROUND	DW STADIUM WIGAN



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Norma Sherratt Telephone: 01942 774012 Email: n.sherratt@wiganathletic.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 Name: N/a Email: N/a Telephone: N/a
Has the club had an access audit? Date of Audit -	Yes 1/1/2014
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?	Club's own questionnaire
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?	Seating in specific area
How many headsets/receivers do you have for home and away supporters?	HOME: 4 AWAY: 2
What is the procedure for receiving and returning the headsets?	Contact Norma Sherratt at ticket office and pay £10 refundable deposit. Return to main reception after the game.
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 Behind and around wheelchair pods
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?	56
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?	
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 Plenty
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 Plenty

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?	Contact Norma Sherratt
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 – 4 (North Stand), 8 (East Stand) 3 (South Stand), 18 (West Stand) 33 in total Distance - Within 10 metres of disabled section with easy access
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 assist with this. There is room at the side of the 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?	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.wiganlatics.co.uk/tickets/disability_information/