

DISABLED FACILITIES GUIDE

LEAGUE 2 CLUBS - SEASON 2015/16

CLUB	Accrington Stanley FC
REGISTERED GROUND	Storefirst Stadium, Livingstone Road, Accrington BB5 5BX



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Robert Houseman Telephone: 01254 356950 Email: robert.houseman@accringtonstanley.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?	All stewards as part of their overall training policy
Who provided the training?	RPC Ltd

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	Photographic ID unless it is totally obvious from the supporters condition (ie we would not ask a wheelchair user for proof)
Can disabled supporters purchase match tickets via the main ticket office number?	No
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?	Yes in the section near the press box
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?	10
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?	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 100
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 100
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?	Yes
Do you have facilities for AWAY ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for AWAY ambulant disabled supporters?	Yes 50

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 2
Is this clearly signposted?	No
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Need to contact club via telephone
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 – 2 Distance - 50 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?	No
Do you have low level serving counters in your Club Shop?	No
If not, do you provide any other service facility for disabled supporters? What?	staff trained to deal with and help fans
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	

CLUB	AFC Wimbledon
REGISTERED GROUND	Cherry Red Records Stadium



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	David Charles Telephone: 020 8547 3528 Email: secretary@afcwimbledon.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 9/1/2012
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training?	No
Who at the club received the training?	
Who provided the training?	

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	None as there are no reduced prices for disabled fans other than through the normal concession prices
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?	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?	No

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	12
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?	No
How many wheelchair bays are available for AWAY supporters?	4
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 20
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 15

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 31
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Home fans are provided with passes at the start of the season. One off fans, including away fans, can call the club office to make arrangements.
How far from the entrance/exit is accessible parking?	20-50 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 – 5 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?	No
If not, do you provide any other service facility for disabled supporters? What?	Personal service from the Shop Staff
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.afcwimbledon.co.uk/fans/disabled-supporters/

CLUB	Barnet F.C.	
REGISTERED GROUND	The Hive London, Camrose Avenue, Greater London, HA8 6AG	

CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Daniel O'Riordan Telephone: 2083813800 Email: doriordan@thehivelondon.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 -	Yes 1/1/2013
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?	Presentation of a blue badge or similar photo ID.
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?	N/A
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?	N/A
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 N/A
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?	42
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?	28
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?	No
Do you have a limit on the number of HOME ambulant disabled seats available? If so why?	Yes According to areas included in our Health and Safety Regulations
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 52
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?	Yes
Do you have facilities for AWAY ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for AWAY ambulant disabled supporters?	Yes 38

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?	Same as for other parking, i.e. in the main car park and on a first come-first serve basis.
How far from the entrance/exit is accessible parking?	50 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 – 13 Distance - APPROX. 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?	No
If not, do you provide any other service facility for disabled supporters? What?	Kiosks have low level serving counters and shop staff are on-hand around the shop to assist. There is easy access to all kiosks, bars and the club shop.
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	Yes
Are these available for away fans?	Yes
Do you provide rest areas on your concourses for disabled and elderly supporters?	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	

CLUB	Bristol Rovers
REGISTERED GROUND	Memorial Stadium, Filton Avenue, Bristol, BS70BF



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	David Harper Telephone: 0117 9524046 Email: Davidharper@bristolrovers.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 -	Yes 6/1/2015
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training?	No
Who at the club received the training?	
Who provided the training?	

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	1. Receipt of Middle or Higher Rate Disability Living Allowance 2. Receipt of either Severe Disablement Allowance or Attendance Allowance 3. Personal 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?	No
Which match commentary do you provide for Visually Impaired Supporters?	RADIO COMMENTARY
If yes, how do supporters access this?	Limited use only through Hospital Broadcasts
How many headsets/receivers do you have for home and away supporters?	HOME: 2 AWAY: 0
What is the procedure for receiving and returning the headsets?	Held by Hospital Broadcasts
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
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?	No
Where are your HOME wheelchair bays situated? i.e. pitchside, raised platform etc	Raised Platform
Do you have spaces in hospitality and VIP areas for wheelchair users?	Yes
How many wheelchair bays are available for AWAY supporters?	5
Where are these situated? i.e. pitchside, raised platform etc	Raised Platform
Are AWAY supporters using wheelchairs situated with away supporters?	Yes
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	Yes

FACILITIES - Ambulant	
Are HOME ambulant disabled supporters able to sit anywhere in your stadium?	No
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 60
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?	Yes

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 45
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Pre Booking
How far from the entrance/exit is accessible parking?	25
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	No

OTHER FACILITIES	
Does the stadium have accessible toilets?	Yes
How many toilets and what distance are they from disabled supporters' seating?	Number – 4 Distance - Approx 20m
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	No
Do away fans have access to accessible toilets?	Yes
Is your Club Shop accessible to all supporters including disabled supporters?	Yes
Do you have low level serving counters in your Club Shop?	Yes
If not, do you provide any other service facility for disabled supporters? What?	N/a
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	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	Cambridge United FC
REGISTERED GROUND	Abbey Stadium



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Andy Beattie Telephone: 01223 566500 Email: secretary@cambridge-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?	Yes
Who at the club received the training?	All stewards
Who provided the training?	In house

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	Proof of Disability Living/Mobility/Attendance 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?	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?	via BBS Radio Cambs or United Player
How many headsets/receivers do you have for home and away supporters?	HOME: 6 AWAY: 4
What is the procedure for receiving and returning the headsets?	One man coordinates
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?	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	Both
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?	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 20
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 50
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for AWAY ambulant disabled supporters?	Yes 24

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?	Through request
How far from the entrance/exit is accessible parking?	5 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 – 12 Distance - 5m
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 is provided for disabled supporters
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	Yes
Are these available for away fans?	Yes
Do you provide rest areas on your concourses for disabled and elderly supporters?	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.cambridge-united.co.uk/fans/disabled-supporters/

CLUB	Carlisle United FC
REGISTERED GROUND	Brunton Park, Warwick Road, Carlisle



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Nigel Dickinson Telephone: 01228 526237 Email: nigel.dickinson@carlisleunited.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 -	Yes 11/1/2013
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?	Persons requiring a full time carer to accompany them to the match can get a carer ticket, which is free. This can only be issued if; when purchasing the tickets the person can show evidence of full time carer status. We accept a letter showing that disability allowance is in the higher band.
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?	Radio Cumbria provide full match commentary. Supporters can utilise this through their own radio and headphone set.
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?	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	Both
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?	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 There are seats with limited steps but these are not specific for people with disabilities
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 We have seats reachable with a limited number of steps but these are not specifically for people with disabilities

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 12
Is this clearly signposted?	No
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Via stewards
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 – 1 in each area Distance - In Concourse
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.carlisleunited.co.uk/fans/disabled-supporters/

CLUB	Crawley Town FC
REGISTERED GROUND	The Checktrade.com Stadium



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Barbara Robinson Telephone: 01293 410000 Email: barbararobinson@crawleytownfc.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.	Yes Name: Barbara Robinson Email: barbararobinson@crawleytownfc.com Telephone: 01293 410000
Has the club had an access audit? Date of Audit -	Yes 2/1/2015
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training?	Yes
Who at the club received the training?	Stadium Manager, Events Manager, Media Manager, Commercial Manager, Community Department, 3 Stewards.
Who provided the training?	Damian Brewer - Access Officer at Crawley Borough Council

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	Mid or Higher level DLA or equivalent PIP Care or 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?	No
Which match commentary do you provide for Visually Impaired Supporters?	AUDIO DESCRIBED
If yes, how do supporters access this?	Supporters are required to pre-register for this service, this can be done through club website or visiting club ticket office
How many headsets/receivers do you have for home and away supporters?	HOME: 10 AWAY: 10
What is the procedure for receiving and returning the headsets?	10 receivers, allocation is first come first serve on a 7 day notice to the club. Registration is required. Sign out and Sign In on return.
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?	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	Both
Do you have spaces in hospitality and VIP areas for wheelchair users?	No
How many wheelchair bays are available for AWAY supporters?	6
Where are these situated? i.e. pitchside, raised platform etc	Pitchside
Are AWAY supporters using wheelchairs situated with away supporters?	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 100
Are AWAY ambulant disabled supporters situated in the away supporters' area?	Yes
Are AWAY ambulant disabled supporters able to sit anywhere within the away area at your stadium?	Yes
Do you have a limit on number of AWAY ambulant disabled seats available? If yes, why?	No
Do you have facilities for AWAY ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for AWAY ambulant disabled supporters?	Yes 40

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 23
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	To be booked in advance by calling 01293 410000.
How far from the entrance/exit is accessible parking?	2 m - 20m
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 – 8 Distance - 10m
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?	Yes
Please provide the URL of any relevant information for disabled supporters on your website	www.crawleytownfc.com/club/visit-us/

CLUB	Dagenham & Redbridge FC
REGISTERED GROUND	London Borough of Barking & Dagenham Stadium Victoria Road Dagenham RM10 7XL



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Stephen Thompson Telephone: 0208 5921549 ext 20 Email: info@daggers.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?	No
Have any club staff received disability awareness training?	Yes
Who at the club received the training?	At a stewards meeting, the stewards underwent a briefing by the clubs equality and diversity lead, who is an FA qualified tutor.
Who provided the training?	Teresa Parish

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	<ul style="list-style-type: none"> • Receipt of the middle or higher rate of the Disability Living Allowance (mobility or care component) • Receipt of either the Severe Disablement Allowance or Attendance allowance. • A personal letter from your GP. • Receipt of an orange/Blue badge will not be considered sufficient proof 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	CONCESSION
Are disabled supporters permitted to bring a personal assistant to accompany them free of charge	Yes
Does this include disabled supporters not using a wheelchair and in particular supporters with a learning disability who might need a support worker to accompany them?	Yes

FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB

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

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	4
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?	No
How many wheelchair bays are available for AWAY supporters?	12
Where are these situated? i.e. pitchside, raised platform etc	Raised Platform
Are AWAY supporters using wheelchairs situated with away supporters?	Yes
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	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?	Yes Six with 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?	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?	Yes Twelve
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 10
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	By email to Club Secretary
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 – four Distance - 10 meters
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	No
Do away fans have access to accessible toilets?	Yes
Is your Club Shop accessible to all supporters including disabled supporters?	Yes
Do you have low level serving counters in your Club Shop?	Yes
If not, do you provide any other service facility for disabled supporters? What?	N/A
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	No
Are these available for away fans?	No
Do you provide rest areas on your concourses for disabled and elderly supporters?	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	All relevant disabled information can be found on our website =

CLUB	Exeter City FC
REGISTERED GROUND	St James' Park, Stadium Way, EXETER, EX4 6PX



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Nick Saunders, Disability Liaison Officer Telephone: 01392 411243 Email: disability@exetercityfc.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: Nick Saunders, Chairman Email: ecfcdsa@gmail.com Telephone: 07913 256697
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 club staff which includes: Club Directors; Management staff; Stewards as part of NVQ; Shop; Reception; clubs DLO & SLO plus selected volunteers.
Who provided the training?	Football League.

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	Middle or higher rate of the DLA (mobility or care component), or the Severe Disablement Allowance or Attendance Allowance or a personal letter from a GP. Receipt of Blue badge will not be considered sufficient proof 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?	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?	Supporters are advised to ring the Club Reception for availability and to reserve a headset in advance.
How many headsets/receivers do you have for home and away supporters?	HOME: 5 AWAY: 5
What is the procedure for receiving and returning the headsets?	Collect from Reception and return post-match.
Do you require a deposit for the headsets?	No
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	No
Do you provide facilities for assistance dogs?	Yes
Is this area wheelchair user accessible?	Yes

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	(Designated area) 6 bays = 31 spaces
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?	(Designated area) 1 bay = 3 spaces
Where are these situated? i.e. pitchside, raised platform etc	Raised Platform
Are AWAY supporters using wheelchairs situated with away supporters?	Yes
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	Yes

FACILITIES - Ambulant	
Are HOME ambulant disabled supporters able to sit anywhere in your stadium?	Yes
Do you have a limit on the number of HOME ambulant disabled seats available? If so why?	No
Do you have facilities for HOME ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	Yes Seating is arranged to mobility difficulties.
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 Seating is arranged to mobility difficulties.
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 Seating is arranged to mobility difficulties.
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 Seating is arranged to mobility difficulties.

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 4 for home and 2 for away
Is this clearly signposted?	No
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Contact Club reception in advance, upto 24 hours before match day.
How far from the entrance/exit is accessible parking?	20 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 – 1 toilet within Stadium (Corner of Big bank/Main stand), 2 toilets within 'the park'. Distance - Within Stadium
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	No
Do away fans have access to accessible toilets?	Yes
Is your Club Shop accessible to all supporters including disabled supporters?	Yes
Do you have low level serving counters in your Club Shop?	Yes
If not, do you provide any other service facility for disabled supporters? What?	
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	No
Are these available for away fans?	No
Do you provide rest areas on your concourses for disabled and elderly supporters?	No
Do you provide or arrange accessible transport for home/away games?	No
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	Yes
Please provide the URL of any relevant information for disabled supporters on your website	http://www.exetercityfc.co.uk/tickets/disability-ticketing/

CLUB	Hartlepool United FC
REGISTERED GROUND	Victoria Park



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Sarah Rowntree Telephone: 01429 272584 Email: sarah.rowntree@hartlepoolunited.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: Neil Appleyard Email: theappleorchard@ntlworld.com Telephone: 0774 7735247
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?	Proof of Higher Rate Disability 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?	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?	21
Is there a place for a personal assistant to sit with the disabled supporter	Yes
Can you accommodate family groups?	Yes
Where are your HOME wheelchair bays situated? i.e. pitchside, raised platform etc	Pitchside
Do you have spaces in hospitality and VIP areas for wheelchair users?	No
How many wheelchair bays are available for AWAY supporters?	5
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 12
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 1035

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 5
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	by telephone 01429 272584 ext 9
How far from the entrance/exit is accessible parking?	92
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 - 30/35 yards approximately
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?	Mobile shop staff to assist as required.
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	No
Are these available for away fans?	No
Do you provide rest areas on your concourses for disabled and elderly supporters?	No
Do you provide or arrange accessible transport for home/away games?	No
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	No
Please provide the URL of any relevant information for disabled supporters on your website	http://www.hartlepoolunited.co.uk/fans/disabled-supporters/

CLUB	Leyton Orient FC
REGISTERED GROUND	Matchroom Stadium, Brisbane Road, Leyton, E10 5NF



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Lindsey Martin - DLO Telephone: 0871 310 1884 Email: l.martinleytonorient.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?	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?	Middle or higher rate of DLA or equivalent of PIP
Can disabled supporters purchase match tickets via the main ticket office number?	Yes
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	No
What is the club's policy for charging disabled supporters? i.e. full price, concession	FREE
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?	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?	54
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?	7
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?	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 5
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Via email to the DLO
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)?	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 - Variable depending upon area but average of around 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?	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.leytonorient.com/fans/informationdisabledsupporters/

CLUB	Luton Town FC
REGISTERED GROUND	Kenilworth Stadium, 1 Maple Road, Luton LU4 8AW



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	MIKE HOOKER Telephone: 01582 416976 Email: mike.hooker@lutontown.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: RICHARD HILL Email: welwyncc@gmx.com Telephone: 07818 431144
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?	A supporter needs to be able to provide evidence that they receive Middle or Higher Levels of either Disability Living Allowance or Attendance 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?	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?	Radio sets available on request from our Ticket Office
How many headsets/receivers do you have for home and away supporters?	HOME: 10+ AWAY: 10+
What is the procedure for receiving and returning the headsets?	Pick-Up and Collection from the Ticket Office - or headsets can be returned to stewards for away fans
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?	18
Is there a place for a personal assistant to sit with the disabled supporter	Yes
Can you accommodate family groups?	No
Where are your HOME wheelchair bays situated? i.e. pitchside, raised platform etc	Both
Do you have spaces in hospitality and VIP areas for wheelchair users?	No
How many wheelchair bays are available for AWAY supporters?	10
Where are these situated? i.e. pitchside, raised platform etc	Pitchside
Are AWAY supporters using wheelchairs situated with away supporters?	Yes
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	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 100+
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 0
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Many are issued on a seasonal basis - a limited number are available on a match by match basis by individual application
How far from the entrance/exit is accessible parking?	From 25 - 750 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 – 2 Distance - 25-50 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?	Yes
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	Yes
Please provide the URL of any relevant information for disabled supporters on your website	http://www.lutontown.co.uk/fans/disabled-supporters/

CLUB	Mansfield Town FC
REGISTERED GROUND	One Call Stadium, Quarry Lane, Mansfield NG18 5DA



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Keith Burnand Telephone: 01623 482482 Email: keith.burnand@mansfieldtown.net
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 -	Yes 5/1/2013
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?	Proof of highest level of Disability allowance awarded
Can disabled supporters purchase match tickets via the main ticket office number?	Yes
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	Yes
What is the club's policy for charging disabled supporters? i.e. full price, concession	CONCESSION
Are disabled supporters permitted to bring a personal assistant to accompany them free of charge	Yes
Does this include disabled supporters not using a wheelchair and in particular supporters with a learning disability who might need a support worker to accompany them?	Yes
FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB	

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	Yes
Which match commentary do you provide for Visually Impaired Supporters?	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?	5
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?	3
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 70
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 21

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 18
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	All are pre booked by home supporters for the whole season, if any become available this can be extended to away supporters
How far from the entrance/exit is accessible parking?	20 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 – 17 Distance - 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?	No
If not, do you provide any other service facility for disabled supporters? What?	but lower stable type door opens
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	none

CLUB	Morecambe FC
REGISTERED GROUND	The Globe Arena, Christie Way, Westgate, Morecambe, Lancashire LA4 4TB



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Mark Bradley Telephone: 01524 411797 Email: markbradley@morecambeafc.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 -	Yes 1/1/2011
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training?	No
Who at the club received the training?	Several stewards
Who provided the training?	Workplaces

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	Evidence of a high rate benefit
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?	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?	30
Is there a place for a personal assistant to sit with the disabled supporter	Yes
Can you accommodate family groups?	Yes
Where are your HOME wheelchair bays situated? i.e. pitchside, raised platform etc	Both
Do you have spaces in hospitality and VIP areas for wheelchair users?	Yes
How many wheelchair bays are available for AWAY supporters?	15
Where are these situated? i.e. pitchside, raised platform etc	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 FRONT ROWS, 100
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 ROWS, 100
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 FRONT ROW, 30
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, 30

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 29
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	BY APPLICATION
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 – 7 Distance - 20 metres
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	No
Do away fans have access to accessible toilets?	Yes
Is your Club Shop accessible to all supporters including disabled supporters?	Yes
Do you have low level serving counters in your Club Shop?	Yes
If not, do you provide any other service facility for disabled supporters? What?	
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	Newport County AFC
REGISTERED GROUND	Rodney Parade, Newport NP19 0UU



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Lewis Richards Telephone: 01633 670690 Email: Lewis.richards@newport-county.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: Colin Faulkner Email: ncafcdsa@gmail.com Telephone: 07546 328850
Has the club had an access audit? Date of Audit -	No
Are dedicated stewards/staff provided to assist disabled supporters?	No
Have any club staff received disability awareness training?	Yes
Who at the club received the training?	Lisa Savage, Safeguarding Officer
Who provided the training?	Newport City Council

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	Proof of Middle/Higher rate DLA or Standard/Higher rate PIP will be required and recorded against the supporter's patron record. This will not be required more than once during any one season.
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?	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?	10
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?	5
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 50
Is this clearly signposted?	No
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Contact Ticket Office at least 24 hours in advance of the fixture.
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 – Toilets are available in the Bisley Stand for both home and away fans, along with food kiosks. Distance - The facilities in the Bisley are a short distance from the North Terrace viewing platform.
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.newport-county.co.uk/fans/disabled-supporters/

CLUB	Northampton Town FC
REGISTERED GROUND	Sixfields Stadium, Northampton, N5 5QA



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Wendy Lambell Telephone: 01604 683777 Email: wendy.lambell@ntfc.tv
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?	DWP Mid and High Level Free Ticket for Carer is only issued when actually needed, proof required.
Can disabled supporters purchase match tickets via the main ticket office number?	Yes
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	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?	Contact elliot.stonhill@ntfc.tv or call 01604 683758
How many headsets/receivers do you have for home and away supporters?	HOME: 10+ AWAY: 2
What is the procedure for receiving and returning the headsets?	As arranged with Elliot Stonhill
Do you require a deposit for the headsets?	Yes
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	No
Do you provide facilities for assistance dogs?	No
Is this area wheelchair user accessible?	No

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	68
Is there a place for a personal assistant to sit with the disabled supporter	Yes
Can you accommodate family groups?	Yes
Where are your HOME wheelchair bays situated? i.e. pitchside, raised platform etc	Both
Do you have spaces in hospitality and VIP areas for wheelchair users?	No
How many wheelchair bays are available for AWAY supporters?	10
Where are these situated? i.e. pitchside, raised platform etc	Pitchside
Are AWAY supporters using wheelchairs situated with away supporters?	Yes
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	Yes

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

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 85
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Paying on a season basis booking via ticket office Away Supporters need to book parking in advance
How far from the entrance/exit is accessible parking?	100m
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 - Maximum of 50m
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.ntfc.co.uk/fans/disabled_supporters/

CLUB	Notts County FC
REGISTERED GROUND	Meadow Lane, Nottingham NG2 3HJ



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Tim Bradd Telephone: 0115 9557210 Email: tim.bradd@nottscountyfc.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: Luke Middup Email: ncDSA@outlook.com Telephone: 0115 9529000
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?	Disabled tickets sold at the relevant age related price. FOC carer ticket offered to standard rate PIP or middle to higher rate of DLA from DWP. A GP note to confirm assistance is required to attend fixtures will also suffice to a FOC carer ticket.
Can disabled supporters purchase match tickets via the main ticket office number?	Yes
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	No
What is the club's policy for charging disabled supporters? i.e. full price, concession	FULL PRICE
Are disabled supporters permitted to bring a personal assistant to accompany them free of charge	Yes
Does this include disabled supporters not using a wheelchair and in particular supporters with a learning disability who might need a support worker to accompany them?	Yes
FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB	

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	No
Which match commentary do you provide for Visually Impaired Supporters?	RADIO COMMENTARY
If yes, how do supporters access this?	5 DAB Digital Headsets available from the 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?	Pre book via the ticket office on 0115 9557210 then return to a steward at the end of the game to 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?	No
Is this area wheelchair user accessible?	No

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	40
Is there a place for a personal assistant to sit with the disabled supporter	Yes
Can you accommodate family groups?	Yes
Where are your HOME wheelchair bays situated? i.e. pitchside, raised platform etc	Pitchside
Do you have spaces in hospitality and VIP areas for wheelchair users?	No
How many wheelchair bays are available for AWAY supporters?	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 Availability amongst wheelchair bays
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 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?	Yes Availability amongst wheelchair bays
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 Many

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 – 7 Distance - 2 in the Main Stand 2 in the Haydn Green Stand (Family Stand) 3 in the Jimmy Sirrel Stand (away supporters) 1 in MLSB (Sports Bar located outside the stadium)
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	Yes
Do away fans have access to accessible toilets?	Yes
Is your Club Shop accessible to all supporters including disabled supporters?	Yes
Do you have low level serving counters in your Club Shop?	No
If not, do you provide any other service facility for disabled supporters? What?	Shop staff to assist.
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.nottscountyfc.co.uk/fans/disabled-supporters/

CLUB	Oxford United FC
REGISTERED GROUND	The Kassam Stadium, Grenoble Rd, Oxford OX4 4XP



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Sarah Gooding Telephone: 01865 337514 Email: sgooding@oufc.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 -	Yes 8/1/2001
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?	Disabled supporters, both wheelchair users and ambulant, pay the age-related price per stand. However, to be entitled to a free season/matchday ticket for a personal assistant, the disabled person must have documents proving they are in receipt of Disability Living Allowance (middle or higher care component) or be registered as visually impaired or deaf.
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?	No

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	1-3
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?	19
Where are these situated? i.e. pitchside, raised platform etc	Raised Platform
Are AWAY supporters using wheelchairs situated with away supporters?	Yes
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	Yes

FACILITIES - Ambulant	
Are HOME ambulant disabled supporters able to sit anywhere in your stadium?	Yes
Do you have a limit on the number of HOME ambulant disabled seats available? If so why?	No
Do you have facilities for HOME ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	Yes Not specifically but if supporters ask for extra leg room we have a number of options depending on the area of the stadium they wish to sit
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 272
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
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 56

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 91
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	1st come 1st served, none reserved although there are specifically 19 in two blocks in close proximity to the away turnstiles
How far from the entrance/exit is accessible parking?	From 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 – 8 Distance - In concourses in close proximity
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?	Customer service
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.oufc.co.uk/fans/disabled-supporters/index.aspx

CLUB	Plymouth Argyle FC
REGISTERED GROUND	Home Park



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Dave Boobyer Telephone: 01752 562561 ext 140 Email: dave.boobyer@paafc.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: Susan Clarke Email: susan_clarke@blueyonder.co.uk Telephone: 07936 542497
Has the club had an access audit? Date of Audit -	Yes 10/1/2005
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training?	No
Who at the club received the training?	
Who provided the training?	

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	Higher Rate 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?	No
Which match commentary do you provide for Visually Impaired Supporters?	AUDIO DESCRIBED
If yes, how do supporters access this?	Can pre-book with Club or collected on the day.
How many headsets/receivers do you have for home and away supporters?	HOME: 10+ AWAY: 10+
What is the procedure for receiving and returning the headsets?	Collect and return to 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?	Yes
Is this area wheelchair user accessible?	Yes

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	89
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?	28
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 30 - in disabled stand
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 55
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Contact Club in advance or, alternatively, car park has disabled bays clearly marked out.
How far from the entrance/exit is accessible parking?	100-150 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 – 15 Distance - 15 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.pafc.co.uk/fans/disabled-supporters/

CLUB	Portsmouth FC
REGISTERED GROUND	Fratton Park



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Allison McNeil Telephone: 2392778509 Email: allisonmcneill@pompeyfc.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: Sam Piggott Email: enquiries@pompey-dsa.co.uk Telephone: n/a
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?	Yes
Who at the club received the training?	All stewards working within areas where Disabled Spectators are seated are trained in Disability Awareness.
Who provided the training?	In house

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	Proof of DLA. Alternative proof of disability may be accepted.
Can disabled supporters purchase match tickets via the main ticket office number?	Yes
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	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?	In process of being set up for this season and will be via headphones through the Ticket Office.
How many headsets/receivers do you have for home and away supporters?	HOME: 7 AWAY: 3
What is the procedure for receiving and returning the headsets?	It is 10 headsets in total for either home or away fans. The headsets need to be signed in and out 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?	

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	53
Is there a place for a personal assistant to sit with the disabled supporter	Yes
Can you accommodate family groups?	No
Where are your HOME wheelchair bays situated? i.e. pitchside, raised platform etc	Raised Platform
Do you have spaces in hospitality and VIP areas for wheelchair users?	No
How many wheelchair bays are available for AWAY supporters?	5
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?	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 depends on season ticket renewals
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 26
Is this clearly signposted?	No
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	First come first served
How far from the entrance/exit is accessible parking?	143 m furthest point, 43m closest point
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	Yes

OTHER FACILITIES	
Does the stadium have accessible toilets?	Yes
How many toilets and what distance are they from disabled supporters' seating?	Number – 3 Distance - 30 metres maximum
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	No
Do away fans have access to accessible toilets?	Yes
Is your Club Shop accessible to all supporters including disabled supporters?	Yes
Do you have low level serving counters in your Club Shop?	Yes
If not, do you provide any other service facility for disabled supporters? What?	
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	Yes
Are these available for away fans?	Yes
Do you provide rest areas on your concourses for disabled and elderly supporters?	No
Do you provide or arrange accessible transport for home/away games?	Yes
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	Yes
Please provide the URL of any relevant information for disabled supporters on your website	http://www.portsmouthfc.co.uk/fans/disabled-supporters/index.aspx

CLUB	Stevenage FC
REGISTERED GROUND	The Lamex Stadium



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Lindsay Powell Telephone: 01438 223223 Email: lindsay@stevenagefc.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?	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?	Confirmation (letter) of middle or high Disabled 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?	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?	Radio units available from the Club Shop with access to local BBC radio commentary.
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?	Reserve at the Club Shop in advance. Pay £10 refundable deposit and collect from Club Shop. Return to Club Shop and receive deposit back.
Do you require a deposit for the headsets?	Yes
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	No
Do you provide facilities for assistance dogs?	No
Is this area wheelchair user accessible?	No

FACILITIES - Wheelchair	
How many wheelchair bays are available for home supporters?	6
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?	6
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?	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 224
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 116

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 15
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Pre-book spaces with Ticket Office in advance of the match. Names are allocated to spaces and listed with the Car Park Stewards to guide the spectator to their space.
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)?	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 - 75m and 25m
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?	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.stevenagefc.com/fans/disabled-supporters/ http://www.stevenagefc.com/tickets/disabled_tickets/

CLUB	Wycombe Wanderers FC
REGISTERED GROUND	Adams Park



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Trevor Morgan Telephone: 01494 455474 Email: trevor.morgan@wwfc.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 -	Yes 7/1/2013
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training?	Yes
Who at the club received the training?	All stewards
Who provided the training?	Wycombe District Council

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	DWP form stating medium rate or 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?	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?	No
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	Yes in front of press commentary area
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?	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?	10
Where are these situated? i.e. pitchside, raised platform etc	Pitchside
Are AWAY supporters using wheelchairs situated with away supporters?	Yes
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	Yes

FACILITIES - Ambulant	
Are HOME ambulant disabled supporters able to sit anywhere in your stadium?	Yes
Do you have a limit on the number of HOME ambulant disabled seats available? If so why?	No
Do you have facilities for HOME ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for HOME ambulant disabled supporters? If yes how many?	Yes 150
Are AWAY ambulant disabled supporters situated in the away supporters' area?	Yes
Are AWAY ambulant disabled supporters able to sit anywhere within the away area at your stadium?	Yes
Do you have a limit on number of AWAY ambulant disabled seats available? If yes, why?	No
Do you have facilities for AWAY ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for AWAY ambulant disabled supporters?	Yes 120

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 15
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	first come first served
How far from the entrance/exit is accessible parking?	70
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 - within 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?	staff assistance
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	

CLUB	Yeovil Town FC
REGISTERED GROUND	Huish Park



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	James Hillier Telephone: 01935 423662 Email: jhillier@ytfc.net
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: Sharron Swain 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?	Match day stewarding personnel receive disability training as part of their annual training programme. Club DSA personnel are also invited and attend these sessions.
Who provided the training?	External steward training provider.

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	Proof of mid to higher rate personal care benefit from the Department of Work and Pensions.
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?	Soccer sight system with supporters being allocated the necessary receiving devices.
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?	Supporters wishing to use the service need to book the headset with the YTFC DSA so that it can be collected at the entry gate allocated.
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?	15
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?	5
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 10+ front row of stand can be allocated.
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 10+ front row of away section can be allocated

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 0
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Club Disabled Supporters Association allocates parking spaces to its members and accommodates visiting disabled supporters with temporary parking permits.
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 – 2 in general stadium supporter areas, 1 in corporate hospitality area, 1 in marquee bar area. Distance - 10-50m There are several disabled supporter viewing areas with the maximum travel distance being 50m.
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.ytfc.net/fans/disabled-supporters/

CLUB	York City FC
REGISTERED GROUND	Bootham Crescent



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Angela Blackmore Telephone: 01904 624447 Email: enquiries@yorkcityfootballclub.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 7/1/2012
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training?	No
Who at the club received the training?	
Who provided the training?	

TICKETS	
What proof of disability do you require to qualify for a disabled match ticket?	Mid or upper level DSA confirmation
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?	
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?	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?	No
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?	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?	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?	No
Is this clearly signposted?	
Is this extended to away supporters?	
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)?	Yes

OTHER FACILITIES	
Does the stadium have accessible toilets?	Yes
How many toilets and what distance are they from disabled supporters' seating?	Number – One accessible toilet in the Main Stand Distance - 5 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?	No
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.yorkcityfootballclub.co.uk/fans/disabled-supporters/