

***GUIDE TO FACILITIES FOR DISABLED
FANS AT FOOTBALL LEAGUE GROUNDS***

LEAGUE 1 - SEASON 2010/11



CLUB	AFC Bournemouth
REGISTERED GROUND	Dean Court



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Phillip Tyrell
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
Please provide details of where information on disabled supporter access/facilities is publicised, such as your specific website page.	www.afcb.co.uk/page/DisabledSupporters
Has the club had an access audit?	No planning for Sep/Oct
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training? If so who?	Yes All Stewards

TICKETS AND PRICING	
What proof of disability do you require to qualify for a disabled match ticket?	DLA Docs
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	TBC
Does this include disabled supporters not using a wheelchair?	Yes
What is the club's policy with regards to personal assistants accompanying disabled supporters?	TBC
Does this include disabled supporters not using a wheelchair?	Yes

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	Yes
Do you provide match commentary for Visually Impaired Supporters?	No
If yes, how do supporters access this?	n/a
How many headsets/receivers do you have for home and away supporters?	n/a
What is the procedure for receiving/returning 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?	
Do you provide facilities for assistance dogs?	Yes

FACILITIES - Ambulant	
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
If no, what is your policy for seating home ambulant disabled supporters?	Reviewed on an individual basis 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?	
If no, what is your policy for seating away ambulant disabled supporters?	Reviewed on an individual basis
Are away ambulant disabled supporters situated with away supporters?	Yes

FACILITIES – Wheelchair	
How many wheelchair bays are available for home supporters?	156
Where are these situated? i.e. pitchside, raised platform etc	Pitchside and 4 raised platforms
How many wheelchair bays are available for away supporters?	66
Where are these situated? i.e. pitchside, raised platform etc	Pitchside with pre-arranged access to home platform area if required
Are away supporters using wheelchairs situated with away supporters?	Yes

PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Via Disabled Liaison officer
How far from the entrance/exit is accessible parking?	20m
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	Yes drop off

OTHER FACILITIES	
Does the stadium have accessible toilets?	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? If not, do you provide any other service facility for disabled supporters? What?	No Lobby area where we can deal with disabled supporters
Do you have accessible catering facilities?	Yes
Are these available for away fans?	
Do you provide rest areas on your concourses for disabled and elderly supporters?	No

AFC Bournemouth PRICING PLAN FOR DISABLED SUPPORTERS

Name of Stand	Covered	Home/ Away	Adults £	Concessions £	
	Y/N?			Junior U16	Seniors
North	Y	Home	£10	£6	£10
East Stand	Y	Both	£10	£6	£10

CLUB	Brentford
REGISTERED GROUND	Griffin Park



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	David Enstone
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
Please provide details of where information on disabled supporter access/facilities is publicised, such as your specific website page.	
Has the club had an access audit?	No
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training? If so who?	Yes All Stewards receive training

TICKETS AND PRICING	
What proof of disability do you require to qualify for a disabled match ticket?	Documentation providing that they are receiving disability benefits
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	They pay the requisite amount to their age and get a free of charge carer
Does this include disabled supporters not using a wheelchair?	Yes
What is the club's policy with regards to personal assistants accompanying disabled supporters?	They gain admission free as their carer
Does this include disabled supporters not using a wheelchair?	Yes

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	No
Do you provide match commentary for Visually Impaired Supporters?	Yes
If yes, how do supporters access this?	Request either in person or by email
How many headsets/receivers do you have for home and away supporters?	20
What is the procedure for receiving/returning headsets?	Allocated person to look after these
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

FACILITIES - Ambulant	
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
If no, what is your policy for seating home ambulant disabled supporters?	Sit where they like with front rows and aisles advisable
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 Same as home fans
If no, what is your policy for seating away ambulant disabled supporters?	
Are away ambulant disabled supporters situated with away supporters?	Yes

FACILITIES – Wheelchair	
How many wheelchair bays are available for home supporters?	0
Where are these situated? i.e. pitchside, raised platform etc	Pitchside
How many wheelchair bays are available for away supporters?	None
Where are these situated? i.e. pitchside, raised platform etc	N/A
Are away supporters using wheelchairs situated with away supporters?	No

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

OTHER FACILITIES	
Does the stadium have accessible toilets?	Yes
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? If not, do you provide any other service facility for disabled supporters? What?	No Assistance if required
Do you have accessible catering facilities?	Yes
Are these available for away fans?	No
Do you provide rest areas on your concourses for disabled and elderly supporters?	No

Brentford PRICING PLAN FOR DISABLED SUPPORTERS

Name of Stand	Covered	Home/Away	Adults £	Concessions £		
	Y/N?			Junior	Students	Seniors
Bill Axbey Stand	Y	Home	£21	£5	£12	£15
Brook Road Stand	Y	Away	£21	£5	£12	£15
Braemar Stand	Y	Home	£22	£5	£14	£16

CLUB	Brighton & Hove Albion
REGISTERED GROUND	Withdean Stadium



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Sally Townsend
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 BODS - Tina Shlovogt tsks2000@aol.com
Please provide details of where information on disabled supporter access/facilities is publicised, such as your specific website page.	Ticketing page on official site
Has the club had an access audit?	Yes
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training? If so who?	Yes Stewards

TICKETS AND PRICING	
What proof of disability do you require to qualify for a disabled match ticket?	Certificate for Disability Living/Mobility Allowance
Can disabled supporters purchase match tickets via the main ticket office number?	Yes
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	No
What is the club's policy for charging disabled supporters? i.e. full price, concession	Concessionary rate
Does this include disabled supporters not using a wheelchair?	Yes
What is the club's policy with regards to personal assistants accompanying disabled supporters?	Free of charge
Does this include disabled supporters not using a wheelchair?	Yes

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	No
Do you provide match commentary for Visually Impaired Supporters?	Yes
If yes, how do supporters access this?	Stewards assistance
How many headsets/receivers do you have for home and away supporters?	10
What is the procedure for receiving/returning headsets?	Issued by stewards
Do you require a deposit for the headsets?	No
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	No
Do you provide facilities for assistance dogs?	Yes

FACILITIES - Ambulant	
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
If no, what is your policy for seating home ambulant disabled supporters?	alternate seating made available
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
If no, what is your policy for seating away ambulant disabled supporters?	Alternate ambulant disabled seating provided
Are away ambulant disabled supporters situated with away supporters?	Yes

FACILITIES – Wheelchair	
How many wheelchair bays are available for home supporters?	37
Where are these situated? i.e. pitchside, raised platform etc	27 at pitchside, 10 raised in North stand
How many wheelchair bays are available for away supporters?	10
Where are these situated? i.e. pitchside, raised platform etc	Raised seating
Are away supporters using wheelchairs situated with away supporters?	Yes

PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many?	Yes 40
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?	10 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
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? If not, do you provide any other service facility for disabled supporters? What?	Yes
Do you have accessible catering facilities?	No
Are these available for away fans?	No
Do you provide rest areas on your concourses for disabled and elderly supporters?	No

Brighton & Hove Albion PRICING PLAN FOR DISABLED SUPPORTERS

Name of Stand	Covered	Home/Away	Adults £	Concessions £		
	Y/N?			Junior	Under 21	Seniors
East Stand	Y	Home	£15.50	£14	£17	£15.50
South West	Y	Away	£15	£13.50	£16.50	£15

CLUB	Bristol Rovers
REGISTERED GROUND	Memorial Stadium



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	D Harper
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
Please provide details of where information on disabled supporter access/facilities is publicised, such as your specific website page.	
Has the club had an access audit?	Yes
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training? If so who?	Yes D Harper - Safety Officer

TICKETS AND PRICING	
What proof of disability do you require to qualify for a disabled match ticket?	Disability Living Allowance - Severe Disablement Allowance, 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	Half Price
Does this include disabled supporters not using a wheelchair?	Yes
What is the club's policy with regards to personal assistants accompanying disabled supporters?	Free of charge
Does this include disabled supporters not using a wheelchair?	Yes

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	No
Do you provide match commentary for Visually Impaired Supporters?	No
If yes, how do supporters access this?	n/a
How many headsets/receivers do you have for home and away supporters?	n/a
What is the procedure for receiving/returning headsets?	n/a
Do you require a deposit for the headsets?	n/a
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

FACILITIES - Ambulant	
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 72
If no, what is your policy for seating home ambulant disabled supporters?	
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
If no, what is your policy for seating away ambulant disabled supporters?	Front rows of temporary stand, limited to 24
Are away ambulant disabled supporters situated with away supporters?	Yes

FACILITIES – Wheelchair	
How many wheelchair bays are available for home supporters?	19
Where are these situated? i.e. pitchside, raised platform etc	13 x raised platform, 6 x pitch level
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?	No

PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many?	Yes 48
Is this extended to away supporters?	No
How do you arrange accessible parking?	Prior booking
How far from the entrance/exit is accessible parking?	25m
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
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? If not, do you provide any other service facility for disabled supporters? What?	No Personal service by shop staff
Do you have accessible catering facilities?	No
Are these available for away fans?	No
Do you provide rest areas on your concourses for disabled and elderly supporters?	No

Bristol Rovers PRICING PLAN FOR DISABLED SUPPORTERS

Name of Stand	Covered	Home/Away	Adults £	Concessions £	
				Junior	Seniors
	Y/N?				
Blackthorn End	Y	Home	EB - £8 MD -£9	EB - £4 MD -£5	EB - £4.50 MD - £5.50
Visitors Terrace	Y	Away	EB-£8 MD-£9	EB-£4 MD-£5	EB-£4.50 MD - £5.50

EB – Early Bird
MD – Match Day

CLUB	Carlisle United
REGISTERED GROUND	Brunton Park



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Christine Metcalfe
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
Please provide details of where information on disabled supporter access/facilities is publicised, such as your specific website page.	www.carlisleunited.co.uk/page/ticketnews
Has the club had an access audit?	No
Are dedicated stewards/staff provided to assist disabled supporters?	No
Have any club staff received disability awareness training? If so who?	No

TICKETS AND PRICING	
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
Does this include disabled supporters not using a wheelchair?	Yes
What is the club's policy with regards to personal assistants accompanying disabled supporters?	Free of charge
Does this include disabled supporters not using a wheelchair?	Yes

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	Yes
Do you provide match commentary for Visually Impaired Supporters?	No
If yes, how do supporters access this?	
How many headsets/receivers do you have for home and away supporters?	
What is the procedure for receiving/returning 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?	
Do you provide facilities for assistance dogs?	Yes

FACILITIES - Ambulant	
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 in with home fans, unlimited seats
If no, what is your policy for seating home ambulant disabled supporters?	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
If no, what is your policy for seating away ambulant disabled supporters?	in with home fans, unlimited seats
Are away ambulant disabled supporters situated with away supporters?	Yes

FACILITIES – Wheelchair	
How many wheelchair bays are available for home supporters?	20
Where are these situated? i.e. pitchside, raised platform etc	Pitchside and raised
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

PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many?	Yes 16
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	First come basis
How far from the entrance/exit is accessible parking?	100m home, 20m away
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
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? If not, do you provide any other service facility for disabled supporters? What?	Yes
Do you have accessible catering facilities?	No
Are these available for away fans?	
Do you provide rest areas on your concourses for disabled and elderly supporters?	No

Carlisle United PRICING PLAN FOR DISABLED SUPPORTERS

Name of Stand	Covered	Home/Away	Adults £	Concessions £		
				Y/N?	Junior	Seniors
Cumberland Stand	Y	Both	PM- £19 MD- £21	PM- £9 MD- £11	PM- £13 MD- £15	PM- £5 MD- £5
Main Stand	Y	Home	PM- £19 MD- £21	PM- £9 MD- £11	PM- £13 MD- £15	PM- £5 MD- £5

PM – Pre Match
MD – Match Day

CLUB	Charlton Athletic
REGISTERED GROUND	The Valley



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Dave Archer
Is this person situated in the ticket office?	Yes - commercial centre
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	Yes Tony Garrett 01689 878626
Please provide details of where information on disabled supporter access/facilities is publicised, such as your specific website page.	On our club website under charter
Has the club had an access audit?	Yes
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training? If so who?	Yes Select staff from various departments including managers and operatives

TICKETS AND PRICING	
What proof of disability do you require to qualify for a disabled match ticket?	DWP Letter, medium or higher rate
Can disabled supporters purchase match tickets via the main ticket office number?	Yes
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	Yes
What is the club's policy for charging disabled supporters? i.e. full price, concession	Concession rate
Does this include disabled supporters not using a wheelchair?	Yes
What is the club's policy with regards to personal assistants accompanying disabled supporters?	Carer is free
Does this include disabled supporters not using a wheelchair?	Yes

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	Yes
Do you provide match commentary for Visually Impaired Supporters?	Yes
If yes, how do supporters access this?	Club provides a headset
How many headsets/receivers do you have for home and away supporters?	25
What is the procedure for receiving/returning headsets?	Collect and return at reception
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 No
Do you provide facilities for assistance dogs?	Yes

FACILITIES - Ambulant	
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
If no, what is your policy for seating home ambulant disabled supporters?	We have a set number (150) of concession + carer seats however should someone not wish to sit there we can offer alternatives
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
If no, what is your policy for seating away ambulant disabled supporters?	We have a set number (150) of concession + carer seats however should someone not wish to sit there we can offer alternatives
Are away ambulant disabled supporters situated with away supporters?	Yes

FACILITIES – Wheelchair	
How many wheelchair bays are available for home supporters?	200
Where are these situated? i.e. pitchside, raised platform etc	West-pitchside, nw/ne/East Raised
How many wheelchair bays are available for away supporters?	8
Where are these situated? i.e. pitchside, raised platform etc	Half way up stand
Are away supporters using wheelchairs situated with away supporters?	Yes

PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many?	Yes 40
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Stewards have a list on day - via booking process
How far from the entrance/exit is accessible parking?	Short walk, less than 3 mins
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
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? If not, do you provide any other service facility for disabled supporters? What?	No Member of staff assist
Do you have accessible catering facilities?	Yes
Are these available for away fans?	No
Do you provide rest areas on your concourses for disabled and elderly supporters?	No

Charlton Athletic PRICING PLAN FOR DISABLED SUPPORTERS

Name of Stand	Covered	Home/Away	Adults £	Concessions £		
	Y/N?			Under 18	Under 21	Seniors
North Stand	Y	Home	£17	£5	£17	£17
South Stand	Y	Away	£17	£5	£17	£17

CLUB	Colchester United
REGISTERED GROUND	Weston Homes Community Stadium



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Alex Hales
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
Please provide details of where information on disabled supporter access/facilities is publicised, such as your specific website page.	Currently not on website
Has the club had an access audit?	Yes
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training? If so who?	Yes Alex Hales, Laura Tuffen

TICKETS AND PRICING	
What proof of disability do you require to qualify for a disabled match ticket?	Copy of DLA
Can disabled supporters purchase match tickets via the main ticket office number?	Yes
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	Yes
What is the club's policy for charging disabled supporters? i.e. full price, concession	Concessionary rate
Does this include disabled supporters not using a wheelchair?	Yes
What is the club's policy with regards to personal assistants accompanying disabled supporters?	Free of charge
Does this include disabled supporters not using a wheelchair?	Yes

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	Yes
Do you provide match commentary for Visually Impaired Supporters?	Yes
If yes, how do supporters access this?	liaise with media dept/hosp radio in advance
How many headsets/receivers do you have for home and away supporters?	2
What is the procedure for receiving/returning headsets?	Fixed 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 Press block
Do you provide facilities for assistance dogs?	No

FACILITIES - Ambulant	
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
If no, what is your policy for seating home ambulant disabled supporters?	No limit set
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
If no, what is your policy for seating away ambulant disabled supporters?	No limit set
Are away ambulant disabled supporters situated with away supporters?	Yes

FACILITIES – Wheelchair	
How many wheelchair bays are available for home supporters?	28
Where are these situated? i.e. pitchside, raised platform etc	Raised platforms
How many wheelchair bays are available for away supporters?	12
Where are these situated? i.e. pitchside, raised platform etc	Raised platforms
Are away supporters using wheelchairs situated with away supporters?	Yes

PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many?	Yes 41
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Pre-book with ticket office
How far from the entrance/exit is accessible parking?	A few 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
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? If not, do you provide any other service facility for disabled supporters? What?	No Staff Assistance/online shop
Do you have accessible catering facilities?	Yes
Are these available for away fans?	Yes
Do you provide rest areas on your concourses for disabled and elderly supporters?	No

Colchester United PRICING PLAN FOR DISABLED SUPPORTERS

Name of Stand	Covered	Home/Away	Adults £	Concessions £			
				18-21	Under18	Under 8	(DISABLED, 65+ & FORCES)
South Stand	Y	Home	£13-£15	£14-£16	£14-£16	£10-£11	£13-£15
North Stand	Y	Away	£13-£15	£14-£16	£14-£16	£10-£11	£13-£15

CLUB	Dagenham & Redbridge
REGISTERED GROUND	Lndn Borough of Barking and Dagenham Stadium



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Stephen Thompson
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
Please provide details of where information on disabled supporter access/facilities is publicised, such as your specific website page.	www.daggers.co.uk
Has the club had an access audit?	Yes
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training? If so who?	Yes Safety officer

TICKETS AND PRICING	
What proof of disability do you require to qualify for a disabled match ticket?	Disability Allowance Documentation
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
Does this include disabled supporters not using a wheelchair?	Yes
What is the club's policy with regards to personal assistants accompanying disabled supporters?	Free of charge
Does this include disabled supporters not using a wheelchair?	Yes

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	No
Do you provide match commentary for Visually Impaired Supporters?	No
If yes, how do supporters access this?	
How many headsets/receivers do you have for home and away supporters?	
What is the procedure for receiving/returning 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?	
Do you provide facilities for assistance dogs?	Yes

FACILITIES - Ambulant	
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 6
If no, what is your policy for seating home ambulant disabled supporters?	
Do you have facilities for away ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	Yes 12
If no, what is your policy for seating away ambulant disabled supporters?	
Are away ambulant disabled supporters situated with away supporters?	No

FACILITIES – Wheelchair	
How many wheelchair bays are available for home supporters?	10
Where are these situated? i.e. pitchside, raised platform etc	Pitchside
How many wheelchair bays are available for away supporters?	12
Where are these situated? i.e. pitchside, raised platform etc	Raised platforms
Are away supporters using wheelchairs situated with away supporters?	No

PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many?	Yes 6
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Contact club prior to match
How far from the entrance/exit is accessible parking?	Close to home/away turnstiles
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
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? If not, do you provide any other service facility for disabled supporters? What?	No Yes
Do you have accessible catering facilities?	Yes
Are these available for away fans?	Yes
Do you provide rest areas on your concourses for disabled and elderly supporters?	No

Dagenham & Redbridge PRICING PLAN FOR DISABLED SUPPORTERS

Name of Stand	Covered	Home/Away	Adults £	Concessions £
	Y/N?			Seniors
Carling Stand	Y	Home	£15 MD - £13 A	£15 – MD - £13 A
The Marcus James West Stand	Y	Away	£15 MD - £13 A	£15 – MD - £13 A
Terraces	Y	Home	£11 MD – £10 A	£11 MD – £10 A

MD – Match Day

A – Advance

CLUB	Exeter City
REGISTERED GROUND	St James' Park



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Nicholas Saunders
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 Nicholas Saunders 01392 411243
Please provide details of where information on disabled supporter access/facilities is publicised, such as your specific website page.	www.exetercityfc.co.uk/page/disabledInformation
Has the club had an access audit?	Yes
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training? If so who?	Yes Stewards as part of NVQ and shop. In process of arranging training for club staff further to meeting between the club and DLO

TICKETS AND PRICING	
What proof of disability do you require to qualify for a disabled match ticket?	Middle or Higher rate of DLA or Severe Disablement Allowance or Attendance Allowance or a 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?	Yes
What is the club's policy for charging disabled supporters? i.e. full price, concession	Full price
Does this include disabled supporters not using a wheelchair?	Yes
What is the club's policy with regards to personal assistants accompanying disabled supporters?	Free of charge
Does this include disabled supporters not using a wheelchair?	Yes

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	Yes
Do you provide match commentary for Visually Impaired Supporters?	Yes
If yes, how do supporters access this?	Ring Club reception for availability and to reserve a headset.
How many headsets/receivers do you have for home and away supporters?	10
What is the procedure for receiving/returning headsets?	Club Reception
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 No
Do you provide facilities for assistance dogs?	Yes

FACILITIES - Ambulant	
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
If no, what is your policy for seating home ambulant disabled supporters?	
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
If no, what is your policy for seating away ambulant disabled supporters?	
Are away ambulant disabled supporters situated with away supporters?	Yes

FACILITIES – Wheelchair	
How many wheelchair bays are available for home supporters?	6
Where are these situated? i.e. pitchside, raised platform etc	Elevated
How many wheelchair bays are available for away supporters?	1
Where are these situated? i.e. pitchside, raised platform etc	Elevated bay
Are away supporters using wheelchairs situated with away supporters?	No

PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many?	Yes 4
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Contact club reception up to 24 hours in advance
How far from the entrance/exit is accessible parking?	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
Do away fans have access to accessible toilets?	Yes - Flybe stand only
Is your Club Shop accessible to all supporters including disabled supporters?	Yes
Do you have low level serving counters in your Club Shop? If not, do you provide any other service facility for disabled supporters? What?	Yes
Do you have accessible catering facilities?	No
Are these available for away fans?	No
Do you provide rest areas on your concourses for disabled and elderly supporters?	No

Exeter City PRICING PLAN FOR DISABLED SUPPORTERS

Name of Stand	Covered	Home/A way	Adults £	Concessions £	
				Y/N?	Under 18
Stage Coach Stand	Y	Home	MD - £20 OP - £18	MD - £6 OP - £6	MD - £14 OP - £6
Stage Coach Corner Section	Y	Away	MD - £20 OP - £18	MD - £6 OP - £6	MD - £14 OP - £6
Blackthorn Big Bank	Y	Home	MD - £16 OP -£16	MD - £11 OP -£11	MD -£5 OP - £5

MD – Match Day

OP – Online/Phone Price

CLUB	Hartlepool United
REGISTERED GROUND	Victoria Park



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Sharon Precious
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 Neil Appleyard 01429 291706
Please provide details of where information on disabled supporter access/facilities is publicised, such as your specific website page.	www.hartlepoolunited.co.uk
Has the club had an access audit?	Yes
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training? If so who?	Yes Sharon Precious Ticket Office Manageress

TICKETS AND PRICING	
What proof of disability do you require to qualify for a disabled match ticket?	A Supporter is required to show what rate of DLA they receive and if they are receiving high their carer is FOC
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
Does this include disabled supporters not using a wheelchair?	Yes
What is the club's policy with regards to personal assistants accompanying disabled supporters?	Free of charge is on high rate DLA
Does this include disabled supporters not using a wheelchair?	Yes

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	Yes
Do you provide match commentary for Visually Impaired Supporters?	No
If yes, how do supporters access this?	n/a
How many headsets/receivers do you have for home and away supporters?	n/a
What is the procedure for receiving/returning headsets?	n/a
Do you require a deposit for the headsets?	n/a
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

FACILITIES - Ambulant	
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
If no, what is your policy for seating home ambulant disabled supporters?	No limited numbers. We accommodate behind the disabled enclosure in the Cyril Knowles stand but from last season ambulant disabled bought in any area of the ground
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
If no, what is your policy for seating away ambulant disabled supporters?	No limit on numbers. Usually accommodate behind the disabled enclosure in the Rink End, from last season ambulant disabled purchased in any area of the away stand
Are away ambulant disabled supporters situated with away supporters?	Yes

FACILITIES – Wheelchair	
How many wheelchair bays are available for home supporters?	21
Where are these situated? i.e. pitchside, raised platform etc	Pitchside
How many wheelchair bays are available for away supporters?	14
Where are these situated? i.e. pitchside, raised platform etc	Pitchside
Are away supporters using wheelchairs situated with away supporters?	Yes

PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many?	Yes 10
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Telephone 01429272584 ext 9
How far from the entrance/exit is accessible parking?	100 yards
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
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? If not, do you provide any other service facility for disabled supporters? What?	No
Do you have accessible catering facilities?	No
Are these available for away fans?	n/a
Do you provide rest areas on your concourses for disabled and elderly supporters?	No

Hartlepool United PRICING PLAN FOR DISABLED SUPPORTERS

Name of Stand	Covered	Home/Away	Adults £	Concessions £
	Y/N?			
Niramax Stand	Y	Home	£20	£10
Rink End	Y	Away	£20	£10
Cyril Knowles	Y	Home	£20	£10

CLUB	Huddersfield Town
REGISTERED GROUND	The Galpharm Stadium



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Sue Farrell
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 Dave Hetherill 01484 537056
Please provide details of where information on disabled supporter access/facilities is publicised, such as your specific website page.	Website Customer Charter
Has the club had an access audit?	No
Are dedicated stewards/staff provided to assist disabled supporters?	No
Have any club staff received disability awareness training? If so who?	Yes Club staff

TICKETS AND PRICING	
What proof of disability do you require to qualify for a disabled match ticket?	Disability Living Allowance
Can disabled supporters purchase match tickets via the main ticket office number?	Yes
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	No
What is the club's policy for charging disabled supporters? i.e. full price, concession	Ambulant none disabled price carer free Wheelchair concession rate due to area
Does this include disabled supporters not using a wheelchair?	Yes
What is the club's policy with regards to personal assistants accompanying disabled supporters?	Free of charge
Does this include disabled supporters not using a wheelchair?	Yes

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	Yes
Do you provide match commentary for Visually Impaired Supporters?	Yes
If yes, how do supporters access this?	Contact main reception 01484 484100
How many headsets/receivers do you have for home and away supporters?	10
What is the procedure for receiving/returning headsets?	Collect from 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

FACILITIES - Ambulant	
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 72+
If no, what is your policy for seating home ambulant disabled supporters?	
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
If no, what is your policy for seating away ambulant disabled supporters?	Will always try and assist on most suitable seating
Are away ambulant disabled supporters situated with away supporters?	Yes

FACILITIES – Wheelchair	
How many wheelchair bays are available for home supporters?	0
Where are these situated? i.e. pitchside, raised platform etc	Pitchside & Raised platform
How many wheelchair bays are available for away supporters?	16
Where are these situated? i.e. pitchside, raised platform etc	Raised Platform at rear of the away stand
Are away supporters using wheelchairs situated with away supporters?	Yes

PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many?	Yes 50+
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Pre book via ticket office 01484 484123
How far from the entrance/exit is accessible parking?	Dependant on access 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
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? If not, do you provide any other service facility for disabled supporters? What?	No Have made reasonable adjustments. Card machines can be lowered from counter
Do you have accessible catering facilities?	Yes
Are these available for away fans?	Yes
Do you provide rest areas on your concourses for disabled and elderly supporters?	Yes only in certain areas

Huddersfield Town PRICING PLAN FOR DISABLED SUPPORTERS

Name of Stand	Covered Y/N?	Home/Away	Adults £	Concessions £	
				Junior U16	Seniors
Fantastic Stand	Y	Home	CAT A - £15 CAT B - £13 CAT C - £11	CAT A - £12 CAT B - £10 CAT C - £8	CAT A - £15 CAT B - £13 CAT C - £11
Pink Link Stand	Y	Away	CAT A - £16 CAT B - £14 CAT C - £12	CAT A - £12 CAT B - £10 CAT C - £8	CAT A - £16 CAT B - £14 CAT C - £12

*Ambulant none disabled price carer free

CLUB	Leyton Orient
REGISTERED GROUND	Matchroom Stadium



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Lindsay Martin
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
Please provide details of where information on disabled supporter access/facilities is publicised, such as your specific website page.	
Has the club had an access audit?	No
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training? If so who?	No

TICKETS AND PRICING	
What proof of disability do you require to qualify for a disabled match 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	Free of charge but looking to bring in line with other clubs & charge accordingly next season
Does this include disabled supporters not using a wheelchair?	Yes
What is the club's policy with regards to personal assistants accompanying disabled supporters?	Admitted Free If requested
Does this include disabled supporters not using a wheelchair?	Yes

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	No
Do you provide match commentary for Visually Impaired Supporters?	No
If yes, how do supporters access this?	
How many headsets/receivers do you have for home and away supporters?	
What is the procedure for receiving/returning 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

FACILITIES - Ambulant	
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
If no, what is your policy for seating home ambulant disabled supporters?	Try to accomodate as best as possible using aisle front row seats no limit on numbers
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
If no, what is your policy for seating away ambulant disabled supporters?	Try to accomodate as best as possible using aisle front row seats no limit on numbers
Are away ambulant disabled supporters situated with away supporters?	Yes

FACILITIES – Wheelchair	
How many wheelchair bays are available for home supporters?	0
Where are these situated? i.e. pitchside, raised platform etc	Pitchside
How many wheelchair bays are available for away supporters?	7/22 Depending on segregation
Where are these situated? i.e. pitchside, raised platform etc	Pitchside some raised
Are away supporters using wheelchairs situated with away supporters?	Yes

PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many?	Yes 4
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Phone club to arrange
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
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? If not, do you provide any other service facility for disabled supporters? What?	No Staff always made available to help should it be needed
Do you have accessible catering facilities?	No
Are these available for away fans?	No
Do you provide rest areas on your concourses for disabled and elderly supporters?	No

Leyton Orient PRICING PLAN FOR DISABLED SUPPORTERS

Name of Stand	Covered	Home/ Away	Adults £	Concessions £	
	Y/N?			Junior	Seniors
East Stand	Y	Both	FOC	FOC	FOC

CLUB	Milton Keynes Dons
REGISTERED GROUND	Stadium MK



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Gayle Sharpe
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
Please provide details of where information on disabled supporter access/facilities is publicised, such as your specific website page.	Dedicated section on website will be in place for the new season 2010-2011
Has the club had an access audit?	No
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training? If so who?	Yes Box office staff and Steward Supervisors

TICKETS AND PRICING	
What proof of disability do you require to qualify for a disabled match ticket?	First time purchasing tickets requires us to see letter from DWP and record to system
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	We charge concession rate
Does this include disabled supporters not using a wheelchair?	Yes
What is the club's policy with regards to personal assistants accompanying disabled supporters?	We do not charge for PA
Does this include disabled supporters not using a wheelchair?	Yes

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	Yes
Do you provide match commentary for Visually Impaired Supporters?	Yes
If yes, how do supporters access this?	Specialist commentary undertaken by hospital radio reporters, received via soccer sight headsets
How many headsets/receivers do you have for home and away supporters?	12
What is the procedure for receiving/returning headsets?	Booked via box office, collected/returned to information point on concourse
Do you require a deposit for the headsets?	No
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	No Headsets fully portable throughout stadium
Do you provide facilities for assistance dogs?	No

FACILITIES - Ambulant	
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 145 dedicated seats on open concourse for extra leg room/level access. More seats available.
If no, what is your policy for seating home ambulant disabled supporters?	
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 55 dedicated seats on open concourse for extra leg room/level access. More seats available
If no, what is your policy for seating away ambulant disabled supporters?	
Are away ambulant disabled supporters situated with away supporters?	Yes

FACILITIES – Wheelchair	
How many wheelchair bays are available for home supporters?	150
Where are these situated? i.e. pitchside, raised platform etc	Dedicated spaces, more spaces available
How many wheelchair bays are available for away supporters?	14
Where are these situated? i.e. pitchside, raised platform etc	On the Concourse. 14 dedicated spaces. More spaces available
Are away supporters using wheelchairs situated with away supporters?	Yes

PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many?	Yes 135 allocated on seasonal basis with 50+ for matchday parking
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	ST holders receive annual pass. Matchday parking allocated on arrival
How far from the entrance/exit is accessible parking?	Parking spaces are within 30 m of gates
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	Yes there are two drop off points located at the entrances to the site

OTHER FACILITIES	
Does the stadium have accessible toilets?	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? If not, do you provide any other service facility for disabled supporters? What?	Yes
Do you have accessible catering facilities?	Yes
Are these available for away fans?	Yes
Do you provide rest areas on your concourses for disabled and elderly supporters?	No

Milton Keynes Dons PRICING PLAN FOR DISABLED SUPPORTERS

Name of Stand	Covered	Home/Away	Adults £		Concessions £	
			Member	Non Member	Senior	
					Member	Non Member
Standard Corner	Y	Home	A - £13, B - £11, C - £8, D - £6	A - £15, B - £13, C - £8, D - £6	A - £13, B - £11, C - £8, D - £6	A - £15, B - £13, C - £8, D - £6
North East Corner	Y	Away	A - £13, B - £11, C - £8, D - £6	A - £15, B - £13, C - £8, D - £6	A - £13, B - £11, C - £8, D - £6	A - £15, B - £13, C - £8, D - £6

Name of Stand	Covered	Home/Away	Concessions £				
			Y/N?	Under 21		Under 16	
				MEMBER	NON MEMBER	MEMBER	NON MEMBER
Standard Corner	Y	Home	A - £13, B - £11, C - £8, D - £6	A - £23, B - £19, C - £10, D - £6	A - £8, B - £6, C - £1, D - £1	A - £9, B - £7, C - £1, D - £1	
North East Corner	Y	Away	A - £13, B - £11, C - £8, D - £6	A - £23, B - £19, C - £10, D - £6	A - £8, B - £6, C - £1, D - £1	A - £9, B - £7, C - £1, D - £1	

CLUB	Notts County
REGISTERED GROUND	Meadow Lane



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	David Deighton
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
Please provide details of where information on disabled supporter access/facilities is publicised, such as your specific website page.	www.nottscountyfc.co.uk, tickets, then disabled fans
Has the club had an access audit?	No
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training? If so who?	Yes David Deighton, Elaine Carpenter

TICKETS AND PRICING	
What proof of disability do you require to qualify for a disabled match ticket?	Copy of their DLA or blue badge letter
Can disabled supporters purchase match tickets via the main ticket office number?	Yes
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	Yes
What is the club's policy for charging disabled supporters? i.e. full price, concession	25% reduction off price applying
Does this include disabled supporters not using a wheelchair?	Yes
What is the club's policy with regards to personal assistants accompanying disabled supporters?	PA tickets are provided for anyone in receipt of high or medium DLA
Does this include disabled supporters not using a wheelchair?	Yes

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	No
Do you provide match commentary for Visually Impaired Supporters?	Yes
If yes, how do supporters access this?	Contacting the ticket office
How many headsets/receivers do you have for home and away supporters?	5
What is the procedure for receiving/returning headsets?	Arranging to meet at our 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

FACILITIES - Ambulant	
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 18
If no, what is your policy for seating home ambulant disabled supporters?	
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 68
If no, what is your policy for seating away ambulant disabled supporters?	
Are away ambulant disabled supporters situated with away supporters?	Yes

FACILITIES – Wheelchair	
How many wheelchair bays are available for home supporters?	42
Where are these situated? i.e. pitchside, raised platform etc	Pitchside
How many wheelchair bays are available for away supporters?	20
Where are these situated? i.e. pitchside, raised platform etc	Pitchside
Are away supporters using wheelchairs situated with away supporters?	Yes

PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Via the ticket office
How far from the entrance/exit is accessible parking?	20-30 metres
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	No

OTHER FACILITIES	
Does the stadium have accessible toilets?	Yes
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? If not, do you provide any other service facility for disabled supporters? What?	Yes
Do you have accessible catering facilities?	Yes
Are these available for away fans?	No
Do you provide rest areas on your concourses for disabled and elderly supporters?	No

Notts County PRICING PLAN FOR DISABLED SUPPORTERS

Name of Stand	Covered	Home/Away	Adults £	Concessions £	
	Y/N?			Under 16	Seniors
Derek Pavis & Jimmy Sirrell Strand	Y	Both	£17.25	£4.50	£10.50
The Kop/Haydn Green Family Stand	Y	Home	£15.75	£4.50	£10.50

CLUB	Oldham Athletic
REGISTERED GROUND	Boundary Park



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	R Cassidy
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
Please provide details of where information on disabled supporter access/facilities is publicised, such as your specific website page.	n/a
Has the club had an access audit?	Yes
Are dedicated stewards/staff provided to assist disabled supporters?	No
Have any club staff received disability awareness training? If so who?	No

TICKETS AND PRICING	
What proof of disability do you require to qualify for a disabled match ticket?	DLA Certificate
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
Does this include disabled supporters not using a wheelchair?	Yes
What is the club's policy with regards to personal assistants accompanying disabled supporters?	Free of charge
Does this include disabled supporters not using a wheelchair?	TBC

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	Yes
Do you provide match commentary for Visually Impaired Supporters?	No
If yes, how do supporters access this?	
How many headsets/receivers do you have for home and away supporters?	
What is the procedure for receiving/returning 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

FACILITIES - Ambulant	
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
If no, what is your policy for seating home ambulant disabled supporters?	
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
If no, what is your policy for seating away ambulant disabled supporters?	
Are away ambulant disabled supporters situated with away supporters?	Yes

FACILITIES – Wheelchair	
How many wheelchair bays are available for home supporters?	12
Where are these situated? i.e. pitchside, raised platform etc	8 rear of stand, 4 pitchside
How many wheelchair bays are available for away supporters?	4
Where are these situated? i.e. pitchside, raised platform etc	Rear of stand
Are away supporters using wheelchairs situated with away supporters?	Yes

PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many?	Yes 20
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Close to entrances/exits
How far from the entrance/exit is accessible parking?	10 yards
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
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? If not, do you provide any other service facility for disabled supporters? What?	No
Do you have accessible catering facilities?	No
Are these available for away fans?	Yes
Do you provide rest areas on your concourses for disabled and elderly supporters?	No

Oldham Athletic PRICING PLAN FOR DISABLED SUPPORTERS

Name of Stand	Covered	Home/Away	Adults £	Concessions £		
	Y/N?			Junior 11/12	Junior U16	Seniors
Chadderton Road	Y	Home	£11	£3	£11	£11
Rochdale Road	Y	Away	£11	£3	£11	£11
Main Stand	Y	Home	£11	£3	£11	£11

CLUB	Peterborough United
REGISTERED GROUND	London Road



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Mary Faxon
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 n/a n/a
Please provide details of where information on disabled supporter access/facilities is publicised, such as your specific website page.	www.theposh.com - fans - disabled fans
Has the club had an access audit?	
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training? If so who?	Yes Stewards

TICKETS AND PRICING	
What proof of disability do you require to qualify for a disabled match ticket?	Proof of disability payment
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
Does this include disabled supporters not using a wheelchair?	Yes
What is the club's policy with regards to personal assistants accompanying disabled supporters?	Free of charge
Does this include disabled supporters not using a wheelchair?	Yes

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	Yes
Do you provide match commentary for Visually Impaired Supporters?	Yes
If yes, how do supporters access this?	Headsets and receivers
How many headsets/receivers do you have for home and away supporters?	10
What is the procedure for receiving/returning headsets?	Collect from 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?	No
If yes, where?	n/a
Do you provide facilities for assistance dogs?	Yes

FACILITIES - Ambulant	
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 0
If no, what is your policy for seating home ambulant disabled supporters?	Any area subject to customer requirements
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 0
If no, what is your policy for seating away ambulant disabled supporters?	Any area subject to customer requirements
Are away ambulant disabled supporters situated with away supporters?	Yes

FACILITIES – Wheelchair	
How many wheelchair bays are available for home supporters?	30
Where are these situated? i.e. pitchside, raised platform etc	Pitchside and 1st floor hospitality area
How many wheelchair bays are available for away supporters?	8
Where are these situated? i.e. pitchside, raised platform etc	Pitchside
Are away supporters using wheelchairs situated with away supporters?	Yes

PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many?	Yes 12
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?	50-100yds
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
Do away fans have access to accessible toilets?	With help of Stewards only
Is your Club Shop accessible to all supporters including disabled supporters?	Yes
Do you have low level serving counters in your Club Shop? If not, do you provide any other service facility for disabled supporters? What?	No Dedicated Steward to help
Do you have accessible catering facilities?	No
Are these available for away fans?	No
Do you provide rest areas on your concourses for disabled and elderly supporters?	No

Peterborough United PRICING PLAN FOR DISABLED SUPPORTERS

Name of Stand	Covered	Home/Away	Adults £	Concessions £		
				Y/N?	Junior U16	Junior U10
London Road	Y	Home	£20	£12	£12*	£15
Moy's Terrace	Y	Away	£20	£12	£12	£15
North Stand	Y	Home	£25	£12		£15

*£5 in the South (family) stand

CLUB	Plymouth Argyle
REGISTERED GROUND	Home Park



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Barry Hardman
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 Neil McFarlane 01752 209941
Please provide details of where information on disabled supporter access/facilities is publicised, such as your specific website page.	pafc.co.uk - in 'club'
Has the club had an access audit?	No
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training? If so who?	yes Disability Liaison Officer

TICKETS AND PRICING	
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?	No
What is the club's policy for charging disabled supporters? i.e. full price, concession	Full price unless in disabled stand - wheelchair concessions due to 'reasonable adjustment'
Does this include disabled supporters not using a wheelchair?	Yes
What is the club's policy with regards to personal assistants accompanying disabled supporters?	Free of charge
Does this include disabled supporters not using a wheelchair?	Yes

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	No
Do you provide match commentary for Visually Impaired Supporters?	Yes
If yes, how do supporters access this?	Headsets
How many headsets/receivers do you have for home and away supporters?	10
What is the procedure for receiving/returning headsets?	Pick up at reception, return to nearest steward
Do you require a deposit for the headsets?	No
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	No
Do you provide facilities for assistance dogs?	Yes

FACILITIES - Ambulant	
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
If no, what is your policy for seating home ambulant disabled supporters?	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
If no, what is your policy for seating away ambulant disabled supporters?	
Are away ambulant disabled supporters situated with away supporters?	Yes

FACILITIES – Wheelchair	
How many wheelchair bays are available for home supporters?	80
Where are these situated? i.e. pitchside, raised platform etc	Pitchside
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

PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many?	Yes 65
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Contact DLO
How far from the entrance/exit is accessible parking?	100 yards
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
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? If not, do you provide any other service facility for disabled supporters? What?	Yes
Do you have accessible catering facilities?	Yes
Are these available for away fans?	Yes
Do you provide rest areas on your concourses for disabled and elderly supporters?	No

Plymouth Argyle PRICING PLAN FOR DISABLED SUPPORTERS

Name of Stand	Covered	Home/Away	Adults £	Concessions £		
				Under 23	Under 18	Seniors
Devonport	Y	Home	£20	£14	£6	£14
Barn Park	Y	Away	£20	£14	£6	£14
Lyndhurst	Y	Home	£20	£14	£6	£14

CLUB	Rochdale
REGISTERED GROUND	Spotland



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Gina Buckley
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
Please provide details of where information on disabled supporter access/facilities is publicised, such as your specific website page.	www.rochdaleafc.co.uk
Has the club had an access audit?	Yes
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training? If so who?	No

TICKETS AND PRICING	
What proof of disability do you require to qualify for a disabled match ticket?	Disability Living Allowance letter
Can disabled supporters purchase match tickets via the main ticket office number?	Yes
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	
What is the club's policy for charging disabled supporters? i.e. full price, concession	Concession
Does this include disabled supporters not using a wheelchair?	Yes
What is the club's policy with regards to personal assistants accompanying disabled supporters?	Free of charge
Does this include disabled supporters not using a wheelchair?	Yes

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	No
Do you provide match commentary for Visually Impaired Supporters?	No
If yes, how do supporters access this?	
How many headsets/receivers do you have for home and away supporters?	
What is the procedure for receiving/returning 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 Press Box
Do you provide facilities for assistance dogs?	No

FACILITIES - Ambulant	
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
If no, what is your policy for seating home ambulant disabled supporters?	Aisle/Front row seating
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
If no, what is your policy for seating away ambulant disabled supporters?	Aisle/Front row seating
Are away ambulant disabled supporters situated with away supporters?	Yes

FACILITIES – Wheelchair	
How many wheelchair bays are available for home supporters?	17
Where are these situated? i.e. pitchside, raised platform etc	Pitchside
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

PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many?	Yes 10
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Seasonal basis - matchday limited
How far from the entrance/exit is accessible parking?	30/40 yards
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
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? If not, do you provide any other service facility for disabled supporters? What?	Yes
Do you have accessible catering facilities?	Yes
Are these available for away fans?	Yes
Do you provide rest areas on your concourses for disabled and elderly supporters?	No

Rochdale PRICING PLAN FOR DISABLED SUPPORTERS

Name of Stand	Covered	Home/Away	Adults £	Concessions £
	Y/N?			Junior/Senior
Main Stand	Y	Home	Cat A - £15 Cat B - £14	Cat A - £15 Cat B - £14
Willbutts Lane	Y	Away	Cat A - £15 Cat B - £14	Cat A - £15 Cat B - £14

CLUB	Sheffield Wednesday
REGISTERED GROUND	Hillsborough



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Liz Higgingbottom
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 Chris White 07831 228 404
Please provide details of where information on disabled supporter access/facilities is publicised, such as your specific website page.	www.swfc.co.uk
Has the club had an access audit?	Yes
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training? If so who?	No

TICKETS AND PRICING	
What proof of disability do you require to qualify for a disabled match ticket?	Details of disability living allowance (Award Letter)
Can disabled supporters purchase match tickets via the main ticket office number?	Yes
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	No
What is the club's policy for charging disabled supporters? i.e. full price, concession	Ambulant supporters are charged at full price match ticket plus free carer if needed, wheelchair users £10 plus free carer
Does this include disabled supporters not using a wheelchair?	
What is the club's policy with regards to personal assistants accompanying disabled supporters?	Middle & Higher rate DLA are allowed carers if needed - Low rate DLA will be considered depending on disability
Does this include disabled supporters not using a wheelchair?	Middle & Higher rate DLA are allowed carers if needed - Low rate DLA will be considered depending on disability

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	No
Do you provide match commentary for Visually Impaired Supporters?	Yes
If yes, how do supporters access this?	Via Audio Headset
How many headsets/receivers do you have for home and away supporters?	23
What is the procedure for receiving/returning headsets?	Collect & return via main reception
Do you require a deposit for the headsets?	No - Supporters
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	No Available in all stands
Do you provide facilities for assistance dogs?	No

FACILITIES - Ambulant	
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
If no, what is your policy for seating home ambulant disabled supporters?	Home ambulant supporters can sit in any stand
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
If no, what is your policy for seating away ambulant disabled supporters?	Seating available in the west stand along with non-disabled away supporters
Are away ambulant disabled supporters situated with away supporters?	Yes

FACILITIES – Wheelchair	
How many wheelchair bays are available for home supporters?	81
Where are these situated? i.e. pitchside, raised platform etc	Platform on both North & West Stands
How many wheelchair bays are available for away supporters?	9
Where are these situated? i.e. pitchside, raised platform etc	Platform on West Stand
Are away supporters using wheelchairs situated with away supporters?	Yes

PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Away supporters book parking spaces through Liz Higgingbottom
How far from the entrance/exit is accessible parking?	400 Yards
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
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? If not, do you provide any other service facility for disabled supporters? What?	Yes
Do you have accessible catering facilities?	Yes
Are these available for away fans?	Yes
Do you provide rest areas on your concourses for disabled and elderly supporters?	Yes

Sheffield Wednesday PRICING PLAN FOR DISABLED SUPPORTERS

Name of Stand	Covered	Home/Away	Concessions £		
			Adults £	17 & Junior	Seniors
	Y/N?				
Spion Kop	Y	Home	SILVER OL - £18 OFF -£20 BRONZE OL - £17 OFF -£19	SILVER OL - £10 OFF -£12 BRONZE OL - £9 OFF -£11	SILVER OL - £10 OFF -£12 BRONZE OL - £9 OFF -£11
West Stand	Y	Away	SILVER OL - £20 OFF -£22 BRONZE OL - £19 OFF -£21	SILVER OL - £11 OFF -£13 BRONZE OL - £10 OFF -£12	SILVER OL - £11 OFF -£13 BRONZE OL - £10 OFF -£12

Name of Stand	Covered	Home/Away	Concessions £		
			12 & Under	7 & Junior	TCHC COMMUNITY
	Y/N?				
Spion Kop	Y	Home	SILVER OL - £7 OFF -£9 BRONZE OL - £6 OFF -£8	SILVER OL - £5 OFF -£7 BRONZE OL - £4 OFF -£6	SILVER OL - £10 OFF -£12 BRONZE OL - £9 OFF -£11
West Stand	Y	Away	SILVER OL - £11 OFF -£13 BRONZE OL - £10 OFF -£12	SILVER OL - £7 OFF -£9 BRONZE OL - £6 OFF -£8	SILVER OL - £13 OFF -£15 BRONZE OL - £12 OFF -£14

OL – Online Price
OFF – Offline Price

CLUB	Southampton
REGISTERED GROUND	St Mary's Stadium



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Lee Hetherington
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
Please provide details of where information on disabled supporter access/facilities is publicised, such as your specific website page.	www.saintsfc.co.uk/page/disabledfans
Has the club had an access audit?	Yes
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training? If so who?	Yes Stewards

TICKETS AND PRICING	
What proof of disability do you require to qualify for a disabled match ticket?	Benefit details/blue badge
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
Does this include disabled supporters not using a wheelchair?	No
What is the club's policy with regards to personal assistants accompanying disabled supporters?	Free of charge
Does this include disabled supporters not using a wheelchair?	Yes

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	Yes
Do you provide match commentary for Visually Impaired Supporters?	Yes
If yes, how do supporters access this?	Stewards hand out
How many headsets/receivers do you have for home and away supporters?	20 home, 12 away
What is the procedure for receiving/returning headsets?	Stewards collect
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 Yes
Do you provide facilities for assistance dogs?	No

FACILITIES - Ambulant	
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
If no, what is your policy for seating home ambulant disabled supporters?	Front rows of most blocks
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
If no, what is your policy for seating away ambulant disabled supporters?	Front rows of away sections
Are away ambulant disabled supporters situated with away supporters?	Yes

FACILITIES – Wheelchair	
How many wheelchair bays are available for home supporters?	187
Where are these situated? i.e. pitchside, raised platform etc	Pitchside/raised platform
How many wheelchair bays are available for away supporters?	23
Where are these situated? i.e. pitchside, raised platform etc	Pitchside/raised platform
Are away supporters using wheelchairs situated with away supporters?	Yes

PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many?	Yes 51 on site, 30 offsite
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Mostly season ticket basis
How far from the entrance/exit is accessible parking?	Off site 50 yards
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	Yes

OTHER FACILITIES	
Does the stadium have accessible toilets?	Yes
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? If not, do you provide any other service facility for disabled supporters? What?	No Staff assistance
Do you have accessible catering facilities?	No
Are these available for away fans?	Yes
Do you provide rest areas on your concourses for disabled and elderly supporters?	No

Southampton PRICING PLAN FOR DISABLED SUPPORTERS

Name of Stand	Covered	Home/Away	Adults £	Concessions £		
				16 & Under	Seniors/ Young Adult	Under 12
Northam	Y	Both	A - £17 MD - £19	A - £10 MD- £12	A - £17 MD - £19	A - £8 MD -£10
Kingsland Centre	Y	Home	A - £25 MD - £27	A - £18 MD -£18	A- £18 MD - £20	A - £14 MD -£16

A – Advance

MD – Match Day

CLUB	Swindon Town
REGISTERED GROUND	County Ground



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Mark Issacs
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 Mark Issacs 0844 880 1099
Please provide details of where information on disabled supporter access/facilities is publicised, such as your specific website page.	www.swindontownfc.co.uk
Has the club had an access audit?	Yes
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training? If so who?	No

TICKETS AND PRICING	
What proof of disability do you require to qualify for a disabled match ticket?	DLA - Letter from Dr if requiring helper
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
Does this include disabled supporters not using a wheelchair?	Yes
What is the club's policy with regards to personal assistants accompanying disabled supporters?	Letter from Dr
Does this include disabled supporters not using a wheelchair?	Yes

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	No
Do you provide match commentary for Visually Impaired Supporters?	Yes
If yes, how do supporters access this?	Contact DLO
How many headsets/receivers do you have for home and away supporters?	10
What is the procedure for receiving/returning headsets?	Contact DLO
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?	No
If yes, where?	n/a
Do you provide facilities for assistance dogs?	No

FACILITIES - Ambulant	
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 n/a
If no, what is your policy for seating home ambulant disabled supporters?	Choice of seating - no limit
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 n/a
If no, what is your policy for seating away ambulant disabled supporters?	Choice of seating - no limit
Are away ambulant disabled supporters situated with away supporters?	Yes

FACILITIES – Wheelchair	
How many wheelchair bays are available for home supporters?	54
Where are these situated? i.e. pitchside, raised platform etc	Pitchside
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

PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many?	Yes 10
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Via Ticket Office
How far from the entrance/exit is accessible parking?	100 yds Max
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
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? If not, do you provide any other service facility for disabled supporters? What?	Yes n/a
Do you have accessible catering facilities?	Yes
Are these available for away fans?	Yes
Do you provide rest areas on your concourses for disabled and elderly supporters?	No

Swindon Town PRICING PLAN FOR DISABLED SUPPORTERS

Name of Stand	Covered	Home/Away	Adults £	Concessions £		
	Y/N?			Seniors	16 - 20	Under 16
Don Rogers	Y	Home/ Away	A - £18 MD - £20	A - £18 MD - £20	A - £12 MD - £12	A - £9 MD - £10
Stratton Bank	Y	Away	A - £16 MD - £16	A - £12 MD - £12	A - £12 MD - £12	A - £9 MD - £10

A – Advanced price

MD – Match Day price

CLUB	Tranmere Rovers
REGISTERED GROUND	Prenton Park



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	Steve Johnson
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
Please provide details of where information on disabled supporter access/facilities is publicised, such as your specific website page.	www.tranmererovers.co.uk/page/hometickets
Has the club had an access audit?	Yes
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training? If so who?	No

TICKETS AND PRICING	
What proof of disability do you require to qualify for a disabled match ticket?	Letter from the DWP that details rate of DLA or headed letter from full time care organisation
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
Does this include disabled supporters not using a wheelchair?	Yes
What is the club's policy with regards to personal assistants accompanying disabled supporters?	When required any supporter who qualifies for a disability concession may have one assistant free of charge
Does this include disabled supporters not using a wheelchair?	Yes

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	No
Do you provide match commentary for Visually Impaired Supporters?	Yes
If yes, how do supporters access this?	Via a steward upon entry into the ground at the disabled supporters entrance
How many headsets/receivers do you have for home and away supporters?	6
What is the procedure for receiving/returning headsets?	Dedicated steward in area
Do you require a deposit for the headsets?	No
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	Yes Main Stand - Bebington End
Do you provide facilities for assistance dogs?	No

FACILITIES - Ambulant	
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
If no, what is your policy for seating home ambulant disabled supporters?	Anywhere in family enclosure
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
If no, what is your policy for seating away ambulant disabled supporters?	We have ambulant disability concession tickets in away stand but no facilities
Are away ambulant disabled supporters situated with away supporters?	No

FACILITIES – Wheelchair	
How many wheelchair bays are available for home supporters?	0
Where are these situated? i.e. pitchside, raised platform etc	Pitchside - Family Paddock
How many wheelchair bays are available for away supporters?	Minimum of 5
Where are these situated? i.e. pitchside, raised platform etc	Pitchside - Family paddock
Are away supporters using wheelchairs situated with away supporters?	No

PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many?	Yes 22
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Season passes available (up to 16 spaces) and 6 bays are available for on the day sales
How far from the entrance/exit is accessible parking?	Nearest entrance to spaces under 50 yards
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
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? If not, do you provide any other service facility for disabled supporters? What?	No Staff can attend supporters in the reception area
Do you have accessible catering facilities?	No
Are these available for away fans?	No
Do you provide rest areas on your concourses for disabled and elderly supporters?	No

Tranmere Rovers PRICING PLAN FOR DISABLED SUPPORTERS

Name of Stand	Covered	Home/Away	Adults £	Concessions £		
				Junior	Young Persons	Seniors
Kop	Y	Home	£9.50	£6	£9.50	£9.50
Cowshed	Y	Away	£9.50	£6	£9.50	£9.50
Borough Road	Y	Home	£9.50	£6	£10.50	£9.50

CLUB	Walsall
REGISTERED GROUND	Banks's Stadium



CLUB DETAILS / CONTACTS	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	David Malia
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 N/A N/A
Please provide details of where information on disabled supporter access/facilities is publicised, such as your specific website page.	Customer Charter page
Has the club had an access audit?	Yes
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training? If so who?	Yes Stewards assigned to disabled areas

TICKETS AND PRICING	
What proof of disability do you require to qualify for a disabled match ticket?	Middle/Higher DLA. Receipt of severe disablement allowance, formal letter from GP
Can disabled supporters purchase match tickets via the main ticket office number?	Yes
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	No
What is the club's policy for charging disabled supporters? i.e. full price, concession	Full price, free for carers if applicable
Does this include disabled supporters not using a wheelchair?	Yes
What is the club's policy with regards to personal assistants accompanying disabled supporters?	Free for carers (wheelchair and ambulant disabled)
Does this include disabled supporters not using a wheelchair?	Yes

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	No
Do you provide match commentary for Visually Impaired Supporters?	No
If yes, how do supporters access this?	
How many headsets/receivers do you have for home and away supporters?	
What is the procedure for receiving/returning 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

FACILITIES - Ambulant	
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
If no, what is your policy for seating home ambulant disabled supporters?	35 seats available, plus 35 seats for carers
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
If no, what is your policy for seating away ambulant disabled supporters?	12 seats, plus 12 for carers
Are away ambulant disabled supporters situated with away supporters?	No

FACILITIES – Wheelchair	
How many wheelchair bays are available for home supporters?	0
Where are these situated? i.e. pitchside, raised platform etc	35 front row/70 sheltered
How many wheelchair bays are available for away supporters?	12
Where are these situated? i.e. pitchside, raised platform etc	front row of stand
Are away supporters using wheelchairs situated with away supporters?	No

PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many?	Yes 25
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Permits to home fans, matchday permits to others
How far from the entrance/exit is accessible parking?	Adjacent
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
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? If not, do you provide any other service facility for disabled supporters? What?	Yes
Do you have accessible catering facilities?	No
Are these available for away fans?	No
Do you provide rest areas on your concourses for disabled and elderly supporters?	Yes

Walsall PRICING PLAN FOR DISABLED SUPPORTERS

Name of Stand	Covered	Home/ Away	Adults £	Concessions £	
	Y/N?			Unaccompanied Junior	Seniors
Floors 2 Go	Y	Home	A - £20 MD - £18	A - £12 MD - £14	A -£14 MD £12
Extrabet Stand	Y	Away	A - £20 MD - £18	A - £12 MD - £14	A -£14 MD £12

A – Advanced price

MD – Match day price

CLUB	Yeovil Town
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
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 Sharon Swain 07790375250
Please provide details of where information on disabled supporter access/facilities is publicised, such as your specific website page.	swainfoley@btinternet.com www.nads.org.uk
Has the club had an access audit?	No
Are dedicated stewards/staff provided to assist disabled supporters?	Yes
Have any club staff received disability awareness training? If so who?	No

TICKETS AND PRICING	
What proof of disability do you require to qualify for a disabled match ticket?	Blue Badge Medium or Higher rate of DLA
Can disabled supporters purchase match tickets via the main ticket office number?	Yes
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	No
What is the club's policy for charging disabled supporters? i.e. full price, concession	Discounted
Does this include disabled supporters not using a wheelchair?	Yes
What is the club's policy with regards to personal assistants accompanying disabled supporters?	Personal assistants of Wheelchair supporters get free ticket, if Middle or Higher rate of DLA of the care component is held
Does this include disabled supporters not using a wheelchair?	Yes

FACILITIES - Visually Impaired	
Does the ticket office have a hearing loop?	No
Do you provide match commentary for Visually Impaired Supporters?	Yes
If yes, how do supporters access this?	Report to ticket officer or supporter liaison officer
How many headsets/receivers do you have for home and away supporters?	10
What is the procedure for receiving/returning headsets?	Pick up from ticket office or supporter liaison officer and return to any steward
Do you require a deposit for the headsets?	No
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	No
Do you provide facilities for assistance dogs?	Yes

FACILITIES - Ambulant	
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
If no, what is your policy for seating home ambulant disabled supporters?	Seated in the first four rows, no limit on number available
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
If no, what is your policy for seating away ambulant disabled supporters?	Seated in the first four rows, no limit on number available
Are away ambulant disabled supporters situated with away supporters?	Yes

FACILITIES – Wheelchair	
How many wheelchair bays are available for home supporters?	15
Where are these situated? i.e. pitchside, raised platform etc	Pitchside
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?	No

PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many?	yes 60
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	YTFC DSA registered members, plus there is a proportion of 'first come first served' for home or away supporters
How far from the entrance/exit is accessible parking?	15 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
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? If not, do you provide any other service facility for disabled supporters? What?	Yes
Do you have accessible catering facilities?	Yes
Are these available for away fans?	Yes
Do you provide rest areas on your concourses for disabled and elderly supporters?	No

Yeovil Town PRICING PLAN FOR DISABLED SUPPORTERS

Name of Stand	Covered	Home/Away	Adults £	Concessions £	
	Y/N?			Junior	Seniors
Blackthorn Stand	Y	Home	A -£15 MD -£17	A - £8 MD - £10	A -£10 MD -£12
Away Terrace	Y	Home	A - £15 MD -£17	A -£8 MD -£18	A -£10 MD - £12

A – Advanced price

MD – Match day price