

# ***GUIDE TO DISABLED FACILITIES & TICKETING***

***CHAMPIONSHIP CLUBS - SEASON 2014/15***



<b>CLUB</b>	<b>AFC Bournemouth</b>
<b>REGISTERED GROUND</b>	<b>Goldsands Stadium</b>



<b>CLUB DETAILS / CONTACTS</b>	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	<b>Serena Stone - Tickets / Alice Jeans - other</b>  <b>Telephone: 0844 576 1910</b> <b>Email: disability@afcb.co.uk</b>
Is this person situated in the ticket office?	<b>Yes</b>
Does the club have a Disabled Supporters Association?  If yes, please provide the name and contact details for the person in charge.	<b>No</b>  <b>Name:</b> <b>Email:</b> <b>Telephone:</b>
Has the club had an access audit? Date of Audit -	<b>No</b>
Are dedicated stewards/staff provided to assist disabled supporters?	<b>Yes</b>
Have any club staff received disability awareness training?	<b>Yes</b>
Who at the club received the training?	<b>stewards/CST/other staff</b>
Who provided the training?	<b>disabled supporter/trainer</b>

<b>TICKETS</b>	
What proof of disability do you require to qualify for a disabled match ticket?	<b>letter specifying level of DLA received</b>
Can disabled supporters purchase match tickets via the main ticket office number?	<b>Yes</b>
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	<b>Yes</b>
What is the club's policy for charging disabled supporters? i.e. full price, concession	<b>Full price</b> <b>(some reduced tickets on front rows available)</b>
Are disabled supporters permitted to bring a personal assistant to accompany them free of charge	<b>Yes</b>
Does this include disabled supporters not using a wheelchair and in particular supporters with a learning disability who might need a support worker to accompany them?	<b>Yes</b>
<b>FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB</b>	

<b>FACILITIES - Visually Impaired</b>	
Does the ticket office have a hearing loop?	<b>No</b>
Which match commentary do you provide for Visually Impaired Supporters?	<b>Radio Commentary</b>
If yes, how do supporters access this?	<b>provide digital radios</b>
How many headsets/receivers do you have for home and away supporters?	<b>HOME: 2 AWAY: 2</b>
What is the procedure for receiving and returning the headsets?	<b>Request from ticket office before match day or disabled liaison stewards on match day</b>
Do you require a deposit for the headsets?	<b>No</b>
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	<b>No</b>
Do you provide facilities for assistance dogs?	<b>No</b>
Is this area wheelchair user accessible?	

<b>FACILITIES - Wheelchair</b>	
How many wheelchair bays are available for <b>home</b> supporters?	<b>196</b>
Is there a place for a personal assistant to sit with the disabled supporter	<b>Yes</b>
Can you accommodate family groups?	<b>Yes</b>
Where are your <b>HOME</b> wheelchair bays situated? i.e. pitchside, raised platform etc	<b>Pitchside &amp; Raised Platform</b>
Do you have spaces in hospitality and VIP areas for wheelchair users?	<b>Yes</b>
How many wheelchair bays are available for <b>AWAY</b> supporters?	<b>25</b>
Where are these situated? i.e. pitchside, raised platform etc	<b>Pitchside</b>
Are <b>AWAY</b> supporters using wheelchairs situated with <b>away supporters</b> ?	<b>Yes</b>
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	<b>No</b>



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

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 48
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	places allocated to STHs on higher level mobility/care any spaces not taken by 30 mins prior game allocated to other disabled fans on first come/first served basis
How far from the entrance/exit is accessible parking?	12 meters - 80 metres

Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	<b>Yes</b>
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<b>OTHER FACILITIES</b>	
Does the stadium have accessible toilets?	<b>Yes</b>
How many toilets and what distance are they from disabled supporters' seating?	<b>Number – 14 Distance - 4 metres to 35 metres</b>
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	<b>No</b>
Do away fans have access to accessible toilets?	<b>Yes</b>
Is your Club Shop accessible to all supporters including disabled supporters?	<b>Yes</b>
Do you have low level serving counters in your Club Shop?	<b>Yes</b>
If not, do you provide any other service facility for disabled supporters? What?	
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	<b>Yes</b>
Are these available for away fans?	<b>Yes</b>
Do you provide rest areas on your concourses for disabled and elderly supporters?	<b>No</b>
Do you provide or arrange accessible transport for home/away games?	<b>No</b>
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	<b>Yes</b>
Please provide the URL of any relevant information for disabled supporters on your website	<b><a href="http://www.afcb.co.uk/fans/disabled-supporters/">http://www.afcb.co.uk/fans/disabled-supporters/</a></b>

<b>CLUB</b>	<b>Birmingham City FC</b>
<b>REGISTERED GROUND</b>	<b>St. Andrew's Stadium</b>



<b>CLUB DETAILS / CONTACTS</b>	
Who is the primary contact for disability issues at the club?  Please provide the relevant contact details.	<b>John Starkey</b>  <b>Telephone: 07513 272 883</b> <b>Email: john.c.starkey@hotmail.com</b>
Is this person situated in the ticket office?	<b>No</b>
Does the club have a Disabled Supporters Association?  If yes, please provide the name and contact details for the person in charge.	<b>Yes</b>  <b>Name: John Starkey</b> <b>Email: john.c.starkey@hotmail.com</b> <b>Telephone: 07772 136 173</b>
Has the club had an access audit? Date of Audit -	<b>Yes</b> <b>10/1/2010</b>
Are dedicated stewards/staff provided to assist disabled supporters?	<b>Yes</b>
Have any club staff received disability awareness training?	<b>Yes</b>
Who at the club received the training?	<b>John Starkey, Sarah Gould (Customer Services Manager)</b>
Who provided the training?	<b>In house training sourced by Club</b>

<b>TICKETS</b>	
What proof of disability do you require to qualify for a disabled match ticket?	<b>If disability is not visible we require a Doctor's letter or proof of Personal Independent Pension.</b>
Can disabled supporters purchase match tickets via the main ticket office number?	<b>Yes</b>
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	<b>No</b>
What is the club's policy for charging disabled supporters? i.e. full price, concession	<b>Concession</b>
Are disabled supporters permitted to bring a personal assistant to accompany them free of charge	<b>Yes</b>
Does this include disabled supporters not using a wheelchair and in particular supporters with a learning disability who might need a support worker to accompany them?	<b>Yes</b>

**FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB**

<b>FACILITIES - Visually Impaired</b>	
Does the ticket office have a hearing loop?	<b>Yes</b>
Which match commentary do you provide for Visually Impaired Supporters?	<b>Radio Commentary</b>
If yes, how do supporters access this?	<b>Headsets available from Club that provides hospital radio commentary of the match.</b>
How many headsets/receivers do you have for home and away supporters?	<b>HOME: 6 AWAY: 6</b>
What is the procedure for receiving and returning the headsets?	<b>Contact our reception by email or phone (reception@bcfc.com or 0844 557 1875) to book a headset ahead of the match. Collect the headset from Kop reception on the day of the match and return to the nearest steward or Kop reception after the match.</b>
Do you require a deposit for the headsets?	<b>No</b>
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	<b>No</b>
Do you provide facilities for assistance dogs?	<b>Yes</b>
Is this area wheelchair user accessible?	<b>Yes</b>

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

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

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 7%
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	<b>Contact John Starkey who liaises with Club on necessary arrangements.</b>
How far from the entrance/exit is accessible parking?	<b>Kop Stand car park - 20 metres, St. Andrew's School car park - 20 metres, Main Stand car park - 25 metres.</b>
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	Yes



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

<b>CLUB</b>	<b>Blackburn Rovers FC</b>
<b>REGISTERED GROUND</b>	<b>Ewood Park</b>



<b>CLUB DETAILS / CONTACTS</b>	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	<b>Christine Peacock</b> <b>Telephone: 07717 724646</b> <b>Email: disability@rovers.co.uk</b>
Is this person situated in the ticket office?	<b>No</b>
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	<b>No</b>  <b>Name:</b> <b>Email:</b> <b>Telephone:</b>
Has the club had an access audit? Date of Audit -	<b>Yes</b> <b>20 August 2005</b>
Are dedicated stewards/staff provided to assist disabled supporters?	<b>Yes</b>
Have any club staff received disability awareness training?	<b>Yes</b>
Who at the club received the training?	<b>All staff on a rolling basis</b>
Who provided the training?	<b>Christine Peacock Access Officer</b>

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

**FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB**

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

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

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

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



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

<b>CLUB</b>	<b>Blackpool</b>
<b>REGISTERED GROUND</b>	<b>Bloomfield Road</b>



<b>CLUB DETAILS / CONTACTS</b>	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	<b>Telephone: Chris Beveridge</b> <b>Email: <a href="mailto:chris.beveridge@blackpoolfc.co.uk">chris.beveridge@blackpoolfc.co.uk</a></b> <b>07875236576</b>
Is this person situated in the ticket office?	<b>No</b>
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	<b>Name: n/a</b> <b>Email: n/a</b> <b>Telephone: n/a</b>
Has the club had an access audit? Date of Audit -	<b>Yes</b> <b>July 2012</b>
Are dedicated stewards/staff provided to assist disabled supporters?	<b>Yes</b>
Have any club staff received disability awareness training?	<b>No</b>
Who at the club received the training?	<b>n/a</b>
Who provided the training?	<b>n/a</b>

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

<b>FACILITIES - Visually Impaired</b>	
Does the ticket office have a hearing loop?	<b>No</b>
Which match commentary do you provide for Visually Impaired Supporters?	<b>Audio Described</b>
If yes, how do supporters access this?	<b>Book Headsets in advance</b>
How many headsets/receivers do you have for home and away supporters?	<b>HOME: 3 AWAY: 3</b>
What is the procedure for receiving and returning the headsets?	<b>Collect and return to Ticket Office</b>
Do you require a deposit for the headsets?	<b>No</b>
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	<b>No</b>
Do you provide facilities for assistance dogs?	<b>No</b>
Is this area wheelchair user accessible?	<b>N/A</b>

<b>FACILITIES - Wheelchair</b>	
How many wheelchair bays are available for <b>home</b> supporters?	<b>64</b>
Is there a place for a personal assistant to sit with the disabled supporter	<b>Yes</b>
Can you accommodate family groups?	<b>Yes</b>
Where are your <b>HOME</b> wheelchair bays situated? i.e. pitchside, raised platform etc	<b>Pitchside</b>
Do you have spaces in hospitality and VIP areas for wheelchair users?	<b>Yes</b>
How many wheelchair bays are available for <b>AWAY</b> supporters?	<b>25 (can accommodate more)</b>
Where are these situated? i.e. pitchside, raised platform etc	<b>Pitchside</b>
Are <b>AWAY</b> supporters using wheelchairs situated with <b>away supporters</b> ?	<b>Yes</b>
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	<b>Yes</b>

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

<b>ACCESSIBLE PARKING</b>	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	<b>Yes, 4</b>
Is this clearly signposted?	<b>No</b>
Is this extended to away supporters?	<b>No</b>
How do you arrange accessible parking?	<b>They are all reserved for long-term wheelchair season ticket holders</b>
How far from the entrance/exit is accessible parking?	<b>Just outside the ticket office</b>
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	<b>No</b>



OTHER FACILITIES	
Does the stadium have accessible toilets?	<b>Yes</b>
How many toilets and what distance are they from disabled supporters' seating?	<b>Number – 8 Distance - Through the concourse</b>
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	<b>No</b>
Do away fans have access to accessible toilets?	<b>Yes</b>
Is your Club Shop accessible to all supporters including disabled supporters?	<b>Yes</b>
Do you have low level serving counters in your Club Shop?	<b>Yes</b>
If not, do you provide any other service facility for disabled supporters? What?	
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	<b>Yes</b>
Are these available for away fans?	<b>No</b>
Do you provide rest areas on your concourses for disabled and elderly supporters?	<b>No</b>
Do you provide or arrange accessible transport for home/away games?	<b>No</b>
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	<b>No</b>
Please provide the URL of any relevant information for disabled supporters on your website	<b><a href="http://www.blackpoolfc.co.uk/fans/disabled-supporters">http://www.blackpoolfc.co.uk/fans/disabled-supporters</a></b>

<b>CLUB</b>	<b>Bolton Wanderers FC</b>
<b>REGISTERED GROUND</b>	<b>Macron Stadium, Burnden Way, Bolton, BL6 6JW</b>



<b>CLUB DETAILS / CONTACTS</b>	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	<b>Rachael Bromiley</b> <b>Telephone: 02104 673652</b> <b>Email: rbromiley@bwfc.co.uk</b>
Is this person situated in the ticket office?	<b>Yes</b>
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	<b>Yes</b> <b>Name: Brian Kenny</b> <b>Email:</b> <b>Telephone: 07831 776912</b>
Has the club had an access audit? Date of Audit -	<b>Yes</b> <b>6/1/2004</b>
Are dedicated stewards/staff provided to assist disabled supporters?	<b>Yes</b>
Have any club staff received disability awareness training?	<b>Yes</b>
Who at the club received the training?	<b>All staff</b>
Who provided the training?	<b>Equality Matter</b>

<b>TICKETS</b>	
What proof of disability do you require to qualify for a disabled match ticket?	<b>None - other than signing off that they are disabled</b>
Can disabled supporters purchase match tickets via the main ticket office number?	<b>Yes</b>
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	<b>Yes</b>
What is the club's policy for charging disabled supporters? i.e. full price, concession	<b>Full price</b>
Are disabled supporters permitted to bring a personal assistant to accompany them free of charge	<b>Yes</b>
Does this include disabled supporters not using a wheelchair and in particular supporters with a learning disability who might need a support worker to accompany them?	<b>Yes</b>
<b>FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB</b>	

<b>FACILITIES - Visually Impaired</b>	
Does the ticket office have a hearing loop?	<b>Yes</b>
Which match commentary do you provide for Visually Impaired Supporters?	<b>Audio Described</b>
If yes, how do supporters access this?	<b>Through the loop provided</b>
How many headsets/receivers do you have for home and away supporters?	<b>HOME: 10+ AWAY: 10+</b>
What is the procedure for receiving and returning the headsets?	<b>on request then returned at full time</b>
Do you require a deposit for the headsets?	<b>No</b>
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	<b>Yes</b> <b>The front row of west lower northern end, north lower western end and south lower (away) western end</b>
Do you provide facilities for assistance dogs?	<b>No</b>
Is this area wheelchair user accessible?	<b>Yes</b>

<b>FACILITIES - Wheelchair</b>	
How many wheelchair bays are available for <b>home</b> supporters?	<b>85</b>
Is there a place for a personal assistant to sit with the disabled supporter	<b>Yes</b>
Can you accommodate family groups?	<b>Yes</b>
Where are your <b>HOME</b> wheelchair bays situated? i.e. pitchside, raised platform etc	<b>Pitchside</b>
Do you have spaces in hospitality and VIP areas for wheelchair users?	<b>Yes</b>
How many wheelchair bays are available for <b>AWAY</b> supporters?	<b>26</b>
Where are these situated? i.e. pitchside, raised platform etc	<b>Pitchside</b>
Are <b>AWAY</b> supporters using wheelchairs situated with <b>away supporters</b> ?	<b>Yes</b>
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	<b>No</b>

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

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	<b>Yes</b> <b>202</b>
Is this clearly signposted?	<b>Yes</b>
Is this extended to away supporters?	<b>Yes</b>
How do you arrange accessible parking?	<b>on production of blue badge £6 charge</b>
How far from the entrance/exit is accessible parking?	<b>varies</b>
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	<b>No</b>



OTHER FACILITIES	
Does the stadium have accessible toilets?	<b>Yes</b>
How many toilets and what distance are they from disabled supporters' seating?	<b>Number – 5 Distance - between 3 to 20 metres</b>
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	<b>No</b>
Do away fans have access to accessible toilets?	<b>Yes</b>
Is your Club Shop accessible to all supporters including disabled supporters?	<b>Yes</b>
Do you have low level serving counters in your Club Shop?	<b>Yes</b>
If not, do you provide any other service facility for disabled supporters? What?	
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	<b>No</b>
Are these available for away fans?	<b>No</b>
Do you provide rest areas on your concourses for disabled and elderly supporters?	<b>No</b>
Do you provide or arrange accessible transport for home/away games?	<b>Yes</b>
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	<b>No</b>
Please provide the URL of any relevant information for disabled supporters on your website	

<b>CLUB</b>	<b>Brentford FC</b>
<b>REGISTERED GROUND</b>	<b>Griffin Park</b>



<b>CLUB DETAILS / CONTACTS</b>	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	<b>Madeleine Tarrant</b> <b>Telephone: 0845 3456 442 Option 4</b> <b>Email: mtarrant@brentfordfc.co.uk</b>
Is this person situated in the ticket office?	<b>Yes</b>
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	<b>No</b>  <b>Name:</b> <b>Email:</b> <b>Telephone:</b>
Has the club had an access audit? Date of Audit -	<b>No</b>
Are dedicated stewards/staff provided to assist disabled supporters?	<b>Yes</b>
Have any club staff received disability awareness training?	<b>No</b>
Who at the club received the training?	
Who provided the training?	

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

<b>FACILITIES - Visually Impaired</b>	
Does the ticket office have a hearing loop?	<b>No</b>
Which match commentary do you provide for Visually Impaired Supporters?	<b>Audio Described</b>
If yes, how do supporters access this?	<b>Ask Club Ticket Office in advance for arrangements of a headset to be ready</b>
How many headsets/receivers do you have for home and away supporters?	<b>HOME: 10+ AWAY: 5</b>
What is the procedure for receiving and returning the headsets?	<b>Allocated Blind Scheme helpers on matchdays look after these</b>
Do you require a deposit for the headsets?	<b>No</b>
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	<b>No</b>
Do you provide facilities for assistance dogs?	<b>No</b>
Is this area wheelchair user accessible?	

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

<b>FACILITIES - Ambulant</b>	
Are HOME ambulant disabled supporters able to sit anywhere in your stadium?	<b>Yes</b>
Do you have a limit on the number of HOME ambulant disabled seats available? If so why?	<b>No</b> <b>No</b>
Do you have facilities for <b>HOME</b> ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	<b>No</b>
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for <b>HOME</b> ambulant disabled supporters? If yes how many?	<b>Yes</b> <b>Yes, Minimum of 10 for Home Supporters</b>
Are <b>AWAY</b> ambulant disabled supporters situated in the away supporters' area?	<b>Yes</b>
Are <b>AWAY</b> ambulant disabled supporters able to sit anywhere within the away area at your stadium?	<b>Yes</b>
Do you have a limit on number of <b>AWAY</b> ambulant disabled seats available? If yes, why?	<b>No</b>
Do you have facilities for <b>AWAY</b> ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	<b>No</b>
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for <b>AWAY</b> ambulant disabled supporters?	<b>No</b> <b>Yes</b>

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

OTHER FACILITIES	
Does the stadium have accessible toilets?	<b>Yes</b>
How many toilets and what distance are they from disabled supporters' seating?	<b>Number – 2 Distance - 15 meters</b>
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	<b>No</b>
Do away fans have access to accessible toilets?	<b>No</b>
Is your Club Shop accessible to all supporters including disabled supporters?	<b>Yes</b>
Do you have low level serving counters in your Club Shop?	<b>Yes</b>
If not, do you provide any other service facility for disabled supporters? What?	
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	<b>Yes</b>
Are these available for away fans?	<b>No</b>
Do you provide rest areas on your concourses for disabled and elderly supporters?	<b>No</b>
Do you provide or arrange accessible transport for home/away games?	<b>No</b>
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	<b>No</b>
Please provide the URL of any relevant information for disabled supporters on your website	

<b>CLUB</b>	<b>Brighton &amp; Hove Albion FC</b>
<b>REGISTERED GROUND</b>	<b>The American Express Community Stadium</b>



<b>CLUB DETAILS / CONTACTS</b>	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	<b>Oliver Riley</b> <b>Telephone: 0844 327 1901</b> <b>Email: supporter.services@bhafc.co.uk</b>
Is this person situated in the ticket office?	<b>Yes</b>
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	<b>No</b>  <b>Name:</b> <b>Email:</b> <b>Telephone:</b>
Has the club had an access audit? Date of Audit -	<b>No</b>
Are dedicated stewards/staff provided to assist disabled supporters?	<b>Yes</b>
Have any club staff received disability awareness training?	<b>Yes</b>
Who at the club received the training?	<b>stewards</b>
Who provided the training?	<b>standard modules delivered for stewarding</b>

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



<b>FACILITIES - Visually Impaired</b>	
Does the ticket office have a hearing loop?	<b>Yes</b>
Which match commentary do you provide for Visually Impaired Supporters?	<b>Audio Described</b>
If yes, how do supporters access this?	<b>headsets available from us</b>
How many headsets/receivers do you have for home and away supporters?	<b>HOME: 10+ AWAY: 10+</b>
What is the procedure for receiving and returning the headsets?	<b>Sign them out from Ticket Office with a deposit.</b>
Do you require a deposit for the headsets?	<b>Yes</b>
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	<b>No</b>
Do you provide facilities for assistance dogs?	<b>No</b>
Is this area wheelchair user accessible?	<b>Yes</b>

<b>FACILITIES - Wheelchair</b>	
How many wheelchair bays are available for <b>home</b> supporters?	<b>135</b>
Is there a place for a personal assistant to sit with the disabled supporter	<b>Yes</b>
Can you accommodate family groups?	<b>Yes</b>
Where are your <b>HOME</b> wheelchair bays situated? i.e. pitchside, raised platform etc	<b>Pitchside</b>
Do you have spaces in hospitality and VIP areas for wheelchair users?	<b>Yes</b>
How many wheelchair bays are available for <b>AWAY</b> supporters?	<b>50</b>
Where are these situated? i.e. pitchside, raised platform etc	<b>Raised Platform</b>
Are <b>AWAY</b> supporters using wheelchairs situated with <b>away supporters</b> ?	<b>Yes</b>
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	<b>Yes</b>

<b>FACILITIES - Ambulant</b>	
Are HOME ambulant disabled supporters able to sit anywhere in your stadium?	<b>Yes</b>
Do you have a limit on the number of HOME ambulant disabled seats available? If so why?	<b>No</b> <b>No</b>
Do you have facilities for <b>HOME</b> ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	<b>No</b>
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for <b>HOME</b> ambulant disabled supporters? If yes how many?	<b>Yes</b> <b>50</b>
Are <b>AWAY</b> ambulant disabled supporters situated in the away supporters' area?	<b>Yes</b>
Are <b>AWAY</b> ambulant disabled supporters able to sit anywhere within the away area at your stadium?	<b>Yes</b>
Do you have a limit on number of <b>AWAY</b> ambulant disabled seats available? If yes, why?	<b>No</b>
Do you have facilities for <b>AWAY</b> ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	<b>No</b> <b>20</b>
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for <b>AWAY</b> ambulant disabled supporters?	<b>Yes</b> <b>Yes</b>

<b>ACCESSIBLE PARKING</b>	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	<b>Yes</b> <b>63</b>
Is this clearly signposted?	<b>Yes</b>
Is this extended to away supporters?	<b>Yes</b>
How do you arrange accessible parking?	<b>pre booked, on a first come first served basis</b>
How far from the entrance/exit is accessible parking?	<b>700 meters</b>
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	<b>Yes</b>

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

<b>CLUB</b>	<b>Cardiff City</b>
<b>REGISTERED GROUND</b>	<b>Cardiff City Stadium</b>



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

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

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

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

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

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	<b>Yes 76</b>
Is this clearly signposted?	<b>Yes</b>
Is this extended to away supporters?	<b>Yes</b>
How do you arrange accessible parking?	<b>Sold via the ticket office on a season by season basis to disabled season ticket holders for home fans. For visiting fans we send initially 8 hangers to away club for them to distribute accordingly.</b>
How far from the entrance/exit is accessible parking?	<b>average of 5 meters</b>
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	<b>Yes</b>



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

<b>CLUB</b>	<b>Charlton Athletic FC</b>
<b>REGISTERED GROUND</b>	<b>The valley floyd road Charlton London se1 8bl</b>



<b>CLUB DETAILS / CONTACTS</b>	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	<b>David Webb disability liasion officer</b>  <b>Telephone: 020 8 333 4000 x 253</b> <b>Email: david.webb@cafc.co.uk</b>
Is this person situated in the ticket office?	<b>No</b>
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	<b>Yes</b>  <b>Name: Heather Robinson</b> <b>Email: cadsa@cafc.co.uk</b> <b>Telephone: not know</b>
Has the club had an access audit? Date of Audit -	<b>No</b> <b>6/1/2014</b>
Are dedicated stewards/staff provided to assist disabled supporters?	<b>Yes</b>
Have any club staff received disability awareness training?	<b>Yes</b>
Who at the club received the training?	<b>David Webb</b>
Who provided the training?	<b>previous employer</b>

<b>TICKETS</b>	
What proof of disability do you require to qualify for a disabled match ticket?	<b>D.L.A allowance or Pips payments letters regarding allowances (medium /higher ) rate to qualify</b>
Can disabled supporters purchase match tickets via the main ticket office number?	<b>Yes</b>
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	<b>Yes</b>
What is the club's policy for charging disabled supporters? i.e. full price, concession	<b>Concession</b>
Are disabled supporters permitted to bring a personal assistant to accompany them free of charge	<b>Yes</b>
Does this include disabled supporters not using a wheelchair and in particular supporters with a learning disability who might need a support worker to accompany them?	<b>Yes</b>
<b>FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB</b>	

<b>FACILITIES - Visually Impaired</b>	
Does the ticket office have a hearing loop?	<b>Yes</b>
Which match commentary do you provide for Visually Impaired Supporters?	<b>Radio Commentary</b>
If yes, how do supporters access this?	<b>via headsets provided</b>
How many headsets/receivers do you have for home and away supporters?	<b>HOME: 10+ AWAY: 5</b>
What is the procedure for receiving and returning the headsets?	<b>supporters sign for them at the start of the game and return them at the end .to the main reception and are responsible for any damage or lost headsets</b>
Do you require a deposit for the headsets?	<b>No</b>
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	<b>No</b>
Do you provide facilities for assistance dogs?	<b>No</b>
Is this area wheelchair user accessible?	<b>No</b>

<b>FACILITIES - Wheelchair</b>	
How many wheelchair bays are available for <b>home</b> supporters?	<b>96</b>
Is there a place for a personal assistant to sit with the disabled supporter	<b>Yes</b>
Can you accommodate family groups?	<b>No</b>
Where are your <b>HOME</b> wheelchair bays situated? i.e. pitchside, raised platform etc	<b>Pitchside</b>
Do you have spaces in hospitality and VIP areas for wheelchair users?	<b>Yes</b>
How many wheelchair bays are available for <b>AWAY</b> supporters?	<b>7 spaces max of 8</b>
Where are these situated? i.e. pitchside, raised platform etc	<b>Pitchside</b>
Are <b>AWAY</b> supporters using wheelchairs situated with <b>away supporters</b> ?	<b>Yes</b>
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	<b>No</b>

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

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	<b>Yes</b> <b>west cp 21 east cp 8 north cp 5 = total of 34 spaces</b>
Is this clearly signposted?	<b>Yes</b>
Is this extended to away supporters?	<b>Yes</b>
How do you arrange accessible parking?	<b>either phone call to Disability officer (D. Webb) or email or pop in to the club in person ,any of the contact ways that is best for the supporter</b>
How far from the entrance/exit is accessible parking?	<b>all parking is less then 100 meters from each seating area in the grounds areas</b>
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	<b>No</b>

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

<b>CLUB</b>	Derby County FC
<b>REGISTERED GROUND</b>	Ipro Stadium



<b>CLUB DETAILS / CONTACTS</b>	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	<b>Emma Drury</b> <b>Telephone: 0871 472 1884 (option 1)</b> <b>Email: Emma.Drury@dcofc.co.uk</b>
Is this person situated in the ticket office?	<b>Yes</b>
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	<b>Yes</b> <b>Name: Tim Rees</b> <b>Email: chairman@dcdsc.co.uk</b> <b>Telephone: 01332 402415</b>
Has the club had an access audit? Date of Audit -	<b>Yes</b> <b>8/1/2013</b>
Are dedicated stewards/staff provided to assist disabled supporters?	<b>Yes</b>
Have any club staff received disability awareness training?	<b>Yes</b>
Who at the club received the training?	<b>Stewards/Ticket Office Staff</b>
Who provided the training?	<b>Derby College</b>

<b>TICKETS</b>	
What proof of disability do you require to qualify for a disabled match ticket?	<b>1. Receipt of the Disability Living Allowance (DLA) or War Pensioners' Mobility Supplement (or government standard equivalent). 2. Receipt of either the Severe Disablement Allowance or Attendance Allowance. 3. War Pensioners' Mobility Allowance or War</b>
Can disabled supporters purchase match tickets via the main ticket office number?	<b>Yes</b>
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	<b>Yes</b>
What is the club's policy for charging disabled supporters? i.e. full price, concession	<b>Concession</b>
Are disabled supporters permitted to bring a personal assistant to accompany them free of charge	<b>Yes</b>
Does this include disabled supporters not using a wheelchair and in particular supporters with a learning disability who might need a support worker to accompany them?	<b>Yes</b>
<b>FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB</b>	



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

<b>FACILITIES - Wheelchair</b>	
How many wheelchair bays are available for <b>home</b> supporters?	<b>179</b>
Is there a place for a personal assistant to sit with the disabled supporter	<b>Yes</b>
Can you accommodate family groups?	<b>Yes</b>
Where are your <b>HOME</b> wheelchair bays situated? i.e. pitchside, raised platform etc	<b>Pitchside &amp; Raised Platform</b>
Do you have spaces in hospitality and VIP areas for wheelchair users?	<b>Yes</b>
How many wheelchair bays are available for <b>AWAY</b> supporters?	<b>23 (18 pitchside + 6 Platform)</b>
Where are these situated? i.e. pitchside, raised platform etc	<b>Pitchside &amp; Raised</b>
Are <b>AWAY</b> supporters using wheelchairs situated with <b>away supporters</b> ?	<b>Yes</b>
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	<b>Yes</b>

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

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	<b>Yes</b> <b>200</b>
Is this clearly signposted?	<b>Yes</b>
Is this extended to away supporters?	<b>Yes</b>
How do you arrange accessible parking?	<b>By telephone call, or in person to the ticket office when purchasing season tickets/match day tickets or when it is convenient.</b>
How far from the entrance/exit is accessible parking?	<b>100 yards</b>
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	<b>Yes</b>

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

<b>CLUB</b>	Fulham FC
<b>REGISTERED GROUND</b>	Craven Cottage



<b>CLUB DETAILS / CONTACTS</b>	
Who is the primary contact for disability issues at the club?  Please provide the relevant contact details.	<b>Nicola Walworth</b>  <b>Telephone: 0208 336 7477</b> <b>Email: nwalworth@fulhamfc.com</b>
Is this person situated in the ticket office?	<b>No</b>
Does the club have a Disabled Supporters Association?  If yes, please provide the name and contact details for the person in charge.	<b>No</b>  <b>Name:</b> <b>Email:</b> <b>Telephone:</b>
Has the club had an access audit? Date of Audit -	<b>Yes</b> <b>12/1/2011</b>
Are dedicated stewards/staff provided to assist disabled supporters?	<b>Yes</b>
Have any club staff received disability awareness training?	<b>No</b>
Who at the club received the training?	
Who provided the training?	

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

<b>FACILITIES - Visually Impaired</b>	
Does the ticket office have a hearing loop?	<b>Yes</b>
Which match commentary do you provide for Visually Impaired Supporters?	<b>Radio Commentary</b>
If yes, how do supporters access this?	<b>Headsets</b>
How many headsets/receivers do you have for home and away supporters?	<b>HOME: 4 AWAY: 5</b>
What is the procedure for receiving and returning the headsets?	<b>Headsets are issued on a first come, first served basis and not divided between home and away fans. They can be reserved by calling the Club's DLO. Headsets can either be collected from the ticket collection booth or delivered to seats. At FT, headset</b>
Do you require a deposit for the headsets?	<b>No</b>
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	<b>No</b>
Do you provide facilities for assistance dogs?	<b>No</b>
Is this area wheelchair user accessible?	

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

FACILITIES - Ambulant	
Are HOME ambulant disabled supporters able to sit anywhere in your stadium?	Yes
Do you have a limit on the number of HOME ambulant disabled seats available? If so why?	No No
Do you have facilities for HOME ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for HOME ambulant disabled supporters? If yes how many?	Yes 0
Are AWAY ambulant disabled supporters situated in the away supporters' area?	Yes
Are AWAY ambulant disabled supporters able to sit anywhere within the away area at your stadium?	Yes
Do you have a limit on number of AWAY ambulant disabled seats available? If yes, why?	No
Do you have facilities for AWAY ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No In excess of 50. Seats are on the ends of an aisle and excess of front rows.
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for AWAY ambulant disabled supporters?	Yes Yes

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 20
Is this clearly signposted?	No
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Spaces can be reserved by contacting the Clubs DLO
How far from the entrance/exit is accessible parking?	It's a 5 minute journey on a shuttle bus.
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	Yes



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

<b>CLUB</b>	<b>Huddersfield Town FC</b>
<b>REGISTERED GROUND</b>	<b>The John Smiths Stadium</b>



<b>CLUB DETAILS / CONTACTS</b>	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	<b>Sue Farrell</b> <b>Telephone: 01484 484102</b> <b>Email: sue.farrell@htafc.com</b>
Is this person situated in the ticket office?	<b>Yes</b>
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	<b>Yes</b> <b>Name: Mr J D Heatherill</b> <b>Email: davidheatherill@fsmail.net</b> <b>Telephone: 7934458650</b>
Has the club had an access audit? Date of Audit -	<b>No</b>
Are dedicated stewards/staff provided to assist disabled supporters?	<b>No</b>
Have any club staff received disability awareness training?	<b>Yes</b>
Who at the club received the training?	<b>Stewards</b>
Who provided the training?	<b>Football League</b>

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

<b>FACILITIES - Visually Impaired</b>	
Does the ticket office have a hearing loop?	<b>Yes</b>
Which match commentary do you provide for Visually Impaired Supporters?	<b>Radio Commentary</b>
If yes, how do supporters access this?	<b>Contact Stadium reception either via Ticket office or on matchday</b>
How many headsets/receivers do you have for home and away supporters?	<b>HOME: 9 AWAY: 0</b>
What is the procedure for receiving and returning the headsets?	<b>There are 9 headsets in total for both home and away supporters, headsets are available from Stadium reception and returned after the game</b>
Do you require a deposit for the headsets?	<b>No</b>
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	<b>No</b>
Do you provide facilities for assistance dogs?	<b>Yes</b>
Is this area wheelchair user accessible?	<b>Yes</b>

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

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

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

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

<b>CLUB</b>	<b>Ipswich Town FC</b>
<b>REGISTERED GROUND</b>	<b>Portman Road</b>



<b>CLUB DETAILS / CONTACTS</b>	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	<b>Warner Duff</b> <b>Telephone: 01473 400556</b> <b>Email: warner.duff@itfc.co.uk</b>
Is this person situated in the ticket office?	<b>Yes</b>
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	<b>Yes</b> <b>Name: Sandra Brett</b> <b>Email: c/o warner.duff@itfc.co.uk</b> <b>Telephone: 07545 453585</b>
Has the club had an access audit? Date of Audit -	<b>Yes</b> <b>10/1/2011</b>
Are dedicated stewards/staff provided to assist disabled supporters?	<b>Yes</b>
Have any club staff received disability awareness training?	<b>Yes</b>
Who at the club received the training?	<b>Matchday Stewards/Supervisors</b>
Who provided the training?	<b>Oyster Training</b>

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

**FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB**



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

<b>FACILITIES - Wheelchair</b>	
How many wheelchair bays are available for <b>home</b> supporters?	<b>103</b>
Is there a place for a personal assistant to sit with the disabled supporter	<b>Yes</b>
Can you accommodate family groups?	<b>Yes</b>
Where are your <b>HOME</b> wheelchair bays situated? i.e. pitchside, raised platform etc	<b>Pitchside</b>
Do you have spaces in hospitality and VIP areas for wheelchair users?	<b>Yes</b>
How many wheelchair bays are available for <b>AWAY</b> supporters?	<b>10</b>
Where are these situated? i.e. pitchside, raised platform etc	<b>Pitchside</b>
Are <b>AWAY</b> supporters using wheelchairs situated with <b>away supporters</b> ?	<b>No</b>
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	<b>No</b>

<b>FACILITIES - Ambulant</b>	
Are HOME ambulant disabled supporters able to sit anywhere in your stadium?	<b>Yes</b>
Do you have a limit on the number of HOME ambulant disabled seats available? If so why?	<b>No</b> <b>as long as seats available</b> <b>No</b>
Do you have facilities for <b>HOME</b> ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	<b>No</b>
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for <b>HOME</b> ambulant disabled supporters? If yes how many?	<b>Yes</b> <b>over 200</b>
Are <b>AWAY</b> ambulant disabled supporters situated in the away supporters' area?	<b>Yes</b>
Are <b>AWAY</b> ambulant disabled supporters able to sit anywhere within the away area at your stadium?	<b>Yes</b>
Do you have a limit on number of <b>AWAY</b> ambulant disabled seats available? If yes, why?	<b>No</b> <b>as long as seats available</b>
Do you have facilities for <b>AWAY</b> ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	<b>No</b> <b>approx 50</b>
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for <b>AWAY</b> ambulant disabled supporters?	<b>Yes</b> <b>Yes</b>

<b>ACCESSIBLE PARKING</b>	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	<b>Yes</b> <b>60</b>
Is this clearly signposted?	<b>No</b>
Is this extended to away supporters?	<b>Yes</b>
How do you arrange accessible parking?	<b>By booking through D.L.O</b>
How far from the entrance/exit is accessible parking?	<b>Approx 50 meters</b>
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	<b>Yes</b>

<b>OTHER FACILITIES</b>	
Does the stadium have accessible toilets?	<b>Yes</b>
How many toilets and what distance are they from disabled supporters' seating?	<b>Number – 16 Distance - within 10 metres</b>
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	<b>No</b>
Do away fans have access to accessible toilets?	<b>Yes</b>
Is your Club Shop accessible to all supporters including disabled supporters?	<b>Yes</b>
Do you have low level serving counters in your Club Shop?	<b>Yes</b>
If not, do you provide any other service facility for disabled supporters? What?	
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	<b>Yes</b>
Are these available for away fans?	<b>No</b>
Do you provide rest areas on your concourses for disabled and elderly supporters?	<b>No</b>
Do you provide or arrange accessible transport for home/away games?	<b>Yes</b>
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	<b>No</b>
Please provide the URL of any relevant information for disabled supporters on your website	<b><a href="http://www.itfc.co.uk/fanstab/disabledsupporters">www.itfc.co.uk/fanstab/disabledsupporters</a></b>

<b>CLUB</b>	<b>Leeds United FC</b>
<b>REGISTERED GROUND</b>	<b>Elland Road</b>



<b>CLUB DETAILS / CONTACTS</b>	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	<b>TBC</b>  <b>Telephone: 1133676178</b> <b>Email: disabledinfo@leedsunited.com</b>
Is this person situated in the ticket office?	<b>Yes</b>
Does the club have a Disabled Supporters Association?  If yes, please provide the name and contact details for the person in charge.	<b>Yes</b>  <b>Name: TBC</b> <b>Email: TBC</b> <b>Telephone: TBC</b>
Has the club had an access audit? Date of Audit -	<b>No</b>
Are dedicated stewards/staff provided to assist disabled supporters?	<b>Yes</b>
Have any club staff received disability awareness training?	<b>Yes</b>
Who at the club received the training?	<b>various stewards</b>
Who provided the training?	<b>in house</b>

<b>TICKETS</b>	
What proof of disability do you require to qualify for a disabled match ticket?	<b>copy of disability living allowance free of charge ticket for personal assistant only issued if in receipt of medium to high level of DLA</b>
Can disabled supporters purchase match tickets via the main ticket office number?	<b>Yes</b>
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	<b>No</b>
What is the club's policy for charging disabled supporters? i.e. full price, concession	<b>Concession</b>
Are disabled supporters permitted to bring a personal assistant to accompany them free of charge	<b>Yes</b>
Does this include disabled supporters not using a wheelchair and in particular supporters with a learning disability who might need a support worker to accompany them?	<b>Yes</b>

**FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB**

<b>FACILITIES - Visually Impaired</b>	
Does the ticket office have a hearing loop?	<b>Yes</b>
Which match commentary do you provide for Visually Impaired Supporters?	<b>Radio Commentary</b>
If yes, how do supporters access this?	<b>Pre booking is advised by calling 0113 367 6178</b>
How many headsets/receivers do you have for home and away supporters?	<b>HOME: 10+ AWAY: 10+</b>
What is the procedure for receiving and returning the headsets?	<b>Collect from West stand security prior to KO. Head sets returned to West security after the game. £20.00 deposit. Re above question. We have 10 headsets in total for both home and away supporters.</b>
Do you require a deposit for the headsets?	<b>Yes</b>
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	<b>No</b>
Do you provide facilities for assistance dogs?	<b>No</b>
Is this area wheelchair user accessible?	<b>No</b>

<b>FACILITIES - Wheelchair</b>	
How many wheelchair bays are available for <b>home</b> supporters?	<b>as per 13/14 season</b>
Is there a place for a personal assistant to sit with the disabled supporter	<b>Yes</b>
Can you accommodate family groups?	<b>Yes</b>
Where are your <b>HOME</b> wheelchair bays situated? i.e. pitchside, raised platform etc	<b>Pitchside</b>
Do you have spaces in hospitality and VIP areas for wheelchair users?	<b>No</b>
How many wheelchair bays are available for <b>AWAY</b> supporters?	<b>as per 13/14 season</b>
Where are these situated? i.e. pitchside, raised platform etc	<b>Raised Platform</b>
Are <b>AWAY</b> supporters using wheelchairs situated with <b>away supporters</b> ?	<b>Yes</b>
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	<b>Yes</b>

<b>FACILITIES - Ambulant</b>	
Are HOME ambulant disabled supporters able to sit anywhere in your stadium?	<b>Yes</b>
Do you have a limit on the number of HOME ambulant disabled seats available? If so why?	<b>No</b> <b>No</b>
Do you have facilities for <b>HOME</b> ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	<b>No</b>
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for <b>HOME</b> ambulant disabled supporters? If yes how many?	<b>Yes</b> <b>219</b>
Are <b>AWAY</b> ambulant disabled supporters situated in the away supporters' area?	<b>Yes</b>
Are <b>AWAY</b> ambulant disabled supporters able to sit anywhere within the away area at your stadium?	<b>Yes</b>
Do you have a limit on number of <b>AWAY</b> ambulant disabled seats available? If yes, why?	<b>Yes</b>
Do you have facilities for <b>AWAY</b> ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	<b>No</b> <b>48</b>
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for <b>AWAY</b> ambulant disabled supporters?	<b>Yes</b> <b>Yes</b>

<b>ACCESSIBLE PARKING</b>	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	<b>No</b>
Is this clearly signposted?	<b>No</b>
Is this extended to away supporters?	<b>No</b>
How do you arrange accessible parking?	<b>managed by Leeds City Council on match days - pay on entry - blue badges excepted</b>
How far from the entrance/exit is accessible parking?	<b>Minimum 200 meters</b>
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	<b>No</b>



<b>OTHER FACILITIES</b>	
Does the stadium have accessible toilets?	<b>Yes</b>
How many toilets and what distance are they from disabled supporters' seating?	<b>Number – 9 Distance - Ranging from 10 to 150 metres</b>
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	<b>No</b>
Do away fans have access to accessible toilets?	<b>Yes</b>
Is your Club Shop accessible to all supporters including disabled supporters?	<b>Yes</b>
Do you have low level serving counters in your Club Shop?	<b>No</b>
If not, do you provide any other service facility for disabled supporters? What?	<b>Ramp into Club shop. Assistance provided by the club shop staff.</b>
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	<b>Yes</b>
Are these available for away fans?	<b>Yes</b>
Do you provide rest areas on your concourses for disabled and elderly supporters?	<b>No</b>
Do you provide or arrange accessible transport for home/away games?	<b>Yes</b>
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	<b>No</b>
Please provide the URL of any relevant information for disabled supporters on your website	

<b>CLUB</b>	<b>Middlesbrough FC</b>
<b>REGISTERED GROUND</b>	<b>Riverside Stadium</b>



<b>CLUB DETAILS / CONTACTS</b>	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	<b>Liam Hamilton</b> <b>Telephone: 01642 757671</b> <b>Email: liam.hamilton@mfc.co.uk</b>
Is this person situated in the ticket office?	<b>Yes</b>
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	<b>Yes</b> <b>Name: Paddy Cronberry</b> <b>Email: paddy@mdsa.co.uk</b> <b>Telephone: 7530113567</b>
Has the club had an access audit? Date of Audit -	<b>No</b>
Are dedicated stewards/staff provided to assist disabled supporters?	<b>Yes</b>
Have any club staff received disability awareness training?	<b>Yes</b>
Who at the club received the training?	<b>All stewards</b>
Who provided the training?	<b>On the Ball</b>

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

<b>FACILITIES - Visually Impaired</b>	
Does the ticket office have a hearing loop?	<b>Yes</b>
Which match commentary do you provide for Visually Impaired Supporters?	<b>None Available</b>
If yes, how do supporters access this?	
How many headsets/receivers do you have for home and away supporters?	<b>HOME: 0 AWAY: 0</b>
What is the procedure for receiving and returning the headsets?	<b>Do not provide headsets but will permit fans to bring their own personal headsets</b>
Do you require a deposit for the headsets?	<b>No</b>
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	<b>No</b>
Do you provide facilities for assistance dogs?	<b>No</b>
Is this area wheelchair user accessible?	<b>No</b>

<b>FACILITIES - Wheelchair</b>	
How many wheelchair bays are available for <b>home</b> supporters?	<b>50</b>
Is there a place for a personal assistant to sit with the disabled supporter	<b>Yes</b>
Can you accommodate family groups?	<b>No</b>
Where are your <b>HOME</b> wheelchair bays situated? i.e. pitchside, raised platform etc	<b>Raised Platform</b>
Do you have spaces in hospitality and VIP areas for wheelchair users?	<b>Yes</b>
How many wheelchair bays are available for <b>AWAY</b> supporters?	<b>35</b>
Where are these situated? i.e. pitchside, raised platform etc	<b>Pitchside</b>
Are <b>AWAY</b> supporters using wheelchairs situated with <b>away supporters</b> ?	<b>Yes</b>
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	<b>No</b>

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

<b>ACCESSIBLE PARKING</b>	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	<b>Yes</b> <b>80</b>
Is this clearly signposted?	<b>Yes</b>
Is this extended to away supporters?	<b>Yes</b>
How do you arrange accessible parking?	<b>Contact Ticket Office, £6</b>
How far from the entrance/exit is accessible parking?	<b>approx 30 - 50 meters</b>
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	<b>No</b>

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

<b>CLUB</b>	<b>Millwall Football Club</b>
<b>REGISTERED GROUND</b>	<b>The Den, Zampa Road, London, SE16 3LN</b>



<b>CLUB DETAILS / CONTACTS</b>	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	<b>Linda Ashby</b> <b>Telephone: 020 7231 9999</b> <b>Email: ticketadmin@millwallplc.com</b>
Is this person situated in the ticket office?	<b>Yes</b>
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	<b>No</b>  <b>Name:</b> <b>Email:</b> <b>Telephone:</b>
Has the club had an access audit? Date of Audit -	<b>No</b>
Are dedicated stewards/staff provided to assist disabled supporters?	<b>Yes</b>
Have any club staff received disability awareness training?	<b>Yes</b>
Who at the club received the training?	<b>Stewards/Staff attending disabled</b>
Who provided the training?	<b>Kean Boenke (Employed by Greenwich Community College)</b>

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



<b>FACILITIES - Visually Impaired</b>	
Does the ticket office have a hearing loop?	<b>Yes</b>
Which match commentary do you provide for Visually Impaired Supporters?	<b>Radio Commentary</b>
If yes, how do supporters access this?	<b>Must be pre-booked with the Media Department</b>
How many headsets/receivers do you have for home and away supporters?	<b>HOME: 1 AWAY: 1</b>
What is the procedure for receiving and returning the headsets?	<b>Return them to Main Reception</b>
Do you require a deposit for the headsets?	<b>No</b>
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	<b>No</b>
Do you provide facilities for assistance dogs?	<b>No</b>
Is this area wheelchair user accessible?	<b>No</b>

<b>FACILITIES - Wheelchair</b>	
How many wheelchair bays are available for <b>home</b> supporters?	<b>78</b>
Is there a place for a personal assistant to sit with the disabled supporter	<b>Yes</b>
Can you accommodate family groups?	<b>Yes</b>
Where are your <b>HOME</b> wheelchair bays situated? i.e. pitchside, raised platform etc	<b>Raised Platform</b>
Do you have spaces in hospitality and VIP areas for wheelchair users?	<b>No</b>
How many wheelchair bays are available for <b>AWAY</b> supporters?	<b>17</b>
Where are these situated? i.e. pitchside, raised platform etc	<b>Pitchside</b>
Are <b>AWAY</b> supporters using wheelchairs situated with <b>away supporters</b> ?	<b>Yes</b>
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	<b>No</b>

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

<b>ACCESSIBLE PARKING</b>	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	<b>Yes</b> <b>Home - 10    Away - 2</b>
Is this clearly signposted?	<b>Yes</b>
Is this extended to away supporters?	<b>Yes</b>
How do you arrange accessible parking?	<b>Via the Ticket Office</b>
How far from the entrance/exit is accessible parking?	<b>40 metres</b>
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	<b>Yes</b>

OTHER FACILITIES	
Does the stadium have accessible toilets?	<b>Yes</b>
How many toilets and what distance are they from disabled supporters' seating?	<b>Number – 16 Distance - Distance varies from 2-30 metres according to position in the ground</b>
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	<b>No</b>
Do away fans have access to accessible toilets?	<b>Yes</b>
Is your Club Shop accessible to all supporters including disabled supporters?	<b>Yes</b>
Do you have low level serving counters in your Club Shop?	<b>No</b>
If not, do you provide any other service facility for disabled supporters? What?	<b>Counters in the shop and kiosks are at an appropriate height for both wheelchair and non-wheelchair fans to use.</b>
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	<b>No</b>
Are these available for away fans?	<b>No</b>
Do you provide rest areas on your concourses for disabled and elderly supporters?	<b>No</b>
Do you provide or arrange accessible transport for home/away games?	<b>Yes</b>
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	<b>No</b>
Please provide the URL of any relevant information for disabled supporters on your website	<b><a href="http://www.millwallfc.co.uk/fans/disabled-supporters2/">http://www.millwallfc.co.uk/fans/disabled-supporters2/</a></b>

<b>CLUB</b>	<b>Norwich City FC</b>
<b>REGISTERED GROUND</b>	<b>Carrow Road, Norwich, NR1 1JE</b>



<b>CLUB DETAILS / CONTACTS</b>	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	<b>Stephen Graham</b> <b>Telephone: 01603 760760 ext. 2255</b> <b>Email: abilitycounts@ncfc-canaries.co.uk</b>
Is this person situated in the ticket office?	<b>Yes</b>
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	<b>Yes</b>  <b>Name: Ben Iles</b> <b>Email: ncDSA@hotmail.co.uk</b> <b>Telephone: 01603 760760 ext. 2255</b>
Has the club had an access audit? Date of Audit -	<b>Yes</b> <b>4/1/2014</b>
Are dedicated stewards/staff provided to assist disabled supporters?	<b>Yes</b>
Have any club staff received disability awareness training?	<b>Yes</b>
Who at the club received the training?	<b>Ticket Office staff</b>
Who provided the training?	<b>Premier League (online) open for Business</b>

<b>TICKETS</b>	
What proof of disability do you require to qualify for a disabled match ticket?	<b>None</b>
Can disabled supporters purchase match tickets via the main ticket office number?	<b>Yes</b>
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	<b>No</b>
What is the club's policy for charging disabled supporters? i.e. full price, concession	<b>Full price</b>
Are disabled supporters permitted to bring a personal assistant to accompany them free of charge	<b>Yes</b>
Does this include disabled supporters not using a wheelchair and in particular supporters with a learning disability who might need a support worker to accompany them?	<b>Yes</b>

**FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB**

<b>FACILITIES - Visually Impaired</b>	
Does the ticket office have a hearing loop?	<b>Yes</b>
Which match commentary do you provide for Visually Impaired Supporters?	<b>Audio Described</b>
If yes, how do supporters access this?	<b>SoccerSight - Radio Headsets available from Disabled entrance</b>
How many headsets/receivers do you have for home and away supporters?	<b>HOME: 10+ AWAY: 10+</b>
What is the procedure for receiving and returning the headsets?	<b>Receiving - Disabled Entrance Returning - Hand in to nearest Steward</b>
Do you require a deposit for the headsets?	<b>No</b>
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	<b>No</b>
Do you provide facilities for assistance dogs?	<b>No</b>
Is this area wheelchair user accessible?	<b>No</b>

<b>FACILITIES - Wheelchair</b>	
How many wheelchair bays are available for <b>home</b> supporters?	<b>68</b>
Is there a place for a personal assistant to sit with the disabled supporter	<b>Yes</b>
Can you accommodate family groups?	<b>Yes</b>
Where are your <b>HOME</b> wheelchair bays situated? i.e. pitchside, raised platform etc	<b>Raised Platform</b>
Do you have spaces in hospitality and VIP areas for wheelchair users?	<b>Yes</b>
How many wheelchair bays are available for <b>AWAY</b> supporters?	<b>13</b>
Where are these situated? i.e. pitchside, raised platform etc	<b>Pitchside</b>
Are <b>AWAY</b> supporters using wheelchairs situated with <b>away supporters</b> ?	<b>Yes</b>
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	<b>Yes</b>

<b>FACILITIES - Ambulant</b>	
Are HOME ambulant disabled supporters able to sit anywhere in your stadium?	<b>No</b>
Do you have a limit on the number of HOME ambulant disabled seats available? If so why?	<b>No</b> <b>No</b>
Do you have facilities for <b>HOME</b> ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	<b>No</b>
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for <b>HOME</b> ambulant disabled supporters? If yes how many?	<b>Yes</b> <b>92</b>
Are <b>AWAY</b> ambulant disabled supporters situated in the away supporters' area?	<b>Yes</b>
Are <b>AWAY</b> ambulant disabled supporters able to sit anywhere within the away area at your stadium?	<b>Yes</b>
Do you have a limit on number of <b>AWAY</b> ambulant disabled seats available? If yes, why?	<b>No</b>
Do you have facilities for <b>AWAY</b> ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	<b>No</b> <b>13</b>
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for <b>AWAY</b> ambulant disabled supporters?	<b>Yes</b> <b>Yes</b>

<b>ACCESSIBLE PARKING</b>	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	<b>Yes</b> <b>15</b>
Is this clearly signposted?	<b>Yes</b>
Is this extended to away supporters?	<b>No</b>
How do you arrange accessible parking?	<b>Season Ticket Basis</b>
How far from the entrance/exit is accessible parking?	<b>meters</b>
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	<b>Yes</b>



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

<b>CLUB</b>	<b>Nottingham Forest FC</b>
<b>REGISTERED GROUND</b>	<b>The City Ground, Pavilion Road, Nottingham, NG2 5FJ</b>



<b>CLUB DETAILS / CONTACTS</b>	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	<b>Alan Bexon</b>  <b>Telephone: 0115 982 4390</b> <b>Email: alan.bexon@nottinghamforest.co.uk</b>
Is this person situated in the ticket office?	<b>No</b>
Does the club have a Disabled Supporters Association?  If yes, please provide the name and contact details for the person in charge.	<b>Yes</b>  <b>Name: Rita Kirk</b> <b>Email: ritakirk@sky.com</b> <b>Telephone: 01159 824444</b>
Has the club had an access audit? Date of Audit -	<b>Yes</b> <b>7/1/2010</b>
Are dedicated stewards/staff provided to assist disabled supporters?	<b>Yes</b>
Have any club staff received disability awareness training?	<b>Yes</b>
Who at the club received the training?	<b>Access Supervisors</b>
Who provided the training?	<b>Nottm County Council</b>

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

<b>FACILITIES - Visually Impaired</b>	
Does the ticket office have a hearing loop?	<b>No</b>
Which match commentary do you provide for Visually Impaired Supporters?	<b>Audio Described</b>
If yes, how do supporters access this?	<b>SoccerSight, individual headsets</b>
How many headsets/receivers do you have for home and away supporters?	<b>HOME: 10+ AWAY: 10+</b>
What is the procedure for receiving and returning the headsets?	<b>Reserve with ticket office, dedicated steward delivers receivers to seats</b>
Do you require a deposit for the headsets?	<b>No</b>
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	<b>Yes Additional radio commentary available in Block T10 (Trent End)Home area only</b>
Do you provide facilities for assistance dogs?	<b>No</b>
Is this area wheelchair user accessible?	<b>Yes</b>

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

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

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 120
Is this clearly signposted?	No
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	<b>Reserve a space via the Safety Office, away support 4 FOC</b>
How far from the entrance/exit is accessible parking?	<b>Up to 120 meters</b>
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?	<b>Yes</b>
How many toilets and what distance are they from disabled supporters' seating?	<b>Number – 7 Distance - One in each Stand.</b>
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	<b>No</b>
Do away fans have access to accessible toilets?	<b>Yes</b>
Is your Club Shop accessible to all supporters including disabled supporters?	<b>Yes</b>
Do you have low level serving counters in your Club Shop?	<b>Yes</b>
If not, do you provide any other service facility for disabled supporters? What?	<b>We also provide a wheelchair transport facility for those supporters who have mobility problems, to assist them in getting from the car park to the area of the stadium where they are sitting. This is staffed by some of our first aid team.</b>
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	<b>No</b>
Are these available for away fans?	<b>No</b>
Do you provide rest areas on your concourses for disabled and elderly supporters?	<b>No</b>
Do you provide or arrange accessible transport for home/away games?	<b>No</b>
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	<b>Yes</b>
Please provide the URL of any relevant information for disabled supporters on your website	<b><a href="http://www.nottinghamforest.co.uk/Tickets/disability.aspx">http://www.nottinghamforest.co.uk/Tickets/disability.aspx</a></b>

<b>CLUB</b>	<b>Reading FC</b>
<b>REGISTERED GROUND</b>	<b>Madejski Stadium</b>



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

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

<b>FACILITIES - Visually Impaired</b>	
Does the ticket office have a hearing loop?	<b>No</b>
Which match commentary do you provide for Visually Impaired Supporters?	<b>Radio Commentary</b>
If yes, how do supporters access this?	<b>Call 0118 968 1017 in advance of match day to request visually impaired tickets</b>
How many headsets/receivers do you have for home and away supporters?	<b>HOME: 10+ AWAY: 0</b>
What is the procedure for receiving and returning the headsets?	<b>Headsets are distributed and collected from the supporters seat on the day of the game.</b>
Do you require a deposit for the headsets?	<b>No</b>
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	<b>Yes</b> <b>The club has 12 fixed positions in the South West corner for visually impaired supporters.</b>
Do you provide facilities for assistance dogs?	<b>Yes</b>
Is this area wheelchair user accessible?	<b>No</b>

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



FACILITIES - Ambulant	
Are HOME ambulant disabled supporters able to sit anywhere in your stadium?	Yes
Do you have a limit on the number of HOME ambulant disabled seats available? If so why?	No No
Do you have facilities for HOME ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for HOME ambulant disabled supporters? If yes how many?	Yes 286
Are AWAY ambulant disabled supporters situated in the away supporters' area?	Yes
Are AWAY ambulant disabled supporters able to sit anywhere within the away area at your stadium?	Yes
Do you have a limit on number of AWAY ambulant disabled seats available? If yes, why?	No
Do you have facilities for AWAY ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	No 6 Pairs
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for AWAY ambulant disabled supporters?	Yes Yes

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Yes 168
Is this clearly signposted?	Yes
Is this extended to away supporters?	Yes
How do you arrange accessible parking?	Accessible parking is available to Blue Badge holders on a first come first serve basis on the match day
How far from the entrance/exit is accessible parking?	Between 7-200 meters
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	Yes

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

<b>CLUB</b>	<b>Rotherham United FC</b>
<b>REGISTERED GROUND</b>	<b>New York Stadium</b>



<b>CLUB DETAILS / CONTACTS</b>	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	<b>Denise Pickersgill</b> <b>Telephone: 0844 4140733</b> <b>Email: denise.pickersgill@rotherhamunited.net</b>
Is this person situated in the ticket office?	<b>Yes</b>
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	<b>No</b>  <b>Name:</b> <b>Email:</b> <b>Telephone:</b>
Has the club had an access audit? Date of Audit -	<b>Yes</b> <b>7/1/2012</b>
Are dedicated stewards/staff provided to assist disabled supporters?	<b>Yes</b>
Have any club staff received disability awareness training?	<b>No</b>
Who at the club received the training?	
Who provided the training?	

<b>TICKETS</b>	
What proof of disability do you require to qualify for a disabled match ticket?	<b>Proof of higher rate DLA or equivalent.</b>
Can disabled supporters purchase match tickets via the main ticket office number?	<b>Yes</b>
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	<b>No</b>
What is the club's policy for charging disabled supporters? i.e. full price, concession	<b>Concession</b>
Are disabled supporters permitted to bring a personal assistant to accompany them free of charge	<b>Yes</b>
Does this include disabled supporters not using a wheelchair and in particular supporters with a learning disability who might need a support worker to accompany them?	<b>Yes</b>

**FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB**

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

<b>FACILITIES - Wheelchair</b>	
How many wheelchair bays are available for <b>home</b> supporters?	<b>100</b>
Is there a place for a personal assistant to sit with the disabled supporter	<b>Yes</b>
Can you accommodate family groups?	<b>Yes</b>
Where are your <b>HOME</b> wheelchair bays situated? i.e. pitchside, raised platform etc	<b>Raised Platform</b>
Do you have spaces in hospitality and VIP areas for wheelchair users?	<b>Yes</b>
How many wheelchair bays are available for <b>AWAY</b> supporters?	<b>20</b>
Where are these situated? i.e. pitchside, raised platform etc	<b>Raised Platform</b>
Are <b>AWAY</b> supporters using wheelchairs situated with <b>away supporters</b> ?	<b>Yes</b>
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	<b>Yes</b>

FACILITIES - Ambulant	
Are HOME ambulant disabled supporters able to sit anywhere in your stadium?	<b>Yes</b>
Do you have a limit on the number of HOME ambulant disabled seats available? If so why?	<b>No</b> <b>No</b>
Do you have facilities for <b>HOME</b> ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	<b>No</b>
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for <b>HOME</b> ambulant disabled supporters? If yes how many?	<b>Yes</b> <b>200</b>
Are <b>AWAY</b> ambulant disabled supporters situated in the away supporters' area?	<b>Yes</b>
Are <b>AWAY</b> ambulant disabled supporters able to sit anywhere within the away area at your stadium?	<b>Yes</b>
Do you have a limit on number of <b>AWAY</b> ambulant disabled seats available? If yes, why?	<b>No</b>
Do you have facilities for <b>AWAY</b> ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	<b>Yes</b> <b>50</b>
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for <b>AWAY</b> ambulant disabled supporters?	<b>Yes</b> <b>Yes</b>

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	<b>Yes</b> <b>50</b>
Is this clearly signposted?	<b>Yes</b>
Is this extended to away supporters?	<b>Yes</b>
How do you arrange accessible parking?	<b>Via annual and match day permits.</b>
How far from the entrance/exit is accessible parking?	<b>100 meters</b>
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	<b>Yes</b>

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

<b>CLUB</b>	<b>Sheffield Wednesday FC</b>
<b>REGISTERED GROUND</b>	<b>Hillsborough</b>



<b>CLUB DETAILS / CONTACTS</b>	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	<b>Alastair Wilson</b> <b>Telephone: 0114 221 2586</b> <b>Email: alastair.wilson@swfc.co.uk</b>
Is this person situated in the ticket office?	<b>Yes</b>
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	<b>Yes</b> <b>Name: Chris White</b> <b>Email: wharfedalewhite@aol.com</b> <b>Telephone: 7831228404</b>
Has the club had an access audit? Date of Audit -	<b>Yes</b> <b>7/1/2006</b>
Are dedicated stewards/staff provided to assist disabled supporters?	<b>Yes</b>
Have any club staff received disability awareness training?	<b>Yes</b>
Who at the club received the training?	<b>Match Day Stewards</b>
Who provided the training?	<b>In House</b>

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



<b>FACILITIES - Visually Impaired</b>	
Does the ticket office have a hearing loop?	<b>No</b>
Which match commentary do you provide for Visually Impaired Supporters?	<b>Radio Commentary</b>
If yes, how do supporters access this?	<b>Apply for a headset in advance</b>
How many headsets/receivers do you have for home and away supporters?	<b>HOME: 10+ AWAY: 5</b>
What is the procedure for receiving and returning the headsets?	<b>Pre book and collect from steward at agreed stadium location return to steward at the end of the match</b>
Do you require a deposit for the headsets?	<b>No</b>
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	<b>No</b>
Do you provide facilities for assistance dogs?	<b>No</b>
Is this area wheelchair user accessible?	<b>No</b>

<b>FACILITIES - Wheelchair</b>	
How many wheelchair bays are available for <b>home</b> supporters?	<b>81</b>
Is there a place for a personal assistant to sit with the disabled supporter	<b>Yes</b>
Can you accommodate family groups?	<b>Yes</b>
Where are your <b>HOME</b> wheelchair bays situated? i.e. pitchside, raised platform etc	<b>Raised Platform</b>
Do you have spaces in hospitality and VIP areas for wheelchair users?	<b>Yes</b>
How many wheelchair bays are available for <b>AWAY</b> supporters?	<b>9</b>
Where are these situated? i.e. pitchside, raised platform etc	<b>Raised Platform</b>
Are <b>AWAY</b> supporters using wheelchairs situated with <b>away supporters</b> ?	<b>Yes</b>
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	<b>Yes</b>

FACILITIES - Ambulant	
Are HOME ambulant disabled supporters able to sit anywhere in your stadium?	<b>Yes</b>
Do you have a limit on the number of HOME ambulant disabled seats available? If so why?	<b>No</b> <b>No</b>
Do you have facilities for <b>HOME</b> ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	<b>No</b>
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for <b>HOME</b> ambulant disabled supporters? If yes how many?	<b>Yes</b> <b>300</b>
Are <b>AWAY</b> ambulant disabled supporters situated in the away supporters' area?	<b>Yes</b>
Are <b>AWAY</b> ambulant disabled supporters able to sit anywhere within the away area at your stadium?	<b>No</b>
Do you have a limit on number of <b>AWAY</b> ambulant disabled seats available? If yes, why?	<b>No</b>
Do you have facilities for <b>AWAY</b> ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	<b>No</b>
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for <b>AWAY</b> ambulant disabled supporters?	<b>No</b> <b>Yes</b>

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	<b>Yes</b> <b>20</b>
Is this clearly signposted?	<b>No</b>
Is this extended to away supporters?	<b>Yes</b>
How do you arrange accessible parking?	<b>Through the opposition Club - they advertise our number to call and book. Same for home fans.</b>
How far from the entrance/exit is accessible parking?	<b>meters</b>
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	<b>Yes</b>

OTHER FACILITIES	
Does the stadium have accessible toilets?	<b>Yes</b>
How many toilets and what distance are they from disabled supporters' seating?	<b>Number – 2 Distance - 20 metres</b>
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	<b>No</b>
Do away fans have access to accessible toilets?	<b>Yes</b>
Is your Club Shop accessible to all supporters including disabled supporters?	<b>Yes</b>
Do you have low level serving counters in your Club Shop?	<b>Yes</b>
If not, do you provide any other service facility for disabled supporters? What?	
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	<b>No</b>
Are these available for away fans?	<b>No</b>
Do you provide rest areas on your concourses for disabled and elderly supporters?	<b>No</b>
Do you provide or arrange accessible transport for home/away games?	<b>No</b>
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	<b>No</b>
Please provide the URL of any relevant information for disabled supporters on your website	<b><a href="http://www.swfc.co.uk/tickets/disabled_information/">http://www.swfc.co.uk/tickets/disabled_information/</a></b>

<b>CLUB</b>	<b>Watford FC</b>
<b>REGISTERED GROUND</b>	<b>Vicarage Road Stadium</b>



<b>CLUB DETAILS / CONTACTS</b>	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	<b>Joanne Simonds</b> <b>Telephone: 01923 - 496250</b> <b>Email: joanne.simonds@watfordfc.com</b>
Is this person situated in the ticket office?	<b>Yes</b>
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	<b>Yes</b> <b>Name: joanne simonds</b> <b>Email: jo.simonds@watfordfc.com</b> <b>Telephone: 01923 496250</b>
Has the club had an access audit? Date of Audit -	<b>Yes</b> <b>10/1/2008</b>
Are dedicated stewards/staff provided to assist disabled supporters?	<b>Yes</b>
Have any club staff received disability awareness training?	<b>Yes</b>
Who at the club received the training?	<b>Stewards</b>
Who provided the training?	<b>Enables, Steward spectator training</b>

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

<b>FACILITIES - Visually Impaired</b>	
Does the ticket office have a hearing loop?	<b>Yes</b>
Which match commentary do you provide for Visually Impaired Supporters?	<b>Audio Described</b>
If yes, how do supporters access this?	<b>Request on Booking</b>
How many headsets/receivers do you have for home and away supporters?	<b>HOME: 10+ AWAY: 10+</b>
What is the procedure for receiving and returning the headsets?	<b>DLO Stewards hands them direct to the supporter and then collects at full time</b>
Do you require a deposit for the headsets?	<b>No</b>
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	<b>No</b>
Do you provide facilities for assistance dogs?	<b>Yes</b>
Is this area wheelchair user accessible?	<b>Yes</b>

<b>FACILITIES - Wheelchair</b>	
How many wheelchair bays are available for <b>home</b> supporters?	<b>45</b>
Is there a place for a personal assistant to sit with the disabled supporter	<b>Yes</b>
Can you accommodate family groups?	<b>Yes</b>
Where are your <b>HOME</b> wheelchair bays situated? i.e. pitchside, raised platform etc	<b>Pitchside</b>
Do you have spaces in hospitality and VIP areas for wheelchair users?	<b>Yes</b>
How many wheelchair bays are available for <b>AWAY</b> supporters?	<b>6</b>
Where are these situated? i.e. pitchside, raised platform etc	<b>Raised Platform</b>
Are <b>AWAY</b> supporters using wheelchairs situated with <b>away supporters</b> ?	<b>Yes</b>
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	<b>Yes</b>

FACILITIES - Ambulant	
Are HOME ambulant disabled supporters able to sit anywhere in your stadium?	<b>Yes</b>
Do you have a limit on the number of HOME ambulant disabled seats available? If so why?	<b>No</b> <b>No</b>
Do you have facilities for <b>HOME</b> ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	<b>Yes</b> <b>Through out the stadium</b>
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for <b>HOME</b> ambulant disabled supporters? If yes how many?	<b>Yes</b> <b>Through out the stadium</b>
Are <b>AWAY</b> ambulant disabled supporters situated in the away supporters' area?	<b>Yes</b>
Are <b>AWAY</b> ambulant disabled supporters able to sit anywhere within the away area at your stadium?	<b>Yes</b>
Do you have a limit on number of <b>AWAY</b> ambulant disabled seats available? If yes, why?	<b>No</b>
Do you have facilities for <b>AWAY</b> ambulant disabled, such as amenity seating with additional leg room, wider seats, and arm rests? If yes, how many?	<b>Yes</b> <b>53</b>
Do you have easy access seats (seats in easily reachable areas of the stadium with no steps or limited numbers of steps) for <b>AWAY</b> ambulant disabled supporters?	<b>Yes</b> <b>Yes</b>

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	<b>Yes</b> <b>Limites</b>
Is this clearly signposted?	<b>No</b>
Is this extended to away supporters?	<b>Yes</b>
How do you arrange accessible parking?	<b>by requesting on a 1st come 1st serve basis</b>
How far from the entrance/exit is accessible parking?	<b>Within a 100 Meters</b>
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	<b>Yes</b>

<b>OTHER FACILITIES</b>	
Does the stadium have accessible toilets?	<b>Yes</b>
How many toilets and what distance are they from disabled supporters' seating?	<b>Number – 8 Distance - Within close proximity of each area</b>
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	<b>No</b>
Do away fans have access to accessible toilets?	<b>Yes</b>
Is your Club Shop accessible to all supporters including disabled supporters?	<b>Yes</b>
Do you have low level serving counters in your Club Shop?	<b>No</b>
If not, do you provide any other service facility for disabled supporters? What?	<b>Shop staff to assist</b>
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	<b>Yes</b>
Are these available for away fans?	<b>No</b>
Do you provide rest areas on your concourses for disabled and elderly supporters?	<b>No</b>
Do you provide or arrange accessible transport for home/away games?	<b>Yes</b>
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	<b>No</b>
Please provide the URL of any relevant information for disabled supporters on your website	<b><a href="http://www.watfordfc.com/fans/enable-group-disabled-supporters/">http://www.watfordfc.com/fans/enable-group-disabled-supporters/</a></b>



<b>CLUB</b>	<b>Wigan Athletic FC</b>
<b>REGISTERED GROUND</b>	<b>DW STADIUM WIGAN</b>



<b>CLUB DETAILS / CONTACTS</b>	
Who is the primary contact for disability issues at the club?  Please provide the relevant contact details.	<b>NORMA SHERRATT</b>  <b>Telephone: 01942 774012</b> <b>Email: n.sherratt@wiganathletic.com</b>
Is this person situated in the ticket office?	<b>Yes</b>
Does the club have a Disabled Supporters Association?  If yes, please provide the name and contact details for the person in charge.	<b>No</b>  <b>Name:</b> <b>Email:</b> <b>Telephone:</b>
Has the club had an access audit? Date of Audit -	<b>Yes</b> <b>1/1/2014</b>
Are dedicated stewards/staff provided to assist disabled supporters?	<b>Yes</b>
Have any club staff received disability awareness training?	<b>No</b>
Who at the club received the training?	
Who provided the training?	

<b>TICKETS</b>	
What proof of disability do you require to qualify for a disabled match ticket?	<b>Club's own questionnaire (Please confirm if you require a copy)</b>
Can disabled supporters purchase match tickets via the main ticket office number?	<b>Yes</b>
If your club sells ticket online, can disabled supporters purchase match tickets via this method?	<b>Yes</b>
What is the club's policy for charging disabled supporters? i.e. full price, concession	<b>Full price</b>
Are disabled supporters permitted to bring a personal assistant to accompany them free of charge	<b>Yes</b>
Does this include disabled supporters not using a wheelchair and in particular supporters with a learning disability who might need a support worker to accompany them?	<b>Yes</b>

**FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB**

<b>FACILITIES - Visually Impaired</b>	
Does the ticket office have a hearing loop?	<b>Yes</b>
Which match commentary do you provide for Visually Impaired Supporters?	<b>Radio Commentary</b>
If yes, how do supporters access this?	<b>Seating in specific area</b>
How many headsets/receivers do you have for home and away supporters?	<b>HOME: 4 AWAY: 2</b>
What is the procedure for receiving and returning the headsets?	<b>Contact Norma Sherratt at ticket office and pay £10 refundable deposit. Return to main reception after the game.</b>
Do you require a deposit for the headsets?	<b>Yes</b>
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	<b>Yes Behind and around wheelchair pods.</b>
Do you provide facilities for assistance dogs?	<b>Yes</b>
Is this area wheelchair user accessible?	<b>Yes</b>

<b>FACILITIES - Wheelchair</b>	
How many wheelchair bays are available for <b>home</b> supporters?	<b>56</b>
Is there a place for a personal assistant to sit with the disabled supporter	<b>Yes</b>
Can you accommodate family groups?	<b>Yes</b>
Where are your <b>HOME</b> wheelchair bays situated? i.e. pitchside, raised platform etc	<b>Raised Platform</b>
Do you have spaces in hospitality and VIP areas for wheelchair users?	<b>Yes</b>
How many wheelchair bays are available for <b>AWAY</b> supporters?	<b>14</b>
Where are these situated? i.e. pitchside, raised platform etc	<b>Raised Platform</b>
Are <b>AWAY</b> supporters using wheelchairs situated with <b>away supporters</b> ?	<b>Yes</b>
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	<b>Yes</b>

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

ACCESSIBLE PARKING	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	<b>Yes</b> <b>200</b>
Is this clearly signposted?	<b>Yes</b>
Is this extended to away supporters?	<b>Yes</b>
How do you arrange accessible parking?	<b>Contact Norma Sherratt</b>
How far from the entrance/exit is accessible parking?	<b>50 meters</b>
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	<b>Yes</b>

<b>OTHER FACILITIES</b>	
Does the stadium have accessible toilets?	<b>Yes</b>
How many toilets and what distance are they from disabled supporters' seating?	<b>Number – 26 Distance - 20 behind disabled platforms on the concourses. very close. Plus 6 in lounges</b>
Does the stadium have a changing places toilet (for special needs with a hoist and bench?)	<b>No</b>
Do away fans have access to accessible toilets?	<b>Yes</b>
Is your Club Shop accessible to all supporters including disabled supporters?	<b>Yes</b>
Do you have low level serving counters in your Club Shop?	<b>No</b>
If not, do you provide any other service facility for disabled supporters? What?	<b>Staff assist with this. There is room at the side of the counter.</b>
Do you have accessible catering facilities? i.e. low level serving counters at your kiosks	<b>Yes</b>
Are these available for away fans?	<b>Yes</b>
Do you provide rest areas on your concourses for disabled and elderly supporters?	<b>No</b>
Do you provide or arrange accessible transport for home/away games?	<b>No</b>
Do you provide any disabled supporter information i.e. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes, what?	<b>No</b>
Please provide the URL of any relevant information for disabled supporters on your website	<b><a href="http://www.wiganlatics.co.uk/tickets/disability_information/">http://www.wiganlatics.co.uk/tickets/disability_information/</a></b>

<b>CLUB</b>	<b>Wolverhampton Wanderers FC</b>
<b>REGISTERED GROUND</b>	<b>Molineux Stadium</b>



<b>CLUB DETAILS / CONTACTS</b>	
Who is the primary contact for disability issues at the club? Please provide the relevant contact details.	<b>Paul Richards</b> <b>Telephone: 0871 222 1877</b> <b>Email: paulrichards@wolves.co.uk</b>
Is this person situated in the ticket office?	<b>No</b>
Does the club have a Disabled Supporters Association? If yes, please provide the name and contact details for the person in charge.	<b>Yes</b> <b>Name: Dennis Green</b> <b>Email: green.d11@sky.com</b> <b>Telephone: 07718 450468</b>
Has the club had an access audit? Date of Audit -	<b>Yes</b> <b>1/1/2012</b>
Are dedicated stewards/staff provided to assist disabled supporters?	<b>Yes</b>
Have any club staff received disability awareness training?	<b>Yes</b>
Who at the club received the training?	<b>All general stewards</b>
Who provided the training?	<b>Interga Training Ltd</b>

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

**FOR INDIVIDUAL MATCH PRICES PLEASE CONTACT THE RELEVANT CLUB**

<b>FACILITIES - Visually Impaired</b>	
Does the ticket office have a hearing loop?	<b>Yes</b>
Which match commentary do you provide for Visually Impaired Supporters?	<b>Radio Commentary</b>
If yes, how do supporters access this?	<b>via personal radio</b>
How many headsets/receivers do you have for home and away supporters?	<b>HOME: 3 AWAY: 3</b>
What is the procedure for receiving and returning the headsets?	<b>collect and return to the Ticket Office</b>
Do you require a deposit for the headsets?	<b>No</b>
Are there fixed positions in the stadium where commentary is available for blind and partially sighted supporters? If yes, where?	<b>No</b>
Do you provide facilities for assistance dogs?	<b>Yes</b>
Is this area wheelchair user accessible?	<b>Yes</b>

<b>FACILITIES - Wheelchair</b>	
How many wheelchair bays are available for <b>home</b> supporters?	<b>113</b>
Is there a place for a personal assistant to sit with the disabled supporter	<b>Yes</b>
Can you accommodate family groups?	<b>Yes</b>
Where are your <b>HOME</b> wheelchair bays situated? i.e. pitchside, raised platform etc	<b>Pitchside &amp; Raised Platforms</b>
Do you have spaces in hospitality and VIP areas for wheelchair users?	<b>Yes</b>
How many wheelchair bays are available for <b>AWAY</b> supporters?	<b>8</b>
Where are these situated? i.e. pitchside, raised platform etc	<b>Pitchside</b>
Are <b>AWAY</b> supporters using wheelchairs situated with <b>away supporters</b> ?	<b>Yes</b>
Do all disabled supporters (wheelchair/ambulant & home/away) have a clear view of the pitch at all times, even if any fans to the front or sides stand up?	<b>Yes</b>

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

<b>ACCESSIBLE PARKING</b>	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	<b>Yes</b> <b>46</b>
Is this clearly signposted?	<b>Yes</b>
Is this extended to away supporters?	<b>No</b>
How do you arrange accessible parking?	<b>allocated on a seasonal basis</b>
How far from the entrance/exit is accessible parking?	<b>15 meters</b>
Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient/no accessible parking)?	<b>Yes</b>



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