

Disabled Supporter FAQs

Contact Information

Who is Derby County's Disability Access Officer?

Derby County's Disability Access Officer is **Emma Drury**.

How can we contact the Disability Access Officer?

You can reach Emma by either calling our dedicated disability phoneline on 01332 667528 or email disability.access@dcfc.co.uk

Accessible Parking

Is there dedicated accessible parking at Pride Park Stadium?

Accessible car parking spaces are available in the East and West Stand Car Parks for home disabled supporters, and these car parks are approximately 75-100 yards from the turnstiles/accessible entrances.

Accessible car park spaces for away disabled supporters are in the Southeast corner, opposite the away coach park, and these spaces are approximately 100 yards from the turnstiles/accessible entrance.

How do I qualify for an accessible car parking space?

Home disabled supporters must have a valid Blue Badge to purchase accessible parking and will be required to show this to the Ticket Office, either in person or by emailing a copy of the Blue Badge to disability.access@dcfc.co.uk (please make sure you include the full name of the disabled supporter and Fan ID number).

Away disabled supporters are required to contact our Disability Team on 01332 667528 to book a space, no later than 24 hours prior to the fixture date. On arrival to the stadium, you will be required to display your Blue Badge on your dashboard.

Can I purchase seasonal accessible parking?

Disabled supporters that had a 2022/2023 Seasonal Accessible Car Park Pass should email disability.access@dcfc.co.uk or call 01332 667528 to purchase their 2023/2024 seasonal car parking space.

Unfortunately, we do not have any 2023/2024 seasonal accessible parking spaces available for 'new' customers and are no longer operating a waiting list, due to the number of disabled supporters that are still currently waiting for a space.

Please refer to our [Matchday Travel Page](#) for alternative parking options if you are unsuccessful in securing a 2023/2024 seasonal accessible car parking space.

Do Blue Badge Holders receive a discount on their seasonal car parking?

Yes, the discount is applied at the 'basket stage' for valid Blue Badge holders.

Can I purchase 'match by match' accessible parking?

Accessible 'match by match' parking is available and spaces are allocated on a first come first served basis.

Home and away disabled supporters can purchase 'match by match' accessible parking by calling our dedicated Disability Team on 01332 667528, but these are subject to qualification and availability.

Please refer to our [Matchday Travel Page](#) for alternative parking options if you are unsuccessful in securing an accessible car parking space.

Accessible Seating/Personal Assistant Ticket

How do I qualify for accessible seating at Pride Park Stadium?

You will be required to complete a Reasonable Adjustment Application Form and submit the relevant supporting documentation. Please [click here](#) to start your application.

What accessible seating options do you have available?

You can find all our accessible seating options, including wheelchair spaces, within our [Access Statement](#) . Please note that all accessible seating options are subject to qualification and availability.

Is there a waiting list for accessible seating at Pride Park Stadium?

No, we currently still have wheelchair spaces and level access seating options available for the 2023/2024 season.

Can I bring a Personal Assistant to the match?

Disabled supporters that require a Personal Assistant to attend matches will be required to complete a Reasonable Adjustment Application Form and submit the relevant supporting documentation. Please [click here](#) to start your application.

Season Tickets

How do I renew my 2023/2024 Season Ticket together with my 2023/2024 Personal Assistant Season Ticket?

To help simplify your renewal process, all you are required to do is renew your own Season Ticket at the relevant price and, if you had parking previously, purchase the relevant seasonal car parking.

If you require a 2023/2024 Personal Assistant Season Ticket, prior approval is required by Derby County's Disability Access Officer. Once approved and after the Disabled Supporter has purchased their 2023/2024 Season Ticket, the 2023/2024 Personal Assistant Season Ticket will be renewed automatically.

The club reserves the right to seek additional proof of disability where there is an element of reasonable doubt relating to the need for a Personal Assistant/Essential Companion complimentary ticket.

For more information and guidance, please follow the link below.

[Ticketing Policy-Disabled Supporter](#)

I am a disabled supporter looking to purchase a 2023/2024 Season Ticket for the first time, what do I do?

Please contact the Disability Access Officer via the contact information above.

I am a disabled supporter and would like to renew my 2023/2024 season ticket, what purchasing options are available to me?

ONLINE (Renewals)

- Visit www.dcfc.co.uk
 - Log into your account
 - Select the 'Tickets & Hospitality' Tab
 - Select 'Tickets'
 - Select 'Season Tickets'
 - Click 'RENEW'
 - Select the check box for the Season Ticket(s) reservations you wish to be processed
 - Select 'Proceed'
 - Select 'Proceed to Checkout'
 - Select delivery method and click 'Next'
 - Agree to the Terms & Conditions
 - Click 'PAY/SUBMIT'
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- **Your 2023/2024 Personal Assistant Season Ticket will be renewed automatically, providing this has been approved by the Disability Access Officer. If your 2023/2024 Personal Assistant Season Ticket has not been approved, please inform the Disability Access Officer prior to renewing your 2023/2024 Season Ticket via the contact details above.**
 - **Once your Season Tickets have been renewed, please use existing Season Ticket Cards. However, if you have changed seats or age band, a new Season Ticket Card will be sent to you.**

PHONE

Please call our dedicated Disability Team on 01332 667528 (between 10am-4pm Mon-Sat). Please ensure your contact details are readily available, including Fan ID, full name, full address, and date of birth.

IN PERSON

The Ticket Office, located on the west side of Pride Park Stadium, is open from 10am to 4pm Monday to Saturday and at least THREE hours before kick-off and up to half-time on home matchdays.

When do I need to renew my Season Ticket/Seasonal Car Parking by?

We strongly advise that you renew your Season Tickets and Seasonal Car Parking during the first renewal period, which runs up to 4pm on 30th June 2023, as we will not be able to guarantee that your current seating and parking arrangements will be available after this time.

I am a Season Ticket Holder and unable to access my seat due to temporary mobility restrictions, what can I do?

Please contact our dedicated Disability Team on 01332 667528, to arrange a suitable temporary accessible seating option.

Match Tickets

When can I purchase match tickets?

All match ticket information for home and away fixtures can be found on our website, at www.dafc.co.uk, this includes ticket prices and on-sale dates.

Access information for both home and away matches can be found on our [Disabled Supporter Information Page](#)

How can I purchase match tickets?

Please refer to the [How to Buy Guide](#) for the different ticket purchasing options available.

Hospitality

I have a disability and have specific access requirements, what do I do?

Disabled supporters that have specific access requirements, please contact our Hospitality Team on 01332 667573 or email hospitality@dcfc.co.uk , prior to booking, to ensure that we can make the appropriate reasonable adjustments.

How do I purchase hospitality for myself and my Personal Assistant?

Please contact our Hospitality Team on 01332 667573 or email hospitality@dcfc.co.uk for further information.

I would like to book hospitality; however, I have specific dietary requirements/or food allergy, what do I do?

If either yourself or any of your party members have any dietary requirements/ food allergies, please contact our Hospitality Team on 01332 667573 or emailing hospitality@dcfc.co.uk, to discuss the options available to you.

Away Membership

How do I purchase a 2023/2024 Away Membership?

Away Membership for the 2023/2024 season is no longer available.

Do I have to purchase an away membership for my Personal Assistant?

No, you just need to purchase an Away Membership for the disabled supporter.

Stadium Facilities & Services

Do you have accessible entrances?

Yes, we have accessible entrances in all four stands at Pride Park Stadium. Please refer to our [Access Statement](#) for their locations.

Are Assistance Dogs allowed inside the stadium?

Any supporter wishing to attend the stadium with an assistance dog needs to contact the Disability Access Officer so that we can ensure that appropriate match tickets, subject to availability, are allocated and adequate arrangements have been made prior to the fixture.

Do you provide storage for mobility aids e.g., wheelchairs, mobility scooters?

Pride Park Stadium does not offer any storage facilities for mobility aids due to health and safety reasons. However, we do offer designated spaces for wheelchair/mobility scooter

users either at pitch side or on an elevated platform. Please contact our dedicated Disability Team on 01332 667528 for more information and assistance (subject to availability and qualification).

Do you have low-level food serving counters in the concourse areas?

We have catering facilities in all parts of Pride Park Stadium. Currently, all our serving counters that are within the concourse areas are high level counters. The club makes reasonable adjustments to enable disabled supporters to access the catering facilities by instructing one of our dedicated stewards to monitor the areas in which wheelchair users are located to ascertain whether any additional help is required.

Do you offer induction loop facilities?

The club have induction loop equipment in most customer contact points at Pride Park Stadium.

On matchdays at Pride Park Stadium, information will be carried on the 'Big Screen' and via the Public Address System.

Do the club provide Audio Descriptive Commentary?

Audio Descriptive is available to blind and partially sighted home and away supporters.

Please contact the Disability Team on 01332 667528 to reserve a receiver no later than 24 hours prior to the fixture date (subject to availability). Please note that you will need to bring your own earphones (round jack).

Where are the accessible toilet facilities located?

Accessible toilets can be found in all parts of Pride Park Stadium, and these are clearly signposted. Should you require assistance, please seek advice from the nearest Steward. All accessible toilets operate using the National Radar Key system. We would advise you to bring your 'Radar' access key with you.

Is there a club shop located on-site at Pride Park Stadium?

Yes, the DCFCMegastore is located on the Northeast corner of Pride Park Stadium. For more information, please visit their website at dcfcmegastore.co.uk.

Disabled Supporters Club

Who are the Disabled Supporters' Club?

The Derby County Disabled Supporters' Club are a representative group that aim to have a unifying voice, to raise awareness for their fellow DCFC disabled supporters. For more information, please go to their website: dcdsc-official.co.uk.

How can I contact the Disabled Supporters' Club?

You can contact the Chair of the Disabled Supporters' Club, Gary Dempsey, via email on dcdsc.chair@yahoo.co.uk.