



Reasonable Adjustment Application Form: Disabled Supporters Season 2018/19

Completing this form means that we can plan to meet your needs during your visit and that accessible facilities are only used by supporters that need them.

DISABLED SUPPORTER

MR / MRS / MISS /OTHER (please circle) **FAN ID.:** _____

Surname	
First Name	
Address:	
Postcode:	
Daytime Telephone Number	
Email Address	
Date of Birth	

Requirements – subject to availability/qualification (please tick box)

Personal Assistant/Essential Companion		Match-day Commentary (via headset)	
Wheelchair Space		Accessible Car Parking	
Level Access Seating		Transportation from Car Park to Stadium	
Hearing Loop Equipped Seating			

A Personal Assistant/Essential Companion ticket will only be allocated to people with a long-term disability as defined by the Equality Act 2010. However, each application will be considered individually, and exceptional circumstances will be considered where necessary.

Please give a short explanation regarding your need for a Personal Assistant/Essential Companion. Please provide as much information as you are comfortable with regarding how your disability affects your match day experience and your access to match day facilities.

You will also be required to provide us with appropriate supporting documentation, please follow the link below to our Ticketing Policy (Disabled Supporters); this will give you all the relevant information as to what forms of documentation we accept (e.g. DLA letter, PIP letter, Access Card etc).

<https://www.dfc.co.uk/page/disabled-information>

If you are requesting a Personal Assistant/Essential Companion (complimentary ticket) for the 2018/19 season (subject to qualification), it is important that the Disabled Supporter and/or Personal Assistant/Essential Companion read the following terms and conditions regarding the role and responsibilities the PA/Essential Companion must adhere to at all times.

- By accepting the complimentary ticket your PA/Essential Companion accepts responsibility for providing you with the support you need to attend the match. This includes being able to provide you with additional assistance during an emergency evacuation.
- The stewards at the match are unable to provide assistance in excess of their typical role and general reasonable adjustments, so it's important that, if you need help moving around, your PA/Essential Companion is ready and willing to support you with this.
- When entering the stadium, the PA/Essential Companion must enter at the same time as the Disabled Supporter. Although a Disabled Supporter can enter the stadium by themselves, the PA/Essential Companion will not be admitted without being in the presence of the Disabled Supporter.
- It is the policy of Pride Park Stadium Ground Regulations that all children under the age of 14 are accompanied by an appropriate adult over the age of 18. We accept that young carers are a much valued and needed source of support, but we are only able to accept them under the free PA/Essential Companion ticket scheme where there is no risk of them being left unattended.
- If your need for a PA/Essential Companion is something related to a potential deterioration in your condition, then a PA/Essential Companion ticket may not be authorised for anyone under the age of 14.
- If the Disabled Supporter is unable to attend a match and the PA/Essential Companion would still like to attend, then you will need to contact the Ticket Office to upgrade your ticket/s.
- If it is felt that your PA/Essential Companion is not providing you with the support, you need we reserve the right to eject them from the facility at any time and refuse access under the PA/Essential Companion scheme for future matches. We will endeavour to support you with the rest of your visit if this is the case but if we are unable to make appropriate reasonable adjustments to do this and it jeopardises your, or other supporter's health and safety we may be left with no other option than ask you to leave also. It is especially important that you choose the right support to come with you.
- If we feel that either the Disabled Supporter or their PA/Essential Companion are abusing the system, we reserve the right to treat the matter as fraud and look at bringing legal action. Every accessible space taken up by somebody that doesn't need it represents a Disabled Supporter missing out.

Derby County Football 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.

I declare that the information I have given on this form is truthful and complete. I understand that if any of the information I provide is untrue or misleading or if I fail to disclose a change in circumstances, then this could lead to the withdrawal of my tickets.

I accept the terms and conditions set out above (only applies to those supporters that request a Personal Assistant)

Signed: _____ Date: _____

Print Name: _____

Please email your application (including supporting documentation) to: emma.drury@dcfc.co.uk or post it to: **Emma Drury, Derby County Football Club, Pride Park Stadium, Pride Park, Derby, DE24 8XL**