

# Ticketing Policy – Disabled Supporters

**Disability Access Officer:** Emma Drury

**Telephone:** 01332 667528

**Email:** [emma.drury@dcfc.co.uk](mailto:emma.drury@dcfc.co.uk)

## Introduction

Derby County Football Club operates a ticketing policy that recognises that disabled supporters may need assistance to fully enjoy the match day experience and offers a variety of reasonable adjustments based on individual supporters needs, not their 'disability'.

By completing a [Reasonable Adjustment Form](#) and submitting the appropriate supporting documentation, we can plan to meet the disabled supporter's needs, during their visit to Pride Park Stadium and that accessible facilities and services are only used by the supporters that need them (each application is reviewed on a case-by-case basis).

If you require assistance with completing the Reasonable Adjustment Form, then please contact our Disability Access Officer. Alternatively, you can request a form over the counter or by calling 01332 667528.

## Personal Assistant Ticket

At Derby County Football Club, we take our responsibilities toward disabled supporters very seriously. We recognise that for some of our supporters to take advantage of all that we have to offer, they may need support from another person. As such, it is our policy that where this is the case, we make available complimentary tickets which will enable a disabled supporter to bring a personal assistant with them to support them with their needs.

It is important to understand that the Personal Assistant Ticket is not a concessionary ticket or '2-for-1' deal but is a reasonable adjustment made by the club to enable a disabled supporter to access the full range of match day and event services more easily (in consideration of UK legislation as described in the Equality Act 2010).

The only criteria we have for offering a complimentary Personal Assistant Ticket is that you have to have another person with you to get the same quality of service as a non-disabled person for a reason related to your own disability. This does not apply to short term conditions like broken legs.

Please note that a personal assistant, on their own, is not entitled to any benefits normally associated with a Season Ticket, this includes any renewal benefit or the purchase of match tickets during priority sale periods.

## Requesting A Free Personal Assistant Ticket

Since this scheme is potentially subject to fraudulent misuse, we have to operate a system to check eligibility for a complimentary ticket. To apply, a [Reasonable Adjustment Form](#) will need to be completed and you will also be required to submit appropriate supporting documentation to our Disability Access Officer.

Please find below a list of supporting documentation that we might take into consideration when considering whether to allocate a complimentary Personal Assistant Ticket:

- Receipt of the Disability Living Allowance (DLA) or War Pensioners' Mobility Supplement (or government standard equivalent).
- Receipt of Personal Independence Payments (PIP)
- Receipt of either the Severe Disablement Allowance or Attendance Allowance. War Pensioners' Mobility Allowance or War or Service Disablement Pension for 80% or more disability.
- Blind or partially sighted registration certificate (BD8 or CVI Certificate) or evidence from an eye specialist, for example an optometrist, that the individual would qualify to be registered as severely sight impaired (blind) or sight impaired (partially sighted). Further advice can be found on the Royal National Institute of Blind People (RNIB) website.
- A personal letter from the GP, community nurse or social worker that the individual has a long-term impairment or 'disability' and requires assistance.
- Confirmation in writing from Social Services that the individual is included on their Deaf Register, or a letter or report from an aural specialist confirming that hearing loss has been recorded at 70 – 95 dBHL or worse.

Derby County Football Club also accepts The Access Card as evidence, and all supporters requesting a Personal Assistant Ticket with the +1 symbol on their card will receive one without the need for any further information or evidence.

Please note this list is not exhaustive and consideration will be given to any other evidence that can be provided. For guidance, the club advises supporters to refer to the Level Playing Fields website.

The club reserves the right to seek additional proof of disability where there is an element of reasonable doubt, as to the need for a Personal Assistant Ticket.

### **The Role of A Personal Assistant/Essential Companion**

By accepting the complimentary Personal Assistant Ticket, the disabled supporter's companion accepts responsibility for providing the support they need to attend a match. This includes being able to provide additional assistance during an emergency evacuation.

The stewards at the match are unable to provide assistance in excess of their typical role, therefore, it is important that, if the disabled supporter requires help moving around, the personal assistant is ready and willing to support them with this.

When entering the stadium, the personal assistant must enter at the same time as the disabled supporter. Although a disabled supporter can enter the stadium by themselves, the personal assistant will not be admitted without being in the presence of the disabled supporter.

### **Young Carers**

It is the policy of Pride Park Stadium's Ground Regulations that all children under the age of 16 are accompanied by an appropriate adult, aged 18 and over. We accept that young carers

are a much valued and needed source of support, but we are only able to accept them providing that this has been authorised by the club's Disability Access Officer.

If the need for a Personal Assistant Ticket is something related to a potential deterioration in the disabled supporter's condition, then a Personal Assistant Ticket may not be authorised for anyone under the age of 16.

If the disabled supporter attends a match with a personal assistant under the age of 16 or if there is doubt in the absence of valid photo ID, we reserve the right to refuse admission. This does not apply where there are other adults in the party able to accept responsibility for the young carer.

### **Contingency – What Happens If You Lose Your Support**

It is important that the disabled supporter and their personal assistant are aware of what happens if for some reason the disabled supporter loses their support.

If it is felt that the personal assistant is not providing the disabled supporter with the support they need, we reserve the right to eject them from the facility at any time and refuse access for future matches.

We will endeavour to support the disabled supporter for the rest of their visit, if this is the case, however, if we are unable to make appropriate reasonable adjustments to do this and it jeopardises the disabled supporter, or other supporters, health or safety, we may be left with no other option than to ask that the disabled supporter leaves too. It is especially important that you choose the right support to come with you.

### **Abusing the System**

If we feel that either the disabled supporter or their personal assistant is abusing the system, we reserve the right to treat the matter as fraud and look at bringing legal action. This may result in tickets for future games being confiscated. Every accessible space taken up by somebody that does not need it represents a disabled supporter missing out.

Personal Assistant tickets are transferable; however, tickets for the disabled supporter are not. Should any disabled supporter or personal assistant be found to be abusing this or any of the other terms & conditions within this policy, the club reserves the right to deny admittance and may take further action.

For more information regarding 'upgrading' a Personal Assistant Ticket (if required) or for any other enquiry please contact the Ticket Office, presented by SeatGeek, on 01332 667528.

### **Season Tickets & Match-day Tickets**

Disabled supporters can purchase a season or a match day ticket (subject to availability) at the appropriate age band price, which includes a complimentary Personal Assistant Ticket, if required, for their personal assistant (subject to qualification); see 'Requesting a complimentary Personal Assistant/Essential Companion Ticket above for guidance on this process.

Please follow the link below to our Season Ticket/Match Ticket 'How to Buy' guide.

## [How to Buy](#)

### **Hospitality**

Disabled supporters can enjoy matches at Pride Park Stadium, choosing any hospitality package to suit their needs.

Disabled supporters that require a personal assistant to accompany them within a hospitality area shall receive a complimentary Personal Assistant Match Ticket (subject to availability and qualification). All other elements of the hospitality package are to be paid at full price.

Wheelchair users are advised to speak to a Hospitality Sales Representative to ensure the best package is offered and that the chosen package has access to an available wheelchair space.

If you have specific access or dietary requirements, please email [hospitality@dcfc.co.uk](mailto:hospitality@dcfc.co.uk) or call 01332 667525, prior to booking.

### **Wheelchair Users**

Wheelchair users are accommodated on either the front row (pitch-side) of all four stands or on an elevated platform and will be charged the relevant age band price for the area they choose to sit in (most platforms allow the personal assistant to sit alongside them.)

For more information, please refer to our Access Statement, which can be found [HERE](#)

### **Ambulant Supporters**

Ambulant supporters can sit anywhere in the ground and will be charged the relevant age band price for the area they choose to sit in.

Requirements should be stipulated at the time of purchasing a ticket to ensure the appropriate reasonable adjustments are provided.

For more information, please refer to our Access Statement, which can be found [HERE](#)

### **Temporary Disabilities**

Supporters that have a temporary disability (e.g. broken leg) that may affect access to the stadium or seating areas, are advised to contact the Ticket Office, either in person or by calling 01332 667528, prior to the fixture, so that, we can make alternative arrangements.

### **Induction Loop Facilities**

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

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

## **Audio Descriptive Commentary**

An audio descriptive commentary service is available for blind or partially sighted supporters.

Please contact our 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).

## **Assistance Dogs**

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

## **Accessible Toilets**

Accessible toilets are in all parts of the Stadium, and these are clearly signed. 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.

## **Accessible Parking**

Derby County offer accessible car parking on both the West and East sides of the stadium to supporters that are Blue Badge holders, on a seasonal and a match-by-match basis. Spaces are allocated on a first come first served basis and can be booked by contacting our disability team on 01332 667528.

For alternative car parking options please go to our [Matchday Travel](#) webpage.

## **Catering Facilities**

Catering facilities are available in all parts of the 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.

## **If your condition/situation changes**

If your condition/situation changes, it will be your responsibility to inform the club immediately, so that, we can make sure that the appropriate reasonable adjustments are made for you to continue attending matches comfortably and safely (subject to availability).

## **Contact Information**

If your contact details should change, then please let us know as soon as possible, as this could have an impact on future Season Ticket renewals and us providing you with important information.

## **Terms & Conditions**

All Season Tickets, Memberships, Match Tickets and Hospitality are sold subject to availability and issued subject to Derby County Football Club's Disabled Supporter Ticketing Policy, Terms & Conditions of Sale and Ground Regulations which can be found on our website at [www.dcfc.co.uk](http://www.dcfc.co.uk)

## **Contact Us**

Supporter feedback, comments and suggestions are crucial in highlighting areas where we can enhance the matchday experience we offer, so we welcome your thoughts!