

**POLICY FOR DISABLED SUPPORTERS**

St Ives Town Football Club fully supports the principle of equal opportunities and opposes all forms of unlawful or unfair discrimination on the grounds of disability.   
  
The Club recognises that not all of its facilities are fully accessible to disabled customers and confirms that it is committed to making the necessary reasonable adjustments described by the Equality Act 2010 and its relevant Codes of Practice to ensure full compliance with the legislation.   
  
**Definition of Disability**As a fundamental principle the Equality Act 2010 states that disabled people should not be treated "less favourably, without justification"; and "reasonable adjustments should be made to make goods, facilities and services accessible". Peterborough United Football Club aim to fully comply with both the provisions and spirit of the Act.   
  
For the purposes of this Policy only the definition of a disabled supporter is: "Any person who, because of their disability or impairment, is unable to use ordinary stand seating without contravening Health and Safety Regulations, Guidelines or Policy or where the club has provided a "reasonable adjustment" to enable that supporter to attend the venue. Any such person will be considered for use of the "designated areas" of the stadium in line with the procedures set out in this policy."   
  
A "reasonable adjustment" in the context shall include (but is not limited to), the need to use a wheelchair area, the need to bring a "personal assistant" for either personal care or safety reasons, or the use of an auxiliary service (e.g. match commentary for visually impaired supporters)   
  
A "designated area" is any area (including specific seats around the stadium) that the club shall, in its sole discretion determine as being available for the disabled.   
  
A person has a "disability" if he/she has a physical or mental impairment that has a substantial and long-term adverse effect on his/her ability to carry out normal day-to-day activities.   
  
St Ives Town Football Club reserves the right to request "proof of a disability" `Such proof shall include: Receipt of the middle or higher rate of the Disability Living Allowance (mobility or care component). Receipt of either the Severe Disablement Allowance or Attendance Allowance   
  
**Facilities for Supporters Using Wheelchairs**  
The club has 20 positions for wheelchair user supporters together with a seat for a personal assistant if required. These are situated in the Mick George Seated Stand.   
A complimentary ticket will be provided for a carer.

Wheelchair using applicants should ideally be accompanied by a person who is capable of supporting their needs in the event of an emergency and for this reason St Ives Town Football Club strongly recommend that this person is sixteen years of age or above and not infirm.   
  
**Facilities for Supporters with Visual Impairments**  
  
The Club strongly recommends that a person who is fully able to support their needs in the event of an emergency should accompany each visually impaired person attending a match.   
  
Guide Dogs are allowed into the Stadium but we would recommend that supporters with Guide Dogs contact the club before the match so that we can discuss with them access to the ground, facilities inside the ground and the welfare of the Guide Dog before, during and after the match.   
  
**Facilities for Supporters with Hearing Impairments**  
St Ives Town Football Club cannot at this time offer a induction loop for supporters with hearing impairments.   
  
**Facilities for Supporters with Ambulatory Disabilities**  
St Ives Town Football Club recognise that there are considerable numbers of people in the community who use wheelchairs mainly for outdoors mobility purposes but are not necessarily confined to their wheelchair. There are also many people suffering severe walking difficulties who may wish to watch a match.   
  
For the purposes of this policy both categories of people will be termed 'ambulant disabled supporters' and those supporters with ambulant disabilities of a severe nature will have access to seating.   
  
  
**Facilities for Supporters with Infirmities**Supporters with physically restricting medical conditions can sometimes have difficulty in reaching seats in some parts of the stadium.   
  
St Ives Town FC is conscious of a growing elderly population and wish to consider their needs in order for them to be able to continue watching matches whenever possible.

**Facilities for Supporters with Learning Difficulties**  
Supporters with learning difficulties can normally be accommodated in any part of the stadium in normal seating. However, if, for whatever reason, any person with a learning difficulty feels that ordinary stand seating would be unsuitable for them, they will be entitled to sit in the disabled areas and may qualify for a free helper ticket.   
  
  
**Car Parking Facilities**St Ives Town Football Club has 2 disabled persons parking places for home and away fans in the club car park that are allocated to Blue Badge holders. These are provided free of charge to disabled season ticket holders and match-day attendees on a first come first served basis.   
  
**Drop Off/Pick Up**   
There is a drop off/pick up if needed there is a drop off/ pick up point at the main entrance to the Club. Please contact the club secretary to advise of this.

**Lines of Sight**  
The club appreciates that the view from the wheelchair platforms may be restricted at times of high excitement however all supporters are reminded not to stand in front of the areas designated for disabled supporters.   
  
**Catering Facilities**  
Match day catering for disabled people is provided in the main building. Due to the number of people using this area at half time, the club's will also offer assistance in getting refreshments.   
  
**Disabled Persons Toilets**  
There are toilets specifically adapted for disabled supporters within the club house. The access is by the side of the building, on entering it is situated to the left in through the mainroom . The toilets are regularly checked but supporters are also asked to report any problems with their use, to the Duty Director on the day.   
  
**Assistance in the Event of an Evacuation**  
Should you consider that you will require assistance in the event of an evacuation please make your location known to a Club member when you arrive in the ground and ideally sit in a designated are.   
  
  
**Audit**  
As part of its disability awareness, St Ives Town Football Club will undertake an annual audit of all of its premises for accessibility for disabled people. This is a key component of the Equality Act 2010 and FA Guidelines.   
  
**Conclusion**Every reasonable adjustment is being made to all the services provided by the different departments of St Ives Town Football Club. All Directors and personnel have been made aware and instructed to comply with the provisions of the Equality Act 2010.