



## **INFORMATION FOR PEOPLE WITH DISABILITIES**

We hope that the information that we are providing you will ensure that your matchday experience is an enjoyable one. Our main concern is to ensure your overall safety, security and convenience in the company of those with whom you choose to be and from the vantage point that is preferred by you.

### **1. Parking**

40 permanently marked reserved bays for disabled people are distributed close to the perimeter of the stadium to minimise travel distance. Of these six are for away supporters. Additional reserved bays are available on a permanent or temporary basis on request.

### **2. Access to the Stadium**

Disabled supporters can gain entrance to steward controlled doorways located around the stadium. These are clearly visible.

Visitors, officials and VIP guests have access to the admin/hospitality block via the main entrance. A lift provides access to both the first and second floors and is suitable for large wheelchairs with escort or independent use.

### **3. Spectator Seating**

Access to the first four rows in each stand is supplemented by hand grips to facilitate ambulant disabled spectators.

Upper tier viewing areas for disabled people in the north and south stands is facilitated in each by a lift which is equipped for evacuation in the event of an emergency. In the event of lift failure, see below under 'Means of Escape'.

### **4. Toilet Accommodation**

Accessible toilets are distributed throughout the buildings, including wheelchair accessible unisex cubicles. These toilets are clearly signposted.

### **5. Ticketing and Shop Facilities**

All retail facilities are accessible to disabled people in terms of wheelchair access, induction loops, non-reflective glazing and suitable lighting.

### **6. Refreshment Facilities**

Refreshment facilities are located on the concourse of all stands. Each refreshment outlet has a low level section, an induction loop and colour contrast and lighting for clear identification and communication.

Stewards are available to provide assistance if required.

## **7. Disabled Person's Viewing Area**

The stadium provides the option of segregated accessible seating areas at upper tier level directly accessible by lift from the ground floor (East, South and North (Away Supporters) Stands). In addition there are front row seating positions suitable for wheelchair users and other people with limited mobility or who require additional legroom.

## **8. Wheelchair Spaces**

Reserved wheelchair spaces, each adjacent to a fixed seat for a friend or carer, occupy the upper tier viewing areas in East, South and North (Away Supporters) Stands. The open platform positions provide excellent views of the pitch. The platforms in the South and North Stands have access to a wheelchair and an ambulant disabled toilet cubicle. The facilities in the East Stand (hospitality block) have access to the full range of toilet accommodation at that level.

Further wheelchair spaces are provided at the front row of each stand. Each space is provided with fold down seats to assist use by non-wheelchair users.

## **9. Visually Impaired People**

The provision of a commentary of the game is available and people have complete choice as to where they sit. Radio receivers are available on request.

## **10. Hearing Impaired People**

Various sound reinforcement systems are provided as well as a scoreboard in the North Stand.

## **11. Means of Escape**

In the event of an emergency/evacuation trained stewards and suitable equipment are in place to ensure that the highest protection possible is provided.

Those disabled people who choose to sit with family or friends will have the benefit of their assistance; those who choose to come alone and sit in the areas designated for disabled people will benefit from managed evacuation.

The upper tier positions in the East, South and North Stands are provided with evacuation lifts. In effect each upper tier platform is a refuge. In each case alternative option is provided for escape either by lift or staircase.

In the event of any evacuation, those sitting in the designated disability areas will be asked to remain in their seats until other spectators have been dispersed at which point safe and controlled evacuation will be effected clear of the crowd.

When there is no other means of getting a disabled person down from a viewing platform, e.g. lift failure or unable to get down steps under their own control, a SKI PAD which is a comfortable padded mattress, will be used by trained personnel to enable the person to be evacuated safely down stairways.

Due to the risks of carrying wheelchairs downstairs it may not be possible for them to be returned immediately. However, a substitute wheelchair will be available until the persons own wheelchair can be returned to them.

On exiting the stadium at podium level, specific meeting points have been designated for friends and family elsewhere in the stadium to locate disabled companions who opt to sit in segregated areas.