

## **AWAY DISABLED SUPPORTERS – TICKETING POLICY**

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'.

We would look to you to ask the disabled supporter to give a short explanation on how their disability affects their match day experience and their access to match day facilities.

In addition to the above, the disabled supporter will also be required to provide you with appropriate supporting documentation, e.g. DLA letter, PIP letter, GP letter, Access Card etc.

Please follow the link below to our Disabled Information Page. This page provides links to a full list of the supporting evidence we take into consideration when making reasonable adjustments (within our Disabled Ticketing Policy). You will also be able to access our Access Guide from this page too.

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

With this information we would then look to you to offer the appropriate reasonable adjustments based on the information and evidence provided by the disabled supporter (see list below)

***The adjustments we can offer are as follows (subject to availability and qualification);***

- ***Personal Assistant/Essential Companion.***
- ***Easy Access Seating*** – Row AA (step free), Row BB (1 step) & Row CC (2steps).
- ***Wheelchair Spaces***– Wheelchair platform and pitch-side spaces are available.
- ***Accessible Parking*** – This car park is within 100 yards of the away section; supporters are required to contact our Ticket Office on 01332 667528, no later than 24 hours before the fixture date to book their space.
- ***Transportation from the away accessible parking area to the away section is available if required.***
- ***Match Day Commentary (Via Headsets)*** – Disabled supporters can request one from the nearest steward on the day of the game.
- ***Facilities for assistance dogs are available*** - Derby County should be notified in advance of the game by contacting Emma Drury (DLO), so adequate provision can be made. It may be necessary for us to decide the most appropriate location in the ground for the supporter to sit.
- ***Accessible entrances are available.***
- ***Rest Areas in the concourse are not available.***
- ***Accessible toilets, located in the away section, are available.***