

## **Disability Discrimination Policy**

The Club Charter acknowledges that Forest Green Rovers Football Club is responsible for setting standards and values to apply throughout The Club.

Forest Green Rovers Football Club (The Club) supports the principle of equal opportunities and opposes all forms of unlawful or unfair discrimination on the grounds of disability. We aim to comply with the provisions and spirit of the law as specified within the 1995 Disability Discrimination Act.

The Club is committed to ensuring that disabled supporters and customers have as full access as is reasonably possible to all goods, services and facilities provided or offered to the public by the Club, however recognises that it may need to make 'reasonable adjustments' as described by the Act and its relevant Codes of Practice in order to comply with legislation.

The Club recognises it must take into account the needs of Visiting Disabled Supporters as well as its' own and will liaise with the opposing Clubs highlighting the facilities that are available, as appropriate.

The Club is a member of the National Association of Disabled Supporters (NADS).

In respect of disabled facilities at the New Lawn Stadium, The Club offers the following accommodation for disabled groups.

### **Club Contact:**

The Club has an appointed match day Disability Liaison Officer (see below) to act as an intermediary between our Disabled Supporters and the Management and Board of Directors of the Club.

The Club will encourage the setting up of a Disabled Supporters Club and meet with them at regular intervals to ensure that their views and opinions on matters are heard.

Disability Liaison Officer – Mr. Jan Seymour – email: [jp.seymour@onetel.net](mailto:jp.seymour@onetel.net)

07967 022819 (mobile)

### **Car Parking:**

The Club has a limited number of disabled parking spaces, located directly in front of the Stadium entrance, and these are allocated on a first come first served basis. The disabled spaces are available free of charge to 'Blue Badge' holders on production of current badge. *Proof of disability will be required by the Car Parking Steward upon entry to the Stadium grounds.*

**Ticketing:**

The Club does **not** operate a concessionary ticketing policy for disabled supporters. All supporters will be required to pay the appropriate match day rate. Where it is necessary for a disabled supporter to have a Carer/Personal Assistant in attendance, this person will be entitled to enter the Stadium free of charge.

**Seating:**

The Club has a total of 24 positions available in the ground for wheelchair users. In the Main (East) Stand, 12 are situated at pitchside and a further 6 in the elevated platform area, accessed via the main entrance. Away fans are accommodated in the EESI (South) Stand, where a further 6 positions are available pitchside, although line of sight here is slightly affected due to the fall of the pitch.

Ideally, wheelchair users should be accompanied by a Carer/Personal Assistant, capable of attending to the needs of the Disabled Supporter in case of emergency. Where no Carer/Personal Assistant is available, The Club will provide access to Stewards to ensure help as necessary, subject to 72 hours prior notification to the Club/Disability Liaison Officer.

The Club recognises that there are other groups in the community who may not be registered as disabled, yet are in need of help and assistance. These groups may include supporters with infirmity or ambulatory problems and also learning difficulties. The Club wishes to assist these groups wherever possible and will look to locate them in areas which are easily accessible and appropriate to their needs. Any party who falls into this category and requires such accommodation are requested to contact the Club Office (01453 834860).

The Club currently does not have any specialist facilities in place for Disabled Supporters with visual or hearing impairments.

**Catering:**

Match day catering for disabled supporters, home and away, is provided in the snack bars. Catering staff and Stewards are on hand to assist where necessary, particularly during the busy pre match and half time periods.

Disabled supporters can also be easily accommodated in each of the Club's other catering outlets, i.e. The Green Man, Carol Embrey Suite, Club Lounges and Hospitality Boxes.

**Toilets:**

The Club has disabled toilets for supporters in every Stand and also in the Corporate hospitality areas located on the upper floor of the Main (East) Stand.

**Staff/Steward Training:**

The Club will ensure that all Managers and appropriate Staff likely to come into contact with Disabled Persons are trained in the provision of the Act, and where applicable, training will be included in the staff induction program.

The Club will treat any complaint received as a serious matter and any member of our Staff found to be in breach of the Act, will be dealt with under the Club's Disciplinary Procedures.

The Club's commitment is, therefore, to confront and eliminate discrimination whether by reason of sex, sexual orientation, race, nationality, ethnic origin, colour, religion or disability.

**Audit and Review:** In support of the Club Charter and commitment to eliminating all forms of discrimination, The Club will continue to review its procedures and arrangements affecting Disabled Supporters, implementing change where necessary.

**Areas currently under review:**

- Staff/Steward Training
- Access to Club Shop
- Facilities for Visual/Hearing Impaired Supporters

Forest Green Rovers Football Club, in addition to addressing its statutory obligations seeks to achieve and encourage positive change in attitudes towards Disabled Persons by others.

Board of Directors

Forest Green Rovers Football Club

January 2008