

HUDDERSFIELD TOWN AFC

DISABILITY TICKETING POLICY

The Policy

Huddersfield Town Association Football Club ("the Company") operates a Ticketing Policy recognising that disabled supporters may require assistance to access and fully enjoy the match day experience, and we accommodate a range of reasonable adjustments based on individual supporters' needs.

Under the Equality Act 2010 an individual is disabled if they have 'a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on their ability to do normal day-to-day activities'.

Substantial is more than minor or trivial, e.g., it takes much longer than it usually would to complete a daily task such as getting dressed.

Long-term means 12 months or more, e.g., a breathing condition that develops as a result of a lung infection.

Where a disabled supporter may find it difficult or impossible to access the stadium independently, disabled supporters may be accompanied by a designated Personal Assistant (PA) / Essential Companion who can support them with their needs; companion tickets will be issued free of charge, subject to the associated terms and conditions of this policy.

It is important to understand that PA / Essential Companion tickets constitute a reasonable adjustment to enable disabled supporters to access and experience the full range of match day and event services, in accordance with the Equality Act 2010 (UK equality legislation).

Catering for all supporters' different needs is an integral aspect of our 'Terriers Together' Equality, Diversity, and Inclusion Strategy. As a Company, we pride ourselves on the diverse and inclusive nature of our environment in which all characteristics under the Equality Act 2010 are respected; we want everyone to feel valued and included and to be able to achieve their full potential. Across the Club, the Huddersfield Town Foundation, and the Huddersfield Town Women's Team, we have a zero-tolerance approach to any form of discrimination, and we are committed to the redress of any inequalities by taking positive action where appropriate. This policy reinforces our 'Terriers Together' ethos of respect and inclusion for all.

Who is Covered by the Policy?

This policy applies to all disabled supporters, and others who have accessibility needs as applicable.

Purpose of the Policy

The aim of this policy is to ensure that the needs of disabled supporters are met, thus enabling them to access and enjoy a full match day experience. We take our responsibilities toward disabled supporters very seriously and we recognise that for some of our supporters to be able to experience all that we have to offer, they may need support from another person.



The Club's Official Charity

Personal Assistant / Essential Companion



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PA / Essential Companion tickets are intended to facilitate meeting the needs of disabled supporters. Please note that a PA / Essential Companion ticket on its own does not confer on the holder any benefits normally associated with a Season Ticket, which includes any renewal benefit and/or the purchase of match tickets during priority sale periods.

By accepting a complimentary PA / Essential Companion ticket the holder agrees to be responsible for providing the disabled supporter with the assistance they need to attend and enjoy a match, which includes being able to provide assistance during an emergency evacuation.

Match day Stewards may not be able to provide assistance more than would ordinarily be required in fulfilling their role; therefore, if you require assistance with moving around the stadium grounds, your PA / Essential Companion must be able and willing to support you as necessary.

When entering the stadium, the PA / Essential Companion must enter at the same time as the disabled supporter. Although a disabled supporter can enter the stadium on their own, the PA / Essential Companion will not be admitted without being in the presence of the disabled supporter.

Requesting a Personal Assistant / Essential Companion Ticket

To ensure Personal Assistant / Essential Companion tickets are allocated in accordance with this policy, we operate a system to verify eligibility. A supporter who requires a companion as a reasonable adjustment in relation to a disability and/or health condition must submit appropriate supporting documents to Michelle McQueen, Disability Liaison Officer, by email to dlo@htafc.com Alternatively, documents may be presented in person at the Ticket Office at the John Smith's Stadium.

Below is a list of supporting documentation that enables us to assess eligibility for a complimentary Personal Assistant / Essential Companion ticket (this is not intended to be an exhaustive list):

- Receipt of Disability Living Allowance (DLA) or War Pensioners' Mobility Supplement (or Government standard equivalent).
- Receipt of Personal Independence Payments (PIP).
- Receipt of 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.
- 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 dB hearing loss or worse.



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- Evidence of the Access Card. Supporters requesting a PA / Essential Companion ticket with the +1 symbol on their Access Card will receive a complimentary ticket without the need for any further supporting evidence. If you do not already have an Access Card and think you may need or may benefit from having one, further information can be accessed from:
[Access Card - application form](#)

Consideration will be given to any other form of information or evidence that supporters can provide. Further guidance can be found on the Level Playing Field website at <https://www.levelplayingfield.org.uk>

We reserve the right to seek additional proof of disability in circumstances where there is an element of reasonable doubt as to the need for a personal assistant or companion.

Young Carers

In accordance with the John Smith's Stadium Ground Regulations, all children under the age of 14 must be accompanied by an appropriate adult, who must be aged 18 or over. We recognise that young carers are a much valued and needed source of support; however, we are only able to accept young carers under the PA / Essential Companion ticket scheme where there is no risk of the young person being unattended by the person they are supporting.

If your need for a PA / Essential Companion relates to a potential deterioration in your health condition a companion ticket will not be authorised for anyone under the age of 14.

If you attend a match with a PA / Essential Companion under the age of 14 or there is doubt about their age or eligibility in the absence of valid photo ID, we reserve the right to refuse admission. Discretion may be exercised where there are other adults in the party who are able to accept responsibility for the young carer.

Contingency – What Happens if you Lose Your Support?

It is important that you and your PA / Essential Companion are aware of what happens if for some reason you lose your support. If we feel that your PA / Essential Companion is not providing you with the support you need, we reserve the right to remove them from the stadium at any time and refuse access under the companion scheme for future matches.

In such circumstances, we will endeavour to support you with the rest of your visit; however, if we are unable to make appropriate reasonable adjustments and this potentially puts you and/or other supporters at risk, we may also have to ask you to leave. It is important that you choose the most appropriate person to act as your PA / Essential Companion to mitigate any risks as far as reasonable possible.

Monitoring PA / Essential Companion Provisions

Complimentary tickets for a PA / Essential Companion are intended to facilitate disabled supporters' attendance at and enjoyment of match days. The allocation of complimentary tickets will be reviewed at least seasonally. We ask that all participants in the scheme respect the associated protocols and do not obtain or use complimentary tickets in a manner that could constitute an abuse of the system.



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If we have reasonable belief that a disabled supporter and/or the PA / Essential Companion are misusing the system, this may be treated as fraud and may necessitate further action, including legal proceedings. Every accessible space that is occupied by someone who does not need it potentially results in a disabled supporter missing out.

When entering the stadium, the PA / Essential Companion must enter at the same time as the disabled supporter they are accompanying and otherwise will need to upgrade their ticket. Information regarding upgrading a PA / Essential Companion ticket or for any other ticketing enquiry, please contact the Ticket Office in person or via telephone to **01484 960606**.

Season Cards and Match Day Tickets

Disabled supporters can purchase a Season Card or a match day ticket (subject to availability) at the appropriate age band price, which includes a complimentary ticket, if required, for their PA / Essential Companion as per the eligibility criteria outlined in this policy.

Disabled supporters can purchase a Season Card or match day ticket in person at the Ticket Office, via telephone to **01484 960606**, or online at:

<https://www.eticketing.co.uk/huddersfieldtown/>

The Ticket Office opening times can be found here:

<https://www.htafc.com/tickets/first-time-buyers/>

The Ticket Office has an accessible, lower-height window, for anyone who requires it.

Hospitality

For all enquiries regarding hospitality, please contact Sam Horsman, Hospitality Coordinator.

Email: Sam.horsman@htafc.com

Telephone: **01484 960613**

Ambulant Supporters

Disabled supporters who do not require wheelchair access can sit anywhere in the stadium with their PA / Essential Companion (as applicable), providing they can access the area safely. We encourage supporters to specify any individual requirements at the time of purchasing a Season Card or match day ticket to ensure appropriate seating is provided.

Temporary Mobility Restrictions

Supporters experiencing temporary mobility restrictions (e.g., broken leg) that may affect access to the stadium and/or seating areas are encouraged to contact the Ticket Office prior to the fixture to discuss and arrange alternative seating.

Deaf / Hard of Hearing Supporters

The Company has induction loop equipment in most customer contact points at the John Smith's Stadium. On match days, information is displayed on the screen (score board) and communicated via the public address system.

Blind / Partially Sighted Supporters

Complimentary headsets can be provided on request and used in all areas of the stadium, to enable supporters to listen to the match commentary provided by BBC Radio Leeds. To reserve a headset, please contact the John Smith's Stadium Reception by telephone to **01484 484100**.

Assistance Dogs

Any supporter who wishes to attend the stadium with an assistance dog must contact the Disability Liaison Officer in advance, to ensure the appropriate match tickets (subject to availability) are allocated and adequate arrangements can be made for both the supporter and their dog prior to the fixture.

Accessible Toilets

Accessible toilets are located in all areas of the stadium, and these are clearly marked. If you require assistance, please seek help from the nearest Steward. All accessible toilets operate using the National Radar Key system and we advise you to bring your Radar Key with you.

Car Parking

All supporters must have a valid car parking ticket to park in any of our car parks on match days. Further information regarding car parking and availability of accessible parking spaces can be obtained from the Ticket Office.

Catering Facilities

Disabled Supporters situated in the Core Stand Lower Tier and who access the area via the Accessible Gate (adjacent to turnstiles 1-4) can currently complete a pre-order from for food and drinks (available from the Here to Help Team Member or Steward on arrival). Food and drinks will then be delivered to supporters' seats at half time.

Disabled Supporters situated on the raised platform in the Chadwick Lawrence stand can purchase food and drinks from the catering kiosk in that area. Please note that there are no lower-level counters.

Disabled Supporters situated in the Magic Rock Brewing Stand can purchase food and drinks for the catering kiosk in that area. Please note that there are no lower-level counters.

Unfortunately, there are no induction loops available at our catering kiosks.

Please contact Michelle McQueen, Disability Liaison Officer, if you have any other queries regarding match day catering.

Terriers Together Inclusion Room

Our 'Terriers Together' Inclusion Room based in the Big Red Stand is a safe space in which different groups of supporters can attend our home fixtures and feel confident that their individual needs will be catered for.



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We recognise that not all supporters are able to attend matches if they have no alternative but to sit in the main stands. The Inclusion Room enables our valued supporters to watch a match from inside, with the option of moving to the outdoor seating if this is preferred.

The room contains a range of sensory equipment, which may be particularly beneficial to autistic supporters and/or individuals with sensory processing needs. The Inclusion Room is also equipped with bean bags and soft throws, to provide additional comfort and warmth as may be required.

Please see the link below for an introduction to the Inclusion Room:
www.htafc.com/fans/terriers-together-inclusion-room/

Bookings are via Michelle McQueen, Disability Liaison Officer, and will be managed on a match-by-match basis (not at the start of the season for the whole season, as fixtures can be subject to change, and in the interests of fairness we will only book the Inclusion Room out for one match at a time). We encourage supporters to make an enquiry at least three weeks before the match they would like to attend. We receive a high volume of enquiries and cannot guarantee that every request will be accommodated. To ensure as many people as possible can benefit from the space, we reserve the right to offer the room to more than one family/party per match.

Maintaining Accurate Records

If there are any changes to your accessibility needs, please inform us at the earliest opportunity to ensure we can continue to make the appropriate reasonable adjustments to facilitate you attending matches.

If your contact details change, please let us know as soon as possible to avoid any impact on correspondence regarding Season Card or match day ticket sales and enable us to provide you with information you may require.

Terms and Conditions

All Season Cards, memberships, match tickets, and hospitality are sold subject to availability and issued in accordance with the Disability Ticketing Policy, Terms and Conditions of Sale, Ground Regulations and other policies and procedures as applicable. Further information can be found on the Company's website at:

<https://www.eticketing.co.uk/huddersfieldtown/Common/CustomNotice/TermsAndConditions>

Contact Us

Disability Liaison Officer: Michelle McQueen

Telephone: 01484 960601

Email: dlo@htafc.com

Ticket Office: 01484 960606



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Communication

Staff can access a copy of this document from the X:\GENERAL AREA\Staff Handbook and additional policies and procedures, and within 'YouManage', the company's HR system.

A copy of this document is also available from the Company's website www.htafc.com within the Fans and Terriers Together sections.

Law Relating to this Document

Health and Safety at Work Act 1974

Equality Act 2010

Ground Regulations (To view the EFL's Ground Regulations, please [CLICK HERE.](#))

Document Information

Implementation, Monitoring and Review of this Policy

This policy was designed, reviewed and/or updated in May 2023. Version No. 1.

The Chief Executive Officer has overall responsibility for the implementation and monitoring of this policy. The policy will be reviewed on a regular basis and the Company reserves the right to make changes to the policy as appropriate, in line with legislative changes and/or amendments to our working practices.

Understanding and supporting this policy is not only essential to providing a positive environment for everyone, but it is also critical to the success of our brand.

Any queries or comments about this policy should be addressed to the Disability Liaison Officer or the Chief Executive Officer.

We may depart from this policy at any time or amend it at our discretion.

Thank you for reading this policy.

Related Documents

Club Charter

Equality Policy

Ground Regulations

Health and Safety Policy

Inclusion Room Guidance Document

Safeguarding Policies

Terriers Together Equality, Diversity, and Inclusion Strategy