

# Disabled Charter

## **Southend United Disabled Charter**

Southend United is committed to ensuring that the facilities at Roots Hall Stadium are made available to the widest possible contingency of supporters. This policy sets out the Club's intentions and procedures to ensuring the needs of all supporters are met.

### **Free Assistant/Carer Tickets**

Where a disabled supporter would find it unreasonably difficult or impossible to access the Stadium and the services offered, the club will allow the supporter to bring an assistant/carers free of charge if 'proof of disability' documentation is provided. This applies to supporters with all types of disability including mobility issues, visual impairments, ambulant disabilities or learning difficulties. The assistant/carers should be capable of supporting the disabled person's needs in the event of an emergency.

### **Proof of disability documentation includes:**

- Proof of entitlement to the middle or higher rate of the Disability Living Allowance (mobility or care component), the high rate of the care element or the War Pensioners' Mobility Supplement
- Personal Independence Payment (PIP) where this provision replaces DLA from 2013 onwards
- Pensioners' Mobility Supplement
- Proof of entitlement to Severe Disablement Allowance or Attendance Allowance (AA)
- An individual with a written statement from a qualified medical practitioner that he/she suffers from a condition that reduces mobility and/or requires assistance with activities that are relevant to attending a football match
- A copy of registration documents which certify Registered Blind or Registered Partially Sighted status, or qualifying documentation from a registered optician
- War Disabled Pension

Please note production of the Blue/Orange badge will not be considered sufficient proof of disability. The Club reserves the right to examine, copy and retain relevant copies of documentation that supports any individual's claim to be considered as being disabled.

An Assistant or carer cannot gain entry to the stadium without accompanying the disabled supporter – any enabler wishing to attend the match without the disabled fan must upgrade their ticket at the ticket office prior to the match, paying the relevant price for that ticket

## **Facilities for Supporters using Wheelchairs**

There are up to 20 wheelchair places for home supporters and 6 places for away supporters, each with an assistant/carer if required.

These are situated as follows:

- West Stand – 10 in block T and 10 in block V
- North Stand (Away Supporters) – 6

Supporters using a wheelchair will be charged a concessionary disabled price for an adult or senior ticket, all other price bands will pay the age related price with a free carer if required.

Wheelchair viewing is also available in the executive suites, (subject to application) prices differ for this area please contact our commercial department 01702 304147 for further information.

The club's Health and Safety policy requires that disabled people who attend in a wheelchair remain in their wheelchair during the game.

## **Accessible toilets**

There are accessible toilets in the East, West and North stand. Please note that most of our accessible toilets are fitted with RADAR locks and disabled supporters will need to bring their RADAR key to access these facilities.

If you do not have a RADAR key, please speak to a steward who can obtain one for you.

## **Powered Wheelchairs/Scooters**

Powered wheelchairs and scooters can be used in all wheelchair accessible spaces – please advise our Ticket Office staff at the time of your purchase that you require a wheelchair space.

We ask that you remain in your powered wheelchair or scooter for the duration of your visit, as we do not have storage facilities available.

Please ensure that your powered wheelchair or scooter is fully charged for the duration of your visit to Roots Hall, including the journey to and from the stadium.

## **Facilities for Supporters with Visual Impairments**

The club has 5 fixed positions in the East stand, Block A for visually impaired supporters, each with an assistant/ carer if required. Match commentary is provided by the local Hospital Radio Service and headsets are available if requested in advance of a fixture.

Visually impaired supporters using this area will be charged the concessionary disabled price.

Guide Dogs are permitted within Roots Hall, however we recommend that supporters with Guide Dogs contact the Ticket Office on 08444 77 00 77 or email [tickets@southend-united.co.uk](mailto:tickets@southend-united.co.uk) 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 Ambulant Disabled Supporters**

Ambulant Disabled supporters include individuals who use wheelchairs for outdoor mobility but are not necessarily confined to their wheelchair, as well as people with walking difficulties and/or physically restricting medical conditions.

General match seating is available in all areas of the Stadium, please advise the Ticket Office at the time of booking your seats.

Ambulant Supporters will be charged a concessionary disabled price for an adult or senior ticket, all other price bands will pay the age related price with a free carer if required.

### **Facilities for Supporters with Learning Difficulties**

Supporters with learning difficulties can normally be accommodated in any part of the stadium in standard seating, please advise the ticket office at the time of booking your seats.

### **How to book Match Tickets**

Throughout the season there may be some fixtures with a high demand for match tickets, in this instance tickets will be initially offered to season card holders/members. To book please call the Ticket Office on 08444 77 00 77, or email [tickets@southend-united.co.uk](mailto:tickets@southend-united.co.uk)

### **Parking Facilities**

The Club offers disabled parking spaces on site at Roots Hall Stadium. The majority of these spaces have been issued as season parking permits; however there is limited matchday availability in the main car park on a first come first served basis to supporters who are in receipt of a valid Blue parking badge. Please note that this must be booked in advance of the matchday via the ticket office, please call 08444 77 00 77 or email [tickets@southend-united.co.uk](mailto:tickets@southend-united.co.uk) to check availability and book.

If supporters with disabilities wish to be dropped-off from a vehicle they can, but it is recommended that any such drop-off takes place at least one-hour before kick-off. Similar assistance can be provided for pick-up after the game but, on safety grounds, any pick-ups will be delayed until the majority of the crowd has left the area.

## **Steward Training**

Stewards are registered for the NVQ Level 2 in Spectators safety; this qualification includes a module on disability awareness. The Safety Officer keeps a record of progress by stewards, which is checked by the local council every year.

## **Away fans**

There are 3 disabled parking spaces available to away disabled supporters on a first-come first-served basis. Please contact the Ticket Office, spaces are allocated on a first come first served basis and must be booked prior to the match.

## **Catering**

Matchday catering for disabled people is provided in the west. Other areas of the stadium do not have designated disabled catering facilities and it is therefore advised that for these particular areas, disabled supporters either bring along a personal assistant (no charge for admission to the stadium) or notify the nearest steward who will be happy to provide assistance. For further information on these areas, supporters are advised to contact the ticket office.

Arrangements can also be made, subject to availability, for any fan suffering from a temporary disability (e.g. broken leg) which could affect their ease of access to and from the stadium.