



Manchester City F.C.

Season 2013/14 Disabled Supporters Ticketing Policy



INTRODUCTION

As defined by the Equality Act 2010 and accepted by Level Playing Field (the national disabled supporters group - www.levelplayingfield.org.uk) and the Premier League, a Disabled supporter is defined as an individual who “has a physical or mental impairment which has a substantial and long term adverse effect on their ability to carry out normal day-to-day activities”

Manchester City 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.

To this end Manchester City Football Club channel all disability related issues through, and act in partnership with, Manchester City Disabled Supporters Association (MCDSA); be they practical, administrative or advisory. The MCDSA have assisted Manchester City FC in every aspect of producing this policy.

SEASONCARDS, MEMBERSHIPS AND MATCH TICKETS

All disabled supporters have the opportunity to either purchase a Seasoncard or to attend games on a match by match basis (subject qualifying sales criteria and availability). 2013/14 Seasoncards and match tickets are offered at a concessionary price to qualifying disabled supporters who are in receipt of one of the disability allowances referred to within the Proof of Disability section below.

Where the need for a personal assistant has been identified, the personal assistant (who is responsible for assisting you), is admitted free of charge. Please note that whilst every effort is made to allocate assistant seats adjacent to the wheelchair space, some stadium seating constraints may apply and as such, the assistant seat will be allocated in the closest available location.

Supporters under 14-years of age are not allowed to enter the stadium without a qualifying adult (age 18-years and over). As a result and in-line with reasonable adjustments, any supporter that is under 14-years of age who attends with their parent/guardian are required to pay the prevailing rate for both their seats. We are not required to provide the adult with a free 2013/14 Seasoncard, Blue membership or match ticket.

All qualifying disabled supporters with a personal assistant will be required to complete and return to the club a ‘Personal Assistant Registration Form’ during the 2013/14 Season. For the 2013/14 Season, copies of the ‘Personal Assistant Registration Form’ will be sent once all 2013/14 Seasoncards have been renewed. For all future seasons, this will be required at point of renewal and/or new application.

Please note: The club reserves the right to seek additional proof of disability where there is an element of reasonable doubt as to the need for a personal assistant. Where the need for a free personal assistant is removed (in consultation with the disabled supporter and the Manchester City Disabled Supporters Association), the disabled supporter will be advised of a reasonable timeframe to purchase the additional 2013/14 Seasoncard at the full prevailing rate.

A disabled supporter’s Personal Assistant Registration Form will be used to make notes on the back office system surrounding eligibility. This will be reviewed depending on the nature of the disability and based on the information provided. These notes will remain confidential and only viewed by Manchester City Football Club and not disclosed to any outside organisation.



Opportunities for disabled supporters to attend away matches can be limited by the allocation received from the away club. Any tickets sold for away matches (including neutral venues) are subject to the terms and conditions of the opposing club and/or neutral venue. At the time you qualify, should the limited allocation of disabled tickets that the opposing club provide are sold out, we will still provide you with a ticket for you and your personal assistant (subject to availability and qualifying sales criteria), however the club cannot guarantee the suitability of the seat.

PROOF OF DISABILITY

Every individual experiences their disability very differently and Manchester City Football Club recognises this. Accordingly, we try not to make generalisations and each request for a complimentary PA ticket will be reviewed on a case by case basis. We will listen to what the individual says about the daily effects of their disability, and let them identify the difficulties they may have in attending a match.

In order to help us manage the ticketing system, we would encourage supporters to complete a 'Personal Assistant (PA) application form' which helps identify the individuals underlying needs and reasons why assistance is required. These will be sent to all 2013/14 Seasoncard holders for review during the 2013/14 Season and where the club required further information or clarity of information, supporters will be contacted and invited to a meeting to discuss their personal circumstances.

Following consultation with Manchester City Disabled Association (MCDSA), proof of disability that may be required from supporters wishing to sit in any of the accessible areas, can be any of the following:

- A statement of high mobility/living allowance as issued by the Department of Work & Pensions; or
- Receipt of either the Severe Disablement Allowance or Attendance Allowance; or
- Blind or partially sighted registration certificate; or
- Enhanced Personal Independence Payment (PIP)

Please note: This list is not exhaustive and consideration will be given to any other evidence that can be provided. For guidance, the club advises supporters to refer to the [Level Playing Field website](#).

WHEELCHAIR USERS

There are 190 home spaces available for wheelchair users:

- 126 spaces on level one in the Colin Bell, East, South & North (Family) stands
- 40 spaces on level two in the Colin Bell and East stands
- 24 spaces on level three in the Colin Bell and East stands

The club is also able to offer stadium tours to wheelchair users with the tour route accessible throughout. Visitors with special requirements may qualify for a free assistant place on the tour, subject to sales criteria and availability.

DEAF OR HARD OF HEARING SUPPORTERS

An induction loop system is available in all areas of the stadium to allow deaf or hard of hearing supporters to enjoy the game, from any seat they choose. If, for any reason, any supporter who is deaf or hard of hearing feels they have more specific seating requirements (a certain area, block or row) they should contact clubs



Disabled Liaison Officer to discuss their requirements in more detail. Every effort will be made to accommodate such requests, subject to availability.

Complimentary headsets are provided upon request to enable supporters to listen to the match commentary and can be ordered through the clubs Disabled Liaison Officer. The club have also introduced induction loop equipment in to all customer contact points, including the Ticket Office and the main reception areas.

In May 2012, Manchester City announced the launch of a pilot series of Etihad Stadium tours to be conducted with a British Sign Language (BSL) interpreter, alongside the club's official tour guides. The tours, designed for City's deaf and hard of hearing supporters in conjunction with the Manchester Deaf Centre, were the first to be introduced by a Premier League club.

On match days information will be carried on the electronic scoreboard and via the Public Address System.

The club do not currently have a textphone/minicom system, however we are investigating the possibility, along with how the club can make or receive calls using RNIDs 'Text Relay' System.

BLIND OR PARTIALLY SIGHTED SUPPORTERS

An induction loop system is available in all areas of the stadium to allow blind or partially sighted supporters to enjoy the game, from any seat they choose. If, for any reason, any supporter who is blind or partially sighted feels they have more specific seating requirements (a certain area, block or row) they should contact clubs Disabled Liaison Officer to discuss their requirements in more detail. Every effort will be made to accommodate such requests, subject to availability.

Upon request the club will take steps to provide accessible information on CD, large print and Braille.

The news articles on the official Manchester City website are fully accessible for visually impaired supporters who use text based browsers (with the exception of any video content).

LEARNING DIFFICULTIES AND UNSEEN DISABILITIES

All supporters are able to sit anywhere in the stadium, to enjoy the game, from any seat they choose. If, for any reason, any supporter with learning difficulties or unseen disabilities feels they have more specific seating requirements (a certain area, block or row) they should contact clubs Disabled Liaison Officer to discuss their requirements in more detail. Every effort will be made to accommodate such requests, subject to availability. Requests for personal assistants will be given due consideration and where provide, supporters will be required to complete a Personal Assistant Registration Form.

AMBULANT SUPPORTERS

All ambulant supporters are able to sit anywhere in the stadium with their personal assistant (subject to qualification and requirement) to enjoy the game, from any seat they choose. If, for any reason, any ambulant supporter feels they have more specific seating requirements (a certain area, block or row) they should contact clubs Disabled Liaison Officer to discuss their requirements in more detail. Every effort will be made to accommodate such requests, subject to availability.



PERSONAL ASSISTANTS

As well as providing a variety of auxiliary services (such as audio commentary, hearing loops etc), where a supporter would find it unreasonably difficult or impossible to access the stadium or services offered, Manchester City Football Club will allow the supporter to bring a personal assistant, free of charge. It is important to understand that the assistant ticket is not a concessionary ticket or 2-for-1 deal but is actually a reasonable adjustment made by the club to enable a disabled supporter to more easily access the full range of matchday services (in consideration of UK legislation as described in the Equality Act 2010).

Supporters under 14-years of age are not allowed to enter the stadium without a qualifying adult (age 18-years and over). As a result and in-line with reasonable adjustments, any supporter that is under 14-years of age who attends with their parent/guardian are required to pay the prevailing rate for both their seats. We are not required to provide the adult with a free 2013/14 Seasoncard, Blue membership or match ticket.

In determining whether an assistant may be required, we will take account of whether the time, inconvenience, effort, discomfort, anxiety or loss of dignity entailed in using our services would be considered unreasonable by other people if they had to endure similar difficulties'. Some examples of the kind of difficulties or activities which may require the use of a personal assistant include (but is not limited to):

- help in getting in and around the stadium from car parks;
- assistance to seats and viewing areas;
- obtaining/carrying refreshments;
- assistance in using the toilet facilities;
- someone to act as interpreter;
- to provide for safety and wellbeing protection or way-finding assistance

The personal assistant should sit with the disabled supporter to assist him/her and whilst we accept that the personal assistant may be another disabled supporter or a junior supporter (under 16), we would advise all supporters that you attend the match with a personal assistant who is at least 18-years of age and is fully capable of meeting your needs. It should also be noted that when entering the stadium, the personal assistant must enter at the same time as the disabled supporter.

Although a disabled supporter can enter the stadium on their own, the personal assistant will not be admitted without being in the presence of the disabled supporter. Should this be the case, the personal assistant will be asked to visit the Ticket Office and upgrade their ticket, paying the prevailing rate for that match and adhering the clubs ground regulations. Personal assistant tickets are transferable however tickets for the disabled supporter are not. Should any supporters or personal assistant's be found to be abusing this or any of the disabled supporters ticketing policy the club reserves the right to deny admittance.

We also recognise that more and more disabled people want to attend sporting venues and this includes those with multiple or more substantial disabilities; if the individual needs two assistants to access the stadium/service, then we will consider providing a second complimentary ticket upon request (you will be expected to confirm to us why this is necessary).



ASSISTANCE DOGS

Any supporter wishing to attend the stadium with an assistance dog must contact the Disabled Liaison Officer on +44 (0)161 444 1894 (option 1, option1, option 1) or via email at disabledtickets@mfc.co.uk so that we can ensure the appropriate match tickets (subject to availability) are allocated and adequate arrangements have been made.

TEMPORARY MOBILITY RESTRICTIONS

Supporters suffering from temporary mobility restriction (e.g. broken leg) that may affect access to the stadium or seating areas, should contact the clubs Disabled Liaison officer to the game to arrange alternative seating (subject availability).

ACCESSIBLE TOILETS

There are 30 accessible toilets within the stadium; 10 toilets on level one, 8 toilets on level two, 8 toilets on box level two and 4 toilets on level three. All toilets are fitted with radar locks and keys which are available from nearby stewards. We do not currently have a 'changing places' facility available.

ACCESSIBLE CAR PARKING

Parking facilities for disabled supporters are available inside the stadium complex with 111 perimeter car parking spaces allocated to disabled membership holders. In addition, there are 350 spaces in Blue Car Park H and 55 spaces in Blue Car Park G which is located just 250 metres from the stadium.

We currently have a high demand for accessible parking bays and therefore operate a waiting list based on receipt of the application from supporters for an accessible bay. Disabled Supporters who hold a 'Blue Badge' may apply for free parking, subject to availability, on a match by match basis. Supporters will need to supply a copy of their Blue Badge to the club to qualify for free parking. 'Pay on the day' parking is available in the stadium car parks at a cost of £10.

The club also operates a free shuttle service using buggies to transfer supporters who need extra help from the car parks to the stadium. The service runs up to kick-off and resumes again after the final whistle, although supporters should note that due to congestion, the shuttle may suspend operation for a short period of time for the safety of all our supporters. **Please note:** due to the pedestrian areas of the campus, the shuttle operates on Joe Mercer Way only and does not take supporters to the stadium entrances.

CATERING

Reasonable height adjustments have been made to service counters on all levels on the stadium to allow disabled supporters using wheelchairs to use the facilities.

HOSPITALITY

Disabled supporters are able to enjoy the game, choosing any hospitality package to suit their needs. Where a disabled supporter is a wheelchair user, due to the location of the wheelchair bays, it is advised that they speak to a Hospitality Sales Representative to ensure the best package is offered and that the chosen package has access to an available wheelchair bay.



AWAY SUPPORTERS

There are 9 away wheelchair bays in the South Stand level one (away section).

An induction loop system is available in the away section of the stadium to allow visually impaired and hearing impaired supporters to enjoy the game, from any seat they choose. If, for any reason, any supporter who is visually impaired or hearing impaired feels they have more specific seating requirements (a certain area, block or row in the away end) they should contact their own clubs Disabled Liaison Officer who in turn, can liaise with Manchester City Football Club. Every effort will be made to accommodate such requests, subject to availability. A number of accessible car parking spaces are made available to away supporters. The club will advise the opposing clubs Disabled Liaison Officer and/or a member of their Ticketing Team with regards to the number of bays available and any qualifying sales criteria.

ACCESSIBLE INFORMATION

The club have an Access Information page on their website, which is available to all supporters. Upon request the club will take steps to provide this Accessible Information on CD, large print and Braille.

WEBSITE

The news articles on the official Manchester City website, www.mcfc.co.uk are fully accessible for those visually impaired supporters who use text based browsers (with the exception of any video content). The internet is a useful means of accessing information by disabled supporters and future development of the Manchester City website should provide information in a downloadable format. It is hoped that the increasing use of the internet will allow an increasing number of disabled supporters access to information which they had previously experienced difficulty in obtaining.

TRANSPORT

Domestic Away Matches: opportunities for disabled supporters to attend away matches can be limited by the allocation received from the away club. However, disabled people who use wheelchairs with a ticket for an away match should be able to travel on the official members coaches if they wish to do so, as the coaches are wheelchair accessible but there may be a weight limit (combined weight of disabled supporter and their chair).

In some instances and in liaison with the MCDSA, the Clubs official Travel Partner, Thomas Cook Sport will provide transport for the sole use for their disabled supporters. Whilst it is the coach company's obligation to provide adapted transport, it is the responsibility of the disabled supporter who is travelling to ensure that they are accompanied by someone who is fully capable of supporting their needs. Manchester City cannot undertake to provide 'moving & handling' assistance to people travelling because of the Health and Safety implications but will use their best endeavour to assist in any way possible.

European Away Matches: disabled supporters wishing to travel to European away matches are advised that it will be in their best interests to travel with the club's official travel partner, Thomas Cook Sport. This is the only way of being reasonably certain of gaining entrance to the away ground and the only way of being assured that each individual's safety will be fully considered in any reasonable circumstance.



Any disabled supporter travelling to European away matches must take responsibility for *themselves* and should be accompanied by a person who is fully capable of supporting their needs. Manchester City staff members will use their best endeavour to assist in any way possible and will have representatives from the club available at the European matches, to assist at any point during the trip.

STAFF TRAINING

Elements of staff training which relate to 'disability awareness' and 'disability etiquette' have been identified and staff training programmes are in place to ensure that awareness and etiquette are observed. This training programme is on-going. Manchester City is committed to delivering its core values as outlined in the City Promise, by introducing such training. All appropriate Manchester City staff members will be included in the training.

GENERAL

Every reasonable adjustment is being made to all the services provided by the different departments of Manchester City Football Club. The club underwent an Access Audit in March 2012, where observations were made as a guideline and useful tool to help in the areas of concern relating to the Disability Discrimination Act (DDA) (1995), The Single Equality Act 2010, BS 8300:2009 and Part M of Building Control, BS9999, National Accessible Standards, Health and Safety, Best Practise and supplementary Football and Stadia Criteria. Also included in the report are 'Minimum Standards' and a 'Blueprint Guide' as recommended by Level Playing Field, which is used to benchmark how the club is addressing the Equality Act 2010, legislation and our requirements as a service provider. The first stage certificate has been awarded.

All department managers have been made aware and instructed to comply with the provisions of the report, along with the Disability Discrimination Act. Access to goods and services, as well as match day facilities, are constantly reviewed and fully assessed with measures put in place to ensure compliance with all associated legislation.

TERMS AND CONDITIONS

All Seasoncards are sold subject to availability and issued subject to Manchester City Football Clubs 2013/14 Seasoncard Terms and Conditions of Sale and the club's ground regulations.

All home match tickets are sold subject to availability and issued subject to Manchester City Football Clubs 2013/14 Home Match Terms and Conditions of Sale and the club's ground regulations.

All away match tickets are sold subject to availability and issued subject to Manchester City Football Clubs 2013/14 Away Match Terms and Conditions of Sale and the ground regulations of the opposing club.

CONTACT US

We welcome all feedback and comments on this policy and openly encourage any supporter to contact us with their observations.

You can contact the clubs Disabled Liaison Office on +44 (0)161 444 1894 (option 1, option 1, option 1) or by email on disabledtickets@mfc.co.uk. This option is also available for disabled supporters to purchase Seasoncards or match tickets.



You can contact a Hospitality Sales Representative on +44 (0)161 444 1894 (option 1, option 2) or by email on hospitality@mcfc.co.uk

You can contact the Manchester City Disabled Supporter Association (MCDSA) on mcdsa99@yahoo.co.uk or by calling +44 (0)7740 859216. Find out more on their website at www.mcdsa.co.uk.

The Ticket Office and Supporter Services are open Monday to Saturday, 9am to 5:30pm (closed Sunday & Bank Holiday). The Hospitality Team are available from Monday to Friday, 8:30am to 5:30pm (closed Weekend & Bank Holiday). All facilities will open on the day of all scheduled First Team home fixtures and Supporter Services will open for all scheduled First Team away fixtures until kick-off.