



DISABLED SUPPORTERS CHARTER

The Club is committed to ensuring that its disabled supporters have as full access, as is reasonably possible to all goods, services, and facilities provided or offered to the public by the Club.

The Club will operate a free ticket policy for disabled supporters' carer where applicable; and will ensure as far as possible to ensure that discrimination does not occur.

Facilities on match day are of a standard as to allow any disabled supporter access to the stadium where he or she can enjoy the match in a safe and comfortable environment. Caledonian Braves staff or a representative will always be made available to assist in any way possible.

If any person feels that any of the facilities may require adjustment then they are advised to make contact as detailed below and the Club is committed to considering these queries and making any necessary reasonable adjustments in line with the Quality Act 2010 to ensure full compliance with the legislation.

The Club has a grievance procedure in place & guarantees to its disabled supporters and customers that any complaints of discrimination will be dealt with quickly under that procedure. The Club had advised its staff that any incident of discrimination under the provisions of the Act is a serious matter and will be dealt with under the Clubs Disciplinary Procedures.

Season Ticket Holders will be made aware of the policy when purchasing the tickets however, any queries should be directed to the Club.

On a 'game-by-game' basis, wheelchair users should contact the club in

advance to discuss their ticket requirements and collection arrangements, along with directions for access to the stadium.

All other disabled supporters can gain access to the ground via the concession turnstiles, with stewards/club staff assisting should any issues arise.

The contact area on match days will be at the front of the main entrance to the stadium and can be accessed by Wheel Chair users.

Once inside the Stadium, all Stewards, who are clearly identified, will be happy to assist in any way they can.

Chris Ewing
May 2023