



DISABLED SUPPORTERS CHARTER

Caledonian Braves Football Club is committed to ensuring that 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 a disabled supporter's carer where applicable and will take reasonable steps to ensure that discrimination does not occur.

Matchday facilities are provided to allow disabled supporters to access the stadium and enjoy matches in a safe and comfortable environment. Caledonian Braves staff and volunteers will be available on matchdays to provide assistance where required.

If a supporter feels that any facilities or arrangements may require adjustment, they are encouraged to make contact using the details below. The Club is committed to considering such requests and making any necessary reasonable adjustments in line with the Equality Act 2010, to ensure compliance with relevant legislation.

The Club has a grievance procedure in place and guarantees that any complaints of discrimination raised by disabled supporters or customers will be dealt with promptly and appropriately. Staff and volunteers are advised that any incident of discrimination is a serious matter and will be addressed in line with the Club's disciplinary procedures.

Season ticket holders will be made aware of this policy at the point of purchase. Any queries regarding accessibility or support should be directed to the Club using the contact details below.

On a match-by-match basis, wheelchair users are encouraged to contact the Club in advance to discuss ticket requirements, access arrangements and directions to the stadium.

Other disabled supporters may access the ground via the concession turnstiles, with stewards or Club staff available to assist should any issues arise.

On matchdays, the designated contact point will be located at the front of the main stadium entrance and is accessible to wheelchair users. Once inside the stadium, stewards, who are clearly identified, will be happy to assist wherever possible.

Disabled Supporter Contact

Name: John Burns

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Chris Ewing

Chief Executive Officer

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