



## DEWSBURY RAMS

### CLUB DISABILITY INFORMATION

<b>CLUB DETAILS/CONTACTS</b>			
Address of Ground including postcode	Owl Lane, Dewsbury, West Yorkshire, WF12 7JU		
Name of primary contact for disability issues at the club?	Steven Downes		
Tel No	01924 465489	Email	media@dewsburyrams.co.uk
Does the club have a Disabled Supporters Association?	No – our Media Manager is the initial contact point for all disability issues		
Are dedicated stewards/staff provided to assist disabled supporters?	Not specifically but all stewards have had the required training and are available to help as required with support provided as needed		
<b>TICKETING</b>			
What proof of disability do you require for someone to qualify for a disabled match ticket?	Physical or benefit entitlement letter or any similar or relevant document		
Can disabled supporters purchase match tickets via the main ticket office number?	Yes but preferably in person on a match day or via the club web site although telephone sales can be accomodated		
Can disabled supporters purchase match tickets through your online ticketing system?	On line tickets can be purchased for disabled supporters. If they require a carer to enable them to attend the game the carer has to call at the club reception prior to kick off to ask for a ticket to enable them to access the stadium.		
Can away club disabled supporters purchase match tickets from their club?	Only when their club has taken up the option to pre-sell tickets		
What is the club's policy for charging disabled supporters? e.g. full price, concession	Disabled supporters pay the full price relevant to their age		
Are disabled supporters permitted to bring a personal assistant to accompany them free of charge?	A carer (if needed) is admitted free of charge.		
Does this apply to disabled supporters not using a wheelchair?	No difference between people using wheelchairs and ambulant supporters.		

Does this apply to supporters with a learning disability?	Yes providing there is proof of entitlement
<b>FACILITIES – VISUALLY IMPAIRED</b>	
Does the ticket office have a hearing loop?	No – we have not identified a need for this and we can communicate directly with customers rather than through a window which assists communication
Is your website accessible for supporters who are visually impaired?	No although supporters are able to adjust the text size etc. We currently employ a member of staff to look after social media who has a visual impairment and recognises any needs of this type.
Do you provide match commentary for Visually Impaired supporters?	Not currently
Do you provide facilities for assistance dogs?	No but they are allowed inside the stadium
<b>FACILITIES - WHEELCHAIR</b>	
How many wheelchair bays are available for supporters?	We have 5 high level disabled viewing spaces, 8 pitch side under cover and up to 50 pitch side in an uncovered area specifically reserved for wheelchair users and their assistants/carers etc. No spaces are specifically reserved for home supporters. We operate a first come first served policy to give equal opportunity to all.
Is there a space for a personal assistant to sit with the disabled supporter?	Yes - seats are provided as required on the viewing balcony. An assistant can sit with the disabled supporter in the other areas of the stadium but are required to provide their own folding seat if at all possible.
Can you accommodate family groups in the wheelchair area?	Not currently. If this was to become a customer need then it may be possible in the uncovered pitch side area.
Where are your wheelchair bays situated? e.g. pitchside, raised platform etc.	Raised platform and pitch side but not specifically for home supporters
Do you have spaces in hospitality & VIP areas for wheelchair users?	No spaces are specifically reserved. Wheelchair users are able to access the main hospitality suite and executive boxes via lift access from the ground floor main entrance. The lift services all floors in the main stand.
Where are these situated?	5 main stand viewing area, 8 South Stand covered terrace. Additional pitch side uncovered viewing available as required.

Do all supporters using a wheelchair have a clear view of the pitch at all times?	Pitch side covered viewing spots have slight obstruction from the pitch side fence.
What type of surfaces are there between access from a vehicle to wheelchair bays e.g. tarmac, gravel, etc.	Tarmac and/or concrete
<b>FACILITIES - AMBULANT</b>	
Are ambulant supporters able to sit anywhere in your stadium?	Yes – there is no segregation between home and away supporters unless the game is deemed to be all ticket in which case specific arrangements will be made for supporters.
Do you have a limit on the number of ambulant disabled seats available?	None specifically allocated
Do you have facilities for ambulant disabled such as seating with additional leg room, wider seats, arm rests etc. If yes how many?	No
Do you have easy access seats (close to parking, no steps or limited steps) for ambulant disabled supporters? If yes how many?	Yes – if needed. Ground level seating - 100
<b>ACCESSIBLE PARKING</b>	
Do you provide accessible parking spaces for disabled supporters? If yes, how many spaces?	Six spaces are located directly outside the main stand. There is a provision for additional parking adjacent to the main stand that can be specifically allocated for blue badge parking. The club also operates a drop off/pick up policy. There is also parking available adjacent to the other areas of the stadium. Parking is not specifically allocated to home supporters and is available on a first come first served basis.
Is this area clearly signposted?	Stewards direct blue badge holders to the appropriate area and parking space.
How do supporters book parking spaces?	No pre-booking. First come first served. Drop off /pick up allowed. Over spill parking available.
How far from the wheelchair bays is the accessible parking?	Main stand – 50m - 100m maximum plus use of lift. Covered terrace – drop off recommended and car park approx. 150m from drop off
How far from the ambulant disabled seating is the accessible parking?	As for wheelchair parking
What type of surfaces are there between the accessible parking and the wheelchair/ambulant seating? i.e. tarmac, gravel, etc	Tarmac – main stand Hard core – overspill and covered terrace

Do you have a drop off point or shuttle bus service for disabled supporters (in case of insufficient parking)? If yes how is this accessed?	No – spectators can be dropped off by their carer or fellow passengers
<b>OTHER FACILITIES</b>	
Does the stadium have accessible toilets?	Yes
How many toilets and what distance are they from disabled supporters' seating?	Main stand viewing balcony – 15m to lift, one floor down Spectator covered terrace – 20m to 100m depending on location Main stand uncovered pitch side – 15m Behind posts (unterraced area) – 20m to 100m depending on location.
Do the toilets have radar keys?	No
Does the stadium have a changing places toilet (for special needs with a hoist and a bench)?	No
Is your Club Shop accessible to all supporters including disabled supporters?	Yes
Do you have low level serving counters in your Club Shops?	Yes – there are two counter areas.
Do you provide any other service facility for disabled supporters?	None
Do you have accessible catering facilities? e.g. low level serving counters at your kiosks	No
Do you provide rest areas on your concourses for disabled and elderly supporters?	No – we do not have internal concourse areas. There are seats available to the rear of the main spectator stand where there is a large meet and mingle area.
Do you provide or arrange accessible transport for <b>home/away</b> games?	No – there has been no identifiable demand for this.
Do you provide any disabled supporter information e.g. booklet with a map of accessible facilities, in an accessible format e.g. large print, easy read formats? If yes what and where available from.	No
Please provide a link to any relevant information for disabled supporters on your website.	Not applicable

<b>ADDITIONAL INFORMATION</b>	
Main stand hand rails	The main stand external stairways are all fitted with grab rails to assist ambulant supporters who have some mobility issues access the main stand safely.
Access between stands	The stadium has an internal level access pathway that runs round the stadium at pitch side level.
Access through turnstiles	The stadium is not currently able to accommodate wheelchair access through the turnstiles. Access for wheelchairs is via the adjacent manned gates with communication between the turnstile operator and steward when access is required.
Continual Improvement	Dewsbury Rams embrace the policy of continual improvement and will gladly investigate the feasibility of any suggestions for areas of improvement and implement them if appropriate.
Spectator Safety	Dewsbury Rams will only employ the services of a stewarding provider that can demonstrate that all stewards have received the necessary training in all areas of spectator safety including those with a disability