PORTSMOUTH FOOTBALL CLUB ACCESS POLICY

CONTENTS

1. INTRODUCTION
2. TICKETING
3. CONTACT WITH DISABLED SUPPORTERS
4. WHEELCHAIR SPACES
5. SUPPORTERS WITH LEARNING DIFFICULTIES
6. SUPPORTERS WITH AMBULATORY DISABILITIES
7. BLIND AND PARTIALLY SIGHTED SUPPORTERS
8. HEARING LOOPS
9. STADIUM FACILITIES
10. TRAVELLING TO THE STADIUM
11. EMERGENCY EVACUATION
12. TRAINING
13. EMPLOYMENT
14. POLICY REVIEW

Portsmouth FC
Fratton Park
Frogmore Road
Portsmouth
Hampshire PO4 8RA

T +44 (0)34 5646 1898 @officialpompey
F +44 (0)23 9273 4129 facebook.com/officialpfc

www.portsmouthfc.co.uk

VAT Registration Number: 141 5200 64 I Company Registration Number: 07940335
Portsmouth FC is the trading name of Portsmouth Community Football Club Limited

UNIVERSITY OF PORTSMOUTH
MAIN CLUB PARTNER

OFFICIAL PARTNER

1. INTRODUCTION

Portsmouth Football Club are committed to providing a safe, enjoyable and welcoming environment for all and want to ensure we are able to offer a variety of reasonable adjustments based on an individual supporter needs.

We recognise that not all facilities within the club are fully accessible to disabled supporters and visitors and that additional assistance may be required in order to fully enjoy the matchday experience and endeavour to work together to achieve this.

The club fully support equal opportunities and we are committed to taking a proactive approach to ensure that the needs of disabled supporters and visitors to the club are met.

2. TICKETING

Portsmouth Football Club operate a ticketing policy that is non-discriminatory for disabled supporters and will ensure that this does not differentiate between disabled people with differing impairments.

Disabled supporters may be asked by the club to provide some further details on how their disability affects their matchday experience and in addition to this may be required to provide supporting documentation relating to their condition.

Typical documentation that the club would seek would be:

- Receipt of the middle or higher rate of the Disability Living Allowance (DLA)
- Receipt of the standard or enhanced rate of the Personal Independence Payment (PIP)
- Receipt of either the Severe Disablement Allowance or Attendance Allowance
- A personal letter from the GP confirming that they are a disabled person with a recognised impairment requiring additional assistance.
- Letter of confirmation from the Local Authority Social Services Department that the person is in receipt of support services

Receipt of a Blue Badge will not be considered sufficient proof of disability.

Supporters who are eligible for a UK access card with the +1 symbol, requiring a companion to attend to provide any assistance they may need, will be asked to provide this as part of the purchase.

3. CONTACT WITH DISABLED SUPPORTERS

Portsmouth Football Club have a Disabled Supporter Liaison Officer (DSLO) available and would encourage supporters to make contact for any enquiries or assistance that they may require.

There is a Disabled Supporters Association linked with the club that meet on a regular basis to discuss facilities, improvements etc and we would welcome new members to join this group should anyone wish to join.

The Club's DSLO is Emma Smith and can be contacted by email on dslo@pompeyfc.co.uk or emmasmith@pompeyfc.co.uk or via phone on 07824 415959.

4. WHEELCHAIR SPACES

The club have wheelchair spaces available to supporters in all stands within the stadium.

In line with the proof of disability requirements, as mentioned above, supporters that wish to request the use of wheelchair spaces within the stadium must meet the following criteria:

- Must be largely dependant on a wheelchair for mobility purposes or not capable of walking a distance further than that required to reasonably and safely access any other part of the stadium.
- Companion seating is available alongside accessible wheelchair spaces and if required should be requested at the time of booking. Those attending as a companion should be capable of supporting the disabled person's needs in the event of an emergency. For this reason, the club strongly recommend that this person is aged sixteen years or over and able to fully support the needs of the individual, however the club do support younger family members who may be used to acting as a carer.

Where there is a requirement for a disabled supporter to have a companion or carer attend the matches in order to support their needs, a ticket will be allocated to them free of charge. This can be on a match-by-match basis and also available on a season ticket basis to those holding an access card with the +1 symbol.

Please note that where a companion or carer is required and is unable to attend a fixture to support the needs of a disabled supporter, we would encourage an alternative individual to attend in their place to ensure that the required support is still in place.
If a disabled supporter is unable to attend a fixture, the full price will need to be paid for the companion or carer ticket to be able to gain access to the stadium.

Supporters that wish to request wheelchair, ambulant and carer tickets should either contact the Disabled Supporter Liaison Officer or the club's ticket office directly either by phone on 0345 646 1898 (option 1) or in person in the club store in Anson Road.

5. SUPPORTERS WITH LEARNING DIFFICULTIES

Supporters with learning disabilities can be accommodated within the stadium by various means, however it is usually possible for them to be seated within the ordinary stand accommodation.
If there is any reason that a supporter with learning difficulties finds that ordinary stand seating would be unsuitable for their needs, then they are encouraged to get in touch with the club's Disabled Supporter Liaison Officer to discuss further.
It is also possible for supporters with learning difficulties to attend with a personal assistant or carer should this be required.

6. SUPPORTERS WITH AMBULATORY DISABILITIES

The club recognises that there are considerable numbers of people in the community who use wheelchairs mainly for outdoor mobility purposes but are not necessarily confined to their wheelchair as well as many people with walking difficulties who may wish to watch a match here at the stadium.
There are also supporters with learning difficulties or debilitating illnesses who have difficulty walking.

For the purposes of this policy, this category of people will be referred to as 'supporters with ambulatory disabilities' or 'ambulant supporters' and they will be asked to follow procedures in order to attend a match.

Eligibility to areas for ambulant supporters may be dependant on providing the club with proof of disability as described above or will be decided on an individual basis/merit.

The club recognise that there are circumstances in which disabled supporters will have families that wish to attend the match together and therefore we would look to try and accommodate such requests with a solution suitable for the needs of the individuals.

Ambulant seating is available in all stands within the stadium ensuring either ground level access or via the lift area located in the north-east corner of the stadium.

We would encourage contact with the Disabled Supporter Liaison Officer ahead of fixtures to discuss the details of any specific access needs or requirements and to ensure that the stewarding team can be briefed in advance of any additional assistance that may be needed on the day.

7. BLIND AND PARTIALLY SIGHTED SUPPORTERS

Any supporter who is blind or partially sighted wishing to purchase a match ticket or season ticket would be encouraged to contact the club's disabled supporter liaison officer or the ticket office

directly to ensure that the most suitable area can be allocated and that we can take into account the welfare needs/ access requirements of all supporters.

The club have audio descriptive headsets available to supporters offering a free of charge service for Pompey home and visiting away fans. Our hand-picked, professionally trained matchday audio description commentators will give you up to the second live commentary of every home Pompey match.

It is free to use, supporters would just need to let us know their details ahead of the fixture. You will then be informed of how these will be distributed on the day at Fratton Park.

You can provide your own wired headphones (not Bluetooth) or use those provided by the club. All you have to do is switch on, adjust the volume to suit your hearing and enjoy every second of the live audio description.

Please remember to return the headset back at the end of each match so that we can ensure we charge them up for the next game.

Please contact our Disabled Supporter Liaison Officer, Emma Smith for further information.

8. HEARING LOOPS

There are hearing loops available for use within the Chimes reception area in Frogmore Road, The Victory Lounge located behind the Fratton End and also the ticket office which is located inside the club shop.

9. STADIUM FACILITIES

Supporters are advised to inform us of any arrangements that we may need to put in place to ensure that the areas being provided are suitable.

The club do have wheelchairs available to provide assistance to individuals that may require the use of one during their visit to the club or to enable them to transfer from location to another.

A lift is now available for use within the North-East area of the stadium providing access to home supporters within the North stand and away supporters in the East stand.

Hospitality

The following hospitality lounges at Fratton Park are only accessible by stairs and are not suitable for people with limited mobility, such as wheelchair users:
Partners Lounge, Montgomery Lounge, Boardroom, Chairman's Lounge and Jimmy Dickinson.

The Chimes Lounge is on the ground floor but is only accessible by a narrow corridor which is not suitable for wheelchairs.
The Victory Lounge, Legends Lounge, Warrior Lounge and Players' Lounge are on the ground floor and are accessible to wheelchairs. The Victory and Warrior Lounges have designated accessible toilets and also an accessible priority serving counter. The Legends Lounge and Players' Lounge have accessible toilets located close by.
On a matchday, two tables within the Victory Lounge are reserved for supporters with accessibility needs.

Accessible Toilets

Fratton Park has accessible toilets located in the Fratton End, North Stand and the Milton End. There is also a 'changing places; toilet located within the South Stand. All toilets are operated with RADAR keys, which can be obtained from stewards in these areas.

Accessible Refreshment Kiosks

There is an accessible catering outlet in the South Stand, adjacent to the wheelchair section. The North Stand has one accessible kiosk with a low-level counter at each end. The Fratton End has one accessible kiosk and also an accessible external bar in the concourse.

Club Shop

The club shop is managed by Just Sport and is located in Anson Road. It is on the ground floor and is accessible to wheelchair users. Assistance can be provided as necessary upon request to a member of staff.

Programmes and other printed material

Some information is downloadable from the club website in PDF format. The matchday programme is also available in PDF at a cost of £3. Other documents and brochures produced by the club may be available in PDF upon request. Please contact info@pompeyfc.co.uk for more information.

Stadium Tours

Fratton Park is an old stadium and the regular matchday tour involves negotiating a number of staircases, so is unsuitable for supporters with limited mobility or who are in wheelchairs. An alternative tour, on a level, can sometimes be arranged upon request for a matchday.
A DVD of a 'virtual tour' can be made available upon request.

Please contact our Disabled Supporter Liaison Officer for further details.

Away Travel

Portsmouth FC
Fratton Park
Frogmore Road
Portsmouth
Hampshire PO4 8RA
T +44 (0)34 5646 1898
F +44 (0)23 9273 4129
@officialpompey
facebook.com/officialpfc

VAT Registration Number: 141 5200 64 | Company Registration Number: 07940335
Portsmouth FC is the trading name of Portsmouth Community Football Club Limited

UNIVERSITY OF PORTSMOUTH
MAIN CLUB PARTNER
OFFICIAL PARTNER

The club's designated away travel provider is Lucketts Travel. If you are a wheelchair user or have any accessibility requirements, please contact the operator directly by calling their booking hotline 01329 823755.

Club car park

There are currently 150 spaces within the North Stand car park, of which 22 are on the hard standing flat surface and three have rear access.

A limited number are available for supporters to purchase on a seasonal basis with the remainder available to purchase ahead of each fixture on a first come first served basis.

Parking is pre-booked only and subject to availability. You can book via the club's website or by calling 0345 646 1898 (option 1)

To indicate your entitlement to an accessible space, you should be in possession of a valid blue badge which should be displayed within the front of the vehicle. You should show your entitlement to a steward upon your arrival to the car park entrance.

The car park is actively managed by stewards to ensure the most appropriate parking space is found for supporter's individual needs. There is no entitlement to park in a specific space or area of the car park.

Please indicate any specific needs you might have (eg. Rear or side-opening vehicle) on arrival. If you need to drop off someone with limited mobility, please do advise a steward on arrival who will be happy to assist.

If you require the use of a wheelchair on arrival, please do contact our Disabled Supporter Liaison Officer at least 48 hours prior to the match who will organise for you, subject to availability.

Entrance to the club car park is via Anson Road (off Rodney Road) and the postcode is PO4 8SX.

A limited number of accessible spaces are also offered to away supporters to purchase.

10. TRAVELLING TO THE STADIUM

By Train

Fratton Station is the closest to the ground and is equipped with a lift. The journey from the station to the stadium is approximately 20 minutes.
Pavements along Goldsmith Avenue are negotiable by wheelchair although they can be quite narrow in places.
Train information is available via www.nationalrail.co.uk

By Bus

There are First bus stops on Goldsmith Avenue and frequent buses travelling to this area particularly from Portsmouth City Centre. There are also Stagecoach buses available however these stop in St Mary's Road which is located further away from the stadium. Please visit www.firstgroup.com or www.stagecoachbus.com for further information.

11. EMERGENCY EVACUATION

In order for us to ensure that appropriate arrangements can be made, it is important for supporters to let the stewards know that they require assistance with accessing the stadium facilities or evacuation in an emergency.

A separate risk assessment may be required in the event that there is a higher percentage than usual of supporters with limited mobility or wheelchair users and this would need to be agreed by the safety management team.

Where additional evacuation chairs/ aids are required, equipment will be deployed from unoccupied areas elsewhere in the stadium. An annual review of such equipment will be carried out to ensure all areas are covered sufficiently in the event of an emergency.

Those supporters seated within the accessible areas such as wheelchair users, will be evacuated within the normal police and steward evacuation arrangements.

12. TRAINING

Portsmouth Football Club will ensure that all staff are trained appropriately particularly regarding disability awareness but also in other relevant specific disabilities as available and will encourage staff to participate actively.

To ensure we are able to continually improve staff awareness, we will ensure that all appropriate information is shared to employees, particularly those in a customer facing role such as stewards, ticket office and hospitality staff.

13. EMPLOYMENT

All staff joining the club will be made aware of the policies and procedures in place regarding Diversity, Equality and Inclusion.

Any employees deliberately or otherwise displaying behaviours, which may be conceived, to be discriminatory or exclusive of individuals with disabilities may be subject to disciplinary action.

The club have an Equal Opportunities Procedure which explains that all individuals have the right to equal treatment whether this be at the stage of interview or during employment.

Should there be any employees that find their working conditions unsuitable or increasingly difficult, the club will ensure that assessments are carried out to determine any reasonable adjustments that can be made to overcome these difficulties.

14. POLICY REVIEW

We will periodically monitor this procedure to judge its effectiveness and we will update it if there are any changes in the law. This procedure will be reviewed regularly but no less than once every 3 years.

Author	Approved by	Date approved	Review date
Emma Smith			May 2027