

# DISABLED SUPPORTERS DISABILITY POLICY

## Access Information for Disabled Supporters

Wrexham AFC are committed to providing services and facilities for supporters with disabilities. Concessions are available on both match day tickets and season tickets to supporters providing proof of disability and they will be issued a Free of Charge carer ticket if required.

Please note this guide has been designed to assist you in planning your journey to Wrexham AFC and provides information on the facilities and services available for disabled supporters.

For any accessibility or disability enquires please contact:

Kerry Evans

Disability Liaison Officer

Email: [kerry.evans@wrexhamafc.wst.org.uk](mailto:kerry.evans@wrexhamafc.wst.org.uk)

## Wrexham AFC Stadium Information

Full Name: Wrexham AFC

Nickname: The Dragons

Founded: 1864

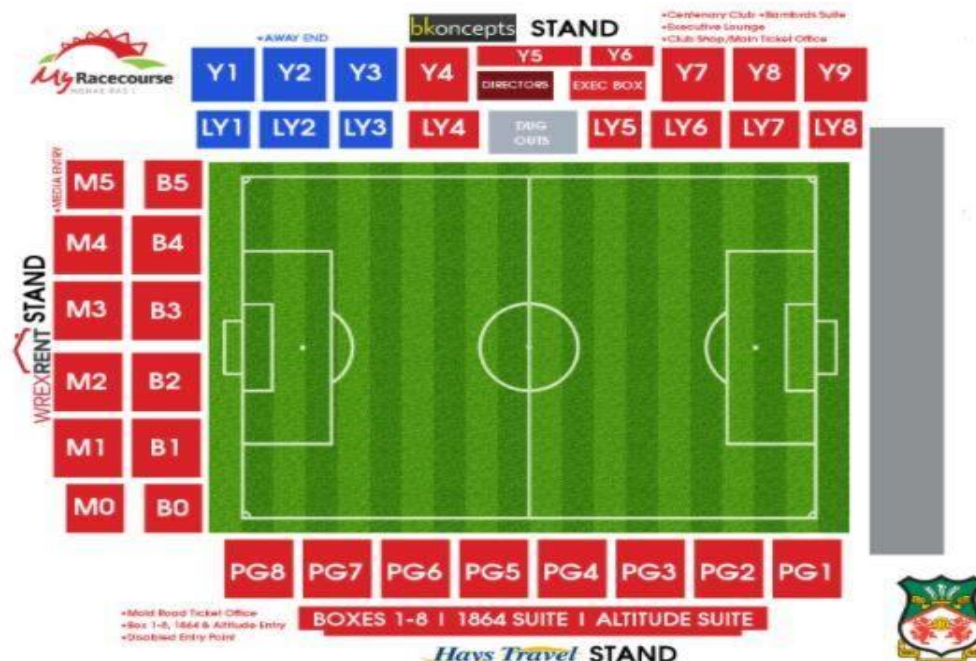
Stadium: The Racecourse Ground, Mold Road, Wrexham.

Capacity: 10,512

Manager – Dean Keates

Home Colours: Red Top, White Shorts and white socks

Away Colours – Green Top, Black Shorts and Green Socks





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## **1.COUNTDOWN TO KICK OFF**

### **3pm Kick off**

**10:00 Ticket Office and Club Shop opens**

**12.30: Hospitality Opens**

**1:30: Glyndwr Car Park Opens**

**2.00: Turnstiles open and Sensory Room Opens**

**2:30: Make sure you take your seat to catch the pre-match build up**

**3:00: Kick off and the Club Shop closes**

**3:45: Half time**

**4:45: Full time, Club Shop Re Opens till 5.30pm / Centenary Club Re – Opens for Post Match Drinks**

### **7:45pm Tuesday Kick off**

**10:00 Ticket Office and Club Shop opens**

**5:30 Hospitality opens**

**5.30 Glyndwr Car Park Opens**

**7:30 Make sure you take your seat to catch the pre-match build up**

**7:45 Kick off and the Club Shop closes**

**8:30 Half time**

**9:15 The Club Shop reopens until 10pm**

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## **2. PURCHASING YOUR TICKET**

### **DISABILITY DEFINED**

As defined by the Equality Act 2010, a disabled person is an individual who “has a physical or mental impairment which has a substantial and long-term adverse effect on his or her ability to carry out normal day to day activities”.

You will be asked to provide proof of eligibility for your complimentary personal assistant's ticket. The club accepts the following documents:

- Receipt of Disability Living Allowance (DLA) (mobility and/ care component) for children under 16.
- Receipt of Personal Independence Payment (PIP) for mobility, and /or Care.
- Receipt of either Severe Disablement Allowance or Attendance Allowance.

- Visually impaired registration certificate (BD8 or CV1 certificate) or evidence from an eye specialist. Further advice can be found on the Royal National Institute of Blind People (RNIB) website.

This list is not exhaustive, and consideration will be given to any other evidence that can be provided. Please note in the case of the DLA, as the allowance may be for life or a fixed period, the Club reserves the right to periodically check that an applicant remains eligible.

## **BUYING YOUR TICKET**

Disabled supporters should contact the ticket office on 01978 891864 and press 1 for ticket office or contact our DLO Kerry on : [kerry.evans@wrexhamafc.wst.org.uk](mailto:kerry.evans@wrexhamafc.wst.org.uk)

Alternatively, you can visit the ticket office in person for advice on purchasing tickets for all Wrexham AFC fixtures.

Please note our ticket office mid-week (Monday-Friday 10am-5pm)

We would ask that, wherever possible, you detail the nature of your disability so that we are able to assist your purchase and offer you seats most suited to your requirements. (Subject to availability)

## **AWAY TICKETS**

The Club is given a limited number of tickets for disabled fans (wheelchair bays and ambulant supporters) for away fixtures. Disabled supporters can purchase tickets under the same conditions as non-disabled supporters

Disabled supporters who would like tickets for Wrexham AFC away games or would like more information on the Club's away ticket allocations should contact Kerry Evans or the ticket office.

Please ensure that you have purchased a ticket before making arrangements to travel. Please remember, we do now offer a limited wheelchair accessible away travel to our closest 12 away games, and this can be booked by contacting our DLO Kerry Evans on [kerry.evans@wrexhamafc.wst.org.uk](mailto:kerry.evans@wrexhamafc.wst.org.uk)

## **3. TRAVELLING TO WREXHAM AFC**

**There are several ways for supporters to travel to WREXHAM AFC**

### **By Car**

Postcode for SAT NAV: LL11 2AH

Best access is from Junction 5 on A483 Bypass

We have NO parking available at The Racecourse Ground itself.

However, on match days we do offer disabled parking available in Glyndwr University Car Park, postcode – LL11 2AW which is adjacent to Wrexham AFC.

This parking is chargeable at £3.00 and you DO need a blue badge to access these disabled spaces. Our blue badge parking within Wrexham AFC is on a 1<sup>st</sup> come , 1<sup>st</sup> serve basis and is run by our Disabled Supporters Association who can be contacted on : wxmdsa@gmail.com

## By Train

**Wrexham General Station, Mold Road, Wrexham.  
LL11 1EL**

Wrexham General Station is approx 3 / 4 min- walk away from Wrexham AFC.  
As you exit the station car park follow onto Mold Road then please turn Right.  
Follow the road until you see Wrexham AFC

## By Bus

**Wrexham BusStation coach station is sited on Lord Street, Wrexham. LL111LG.**

To get to Wrexham AFC from Wrexham Bus Station head to Regent Street, turn Right and walk along Mold Road approx 10 mins walk passing the Wrexham General Train Station.

## 4.STADIUM ACCESS

### Accessible Entrances

We have 2 accessible entrances at Wrexham AFC into the stadium, both situated in Mold Road. Our double doorway entrance giving full accessibility is located at Gate 12, this entrance is a flat entrance available to our wheelchair users and is also access to our disabled fans who aren't able to access via a turnstile for whatever reason. This entrance leads to ground level access along the front row of our Hays Travel stand for wheelchair viewing facilities.

Our 2<sup>nd</sup> accessible entrance is the 1864 suite it's a double glass doorway entrance again within our Hays Travel stand.

This entrance houses lift access to our wheelchair viewing platform for 6 wheelchair fans and their personal assistant.

Stewards are present at each accessible entrance to offer assistance.

Tickets are checked at each entrance with scanners.

Please note all carers tickets must be scanned at the same time and at the same point of entry to the supporter that their assisting.

For travelling supporters currently we don't have access to our away stand unfortunately. So access is via Gate 12 Mold Road, the entrance leads to ground level access along the front row of our Hays Travel stand and alongside our home fans. This is something we are doing all we can to get away fans closer to their own fans as soon as is possible.



## 5.TICKET OFFICE AND CLUB SHOP

Our match-day ticket office is situated within our Club Shop on Crispin Lane in the bkoncepts stand, alongside our players entrance. The ticket office is open Monday to Friday 10am – 5pm. Home match days Saturdays 10am until kick-off, and then again after the match until 5.30pm. Tuesday night games 10am until kick off and after the match until 10pm.

Also on match days we have another ticket office available which is situated very close to our accessible entrance in Gate 12. You will find this ticket office situated inside our glass entrance doorway to 1864 suite within our Hays Travel stand on Mold Road.

Collection of reserved pre paid tickets on the day of a game must be collected from our main club shop.

The Club 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'.

Entrance to our club shop is fully accessible. You will find 2 entrances; one is a step entrance with push door access to the front of our club shop. Our 2<sup>nd</sup> entrance is to the side and is fully ramped access to an electric push button doorway giving full accessibility to all.



## 6.ACCESSIBLE TOILETS

There are 4 accessible toilets in total currently available within Wrexham AFC.

3 Accessible toilets are situated in Hays Travel stand on Mold Road.

The 1<sup>st</sup> is located on level one of Hays Travel stand which you can access through the 1864 suite glass double doorway entrance and Accessed using our lift to level one.



2 further accessible toilets are located either end of the Hays Travel stand concourse and are flat access

Our 4<sup>th</sup> accessible toilet can be found in our Centenary Club located in our bkoncepts stand, entrance is located not far from our Club shop and Players entrance.

Picture of accessible toilet

All our accessible toilets have 2 hooks on the back of each door, 1 at wheelchair height, and 1 at full height and each toilet has been fitted with a shelf so that people with either medical equipment or stoma bags have somewhere to safely put things down without them being put onto the floor.

## 7.ACCESSIBLE STEWARDS

At Wrexham AFC we have 2 dedicated accessible stewards who along with our disability liaison officer are all on hand each match day to ensure you really do have the best match day experience possible. Both stewards and our DLO are on hand from 2pm as our turnstiles open to help you with any issues queries and are available right until the stadium is empty of fans.

Amy Davies, is our accessible steward who has been working in our quiet zone with autistic families for the past couple of seasons, and absolutely loves her role within the club, she is always eager to help our disabled fans, where needed.



Our other accessible steward Geraint Davies has also been the familiar face working in our quiet zone with our autistic families, but some of you may know Geraint from also welcoming our wheelchair fans up on our wheelchair viewing platform. Geraint's career away from the football club, provides him with a lot of experience which he utilises on a match day as an accessible steward. Geraint loves his role within the club.

Both these stewards are an absolute credit to Wrexham AFC, and really do fulfil an excellent role within our club.

Our Disability Liaison Officer at Wrexham AFC is Kerry Evans.

Kerry has fulfilled her role within our club for a 3 year period and is in charge of all things disability within our club. Kerry is always on hand to welcome all our disabled fans to the club each match day, and can usually be found pre match at Gate 12 our accessible entrance on Mold Road from 2pm. Kerry sits on our front row town end and is available to any disabled fan throughout the match day for any queries you may have. Kerry is always looking for ways to improve and is striving to achieve the very best match day experience for all our fans , and holding no barriers to our disabled fans.

You can always contact Kerry outside of a match day also on her official Wrexham AFC media outlets:

Email – [kerry.evans@wrexhamafc.wst.org.uk](mailto:kerry.evans@wrexhamafc.wst.org.uk)

Twitter -<https://twitter.com/OfficialDLOWAFC>

Facebook - <https://www.facebook.com/disabilityliaisonofficer>





## 8. HOSPITALITY

Our 1864 Suite is fully accessible to all and is located in our Hays Travel stand on Mold Road. Access is via the glass doorway entrance where there is a stairwell access to 1<sup>st</sup> floor 1864 suite along with lift access.

On our 1<sup>st</sup> floor you will find our 1864 suite which offers 2 course meals served to your table. There is a full bar available within the room on a match day plus commentary and former players interviews which change each game.

On the 1<sup>st</sup> floor there is also an accessible toilet.

This really is a great addition to a match day and season ticket 's on the hospitality are also available if you choose, although you can pay per match..



## **9. DISABLED SUPPORTERS INFORMATION**

### **Autism Friendly Wrexham AFC**

At Wrexham AFC we were awarded Autism Friendly status in November 2018.

This made us the 1<sup>st</sup> football club in Wales to be awarded this award from The National Autistic Society.

We are currently rolling out Autism training, which will be available to all our club staff and stewards at Wrexham AFC. We currently have 5 Autism trained members of staff within our club, who all deal directly with our designated quiet zone area.

We have an official entrance for our autistic fans and their families – Gate 12, which is a double doorway flat entrance in Hays Travel stand, Mold Road. We then have a designated route to our quiet Zone, without having to walk through a very busy concourse pre match. This route is signposted all the way along with NAS signs, and takes you down a concrete tunnel which is opposite Gate 12, and then you can walk along the front row of the stand until you get to our designated Quiet Zone which is found in PG1 on map.

Our Quiet Zone is available for any autistic fan who feels sitting amongst the general crowd could cause them an issue. In this area it is kept aside for fans who want to be in a quieter area to enjoy the football. We have 2 familiar face stewards Amy Davies and Geraint Davies, these 2 stewards are a wonderful addition to our quiet zone and make the autistic fans and their families feel very much at ease, and are regular additions to this area.

We offer FREE Autism Friendly bags to regular fans sitting in this area and they include sensory balls, fidget spinner, Wrexham AFC Hat, A Wrexham AFC Pendant, and A book about the history of Wrexham AFC. These items are all inside a reusable Wrexham AFC drawstring bag.



We also offer out Red Poncho's  
we offer Wrexham AFC Red Blankets

Also available is waitress service to this area. As we feel queuing at kiosks could be an issue to an autistic fan. So we offer a waitress service, where you can place your order pitch side in your seat and your order will be brought out to you again pitch side.

We also offer quiet walk about sessions. These are held usually 3 times a season, where we invite people who have never been into a football stadium before, or people who suffer with anxiety and possible issues with crowds, who would benefit from having a look around whilst the stadium is quiet. We show you the parking available on match days, where to purchase tickets, the entrance to use on a match day, we then discuss with people where they would like to sit to watch a game, along with showing the quiet zone we have available and our quiet hub. We are happy to help with any anxiety issues or answer questions to put people at ease before they attend a busy match day.

### **Our Sensory Hub -**

We now offer a full sensory area that is located under PG1 our Quiet Zone. This area has sensory items, along with lighting and colouring equipment. Making it the perfect place to go for a few minutes quiet time away from the crowd or to keep little fans occupied in half time. This Hub has been very well received and really makes the perfect quiet sanctuary if required.



### **Autism Friendly football Sessions -**

For the past 12 months we have been running Autism Friendly football sessions. They are run by our Racecourse Community Foundation at Wrexham AFC in conjunction with our Wrexham Branch of the National Autistic Society.

In each school holidays we run a 1 hour afternoon session which is dedicated for children with autism. It is held in Glyndwr Sports Hall for children up to 12 years of age. If you would like further information on these sessions please contact our Disability Liaison Officer Kerry Evans on :

Email – [kerry.evans@wrexhamafc.wst.org.uk](mailto:kerry.evans@wrexhamafc.wst.org.uk)

Twitter -<https://twitter.com/OfficialDLOWAFC>

Facebook - <https://www.facebook.com/disabilityliaisonofficer>

**All session details are pre announced before each school holidays giving out the day and time on our DLO official club social media sites.**



## **Dementia Friendly**

At Wrexham AFC we also hold Dementia Friendly status.

Again we were the 1<sup>st</sup> club in Wales to be awarded Dementia Friendly status.

Our Disability Liaison Officer is currently a Dementia Friend and a Dementia Champion, so she is able to hold dementia friends awareness sessions to all staff and stewards as required.

Until recently all our stewards were Dementia Friends and these sessions were kindly completed by David Mainwaring who is another Dementia Champion.

But obviously this is an ongoing commitment as each season we have in new players, staff and stewards, who given time will all attend dementia friendly awareness sessions also.

We offer a flat double doorway entrance – Gate 12 in Hays Travel Stand in Mold Road for anyone living with dementia who would feel unable to access Wrexham AFC via a turnstile.

We offer a quiet zone which is set aside from the crowds and has 2 familiar face stewards Amy Davies and Geraint Davies, who always work this area and are on hand to provide any assistance.

In this area we also provide waitress service pitch side, so that you will not need to go queuing in our concourse to purchase food/ drinks, but it will all be brought out to you in your seats pitch side.

We are currently looking to paint our Wrexham AFC toilets with Red walls to enable a person living with Dementia to distinguish between the white toilets and sinks.

Another big project we hope to have completed in the near future is all our steps within Hays Travel stand to again be painted with a Yellow edge to show the depth of each step, something that can be difficult for a person living with dementia to navigate.

We will also be adding more signage around our ground to help people living with dementia.



## Wheelchair Users -

We currently have a designated entrance for wheelchair users in Hays Travel Stand, Mold Road. It is a flat double doorway entrance – Gate 12. This gives access down a flat concrete tunnel to our low level front row which houses spaces for our wheelchair fans.

We currently have 38 wheelchair spaces which gives each wheelchair user the space they need plus a personal assistant seat adjacent to each space, for viewing at eye level onto the pitch.

We also offer a wheelchair viewing platform at height in our Hays Travel stand , Mold road. You can access this platform via the double glass doorway entrance labelled 1684 suite again in our Hays Travel stand on Mold Road, where you will find a lift that can be used to access our platform.

The platform offers space for 6 wheelchair users and their personal assistants to watch the game at height in an undercover area.

This platform is run on a rota system that is currently arranged by our club DLO and gives every wheelchair user the chance to watch games during the season from height.

In the MRS concourse University end we have a designated specific lowered kiosk for easier access

We offer waitress service to all our wheelchair users along the front row and up on our wheelchair viewing platform, where you can place an order for food / drinks pitch side / on the platform without the need to go and queue at the kiosks and your order will be brought out to you in your seat.

We also offer out Free of Charge Wrexham Red Blankets for cold days / night games and Fully Water Proof Ponchos for wet weather along with poncho's for your personal assistant.

We have a manual wheelchair available to loan on match days. If you would like to loan the manual wheelchair either contact Kerry our DLO, or it can be found in our 1864 suite entrance where you can ask our stewards



## Wheelchair accessible away travel -

We now are very proud at Wrexham AFC to now provided Wheelchair accessible away travel for 4 wheelchair users to attend away games run by our DLO at Wrexham AFC.

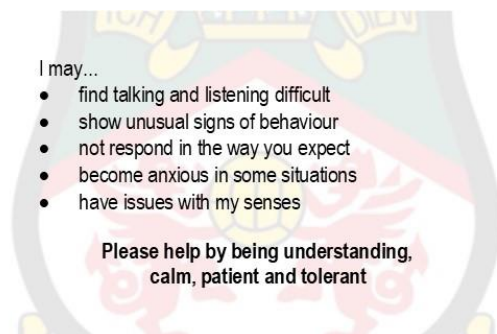
This travel is offered to 12 of our closest away games and is charged in conjunction with our Wrexham AFC official club away travel

If you would like to use our wheelchair accessible away travel during the season or would just like a bit more information, then please contact our club DLO Kerry Evans.



## Quiet Cards

At Wrexham AFC we offer out quiet cards that are available from our DLO – Kerry Evans, they are notification cards to help you support someone whilst visiting Wrexham AFC, they are offered out to carers who are supporting a fan with a mental or physical disability. They have been designed to raise awareness to any potential issue that may occur whilst in the stadium to our club staff members or stewards. These have been eagerly accepted by our families who bring fans who have autism and have been endorsed by The national autistic society. However, they are available to any fan who struggles with whatever disability.



## **Hearing Impaired supporters**

At Wrexham AFC we are currently looking into a hearing loop system that would help our deaf or hard of hearing fans

## **Visually impaired or partially sighted supporters**

Our Disabled Supporters Association currently offer an Audio Descriptive Commentary service at Wrexham AFC. This fantastic service is offered Free of Charge to any blind or partially sighted fan and all we ask is that you bring your own headphones (for hygiene reasons) to plug into the device. You then will get a full descriptive commentary service throughout the match, offering as much detail to you as possible. Our commentators have been trained by Alan March Sports Ltd, who delivers high end commentary to such events as Olympics Games / FA Premier League and the Football Association.

If you are interested in using this service please get in touch with our Disabled Supporters Association on :

Facebook : <https://www.facebook.com/WXMFCDSDA>

Twitter <https://twitter.com/WrexhamDSA>

Or contact our club DLO – Kerry Evans

We are also eager to offer Braille Signage around our ground

## **Assistance Dogs**

Any supporter wishing to attend the stadium with an assistance dog should contact Kerry our club DLO in advance so that we can ensure the appropriate match tickets (subject to availability) are allocated and adequate arrangements have been made.

## **Disabled supporters with learning difficulties**

There is no allocated seating for supporters with learning difficulties and they may therefore sit (subject to availability) in any preferred area of the ground.

## **Ambulant Disabled Supporters**

All ambulant disabled supporters are able to enjoy the game at Wrexham AFC with their companions from any seat that they chose.

If you require easy access seats or have a specific seating requirement, please contact Kerry Evans on : [kerry.evans@wrexhamafc.wst.org.uk](mailto:kerry.evans@wrexhamafc.wst.org.uk) to discuss more. Every effort will be made to accommodate such requests, subject to availability.

## **Reduced Mobility**

Temporarily disabled supporters (for example, broken leg) that may affect access to Wrexham AFC should contact Kerry our club DLO or the Ticket Office before the game to arrange alternative seating.

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