



## **Wrexham AFC Disability Ticketing Policy Introduction**

Wrexham Football Club operates a ticketing policy that 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.

By completing a simple application form along with submitting the appropriate supporting documentation, we can plan to meet your needs during your visit to The Racecourse Stadium and that accessible facilities and services are only used by the supporters that need them.

Each application is reviewed on a case-by-case basis. A Reasonable Adjustment Application Form can be downloaded [here](#). If you require assistance with filling out your form, then please contact our Disability Liaison Officer – Kerry Evans. Alternatively, you can request a form over the counter or by calling 01978 891864.

As well as providing auxiliary services, where a disabled supporter would find it unreasonably difficult or impossible to access the stadium or services offered without assistance, Wrexham Football Club will allow the disabled supporter to bring a Personal Assistant (PA) / Essential Companion free of charge. It is important to understand that the PA / Essential Companion ticket is not a concessionary ticket or '2-for-1' deal but is actually a reasonable adjustment made by the Club to enable a Disabled Supporter to more easily access the full range of match day and event services (in consideration of UK legislation as described in the Equality Act 2010).

### **Personal Assistants & Essential Companions**

At Wrexham Football Club, we take our responsibilities toward disabled supporters very seriously. We recognise that for some of our supporters to take advantage of all that we have to offer they may need support from another person. As such, it is our policy that where this is the case we make available complementary tickets which will enable a disabled supporter to bring a Personal Assistant/Essential Companion with them to support them with their needs.

The only criteria we have for offering a complementary Personal Assistant/ Essential Companion ticket is that you have to have another person with you to get the same quality of service as a non-disabled person for a reason related to your own impairment. This does not apply to short term conditions like broken legs.

**Please note that PA/ Essential Companion tickets on their own are not entitled to any benefits normally associated with a Season Ticket, this includes any renewal benefit or the purchase of match tickets during priority sale periods.**

### **Requesting a Personal Assistant/Essential Companion Ticket**

Since this scheme is potentially subject to fraudulent misuse, we have to operate a system to check eligibility for a complimentary ticket. To apply, [Reasonable Adjustment Application Form](#) will need to be filled in and you will also be required to submit appropriate supporting documentation to our Disability Liaison Officer ("DLO").

Please find below a list of supporting documentation that we might take into consideration when considering whether to allocate a complimentary ticket:

- Receipt of the Disability Living Allowance (DLA) or War Pensioners' Mobility Supplement (or government standard equivalent).
- Receipt of Personal Independence Payments (PIP)
- Receipt of either the Severe Disablement Allowance or Attendance Allowance.
- War Pensioners' Mobility Allowance or War or Service Disablement Pension for 80% or more disability.
- Blind or partially sighted registration certificate (BD8 or CVI Certificate) or evidence from an eye specialist, for example an optometrist, that the individual would qualify to be registered as severely sight impaired (blind) or sight impaired (partially sighted). Further advice can be found on the Royal National Institute of Blind People (RNIB) website.
- A personal letter from the GP, community nurse or social worker confirming either a long-term medical impairment or evidence of an autism diagnosis letter.

The club reserves the right to seek additional proof of disability where there is an element of reasonable doubt as to the need for a personal assist.

### **The Role of a Personal Assistant/Essential Companion**

By accepting the complimentary ticket given, your companion accepts full responsibility for providing you with the support you need to attend the match. This includes being able to provide you with additional assistance during the course of an emergency evacuation. Your PA/Essential Companion must be seated beside you during the match and be ready to assist you as required.

If you choose to attend Wrexham AFC without an essential companion you will be most welcome. However, you must take full responsibility for your own wellbeing, and in the event of an emergency at the stadium, you will be required to exit independently.

The stewards at the match are unable to provide assistance in excess of their typical role and general reasonable adjustments, so it's important that if you need help moving around, your PA/Essential Companion is ready and willing to support you with this.

### **Young Carers**

It is the policy of Wrexham AFC Stadium's Ground Regulations that all children under the age of 14 are accompanied by an appropriate adult aged 18 or over. We accept that young carers are a much valued and needed source of support, but we are only able to accept them under the free PA/Essential Companion ticket scheme where there is no risk of them being left unattended.

If your need for a PA/Essential Companion is something related to a potential deterioration in your condition then a companion ticket may not be authorised for anyone under the age of 14.

If you attend a match with a PA/Essential Companion under the age of 14 or if there is doubt in the absence of valid photo ID we reserve the right to refuse admission. This does not apply where there are other adults in the party able to accept responsibility for the young carer.

### **Contingency - What happens if you lose your support?**

It is important that you and your PA/Essential Companion are aware of what happens if for some reason you lose your support. If it is felt that your PA/Essential Companion is not providing you with the support you need we reserve the right to eject them from the facility at any time and refuse access under the companion scheme for future matches.

We will endeavour to support you with the rest of your visit if this is the case but if we are unable to make appropriate reasonable adjustments to do this and it jeopardises your, or other supporters, health or safety we may be left with no other option than ask you to leave also. It is especially important that you choose the right support to come with you.

### **Abusing the System**

If we feel that either the Disabled Supporter or their PA/Essential Companion are abusing the system, we reserve the right to treat the matter as Fraud and look at bringing legal action. Every accessible space taken up by somebody that doesn't need it represents a Disabled Supporter missing out.

It should also be noted that when entering the stadium, the PA/Essential Companion must enter at the same time as the Disabled Supporter. Although a Disabled Supporter can enter the stadium on their own, the

PA/Essential Companion will not be admitted without being in the presence of the Disabled Supporter and otherwise would need to upgrade their ticket.

PA/Essential Companion tickets are transferable; however, tickets for the Disabled Supporter are not. Should any supporter or PA/Essential Companion be found to be abusing this or any of the Disabled Supporters Ticketing Policy the club reserves the right to deny admittance or to take further action.

For more information regarding 'upgrading' your PA/essential companion ticket (if required) or for any other enquiry please contact the Ticket Office

### **Season Tickets & Matchday Tickets**

Disabled supporters can purchase a season or a match day ticket (subject to availability) at the appropriate age band price, which includes a complimentary ticket, if required, for their PA /essential companion (subject to qualification); see 'Requesting a free Personal Assistant/Essential Companion ticket above for guidance on this process

Disabled Supporters whom are wishing to purchase their tickets can either do so in person at the Wrexham AFC Ticket Office or over the phone on 01978 891864

### **Ambulant Supporters**

Disabled supporters not requiring wheelchair access can sit anywhere in the ground with their PA/Essential Companion (subject to qualification), providing they can access the area safely. They are also subject to the relevant price of the seating category of the area they choose to sit in. Requirements should be stipulated at the time of purchasing a ticket to ensure appropriate seating is provided.

### **Wheelchair Users**

Wheelchair users are accommodated on the front row of Mold Road / Hays Travel Stand at The Racecourse Stadium, which allow the PA/ Essential Companion to sit alongside them. We also have an elevated platform located in Mold Road/ Hays Travel Stand for Home Supporters which is run on a rota system giving every wheelchair user the opportunity to experience a different view of the game over the course of the season. To make sure your name has been added to that rota please speak to our disability liaison officer Kerry Evans.

All areas in which wheelchair users are located offer good lines of sight.

**Please note that we only have a limited number of spaces available for wheelchair users and allocation is subject to availability**

## **Temporary Mobility Restrictions**

Supporters suffering from temporary mobility restrictions (e.g. broken leg) that may affect access to the stadium or seating areas, should contact the Ticket Office either in person or over the phone on 01978 891864 prior to the fixture to arrange alternative seating.

## **Blind/Partially Sighted Supporters & Deaf/Hard of Hearing Supporters**

An Induction Loop System is available in certain parts of the stadium including our club shop and hospitality areas complimentary headsets can be provided and used in all areas of the stadium, to enable supporters to listen to the audio description match commentary provided by Wrexham Disabled Supporters Association. Please contact the DSA for more information.

## **Assistance Dogs**

Any supporter wishing to attend the stadium with an assistance dog needs to contact the Disability Liaison Officer Kerry Evans, so that we can ensure the appropriate match tickets (subject to availability) are allocated and adequate arrangements have been made prior to the fixture.

## **Contact Information**

**Disability Liaison Officer:** Kerry Evans  
**Telephone:** 07716 314024  
**Email:** [kerry.evans@wrexhamfc.tv](mailto:kerry.evans@wrexhamfc.tv)

**Wrexham AFC Ticketing Manager:** Dan Sear  
**Telephone:** 01978 891864  
**Email:** [Daniel.Sear@wrexhamfc.tv](mailto:Daniel.Sear@wrexhamfc.tv)