



## Club Disability Policy 2019-20

Queen of the South Football Club is committed to ensuring that its disabled supporters and customers 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 fully supports the principle of equal opportunities and opposes all forms of unlawful or unfair discrimination on the grounds of disability. Our aim is to make the match-day experience as enjoyable as possible and inclusive for all supporters.

Discrimination includes:

- direct discrimination - treating someone with a protected characteristic less favourably than others
- indirect discrimination - putting rules or arrangements in place that apply to everyone, but that put someone with a protected characteristic at an unfair disadvantage

Queen of the South Football Club aim to fully comply with both the spirit and provisions of the Act.

For the purposes of this policy the definition of a disabled supporter is: "any person who, because of their disability or impairment, is unable to use ordinary stand seating without contravening Health and Safety regulations, guidelines or policy. Any such person will be considered for use of the designated areas of the stadium in line with the procedures set out in this policy."

We will operate a concessionary ticketing policy for disabled supporters and will ensure that the scheme does not discriminate between disabled people with differing impairments. The Club recognises that not all of its facilities are fully accessible to disabled customers and confirms that it is committed to making the necessary reasonable adjustments described by the Equality Act, 2010.

If a visually or hearing impaired spectator requires the assistance of a guide dog, the dog will be allowed access to the stadium free of charge - other dogs are permitted entry only at the discretion of club officials depending on the dog's nature and match/ crowd circumstances. If required, a suitable seating or terrace location will be provided where the dog can comfortably rest.

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## Queen of the South Football Club



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The Safety Officer has contact with the Disability Access Officer.

The Club has a training programme to ensure that all Senior Managers and appropriate “front line staff” are trained in the provisions of the Act. Ongoing training will be included in staff induction programmes.

The Club Disability Access Officer is Keith Thom.

The Club has a grievance procedure in place and guarantees to its disabled supporters and customers that any complaints of discrimination will be dealt with quickly under that procedure. The Club has advised its staff that any incident of discrimination under the provisions of the Act is a serious matter and will be dealt with under the Club’s Disciplinary Procedures.

William Hewitson  
Chairman