



## Club Disability Policy 2017-2018

### Club Policy covering Part III (The provision of goods, services and facilities) of the Disability Discrimination Act

The Club is committed to ensuring that its disabled supporters and customers have as full access as is reasonably possible to make to all goods, services and facilities provided or offered to the public by the Club.

The Club 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 Disability Discrimination Act and its relevant Codes of Practice to ensure full compliance with the legislation.

The Club also recognises that it has new duties to remove permanent barriers that make it difficult or impossible for some disabled customers to access Club facilities. The Club will undertake such additional works as are reasonably required within the timescales set out in the Act. 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 Eric Slaven.

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