

# HEART OF MIDLOTHIAN FC

## TYNECASTLE PARK

### Accessible Policy & Procedures



# General Policy

Heart of Midlothian Football Club (The Club) is committed to Supporters and Customers who are disabled having full access to all matches, goods, services and facilities provided and offered to the public.

The Club employs a Disability Access Officer (DAO) to support, as necessary, the needs of all Supporters who are disabled. The DAO will work closely with the Heart of Midlothian Disabled Supporters Club to ensure the needs of all Supporters who are disabled are fully considered.

The club has a pan-disability approach recognising support is required for supporters who are wheelchair users, ambulant disabled, partially sighted/blind, hard of hearing and have learning difficulties. However disabilities out with this list are recognised in addition to our elderly supporters who may have reduced mobility.

The Club operates a concessionary ticketing policy for certain accessible areas due to the level of facilities available, as outlined in the ticketing procedures. The Club will ensure there is no discrimination between persons with different disabilities.

The Club recognises not all facilities are fully accessible to people who are disabled and is committed to making the necessary reasonable adjustments described by the Equality Act 2010 to ensure full compliance with the legislation.

Accessible facilities are detailed below however are not limited to this list as improvements are considered on an on-going basis.

- Audio Descriptive Commentary
- Wheelchair User Viewing Areas
- Easier Access Seats
- Ramped Access (rear of Gorgie Stand)
- Lifts x 2 (Gorgie Stand (1), Main Stand (2))
- Support from Stand Managers and Stewards

The Club guarantees to investigate all complaints of disability discrimination and will respond as quickly and timeously as possible.

# Accessible Procedures and Match Day Provisions

## Stadium Access:

External access to the stadium for supporters who are disabled is provided at the Tynecastle Terrace and McLeod Street entrances. Access to the seating and concourse areas of the Gorgie, Wheatfield & Roseburn Stands is via passenger lifts situated at the East Side of the Roseburn and Gorgie Stands and the Main Stand (North). In addition there is a lift in the main stand reception area which can be used as a back up. A ramped access is also provided from Tynecastle Terrace at the rear of the Gorgie Stand. There is also a pedestrian entrance/exit in Wheatfield Place which supporters who are disabled may utilise.

Access to main stand and other areas is available by an escalator.

Access to all main stand hospitality areas is in place.

The entrance to the Hearts Shop and Ticket Office is fully accessible.

Accessible entrance to the Gorgie Suite is via McLeod Street.

## Ticketing Procedures:

Wheelchair User, Ambulant Disabled, Blind/Partially Sighted and Personal Assistant

### Home Support

A total of 99 spaces for Wheelchairs User\_supporters and their personal assistants can be allocated in the stadium. Adjacent personal assistant seats are available.

Admission is charged at a concessionary rate for wheelchair users due to the level of facilities available (in consideration of the match category), admission for personal assistants is complimentary.

Blind/partially sighted supporters and their personal assistants who are members of the Rex Blind Parties are allocated a number of seats in the Main Stand (Lower Section T), with audio commentary system provided. Tickets are charged at a concessionary rate with admission for the personal assistant being complimentary.

Blind/partially sighted supporters and their personal assistants may choose to sit in any other area of the stadium with audio commentary provided, which can be requested from the Disability Access Officer. Admission is charged at the relevant rate based on age bracket & seating zone (*in consideration of match category*), with admission for the personal assistant being complimentary.

Ambulant and other disabled supporters can choose to sit anywhere within the stadium. Admission is charged at the relevant rate based on age bracket & seating zone (*in consideration of match category*), with admission for the personal assistant being complimentary (if criteria qualification met).

Tickets for home supporters can be purchased from Heart of Midlothian Ticket Office

Complimentary Personal Assistant Tickets: a complimentary personal assistant season or match ticket will be issued if the applicant is covered or in receipt of one or more of the following:-

- Receipt of Disability Living Allowance – All award levels with the exception of somebody receiving the lower level of the care component only
- Receipt of Personal Independence Payment - all award combinations
- AFIP as it is an equivalent to PIP for Armed Force personnel injured on active service.
- Attendance Allowance - both award levels
- War Pensioners' Mobility Allowance or War or Service Disablement Pension for 80% or more disability
- Blind or partially sighted and have a registration certificate (BD8 or CVI Certificate) or other relevant evidence from an eye specialist such as an optometrist
- Confirmation in writing from a GP, consultant or relevant specialist that an individual is included on their Deaf Register, or a letter or report from an audiologist confirming that hearing loss has been recorded at 75-80 dBI or worse.
- Original letter from a GP or consultant stating that the individual has a physical disability and requires a companion whilst in the stadium.
- Original letter from a GP or consultant stating that the individual has an intellectual disability and requires a companion whilst in the stadium . In cases of mental health – confirmation in writing from GP or consultant ~~Social Services~~ or other suitably qualified professional that the individual requires additional support
- Industrial Injuries Disabilities Benefit if the rate is above 20%

Which ever one or more of the above is relevant the most recent documentation confirming this information needs to be provided when purchasing. Any questions or advise on this subject should be addressed to the club's Disability Awareness Officer.

Concessions are also available for adults who require a personal assistant who are in receipt of Employment Support Allowance and are in the Support Group (or the Universal Credit Equivalent). Adults in receipt of this benefit need to supply the club with an award letter dated in the current year.

### Away Support

A number of Wheelchairs User supporters and their personal assistants can be allocated in the Roseburn Stand. Segregation will apply to allocation for home and away fans. The available number of seats is dependent on the categorisation of the match and the number of sections and seats allocated to away fans.

A number of tickets will be provided (on the away Club's request) for any other fans who are disabled and their personal assistants, however the number available is not unlimited for practical reasons.

Admission is charged based as per the rules set out for home fans.

### **Accessible Parking:**

Limited accessible parking is available and is coordinated via the Disability Access Officer, in consultation with the Stadium & Facilities Manager.

### Home Support

**Community Pitch Car Park, Wheatfield Place:** A limited number of accessible spaces are available on a season ticket basis

**Street Parking Wheatfield Place:** Limited number available a first come first served basis however the Club has no involvement in allocation. Council parking attendants will monitor. Disabled blue badges must be clearly displayed in the vehicle.

### Away Support

Bus parking is available in **Russell Road**. Additional facilities are also available for cars if blue badges are displayed. This is subject to the bus allocation not being fully utilised.

Limited accessible parking may also be available in the **Community Pitch Car Park** on request to the Disability Access Officer.

### **Match Day Stewarding:**

Heart of Midlothian employ contract stewards from G4S Events to assist in the control of all stadium events and deal with spectator's needs. They also have an active role in any emergency situation and receive full training from their company on a continual basis. G4S have advised the Club this training incorporates disability awareness.

### **Provision of Information on Club Operations:**

Information on all club activities are listed on the Club's comprehensive website and is supported by mailshots, newsletters, match day magazines and radio / press announcements.

Accessible information can be obtained by visiting the Club's website by clicking on <https://www.heartsfc.co.uk/tickets-and-hospitality/matchday/accessibility-information>. Alternatively direct contact should be made with the Club's Disability Officer who will be pleased to deal with any type of enquiry.

### **Stadium Signage:**

The Club in consultation with the Disability Access Officer will continue to review and identify any signage needs. This will be particularly relevant following any refurbishment or alteration.

### **Staff Training:**

The Club will review the requirements for staff training and provide the necessary training to staff as required.

### **Feedback:**

The Club encourages supporters to provide feedback on any accessible issues. This is essential as the Club always strives to look at ways of improving the match day experience for our supporters who are disabled.

### **Contact:**

The current Disability Access Officer is Keith Ferguson who can be contacted by email at [keithferguson@homplc.co.uk](mailto:keithferguson@homplc.co.uk), telephoning 07743780913 or by writing to Keith Ferguson, Disability Access Officer, Heart of Midlothian Football Club, Tynecastle Park, Gorgie Road, Edinburgh, EH12 2NL