

BERWICK RANGERS FOOTBALL CLUB PLC

Disability discrimination act:

Disability Policy & PROCEDURES

DISABILITY ACCESS OFFICER 2017/18 Graham Exley

Berwick Rangers are 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. This general policy extends to the clubs administrative base as well as to the venue of home matches at Shielfield Park.

ADMINISTRATIVE BASE

The club offices are located on the ground floor of a two storey building which is located at Shielfield Park, Shielfield Terrace, Tweedmouth, TD15 2EF. The offices are as stated at ground level and access is via the main double door official entrance providing comfortable wheelchair access. A disabled toilet is situated on the ground floor of the Black and Gold Club opposite club main entrance.

STADIUM

The club plays its home fixtures at Shielfield Park Stadium, Tweed mouth, Berwick upon Tweed. The stadium is not all seated but has approx 1300 seated spaces for fans in the main stand which is broken down into three areas, south, centre and north. Average attendance for normal Scottish league games is between 400-500. There are spaces in Disabled area to accommodate approx 10 wheelchairs with seating for helpers adjacent in north/south stand area. Guide dogs are allowed for our games. Separate disabled toilets with car parking to rear of stadium (FREE) in Black and Gold Pub.

There is a disabled toilet block at entrance from turnstile area into main stands (North and South) Next to Disabled Section. Disabled Toilet also in block behind covered terracing.

ADMISSION/ACCESSIBILITY TO STADIUM

NORMAL ACCESS TO NORTH/SOUTH STAND either via main club turnstiles (disabled gate and ramp) in car park (ENTRANCE MARKED AS "B" on gates") with assistance from stewards or via main official club entrance/players tunnel to stands. The following applies:

The club does not charge disabled patrons for entry to its home matches nor does it charge for bona-fide carers/helpers with the proviso this concession is not abused. Pre booking not normally required although advance notice of any unusual requests would be appreciated with contact to the club address/phone/email.

CUSTOMER CARE

The following policies/procedures apply.

The club, staff and stewards shall not discriminate between people with different impairments.

The clubs admin staff plus other front of house personnel and stewards shall be instructed to observe the provisions of the DDA or any other relevant legislation.

Staff, as stated above, are required to treat disabled supporters and customers with all due patience, politeness, courtesy and practical assistance at all times.

Email: club@berwickrangers.com

August 2017

Berwick Rangers Football Club PLC