Berwick Rangers Football Club Provision for Disabled Spectators:

Equality Act 2010.

2023/24

CLUB POLICIES BERWICK RANGERS FOOTBALL CLUB

Provision for Disabled Spectators

Disability Policy & PROCEDURES DISABILITY ACCESS OFFICER: Graham Exley

Club Contact/Advisor Kieran Bowell (General Manager)

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.

A Stairlift is available for access to First Floor Level.

STADIUM

The club plays its home fixtures at Shielfield Park Stadium, Tweedmouth, 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 Lowland league games is between 300-450. Disabled fans will be catered for in Main Stand area (new section installed on entrance to stand, room for 4 wheelchairs plus carer seating). Dogs are allowed for our games, on leads. 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 Stand.

ADMISSION/ACCESSIBILITY TO STADIUM

NORMAL ACCESS TO NORTH/SOUTH STAND/TERRACES 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 stand area applicable.

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The following applies:

Entry fee for disabled patrons for entry to its home matches is the applicable concessionary rate which is £5 (any changes on www.berwickrangers.com).Bona-fide carers/helpers are admitted free 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 Disabled Spectators Equality Act 2010 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](mailto:club@berwickrangers.com)

Berwick Rangers Football Club PLC

April 2023

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