



**GREENOCK MORTON FOOTBALL CLUB**

# **DISABILITY POLICY**

**AUGUST 2016 JM**

## **Document Control**

Prepared: August 2016  
Reviewed: November 2017  
Reviewed February 2018  
By John Malcolm, Safety Advisor

## **Introduction**

This policy reflects the commitment of Greenock Morton Football Club to ensuring that all supporters who have disabilities, whether permanent or temporary have as full an access to all of the services offered or provided by the Club.

The Club have as specialist advisors, The Renfrewshire Access Panel). This expert user led organisation undertaken audits and can when appropriate provide training.

The Club will work in partnership with this specialist group and further develop policies in respect of disabled supporters.

## **The Stadium**

The Main Stand is the location for all matchday disabled provision. The following is made available:

- Fifteen (15) places for wheelchair users
- Fifteen (15) places for carers
- Twenty (20) places for ambulant/blind supporters and if required their guide dogs.
- Separate purpose built toilet facilities
- Sufficient dedicated parking within the Club Car Park, and by arrangement parking on the closed section of Sinclair Street (Permit issued), no charge for Blue Badge holders.
- Special arrangements for any overflow or if supporters wish to exercise the option of being located behind the goals at Sinclair Street or WDE (Away support only and only when that end of the ground is open)

## **Access Points**

Access to the Stadium is by the dedicated turnstile in Sinclair Street at Main Gate. Supporters can be dropped off/picked and cars parked in the Club Car Park at Sinclair Street. Disabled supporters who drive themselves should notify the Stewards of this fact and assistance will be provided if required from the Car park to the Main Gate and return. Stadium Safety and Emergency Contingency plans do not permit parking in Sinclair Street on match days.

## **Admission Prices**

Disabled supporters will pay for admission at a rate set by the Club. Carers do not pay. This however is conditional on one (1) carer per person unless special circumstances exist and the Club is notified prior to the match.

Season Ticket holders for the disabled area, whenever possible will have priority. Non season ticket holders are requested to notify the Club prior to the match so that if necessary provision can be made in other areas.

## **Customer Care**

All Club Staff, Stewards and any appointed contractors engaged on match days shall not discriminate between people with differing impairments. The legislative framework underpinning provision for the disabled will be observed.

All staff will practice patience, politeness, courtesy at all times and when requested undertake to provide assistance. Assistance will always be offered.

Any grievances in relation to disabled facilities will be dealt with promptly.

Any failure to comply with legislation in respect of disabled supporters will be treated as a serious breach of Club discipline and may result in disciplinary action.

It is recognised by the Club that not all of its facilities are fully accessible to disabled supporters and customers. As a Club Greenock Morton will make all necessary adjustments to deliver all legislative requirements and codes of conduct to ensure full compliance.

A pre ordering fast food delivery service is provided for disabled supporters.

## **Forward Planning**

As the Club moves forward as regards service delivery to supporters. The specialist advisory group will be a key partner. They will be consulted in every aspect of service provision to ensure the needs of all supporters are met.

## **Disability Liaison Officer**

GMFC have appointed a Disability Liaison Officer (Andy Adams) and he will continue and develop links with the supporters for which his remit covers and with national and international organisations and bodies relative to football. Disabled Supporters Association and CAFÉ.

## **Supporters Surveys**

In order that local needs and desires of disabled supporters are met GMFC will conduct surveys of both disabled supporters and carers with a view to increasing services provided and ensuring those services are fit for purpose.

The Club is very conscious that Stadium Management are not expert in disability needs but the users are. That is why we engage, listen and whenever possible act.

## **See, Tell, Fix**

GMFC have adopted a practice of

See it.

Tell us

We fix it.

When it comes to our disabled support.