



Ticket / Box Office  
Disability Liaison / Access Officers

Manager

Dear Colleagues,

**Ticket allocations and information for visiting supporters with a disability 2017 / 2018 season**

Set out below are the ticket allocations and information about facilities and arrangements for supporters with disabilities visiting Ewood Park.

- The allocation for visiting supporters using wheelchairs, who are unable to transfer to a stand seat, is 30, plus a ticket for an assistant/carer if required. More can be requested if needed.
- Tickets for ambulant supporters including those with reduced mobility, learning disabilities, deaf or hard of hearing and blind / partially-sighted and assistants/carers if required should be taken out of your standard allocation.

Your club determines how tickets are distributed to your supporters with disabilities.

Any unsold tickets must be returned to Blackburn Rovers prior to the day of the game, along with any other unsold tickets, so they may be released back onto the system for selling on the day.

The allocation for visiting supporters will be sold in advance of the game. Please let your supporters know that they will only be able to purchase a ticket with or without an Assistant ticket on match day, if any of the allocation has been returned unsold.

Most visiting supporters purchase match tickets in advance of the game to ensure appropriate seating / space is available. Fans requesting Assistant tickets on the day of the game will be asked to provide supporting evidence from their home club, for example their season / match ticket indicating they have an assistant/carer.

Staff don't make assumptions or judgements that someone would need an assistant/carer whether the disability is visible or otherwise and so to ensure a smooth operation at the point of purchase, our sales staff are advised to use the following guidance for match days if a visiting supporter requests an assistant ticket whether a wheelchair user or ambulant:

- Evidence is required when an assistant/carer ticket is requested;

- If supporting evidence is not presented it is reasonable for staff to ask for some; e.g. home Club ticket and assistant/carer ticket, letter of entitlement.
- Although we do not use DLA/AA award notices as evidence for our fans we will accept it from visiting fans if that is the evidence accepted by the home Club.

### **Important information for your fans when visiting Ewood Park**

- The visiting supporters' home club determines who needs an assistant/carer under the Equality Act 2010 to accompany them to an away match.
- Visiting supporters will usually be located in the lower tier of the stand. Ambulant supporters can choose to sit anywhere in the visitors section subject to safety. To ensure appropriate seating, ambulant supporters should specify any requirements e.g. step-free access, to their home club, before purchasing tickets.
- The front row at pitch level will be available for visiting supporters who are wheelchair users and unable to transfer to a stand seat. Wheelchair users who are able to transfer to a stand seat and ambulant supporters can also request a front row seat if preferred or if step-free access is required, subject to availability. This area is exposed to the elements.
- If the upper tier is in use, ambulant supporters who have difficulty using the stairs to the upper tier, should notify the Club beforehand by contacting the Safety Officer on 01254 508283.
- Blind/partially-sighted supporters are asked to bring a small radio and tune into commentary on Radio Rovers. Braille readers can order an abridged version of the match day programme in advance by contacting our Access Officer.
- Guide and Assistance Dogs are welcome: supporters should contact the Access Officer ahead of the game to make arrangements to ensure appropriate seating.
- Limited parking is available at the ground on a first-come, first served basis. Supporters are advised to pre-book Match day parking at the ground in advance to guarantee a space. A permit is required to access Car Park B behind the away end stand. A blue badge is not sufficient to gain entry. The cost is £10.
- At moments of excitement during the game and for crowd management purposes stewards and police officers may stand in front of fans and may occasionally obstruct the views of some wheelchair users. In the event of this occurring those affected may be offered an option to re-locate if they prefer.

We will notify you of any change to current arrangements. Specific arrangements may be in place for some fixtures but we will contact you separately nearer the time. As always we are happy to discuss any queries you may have. For ticket related matters please contact Sharon Metcalfe (Ticketing Manager) on 01254 508100. For disability related matters please access Rovers website at [www.rovers.co.uk/fans/DisabilityMatters](http://www.rovers.co.uk/fans/DisabilityMatters) or contact the Access and Safeguarding Officer Christine Peacock on 01254 508205 or 07717 724646.

Yours faithfully,

Blackburn Rovers Football Club