



Access Statement

2022/23

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Introduction

At Aston Villa Football Club, we are committed to providing a welcoming, safe, and inclusive environment for all supporters and visitors to Villa Park.

Promoting access, equality and inclusion are at the heart of our values and, as a Club, we are committed to providing a fully inclusive and equal experience for all supporters and visitors.

Our Access Statement will provide you with all the information you need in relation to disabled access, services, and facilities to help you plan your visit to Villa Park.

We hope that this guide will provide all the information you need to make your visit to Villa Park an enjoyable one. If you cannot find the information you need in this guide or have any suggestions about how this guide might be improved, please contact our dedicated Accessibility team on 0121 326 1518 or email accessibility@avfc.co.uk.

Sections 1, 2, 3, 4 and 5 of this guide relate to football matches involving Aston Villa. Sections 6, 7 and 8 relate to non-matchday events.

We cannot accept responsibility for the contents or omissions of websites which this guide refers or link to. Nothing in those websites or in this document forms part of any contract between Aston Villa and any visitor to our ground.

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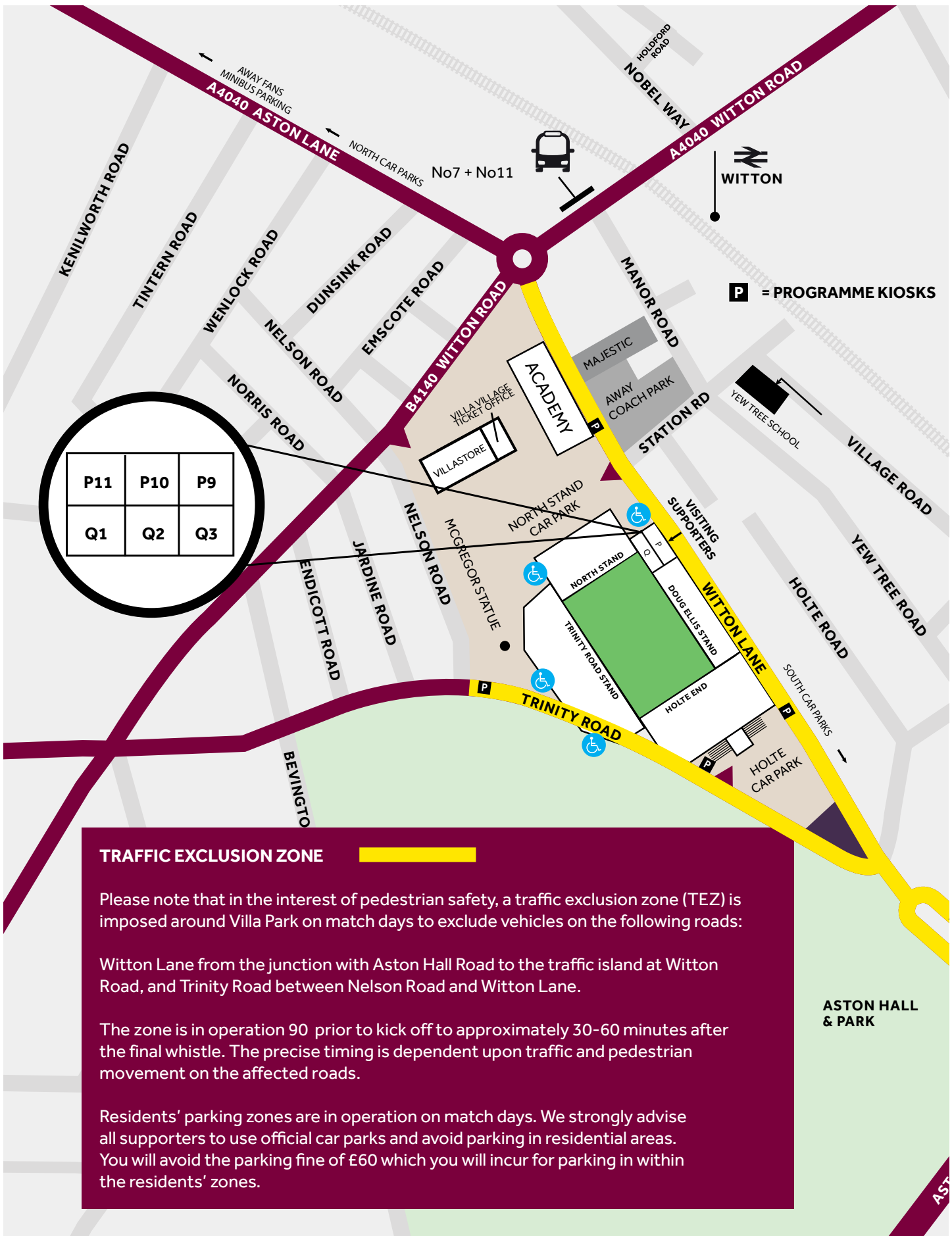


Travel & Transport

This section sets out travel information for home football matches at Villa Park. NON MATCHDAY indicates where travel information changes if you are visiting Villa Park on a non-matchday.

How to find us:

Aston Villa Football Club
Villa Park
Birmingham
B6 6HE



Match Day Road Closures and Drop-off Points

Please note that in the interest of pedestrian safety, a traffic exclusion zone (TEZ) is imposed around Villa Park on match days. The TEZ is in operation from 90 minutes prior to kick off to approximately 30-60 minutes after final whistle. Drop-off can be arranged allowing supporters to be brought to either the North Stand or Holte End car parks, within walking

distance of their stadium access point. However, the constraints of the TEZ must be observed and all supporters are advised that they should be dropped off prior to the TEZ being enforced (Recommended time is two hours prior to kick-off, TEZ can be brought forward if there are security concerns).



Air

The nearest airport is Birmingham International Airport. Rail connections are available from Birmingham International Airport via Birmingham New Street. Villa Park is approximately 25 minutes by road from Birmingham International Airport although you may wish to add additional travel time to account for matchday traffic.



Bike

There is a cycle stand available free of charge at Villa Park, located in the Villa Village car park behind the store and ticket office.



Car

Accessible car parking is explained in the Access for Matches – Accessible Parking section of this guide. If you are not restricted by mobility limitations, there are numerous official match day car parks available on match days. Information on parking sites will be shown in the VILLA PARK section of www.avfc.co.uk.

NON MATCHDAY – Villa Park has an abundance of stadium parking, with painted Accessible bays available for your visit.



Rail



Villa Park is supported by two train stations, Aston Station and Witton Station. Both stations run regular services to and from Birmingham New Street.

Witton station (0.3 miles from Villa Park) - Walsall to Birmingham New Street line

- **Aston station** (0.7 miles from Villa Park) - Lichfield to Longbridge / Redditch line

Details of the accessible features of these stations can be found at www.nationalrail.co.uk and www.networkwestmidlands.com

Tickets for Aston Villa Matches



Disability Defined

As defined by the Equality Act 2010, a disabled person is an individual who “has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities.”

To ensure that we treat everyone fairly and to enable us to take the particular circumstances of disabled supporters into account when allocating seats, the club requires all applicants for seating which has been allocated for the specific use of disabled supporters to meet at least one of the following criteria:

- Receipt of the Enhanced rate of Personal Independence Payment (mobility or care).
- Receipt of the Higher rate of Disability Living Allowance (mobility or care).
- Receipt of either the Severe Disablement Allowance, the Employment and Support Allowance or the Attendance Allowance.
- War Pensioners' Mobility Allowance or War or Service - Disablement pension for 80% or more disability.

- Visually impaired or blind registration with Royal National Institute of Blind People (RNIB) or Blind or partially sighted registration certificate (BD8 or CVI certificate).
- Deaf registration with Royal Association for Deaf People (RAD) or confirmation in writing from a specialist confirming that hearing loss has been recorded at 70-95dBHL or worse.

NB- this list is not exhaustive, and consideration will be given to any other evidence that can be provided. Please note in the case of DLA or PIP, as the allowance may be for life or a fixed period, the club reserves the right to periodically check that an applicant remains eligible.

Buying Your Ticket

Disabled supporters should contact the Clubs Disability Access Officer (0121 326 1518 or accessibility@avfc.co.uk) when looking to book tickets for the first time.

Alternatively, supporters can visit our website and fill out an access requirement form - www.avfc.co.uk/club/disability-accessibility/access-requirement-form/

In addition, tickets can be purchased online - to access this facility you must first register an account at members.avfc.co.uk. Please contact the Ticket Office on 0333 323 1874, who can provide you with further assistance.

We would ask that, wherever possible, you detail the nature of your disability so that we are able to assist your purchase and offer you seats most suited to your requirements. (Subject to availability)

Tickets for wheelchair user bays' and seats to accommodate disabled supporters are available for purchase either on a seasonal or match-by-match basis, subject to availability. There are eight positions available to purchase on a match-by-match basis with one position reserved for emergency displacement of season ticket holders.

Season tickets are subject to a waiting list, please email accessibility@avfc.co.uk to join or call the ticket office for more information.

Supporters of away clubs visiting Villa Park are advised to contact their own Club for advice on ticket availability.

Personal Support

Where the need for personal support has been identified, the Club will admit a disabled supporter's personal assistant ("PA") free of charge on the understanding and condition that they are providing a service to the disabled supporter to enable them to access match day facilities.

There is an expectation that a PA can assist the disabled supporter in the following ways:

- Enter and exit the stadium with the disabled supporter
- Sit with the disabled supporter, using the seat designated by the club
- Assist the disabled supporter to ensure they are comfortable
- Accompany the disabled supporter to the accessible toilets if required
- Provide non-emergency medical care and support to the disabled supporter, if required (e.g., taking medication)
- Assist the disabled supporter with food, drinks, or retail purchases

- Assist with evacuation or other emergencies (beyond that which would be ordinarily expected from stewards and other stadium staff)
- Communicate effectively with stewards and other stadium staff, if required

Please note that complimentary tickets are issued on the basis that they are solely used for the purpose of assisting the disabled supporter when attending matches.

If a personal assistant is attending alone at Villa Park, they would need to upgrade the disabled ticket for the relevant game. An additional person can attend on the personal assistant ticket if the relevant match ticket price is also paid.

Please note, if you have a personal assistant season ticket, it does not have the benefits of a season ticket holder, you cannot build history, attend away matches without the disabled supporter or access the rewards program.

Tickets for Disabled Supporters

As at any football stadium, the upper tiers of Villa Park are very steep, and we would therefore discourage any supporter who would be unable to exit the stadium quickly in the event of an emergency from purchasing tickets in any upper tiers.

If you are a disabled supporter who needs and qualifies for a personal assistant ("PA") (see the Tickets for Aston Villa Matches – Personal Support section of this guide for qualification criteria), we would strongly encourage you to make use of the opportunity to bring a PA to matches. Safety is of paramount importance to us and therefor your PA must be capable of supporting your needs in the event of an emergency as well as generally during matches.

The club may offer a concessionary price for both season tickets and individual match tickets for disabled supporters. Concessions are not based on disability-type but instead are offered to any disabled supporter who would have a restricted choice of seating at Villa Park due to their disability.



	Price Zone 1	Price Zone 2	Price Zone 3	PRICE ZONE 4	WHEELCHAIR BAYS
ADULT	£752	£677	£633	£531	£531
OVER 66	£489*	£440	£405	£345	£345
FULL TIME STUDENT/ARMED FORCES	£602*	£542	£506	£426	£426
UNDER 21	£430*	£351	£328	£275	£275
UNDER 18	£299*	£270	£219	£145	£145
UNDER 14		£170	£139	£105	£105
FAMILY PACKAGE				£1,207	

Ticket Allocation Policy

Our ticket allocation policy is designed to reward our most loyal supporters with the opportunity to buy tickets which best suit their needs. Tickets for League and cup competition fixtures will generally

be offered for purchase to season ticket holders and members first, before going on general sale. Please be aware we can never guarantee the availability of tickets to any person for any match.

Away Fixtures

The Club is given a limited number of tickets (including seating for disabled supporters) for away fixtures. Priority for away tickets is given to Season Ticket Holders with away booking history.

The number of spaces for wheelchair users is dependent on the allocation of wheelchair spaces provided by the host club. If the Club can offer additional tickets to wheelchair users for a particular away match, these tickets will be allocated on the same basis as away tickets are sold to non-disabled supporters. Due to the varying levels of seats at away stadiums which are suitable for disabled supporters, we cannot guarantee all ticket requests.

The allocation for ambulant disabled supporters will

be reserved on the recommendation of the host club, additionally there will be a small percentage of tickets reserved on the front row due to persistent standing.

Disabled supporters requiring tickets for Villa's away matches can book through all standard ticket office channels, or by contacting our ticket office. Please ensure that you have purchased a ticket before making arrangements to travel. Wherever the Club arranges supporter travel to an away fixture, we will make every effort to ensure that suitable travel is also available for disabled supporters.

Neutral Venues

Where the Club plays at a "neutral" venue e.g., a cup final or semi-final at Wembley, tickets will be allocated to disabled supporters on the same basis and in the same manner as to non-disabled

supporters. Tickets will generally be offered for purchase to season ticket holders and members before going on general sale.

An aerial photograph of Villa Park stadium, showing the large brick building, the pitch, and surrounding urban area. The text is overlaid in the center of the image.

Facilities at Villa Park for Disabled Supporters

Introduction

We aim to have facilities and amenities at Villa Park which enhance the match day experience of all disabled visitors and provide ease of access wherever possible. Set out below are details of the specific steps that the Club will take in relation to disabled supporters. However, these are not intended to be exclusive; where a person is a disabled

supporter (as defined in the Tickets for Aston Villa Matches - Introduction section of this guide), the Club will take reasonable steps to provide any assistance which is reasonably necessary. Please contact our Disability Access Officer if you have any queries or wish to discuss the steps that the Club may be able to take in your particular circumstance.

Away supporters

Ambulant disabled supporters are advised to purchase seats located in Q2, row A, seats 22-32 & Q3, row A, seats 50-70 due to persistent standing and ease of access. If you require additional advice on the best seats to use if visiting as an away supporter, please speak to our Disability Access Officer. Accessible parking for visiting supporters is available on the away coach park. Away clubs will be sent an allocation of permits which need to be purchased in advance from the visiting club. Please note that accessible parking cannot be purchased on the day of the game.

Away supporters who require a wheelchair bay, will be located within the away section in the lower Doug Ellis Stand, Q Block. There are 7 wheelchair positions that are pitch side with adjacent seating for personal assistants – ponchos subject to availability are available during inclement weather. We recommend checking the forecast before traveling. Wheelchair users can access the stadium via Gate 28, which is located next to the away ticket office and turnstiles. (Entrance 4)

Facilities for Disabled Supporters Using Wheelchairs

We accommodate home supporters who are wheelchair users and their PAs within the Trinity Road Stand, providing a number of wheelchair bays with PA seating.

There are three accessible entrances available to home supporters at Villa Park, all of which offer ground level access to wheelchair viewing facilities.

All entrances are clearly signed and open approximately one and a half hours prior to each kick off.

Please refer to the map on page 4:

- **Entrance 1** – located between the Holte Stand and Trinity Road Stand.
- **Entrance 2** – located next to C block turnstiles.
- **Entrance 3** – located at the North Stand underneath the Corner Flag Restaurant.
- **Entrance 4** - located next to Q block turnstiles. (Away supporters)

Inclusion Rooms

There are two dedicated Inclusion rooms located in the North Stand. Inclusion rooms provide a calming environment for supporters on the autism spectrum, supporters with dementia, or anyone with a neurodiverse condition to enjoy a match. Supporters often use these facilities as a gateway into the general seating areas. These rooms can

be booked on a match-by-match basis, subject to availability by contacting our Disability Access Officer (accessibility@avfc.co.uk). Please note that to enable the Inclusion rooms to be used by as many people who require them, a limit on the number of times this facility can be used in a season may be utilised.

Facilities for Disabled Supporters with a Visual Impairment

We welcome all disabled supporters using an assistance dog (in line with Guide Dogs for the Blind Association guidelines). Please let us know, when purchasing tickets, that you will be accompanied by an assistance dog when attending matches. If you would like to ensure that your assistance dog is familiar with Villa Park and its surroundings before a match-day, we would be happy to facilitate a pre-match visit. Please contact the Disability Access Officer to make these arrangements.

There is no allocated seating for visually impaired supporters, and they may therefore sit (subject to availability) in their preferred area of Villa Park. As with any football stadium, the upper tiers of Villa Park are very steep and we would therefore discourage

any supporter who would be unable to exit the stadium quickly in the event of an emergency, from purchasing tickets in any upper tiers.

Headsets, which feature full audio commentary of matches, can be provided by the ticket office to visually impaired supporters upon request. This audio commentary service is provided free of charge. **Please contact the Disability Access Officer on 0121 326 1518 or email accessibility@avfc.co.uk to order your device!**

Facilities for Disabled Supporters with a Hearing Impairment

Should you require any assistance when visiting Villa Park, we have induction loops located at the following information points:

1. North Stand Reception
2. Villa Village Ticket Office
3. Villa Village Shop

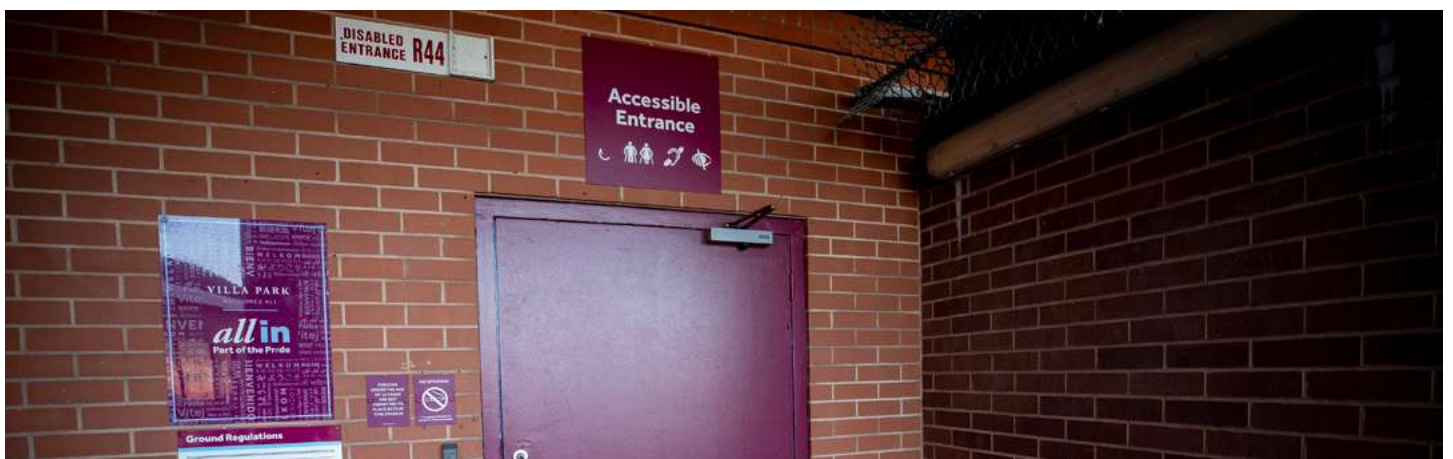
4. Trinity Road Ticket Office
5. Trinity Road Stand Reception
6. Security Lodge

A British Sign Language Interpreter (level 2) is available at Villa Park on a match-day, please ask at North Stand reception if required.

Facilities for Disabled Supporters who are Ambulant

Seating for ambulant disabled supporters is located in a variety of areas around Villa Park. Such spaces may benefit from increased leg room, may be close to an entrance/exit or may otherwise be more easily accessible and are considered, by the Club, best suited to ambulant disabled supporters.

Ambulant disabled supporters are advised to contact the Disability Access Officer at Aston Villa prior to purchasing tickets for fixtures at Villa Park so that we can discuss your particular circumstances and attempt to find the most suitable seating for you.



Accessible Car Parks

Due to the limited number of stadium car parking spaces available to supporters on match days, the Club is unfortunately unable to offer stadium car parking to every Blue Badge holder. However, the Club endeavours to fulfil the needs of disabled drivers and passengers and will sell stadium car parking to Blue Badge holders subject to availability.

Car park passes are available to purchase on a match-by-match or seasonal basis. On-site accessible parking is situated in the Holte End and North Stand/Villa Village.

As well as parking on stadium car parks at Villa Park, disabled supporters may also use external

car parking facilities which are located in close proximity to Villa Park. Parking permits are available to purchase in the Majestic and Yew Tree School on a seasonal or match-by-match basis, subject to availability (Accessible Parking must be booked 24 hours before the match).

The location of accessible car parks is shown on page 5. For more information on accessible car parking or to purchase car park passes please contact our ticket office. If you do not require accessible parking, there are numerous official match day car parks available on match days. For more details on the location of official car parks please visit: www.avfc.co.uk.

Catering Facilities

A number of snack/beverage kiosks with low level counters are located in concourses throughout the lower tier of the Trinity Road Stand and are within

easy access of the wheelchair user bays' which are situated on the same level.

Accessible Toilets

Accessible toilets are located in the lower tier concourse of the Trinity Road Stand and are in close proximity to the wheelchair user bays' located in the same stand. The facilities are designed to give visitors independent use and can only be accessed with a Radar Key which can be obtained from any steward patrolling the area. We also have Accessible Toilet facilities at the following locations:

- North Stand Lower accessible toilet located in the Gas Lamp Lounge. (Hospitality section)
- North Stand Upper accessible toilet located outside sensory rooms. (Hospitality section)

- Trinity Upper accessible toilet located in the corridor outside the Heineken Lounge. (Hospitality section)
- Doug Ellis Upper block P accessible toilet located on the mezzanine level. (Hospitality section)
- Holte End Lower accessible toilet located in the Holte Suite.
- Away fans in Q block accessible toilet located in the concourse area and two additional accessible toilets located within the accessible entrance.

To access these facilities on a matchday, please contact your nearest steward.

Changing Places Facility

Villa Park has a changing places facility situated in the lower Trinity Road Stand. It is located close to the family zone in Block C9. To access this facility on a match-day please contact your nearest steward.

Visiting supporters who require the use of the

changing places facility and any supporters who require any additional information, please contact 0121 326 1518 or email accessibility@avfc.co.uk prior to your visit to Villa Park.

General

Any supporter who is suffering from temporary injuries or illnesses which could affect their ease of access whilst at Villa Park (e.g., a broken leg), should contact the Ticket Office on 0333 323 1874 prior to

the match. Wherever possible (although we cannot guarantee this), seating will be arranged so that supporters do not suffer undue discomfort due to their ailment.

Lift Access

Lift access is available in the Trinity Road Stand, from ground to upper levels of the stadium bowl. The lift can be accessed via turnstiles 97-103, located close to the McGregor statue outside the Trinity

Road Reception. There is no lift access available for the Holte End upper, Doug Ellis upper or the North Stand.

Bag Policy

Villa Park currently operates a bag searching policy meaning all supporters and their belongings are subject to search for the safety and security of all attending the match. Bags will be subject to security check as determined by stadium staff in their reasonable discretion. Fans with medical

bags or items they must carry with them must be searched and we do advise arriving early to avoid inconvenience and delays. For any enquiries around medication and bag exemptions, contact accessibility@avfc.co.uk or call 0121 326 1518.

Access for Retail



Aston Villa Club Stores Villa Village

The Club's flagship store "Villa Village", is located on the North Stand car park next to the ticket office. The store is located on ground level and has accessible parking bays located adjacent to the entrance. The doors at the entrance are push button operated. Our staff would be happy to assist you with any enquiries or to access goods placed at higher levels. Induction loops are fitted and signposted at both payment tills and the shirt lettering counter.

Opening hours:

Monday to Saturday: 10am to 5pm

Sunday: 10am to 4pm (except on Christmas Day, New Year's Day and Bank Holidays in England)

Services:

- Free match-day click & collect service - click.avfc.co.uk
- Free Returns to stores
- Shirt Personalisation
- Delivery Service
- Shirt Personalisation including Women's personalisation.
- Membership Pack in store.

Online Shopping

To visit the online store please go to shop.avfc.co.uk

Contact for assistance

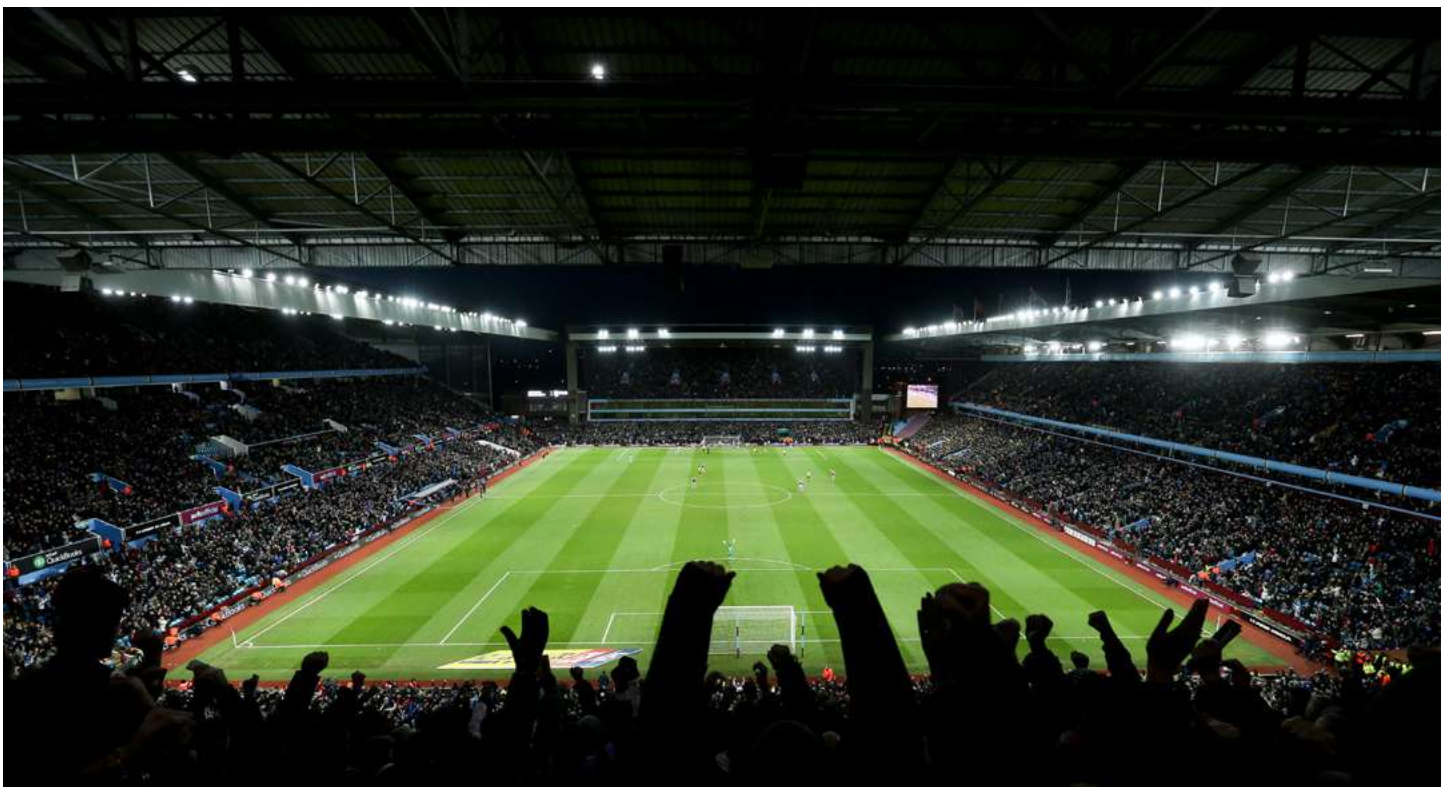
Telephone +44 (0) 330 053 6010

Available between:

Monday to Friday 8am - 8pm

Saturday and Sunday 9am - 4pm (except on Christmas Day, New Year's Day and other Bank Holidays in England)

Alternatively, you can send enquiries regarding your order or products via email to: customer.services@shop.avfc.co.uk. We will endeavour to reply to your email within 24 working hours of receipt.



A photograph of a restaurant interior. In the background, a large wine cellar is visible through a glass display wall, filled with numerous wine bottles on wooden racks. The ceiling is made of horizontal wooden slats and features a modern, multi-arm chandelier with warm-toned lights. In the foreground, a round wooden dining table is set with white plates, glasses, and water bottles. Several wooden chairs with dark blue upholstered seats are arranged around the table. The overall atmosphere is warm and sophisticated.

Access for Hospitality & Events

Access for Matchday Hospitality

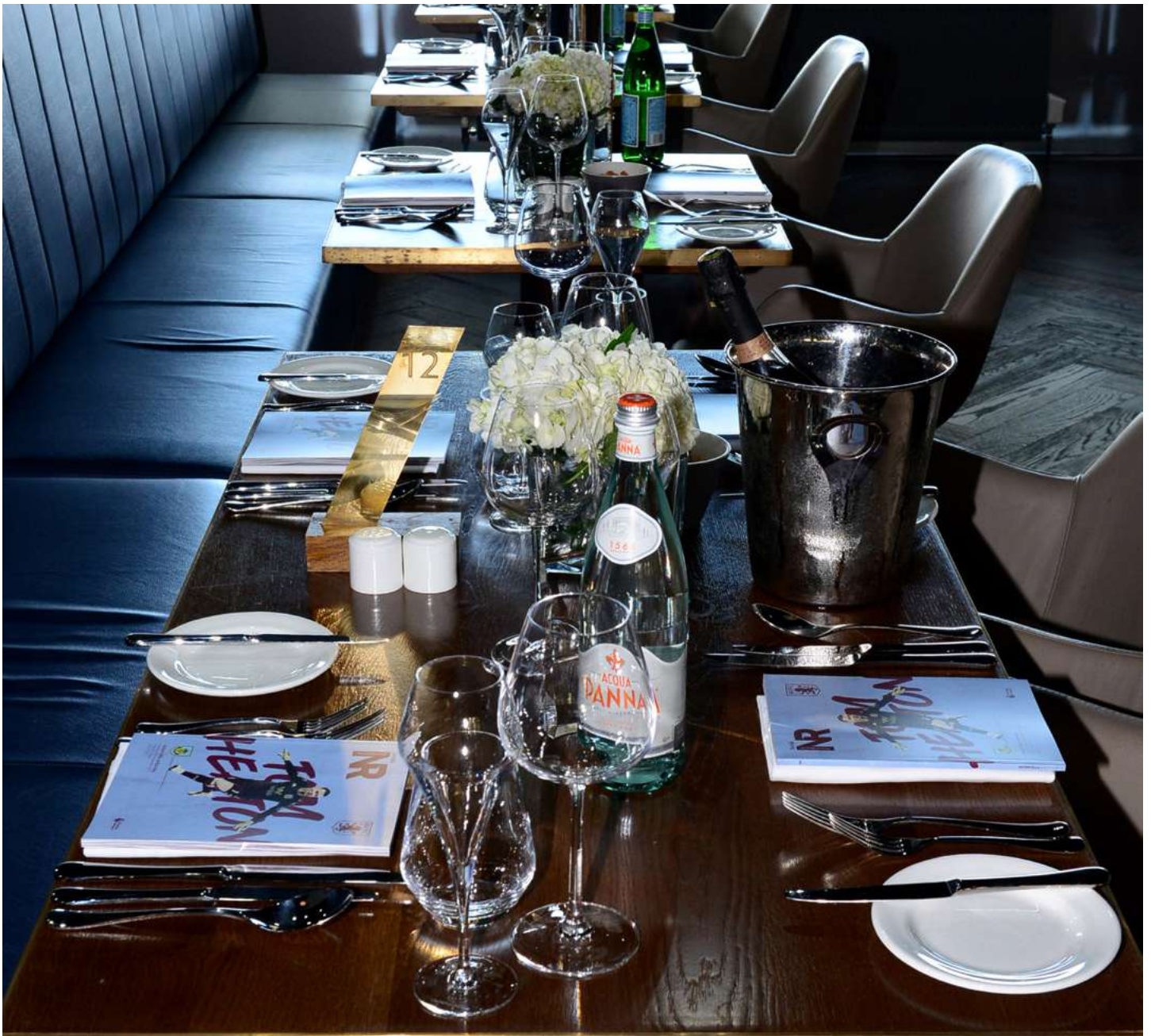
We have a variety of hospitality packages available on matchdays for corporate clients. We can offer high quality dining experiences in several of our lounges with accessible viewing facilities to match. Please be aware that not all our hospitality suites are fully accessible. We therefore ask for you to contact our sales team on 0333 323 1982 option 1 or email hospitality@avfc.co.uk as far as possible in advance, giving us the best opportunity to ensure that you and your guests have a fabulous day.

Hospitality suites and packages are booked on a first-come first-served basis. The capacity of wheelchair users we can accommodate within each stand at Villa Park is governed by the number of

wheelchair users we can safely evacuate in the event of an emergency. Please help us plan for your safety by contacting us in advance and ensuring we know that a person with accessible needs will be attending.

Headsets, which feature full audio commentary of matches, can be provided for visually impaired supporters upon request. This audio commentary service is provided free of charge. Please contact the Disability Access Officer on 0121 326 1518 or email accessibility@avfc.co.uk to order your device.

For further details please contact our matchday hospitality sales team on 0333 323 1982 option 1 or email hospitality@avfc.co.uk



Access for Conferences and Banqueting

We have a variety of suites and lounges offering a unique venue for your next event.

Our Holte Suite is fully accessible and comprises an elegant ground-floor suite situated at the traditional Holte End of the stadium. The Holte Suite is a purpose-built venue for events from prestigious conferences and sumptuous black-tie dinners through to trade exhibitions. The Holte Suite has step-free access from its own car park and benefits from a large foyer.

With other lounges or suites at Villa Park, the capacity of wheelchair users we can accommodate is governed by the number of wheelchair users we can safely evacuate in the event of an emergency.

Please help us plan for your safety by contacting us in advance and ensuring we know that a person with additional access requirements will be attending. For further details please contact our sales team on 0333 323 1982 or email events@avfc.co.uk. Induction loops are available on request.



Access for Other Events

Non Aston Villa Matches

In the event that Villa Park hosts a football match or other sporting event in which Aston Villa does not play, the Club will provide the staging organisation

and/or the competing clubs with appropriate accessibility information and they will be responsible for distributing that information to their supporters.

Other Events held at Villa Park

In the event of Villa Park hosting a special event such as a pop concert, a separate accessibility guide will be made available.

Access for Community Programmes

The Foundation's provision for people with disabilities currently provides regular, competitive football for boys and girls from the age of six right through to adulthood.

Our Ability Counts teams train weekly in the Academy Building at Villa Park and play matches against teams from across Birmingham and the UK. In addition, the FA People's Cup also offers an excellent chance to play against teams from all over the country.

However, Ability Counts is about more than producing winning teams, and the programme was founded in order to create opportunities for participation.

We put the emphasis on having fun, making new friends and building confidence, while also highlighting the importance of regular physical activity.

Inclusive Holiday Courses have been a popular addition to our existing offer, providing days packed with football skills and matches for ages 7-16 across dates in the school holidays.

Our Disability team have also been working hard in local schools to encourage understanding of disabilities via the delivery of Diversity Days.

A Birmingham City Council project, Foundation coaches deliver activities in mainstream schools that provide pupils with a chance to experience wheelchair sports among other games.

The Foundation also launched disability specific teams in 2019, across blind football, partially sighted football and cerebral palsy alongside a girls only disability offer. We also formally support Villa Rockets, our Powerchair Football team.

We work closely with many inclusive organisations across the city, including Sport Birmingham, Activity Alliance, Birmingham County FA Disability Lead and more to support and enhance our delivery.

In 2019 we saw the launch of our club sensory rooms, which will be utilised on match-days and non-matchdays throughout the season. The facilities provide a range of equipment for people with autism spectrum disorder and learning difficulties and are available on non-matchdays for groups to come along and experience the rooms on a quiet day with a fantastic view of the pitch and stadium. If you would like more information about the sensory rooms, would like a visit or to book in a group for non-match days, please contact foundation@avfc.co.uk or call 0121 327 2299.

Contact Information

We are committed to providing the best possible customer experience we can for all visitors to Villa Park. You may find the contact information below useful:

Disability Access Officer - Anthony Richards

Email: accessibility@avfc.co.uk

Tel: **0121 326 1518** or **0333 323 1874**

Level Playing Field

(Trading name of the National Association of Disabled Supporters) Level Playing Field, c/o CAFE, No. 1 Olympic Way, Wembley, London HA9 0NP

Email: info@levelplayingfield.org.uk

Tel: **020 8621 2403**

Kick It Out

4th Floor South, 1-5 Clerkenwell Road, London, EC1M 5PA

Email: info@kickitout.org

Tel: **020 7253 0162**

Fax: **020 7253 5579**

To report any incident of discrimination, please call **0800 1699 414**

AVDSA - Aston Villa Disabled Supporters Association

www.avdsa.co.uk

Chairperson: **Joanne Mckibbens**

Email: chairwoman.avdsa@hotmail.com

Tel: **07757 084 692**

Aston Villa Independent Supporters Association (AVIDS)

Chairperson: **Tim Craythorne**

Email: tcraythorne.avids@hotmail.co.uk

Tel: **01527 894756**



Our aim is to ensure that Aston Villa Football Club is an inclusive institution that provides a welcoming environment to supporters, the local community, customers, employees, contacts and competitors. We want to ensure that the Club and all its subsidiaries are free from discrimination of any kind, embracing all regardless of age, race, disability, gender reassignment, pregnancy and maternity, sexual orientation, marriage and civil partnership, sex (gender), religion or belief.

We are committed to promoting equality, valuing diversity and combating unfair treatment throughout our organisation, supporters and staff. Our aim is to formulate an initiative that transcends all levels of the Club. Through ALL IN, the Club aims to ensure that the message of equality is followed and actively practised. Aston Villa will strive to guarantee that anyone involved with the Club, no matter the capacity, can be assured of an environment in which their rights, dignity and individual worth are respected, and in particular that they are able to enjoy their engagement at the Club without the threat of intimidation, victimisation, harassment, bullying and abuse.