

Process of the parking allocation for disabled supporters

Starting in the 2022/23 season, The Club will introduce will allow a small number of disabled supporters/blue badge holders to access spaces within close proximity of the West stand, from where there is easy access to other stands.

The booking system is managed by The Disability Access Officer. The process for the allocation of parking bays is as follows:

- The Disabled support who wishes to be considered for a parking space, contacts the DAO no later than 7 days prior to the next home match
- Each disabled supporter is entered into a draw
- The draw takes place 5 days prior to a home game at ER
- A random selection is made by the DAO, witnessed by a member of staff
- Contact is made to the supporters to offer them one of the parking spaces.
- Process continues until all spaces are allocated. A reserve list of two supporters is held
- Once a supporter has been allocated a parking space, they are not able to be part in the draw for the game following their allocation to enable as many supporters as possible the opportunity of parking.
- DAO passes information to Ticket Office staff to mark on the supporters record of the allocation of a space with date.
- DAO keeps a record of the allocation and updates after each draw
- Operations Administration is notified of the names of the supporters using the spaces at the upcoming game which is passed to security for entry.
- DAO reserves the right to allocate a parking space to a supporter (home or away) in *exceptional circumstance*. This will not form part of the draw allocation and can only take place if the draw has not yet taken place.
- On the day of the match, supporters using the parking bay should allow sufficient time in gaining access and **ONLY** use the parking bays marked **'DAO MATCH DAY ALLOCATION ONLY'**.