



DISABILITY ACCESS POLICY



CONTENTS

0. DECLARATION

0. STATEMENT IN SUPPORT OF DISABILITY ACCESS

1. TICKETING AND PRICING POLICY

2. PERSONAL ASSISTANTS

3. WHEELCHAIR USERS

4. AMBULANT DISABLED

5. BLIND AND PARTIALLY SIGHTED

6. HEARING IMPAIRED

7. SAFETY CONSIDERATIONS

8. COMMENTS AND COMPLIMENTS

9. MOBILITY RESTRICTIONS SUPPORT

10. SENSORY AND LEARNING DISABILITY & AUTISM

11. ACCESS

12. MONITORING AND PROVISION

13. TRAINING

14. POLICY REVIEW

DECLARATION

CHILD WELLBEING & PROTECTION POLICY	
Policy Owner:	Disability Liaison Officer
Implementation Date:	January 2024
Review Due:	January 2025

Signed:



Date: 4th January 2024

Name: Ben Kensell

Position: Chief Executive Officer

POINT OF CONTACT

Joyce Harvie
DISABILITY LIAISON OFFICER
TEL: 0131 656 7066

EMAIL: Accessible Tickets accessibletickets@hibernianfc.co.uk

EMAIL: jharvie@hibernianfc.co.uk

A green geometric background pattern consisting of various lines and shapes, creating a modern, abstract design.

STATEMENT IN SUPPORT OF DISABILITY ACCESS

Hibernian Football Club is committed to ensuring supporters and customers are not discriminated against on the grounds of disability. The Club strives to ensure that, as far as is reasonably practicable, all supporters and customers have access to all goods, services and facilities provided by or offered to the public by the Club.

The Club endeavours to avoid making offers less favourable to persons with disabilities by having flexible arrangements to ensure where alternatives are necessary, the goods and services available are, as far as is reasonable, suitable for the expectation of the supporter and customers.

The Club will continue to improve the facilities and provisions offered to supporters by consultation as part of its' Disability Work Plan and ongoing future development of its services overall.

1.0 TICKETING AND PRICING POLICY

Hibernian Football Club has an open dialogue with its disabled supporters and encourages them to contact the Club through the Disability Liaison Officer to discuss facilities and improvements.

In addition, the Ticket Hub has a dedicated telephone line where advice and information can be obtained.

Accessible discounts may apply to an individual depending on their level of disability or need.

The criteria used will be as follows:

- PIP (personal independence payment) enhanced in either criterion.
- The high-level Care component of DLA (Disability Living Allowance).
- The high-level Mobility component of DLA.
- Blind or Deaf-Blind registration (BD8 or CVI Certificate) or evidence from an eye specialist, for example, an optometrist, that the individual would qualify to be registered as severely sight impaired (blind) or sight impaired (partially sighted).
- Deaf confirmation in writing from Social Services that the individual is included on their Deaf Register, or a letter or report from an aural specialist confirming that hearing loss has been recorded at 70 – 95 dBHL or worse.
- War pensioner/disabled services veteran – Armed Forces Independence Payment (AFIP)
- Child Disability Payment
- Attendance Allowance

Supporters can apply to the Ticket Hub to be provided with the following passes to assist them at games:

- Lift Pass
- Liquid Pass
- Lift & Liquid Pass

Accessible Tickets accessibletickets@hibernianfc.co.uk

2.0 PERSONAL ASSISTANTS

Where identified and agreed upon as part of a reasonable adjustment need, personal assistants will be included in the ticket price, subject to availability.

This list is not exhaustive, and consideration should always be given to any other evidence that can be provided. However, in all cases, common sense should prevail, and the dignity and privacy of the disabled person should be paramount.

Accessible tickets for personal assistants are available to disabled supporters in receipt of the following:

- DLA – High Care and/or mobility Component
- PIP – Enhanced
- Attendance Allowance
- Blind or partially sighted registration certificate (BD8 or CVI Certificate) or evidence from an eye specialist, for example, an optometrist, that the individual would qualify to be registered as severely sight impaired (blind) or sight impaired (partially sighted)

- Confirmation in writing from Social Services that the individual is included on their Deaf Register, or a letter or report from an aural specialist confirming that hearing loss has been recorded at 70 – 95 dBHL or worse – covered by below.

In exceptional circumstances, the Club reserves the right to issue Personal Assistance tickets to supporters who do not receive any of the above. In these circumstances, the Disability Liaison Officer should be contacted. If a disabled supporter requires/requests two personal assistants, a meeting with the Disability Liaison Officer should be made to discuss the requirements and authority given to more than one individual assistant ticket to be issued.

Please note that if the disabled person cannot attend a match at Easter Road, we will only allow a Personal Assistant access provided they pay for a full-price seat. The Personal Assistant should contact the Ticket Office to upgrade their ticket before any home match where this situation may occur. Failure to do so will result in them not being permitted entrance to the Stadium.

- Personal Assistants tickets are issued to the Season Ticket Holder and have no acquired season ticket rights.
- Personal Assistants must accompany the Season Ticket holder whilst on-site as they are there to support them.
- Personal Assistants may not attend a fixture without the Season Ticket Holder unless they have a separate upgraded ticket.
- Personal Assistant Tickets acquire no rights to away tickets, memberships, or discounts.

Personal Assistants not performing a supportive role whilst on-site will render the holder's entitlement null and void. If Season Ticket Holders are experiencing problems with support from their Personal Assistant whilst on-site, they should bring this to the attention of the Disability Liaison Officer and/or Disability Support team members, who will assist them in dealing with the problem.

Every effort will be made to accommodate Personal Assistant in an adjacent seat. Still, where this is not possible throughout the Stadium or for ad-hoc purchases, they will be accommodated in the nearest available seat, subject to availability.

3.0 WHEELCHAIR USERS

Due to the age and design of the Stadium, not all areas are fully accessible to wheelchair users, so spaces can be limited in the seating bowl. The following areas are currently available:

- West Stand raised platform rear of lower tier, (accessed by lift)
- East stand raised platform
- North stand lower track side view and upper tier (accessed by lift)
- South stand lower track side and upper tier (accessed by lift)

4.0 AMBULANT DISABLED

Supporters with some independent mobility can purchase tickets throughout much of the Stadium but are advised to check areas are suitable to their needs, e.g., close to vomitory access to the concourse for toilets or refreshment counters, or wide aisled area etc.

Details of specific requirements should be given to ticketing staff so suitable places can be allocated, pending availability of seating.

5.0 BLIND AND PARTIALLY SIGHTED

Hibernian Football Club operate an audio commentary service.

There is an area within the West lower stand for blind and partially sighted individuals. However, blind, or partially sighted supporters can purchase season tickets or occasional tickets in other areas of the Stadium.

The audio service is available to all Season Ticket and Away supporters. All supporters wishing to use the service should contact the Disability Liaison Officer.

- Commentary equipment is free to use.
- All commentators are trained.
- Commentators are located within the Press area of the West stand and can access other areas of the Stadium to deal with any issues.
- Equipment must be returned post-match to North stand reception. The equipment hire is not charged if it is returned in good order.

All other members who attend occasionally and are registered on our database with the Club take priority for vacant spaces. After which, empty spaces can be applied for via the Disability Liaison Officer.

Guide dogs are welcome at the Stadium and should be comfortably seated next to their owner. The supporter should contact the ticket office or the Disability Liaison Officer in advance of the game and arrival at the stadium to be allocated appropriate seating. The Disability Support Team is available an hour prior to kick-off in the North stand between turnstiles 29/30 and the Clubstore.

6.0 HEARING IMPAIRED

The Club has provided mobile induction loop units at strategic customer interface areas. These are the Ticket Hub. These systems can easily be moved to venue locations to provide individual assistance in communication.

7.0 SAFETY CONSIDERATIONS

Hibernian Football Club is committed to maintaining a safe environment for its disabled supporters and visitors.

As part of its continuous review of services, the Club has taken account of the previous requirements of the Disability Discrimination Act part iii and the additional requirements of the Equality Act 2010 concerning access to the Stadium, seating areas and facilities.

For purposes of this policy and clarity of arrangements offered by The Club, the following are defined as disabilities:

- Deaf, sign language users, deafened, deaf-blind.
- Visually impaired persons.
- Prescribed wheelchair users.
- Learning difficulties/disability and sensory difficulties.
- Autism.
- Mobility impairment.
- Severe physical conditions.
- Severe and enduring medical or mental health problems.
- Older people with physical frailty.

You are disabled under the Equality Act 2010 if you have a physical or mental impairment that has a ‘substantial’ and ‘long-term’ negative effect on your ability to do normal daily activities. Substantial is more than minor or trivial, e.g., it takes much longer than it usually would to complete a daily task like getting dressed. Long-term means 12 months or more.

Certain conditions are not to be regarded as impairments for the purposes of the Act. These are:

- Addiction to, or dependency on, alcohol, nicotine, or any other substance (other than in consequence of the substance being medically prescribed).
- The condition is known as seasonal allergic rhinitis (e.g., hay fever), except where it aggravates the effect of another condition.
- Tendency to set fires.
- Tendency to steal.
- Tendency to physical or sexual abuse other persons.
- Exhibitionism.
- Voyeurism

There may be circumstances of impairment which would, though only temporary but lasting for over one year, meet the above definition. However, this does not entitle the individual for the duration of the temporary disability to be eligible for the additional access discounts of The Club.

Disabled supporters are asked to make us aware when making bookings of any special arrangements they need to assist us in making the correct reservations or reasonable adjustments for them. For example, this may be accessing our hospitality service or other services and access to facilities within the Stadium.

8.0 COMMENTS AND COMPLIMENTS

The Club has a procedure in place and guarantees to supporters and customers with disabilities that any comments or complaints will be taken seriously and dealt with promptly. These should be directed to the



Disability Liaison Officer (jharvie@hibernianfc.co.uk) in the first instance, who will discuss this with the Head of the appropriate department and respond.

Any positive comments about improvements that can be made to our disability access provision are also welcome.

9.0 MOBILITY RESTRICTION SUPPORT

Wheelchairs are available to assist individuals who may, because of frailty or mobility impairment, require the use of one for the duration of their visit to the Club or to transfer from one location to another. If required, supporters are asked to contact the First Aid stations within the Stadium's concourse for assistance.

Lifts are available at accessible points throughout the Stadium, with access to all levels in our hospitality areas and upper concourses. Supporters needing to use the lifts are encouraged to apply for a lift pass through the ticket office.

Individuals with disabilities, when purchasing their tickets, are advised to inform the accessible ticket staff of any specific needs they have so that we can advise them on suitable seating locations within the stadium. In addition, ambulant or semi-ambulant disabled individuals with restricted mobility who are not regular wheelchair users should, also when purchasing tickets, indicate any specific needs they may have. This will enable staff to advise them on appropriate seating areas.

Safety wheelchairs can be accommodated in all hospitality areas, however specific provisions may need to be made to allow viewing. This service is operated on a first-come, first-served basis. The Club requests as much notice as possible for adjustments and arrangements to be put in place.

If applicable, at the time of purchase of tickets for a game or event, it is the responsibility of supporters and/or customers to inform the accessible ticket service or the Disability Liaison Officer beforehand if they need assistance in the unlikely event of an evacuation.

'Rest a While' seating areas within each concourse are being installed. These will allow our ambulant disabled or elderly patrons to catch a breath.

10.0 SENSORY AND LEARNING DISABILITY & AUTISM

Through the North Stand refurbishment, the Club will be designating a specific quiet zone for supporters and customers who may require some quiet time and a safe place during games or events.

11.0 ACCESS

11.1 Lifts

Lifts are monitored by stewards to enable access for all to the correct seating locations on match days. Lifts are available to the North and South upper-level wheelchair platforms and customers who have applied for

lift pass through because of accessibility issues. The West raised wheelchair platform located at the rear of the lower tier and the West (North end upper tier) concourse and customers who have applied for lift pass through because of accessibility issues. Lift access is also available to all levels of the hospitality suites in the West Stand from the main reception lift.

- West Stand raised platform rear of lower tier, (accessed by lift located at North End)
- West Stand Hospitality Suites (accessed by lift located at West Stand Reception)
- East stand raised platform
- North stand lower track side view and upper (access by lift)
- South stand lower track side and upper (accessed by lift)

A lift pass is required for those with mobility difficulties to assist with access to upper stadium seating and should be applied for via the Ticket Hub via (accessibletickets@hibernianfc.co.uk)

Audible indicators to inform arrival at each floor level have been installed, as have audible indicators that the lift has arrived.

For non-match-day events, customers are encouraged to indicate special requirements within their booking forms so the Club can make reasonable adjustments. Individuals attending the Stadium who may require assistance with accessing our facilities or evacuation in an emergency must let staff and /or stewards know so that appropriate arrangements can be made.

For safety reasons, it may only sometimes be possible to accommodate the supporter in the area indicated by their ticket if it was clear at the time of booking that special arrangements were not needed. The Operations/Match Day Safety Officer and Disability Liaison Officer may have to be consulted. However, every effort will be made to ensure the supporter is suitably seated.

11.2 Toilet Facilities

Accessible toilet provision is available within or close to each access area for disabled supporters. In addition, hospitality suites have accessible toilet facilities.

Accessible Toilets are available in each concourse area throughout the Stadium. In addition, there are larger cubicles (not wheelchair accessible) at the Stadium.

Although, stand managers and the Disability Support Team members have keys to the accessible toilets; it is the expectation that supporters needing to use the disabled facilities, or their personal assistants will bring their own radar key to the stadium.

11.3 Signage

The Club is constantly striving to improve signage and information provision for all its supporters.

11.4 Blue Badge Parking

Limited parking is available for Blue Badge Holders in St Clair Street, EH6 8LA on a first come basis and parking can not be guaranteed. Vehicles should have arrived and parked no later than one hour before kick-off because as this road will be closed as part of the Temporary Road Closers that operate around the stadium in the build up to the game.

In addition, the club have two Blue Badge Holder spaces in the West Stand Car Park. To be considered for one of these spaces please send requests to accessibletickets@hibernianfc.co.uk at least 14 days prior to home game you wish to attend. Names will be entered into a ballot and supporters will be advised if they have been allocated a space in the West Stand by the Disability Liaison Officer. If demand for these spaces is high, then it is unlikely you will be allocated one of these spaces more than once in the season.

12.0 MONITORING AND PROVISION

The Club has a programme of improvements and consults with consultants and DDA experts, including other Football Clubs, to ensure it is regularly reviewed and updated. The Club welcomes input from supporters and customers using the Stadium.

The Club will also consult with disabled supporters by establishing a Disability Working Group. The remit of this group will be to assist and work with the Disability Liaison Officer by discussing potential improvements within the Club's facilities. In addition to assisting with reviewing and implementing actions in the Disability Workplan. Any suggestions from these meetings will be presented to the Chief Executive and appropriate heads of Departments for consideration.

13.0 TRAINING

During its staff development programme, Hibernian Football Club will provide disability awareness training and other specific training as required.

14.0 POLICY REVIEW

This Policy has been developed as part of the overall access and communication strategy at Hibernian Football Club and our desire to work with disabled supporters to improve services and facilities. As access improvements are part of an ongoing programme, this Policy may only partially reflect all current arrangements.