

Gloucester Rugby Inclusion Statement

Gloucester Rugby welcomes supporters with disabilities to Kingsholm Stadium, and actively seeks to make the visit enjoyable for all. We operate a ticketing policy that recognises that disabled supporters may need assistance to fully enjoy the match day experience and offer a variety of reasonable adjustments based on individual supporters needs, not their 'disability'.

We encourage you to contact us prior to your visit should you have any questions or need additional assistance. We are here to make your supporter experience as comfortable and enjoyable as possible. If you or someone you know has a disability and would like to visit Kingsholm Stadium, please contact Helen Grayer, our Disabled Liaison Officer, on 01452 876 578, or email helengrayer@gloucesterrugby.co.uk with any questions or requests for additional assistance.

Personal Assistant

Where a disabled supporter would find it unreasonably difficult or impossible to access the stadium or services offered, Gloucester Rugby will allow the disabled supporter to bring a Personal Assistant (PA) free of charge. The PA ticket is a reasonable adjustment made by the Club to enable a Disabled Supporter to more easily access the full range of match day and event services (in consideration of UK legislation as described in the Equality Act 2010).

'Proof of Disability' documentation will need to be provided by emailing customerservices@gloucesterrugby.co.uk. Proof of disability Documentation includes:

- Proof of entitlement of middle or higher rate of Disability Living Allowance
- Mobility or Care Component (DLA)
- Proof of entitlement of enhanced rate of Personal Independent Payment Mobility or Care Component (PIP)
- Proof of entitlement of Severe Disablement Allowance
- A personal letter from your GP or Care Worker
- A copy of registration documents which certify Registered Blind or Registered Partially Sighted status, or qualifying documentation from a registered optician equivalent to registration requirements

Please note this list is not exhaustive and consideration will be given to any other evidence that can be provided. For guidance, the club advises supporters to refer to the Level Playing Fields website.

Please note that Blue Badges are not sufficient proof of disability.

A Personal Assistant cannot gain entry to the Stadium without accompanying the Disabled Supporter.

Please note that PA tickets on their own are not entitled to any benefits normally associated with a Club Membership, and this includes any renewal benefit or the purchase of match tickets during priority sale periods.

Young Carers

It is the policy of Kingsholm Stadium's Ground Regulations that all children aged 13 or under are accompanied by an appropriate adult aged 18 or over. We accept that young carers are a much valued and needed source of support, but we are only able to accept them under the free PA ticket scheme where there is no risk of them being left unattended.

If your need for a PA is something related to a potential deterioration in your condition then a companion ticket may not be authorised for anyone aged 13 or under.

If you attend a match with a PA aged 13 or under or if there is doubt in the absence of valid photo ID we reserve the right to refuse admission. This does not apply where there are other adults in the party able to accept responsibility for the young carer.

What happens if you lose your support?

It is important that you and your PA are aware of what happens if for some reason you lose your support. If it is felt that your PA is not providing you with the support you need, we reserve the right to eject them from the facility at any time and refuse access under the companion scheme for future matches.

We will endeavour to support you with the rest of your visit if this is the case but if we are unable to make appropriate reasonable adjustments to do this and it jeopardises your, or other supporters, health or safety we may be left with no other option than ask you to leave also. It is especially important that you choose the right support to come with you.

Facilities for Supporters using Wheelchairs

There are up to 65 wheelchair places for Supporters, each with an Assistant if required. These are situated as follows: Malvern Tyres Stand – 34; Stowford Press Stand – 31. Disabled Supporters using the wheelchair places will be charged the standard ticket price based on their age category. The Club's Health and Safety Policy requires that Disabled Supporters who attend in a wheelchair remain in their wheelchair during the game. Wheelchair viewing is not currently available in Hospitality areas.

Please note that we only have a limited number of spaces available for wheelchair users and allocation is subject to availability.

Facilities for Ambulant Disabled Supporters

Ambulant Disabled Supporters include individuals who use wheelchairs for outdoor mobility, but are not necessarily confined to their wheelchair, as well as people with walking difficulties and/or physically restricting medical conditions. General match seating is available in all areas of the Stadium, please advise the Ticket Office at the time of booking. Specifically, for supporters with Severe Ambulant Disabilities, there are 53 places available, each with a Personal Assistant if required. These seats have been identified as providing the easiest access with limited steps.

Facilities for Supporters with Visual Impairments

The club welcomes Visually Impaired Supporters, each with a PA if required. Ref Link is available via the Gloucester Rugby App, located within the Audio section, which can be downloaded from both the Apple and Google Play Stores. Ref Link earpieces are also available via the Club Shop. Match commentary can be gained by listening to BBC Radio Gloucestershire. Supporters are therefore welcome to bring a small radio device/smartphone but these must be used with personal headphones at all times.

Facilities for supporters with Learning Difficulties and Unseen Disabilities

Supporters with Learning Difficulties or Unseen Disabilities can normally be accommodated in any part of the Stadium, in standard seating. However, if any person with a Learning Difficulty feels that standard match seating would be unsuitable for them, they will be entitled to sit in one of the disabled supporter areas (subject to availability) with a Personal Assistant if required.

Temporary Mobility Restrictions

Supporters suffering from temporary mobility restrictions, e.g. a broken leg, that may affect access to Kingsholm Stadium should contact the Customer Service Team on 01452 872 289 or email customerservices@gloucesterrugby.co.uk at their earliest convenience.

Club Memberships & Matchday Tickets

Disabled supporters can purchase a Club Membership or a match day ticket (subject to availability) at the appropriate age band price, which includes a complimentary ticket, if required, for their PA (subject to qualification); see 'Personal Assistant' section above for guidance on this process.

Disabled Supporters wishing to purchase their tickets can either do so in person at the Gloucester Rugby the Customer Service Team or over the phone on 01452 872 289 during our opening hours which can be found on our website by following the link below:

<https://tickets.gloucesterrugby.co.uk/PagesPublic/Contact/ContactUs.aspx>

The Ticket Office does not currently have a low-level service counter for wheelchair users and people of shorter stature.

Transfers & Upgrades

PA tickets are transferable; however, tickets for the Disabled Supporter are not. Should any supporter or PA be found to be abusing this or any of the Disabled Supporters Ticketing Policy the club reserves the right to deny admittance or to take further action.

For more information regarding 'upgrading' your PA ticket (if required) or for any other enquiry please contact the Customer Service Team on 01452 872 289 or email customerservices@gloucesterrugby.co.uk.

Assistance Dogs

Any supporter wishing to attend the stadium with an assistance dog needs to contact the Customer Services Team on 01452 872 289 or email customerservices@gloucesterrugby.co.uk so that we can ensure the appropriate match tickets (subject to availability) are allocated and adequate arrangements have been made prior to the fixture.

Accessible Toilets

Please note, we have accessible toilets located in all parts of the Stadium and these are clearly signed. Should you require assistance, please seek advice from the nearest Steward. All accessible toilets operate using the National Radar Key system. We would advise you to bring your 'Radar' access key with you.

Accessible Parking Facilities

There is limited parking on site for disabled drivers and all are currently sold in advance.

The Barnwood Park and Ride (EDF Energy site) use specially adapted buses to transport guests directly to the stadium. As well as this we have several NCP car parks near the stadium with disabled spaces. Please contact our Disabled Access Officer, Helen Grayer, on 01452 876 578 or email helengrayer@gloucesterrugby.co.uk in advance, should you wish to use this service.

Catering Facilities

We have catering facilities in all parts of the stadium. Currently, all our serving counters that are within the concourse areas are high level counters. The Club makes reasonable adjustments to enable disabled supporters to access the catering facilities by instructing one of our dedicated stewards to monitor the areas in which wheelchair users are located to ascertain whether any additional help is required.

Steward Training

After an initial induction, all stewards are registered for the City and Guilds NVQ Level 2 in Spectator safety. Gloucester Rugby undertake an internal annual disability awareness course and the Safety Officer keeps a record of progress made by stewards.

Contact Information

Disabled Liaison Officer: Helen Grayer

Disabled Access Bookings Co-Ordinator: Elaine Carrick

Telephone: 01452 876 578

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Email: helengrayer@gloucesterrugby.co.uk

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