



# DISABLED SUPPORTERS GUIDE 23/24

## INFORMATION FOR DISABLED SUPPORTERS

### KEY CONTACTS

#### Ticket office:

01865 337533 / ticketoffice@oufc.co.uk

#### Disability Liaison Officer:

Andy Taylor – ataylor@oufc.co.uk

### WHERE TO SIT

#### Wheelchair Users:

We have several wheelchair spaces.

There are two raised platforms in the North Stand, one in the Home end and one in the Away end. There are several pitch-level wheelchair spaces in the East and South Stands for home supporters only. These are at the front of blocks 16, 17, 20 and 21 (East Stand) and blocks 1-3, 6-8 (South Stand).

#### Ambulant Disabled

Ambulant disabled supporters can sit in any of the stands. If you need level access, more legroom or any other reasonable adjustment, please contact the ticket office and they will be able to advise you on the most appropriate seat.

There are several stairs to the South Stand Upper seats. If you cannot manage the stairs easily then please go to the Main Reception area of the South Stand (by the revolving doors), and one of the staff will assist you with access to a lift.

#### Hearing Impaired

The large scoreboard behind the goal at the west end shows announcements and is visible from around the ground. The very best views for announcements are from the east end of the ground. There is no hearing loop.

### Visually Impaired

Visually impaired supporters may be accompanied by their registered guide dog (details below), or a PA on production of a blind or partially sighted registration certificate (BD8 or CVI Certificate).

### PERSONAL ASSISTANTS

Supporters who require a Personal Assistant (PA) in order to attend the match will pay their age-related price for the stand and receive a PA ticket at no additional charge, providing the PA sits with the disabled supporter to assist them.

Evidence of entitlement to a PA will be required by the club. Acceptable evidence includes:

- Personal Independence Payment (PIP) – care or mobility element
- Disability Living Allowance (DLA) – mid-rate care or high-rate mobility component
- Blind or partially sighted registration certificate (BD8 or CVI Certificate)

Misuse of the PA system will result in the season/matchday ticket of both the disabled person and their personal assistant being deactivated for the season/match.

### CONCOURSES

#### Toilets

All of the stands have accessible toilets. Stewards carry RADAR keys for entry.

#### Refreshments

All concourses inside the stadium have accessible, low-level counters serving hot and cold food and drinks. Please note that these operate cashless payment only.

### SUPPORTERS' TIP

The wheelchair spaces in the North Stand offer the best views, but are usually occupied by season-ticket holders. The next best view is probably from the East Stand.





## PARKING/DROP OFF

There are several parking bays for blue badge holders in all four corners of the stadium, at the rear of the East and North Stands, behind the west (Fence) end, and in the main car parks (see map). These are available on a first-come, first-served basis. Please refer to the stadium map to locate your turnstile number and identify the most convenient blue badge parking spaces for your entry point.

The most convenient blue badge parking for away supporters is in the north-west corner, accessed through car park B1.

Parking stewards will direct you, and may ask to see your blue badge. Once you have parked, your blue badge must be displayed at all times. For most matches a gate is in place behind the North Stand after the match which prevents movement between the west and east sides of the stand.

The Bus Stop on Grenoble Road can be used as a drop-off point. Note that several buses arrive at around 2:30 and wait at the stop immediately after the match, therefore please avoid the bus stop at these times.

## SUPPORTERS' TIP

The blue badge spaces can fill up quickly so do get to the stadium as early as possible and allow plenty of time to park. The queues into the car parks can be lengthy as kick-off approaches.

## SENSORY CONCERNS

Football matches are noisy affairs and we recognise that this can be difficult for some supporters. If you wish to borrow ear defenders, please speak to a steward who will arrange this.

For young people under 23 who need to take some time out, we have a specially equipped sensory area in the North Stand. Speak to a steward if you need to use this facility, or to find out more contact our Disability Liaison Officer [ataylor@oufc.co.uk](mailto:ataylor@oufc.co.uk).

## ASSISTANCE ANIMALS

Registered Assistance Dogs are permitted into the stadium by pre-arrangement. Supporters with assistance dogs should contact our Disability Liaison Officer [ataylor@oufc.co.uk](mailto:ataylor@oufc.co.uk) at least seven days before the match. This will ensure that the club and the supporter can discuss access to the ground, facilities inside the ground, and the welfare of the dog before, during, and after the match.

## FEEDBACK

If you have any questions before your visit or feedback relating to your experiences please contact the Disability Liaison Officer on [feedback@oufc.co.uk](mailto:feedback@oufc.co.uk)

