

**#YOURSOLIHULLYOURCLUB**



# SOLIHULL MOORS FOOTBALL CLUB **ACCESSIBILITY POLICY**

## SOLIHULL MOORS FC WELCOMES ALL SUPPORTERS TO THE SPORTNATION.BET STADIUM

Solihull Moors FC is fully committed to providing any requirements or adjustments a disabled supporter may have. The Club also follows the Health and Safety Regulations guidelines alongside The Equality Act 2010 which legally protects people from discrimination in the workplace and in wider society.

In the event of any emergency evacuation arising, it shall be the Club's responsibility to ensure emergency evacuation procedures are in place and all disabled supporters must follow the ground regulations and evacuation contingency plans. A personal assistant may also provide support during an emergency evacuation.

### **TICKET INFORMATION :**

Tickets for Solihull Moors home fixtures can be purchased in advance here: <https://solihullmoorsfc.ticketco.events/uk/en>

Please note that tickets purchased online can be sent to your email address or phone, before being printed off or scanned on your smart phone upon entry into the ground.

Tickets can be purchased on a matchday from the Box Office at the front of the stadium. We advise purchasing online to avoid queues and take advantage of a discount!

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## Price List:

- **No price differential between seating and standing**
- **Adult tickets - £9.00 in advance on-line; £10.00 on match day**
- **16-21 - £5.00**
- **Under 16 free when accompanied by a full paying adult**

**Disabled Visitors:** Price as applicable above plus one 'personal assistant' admitted FREE of charge.

To be entitled to a free personal assistant ticket, all supporters will need to be in receipt of one of the following:

- The middle rate care component or the highest rate mobility component of Disability Living Allowance (DLA), War Pensioners' Mobility Supplement or the enhanced daily living component or Personal Independence Payments (PIP)
- Severe Disablement Allowance or Attendance Allowance
- War Pensioners' Mobility Allowance or War or Service Disablement Pension for 80% or more disability
- 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)

Supporters who do not have any of the above but feel they do require a carer ticket are advised to contact the ticket office to discuss their personal case further.

This would be needed for both season tickets and match tickets. You will be asked to provide your updated paperwork at the start of each season, the Club may also keep this information on file with the express permission of the supporter, until the documentation expires.

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### **Accessible Facilities:**

**Accessible Lift:** This is situated in our Main Bar and provides access for Disabled visitors to our first floor including executive boxes.

**Evac-chair:** The Evac-chair for users of the First Floor in the Damson Homes stand is situated next to the Accessible Lift and is clearly marked and visible.

**Hearing Induction Loops:** Solihull Moors will be installing hearing induction loops at key points throughout the stadium as part of our ongoing stadium improvements.

**Wheelchair User Bays:** Solihull Moors currently offers 10 wheelchair user spaces at The SportNation.bet Stadium.

10 accessible bays are allocated in the Damson Homes Stand and are clearly signposted. For segregated fixtures, Away supporters may request a space in the away end at ground level and allocation of a space would be subject to safety requirements for the fixture.

**Ambulant Seating:** Disabled supporters not requiring wheelchair access can sit in all areas of the ground along with their personal assistant, providing they are able to access the area, subject to safety requirements of the ground. They are also subject to the relevant price of the seating category of the area that they choose to sit in.

### **Toilets:**

The club has an accessible toilet situated in the Main Bar of the Damson Homes Stand. The Club is also committed to building a designated toilet block to facilitate the Damson Homes Stand which will include accessible toilets. Expected completion date summer 2021.

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### **Refreshment & Programme Hubs:**

The club has 3 serving counters available in the Jerroms Stand, Gas Centre Stand and Draintech End which can be accessed by wheelchair users. In the event any assistance is required at the serving counter our Refreshment Hub staff and Stewards are always available to assist.

### **Box Office:**

The Box Office windows are currently not suitable for wheelchair users and do not have a low counter facility. However, accessible ticketing can be accessed via our roaming ticket office sales assistants who will be glad to assist any disabled visitors with ticket purchases via our i-pad facility.

### **Drop off/Pick up points:**

The club currently has 1 drop off/ pick up point at The SportNation.bet Stadium.

The location is as follows: in the middle of Car Park A and B at the Disabled parking bay area.

### **Entrance and Exits:**

Solihull Moors Football Club has suitable entrances for wheelchair users in all areas of the ground. These entrances are through flat, wide gates with the appropriate signage. These gates can also be accessed by anyone who has mobility issues. Please contact [jo.malin@solihullmoorsfc.com](mailto:jo.malin@solihullmoorsfc.com) or call on 0121 705 6770 for further information.

The Accessible Entrance gates can be found at the following locations:

- *Hospitality, Players and Officials Entrance, Damson Homes Stand (Home section)*
- *Turnstile 9/10 entrance, via emergency gate*

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### **Parking:**

Solihull Moors FC provides 10 accessible parking spaces.

Due to demand and the size of our car parking facility, spaces are unreserved and available on a first come first served basis.

Spaces are within 10 metres of the point of entry to the stadium.

If you do have any questions about disabled car parking, please feel free to contact **Jo Malin** on **0121 705 6770** or email [jo.malin@solihullmoorsfc.co.uk](mailto:jo.malin@solihullmoorsfc.co.uk)

### **Visiting Supporters:**

For non-segregated fixtures, match tickets are available online or in person on match days.

For segregated fixtures/strictly all ticket fixtures, match tickets are available via the visiting club and will be publicised accordingly by the visiting club.

Should any visiting disabled supporters have any specific queries, please contact **Jo Malin** on **0121 705 6770** or email [jo.malin@solihullmoorsfc.co.uk](mailto:jo.malin@solihullmoorsfc.co.uk)

### **Accessible Stewards:**

Accessible stewards are positioned in the accessible seating areas in the Damson Homes Stand. An Accessible steward would also be deployed in the away end in the event of any accessible seating requests. Accessible stewards will be able to provide assistance and answer queries and will be identifiable by an Accessible Steward badge on their jackets.

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### **Guide Dogs & Assistance Dogs:**

Supporters requiring a guide dog companion will be able to enter the stadium through wide gates which do not have an obstacle such as a turnstile. We recommend that any supporter who is intending to attend a match with a guide dog should make the club aware in advance to the fixture to establish ticketing availability and in order that prior arrangements can be made.

### **Club Contacts:**

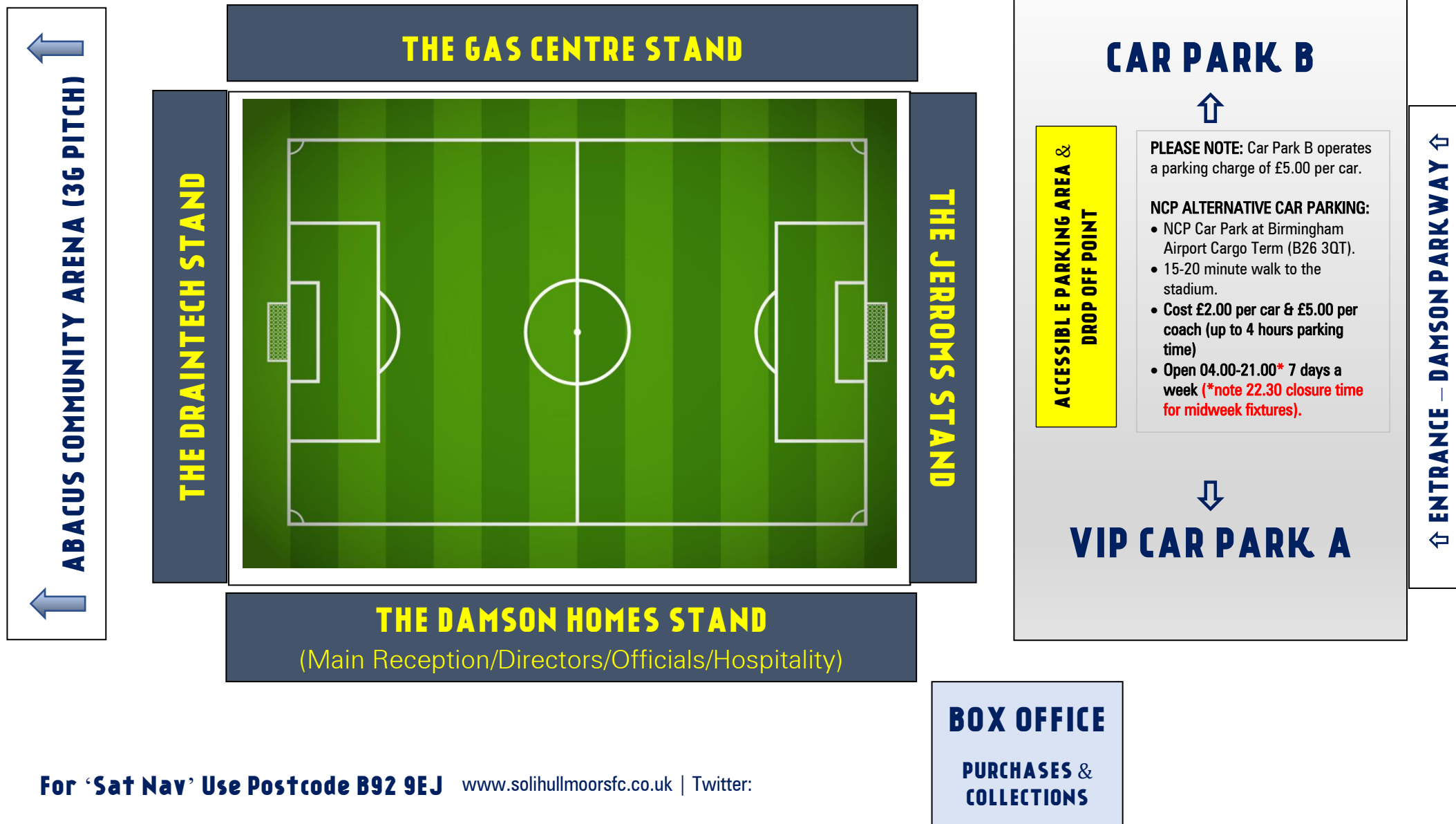
If you have any queries or require assistance on a match day, your point of contact will be **Jo Malin (Ticket Office Manager & Accessibility Liaison)**. Jo will be able to assist with questions, feedback or help put any arrangements in place. Jo will be present before, during and after the game and will mainly be situated at the box office area of the stadium. Should you need to locate her, please ask the nearest steward. Please note that Jo is happy to assist both home and away supporters.

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The entrance to the SportNation.bet Stadium is on Damson Parkway. The *accessible* entrance can be found at [what3words ///light.crest.dollar](http://what3words:///light.crest.dollar)

**SPORTNATION.BET STADIUM** Damson Parkway | Solihull | West Midlands | B92 9EJ | Tel: 0121 705 6770 | E: [info@solihullmoorsfc.co.uk](mailto:info@solihullmoorsfc.co.uk)



For 'Sat Nav' Use Postcode **B92 9EJ** [www.solihullmoorsfc.co.uk](http://www.solihullmoorsfc.co.uk) | Twitter: