

# **RANGERS FOOTBALL CLUB**

## **STADIUM ACCESS POLICY HSDDA1**

**2018/2019**



## **Statement in Support of Disability Access**

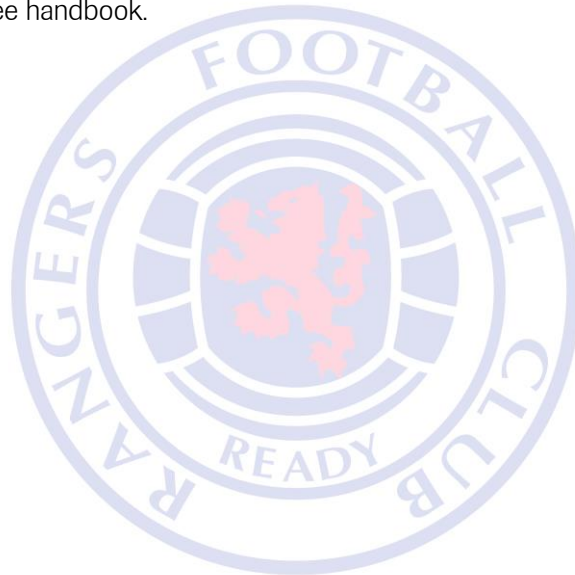
Rangers Football Club is committed to ensuring that its' supporters and customers are not discriminated against on the grounds of disability. The Club therefore strives to ensure that as far as is reasonably practicable all customers have access to all goods services and facilities provided by or offered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

The Club endeavours to avoid making offers less favorable 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.

The Club will continue to improve the facilities and provisions offered to supporters by consultation with a representative group of supporters as part of its' 2016 Disability Access Plan and ongoing future development of its services overall.

Access issues for employees are addressed separately within the disability access to work section of our employee handbook.

Stewart Robertson  
Managing Director  
Rangers Football Club



## **1. Ticketing and Pricing Policy**

Disabled supporters will be offered the opportunity to purchase Smartcards, memberships, Tickets and hospitality in exactly the same way that non-disabled supporters do.

Discounts or conditions applied to the purchase of disabled tickets season cards etc. previously honoured at no charge will be charged as follows:

Accessible discounts may apply to an individual depending on their level of disability or need. The criteria used will be taken from the guidelines applied to The Access Card for example:

- PIP (personal independence payment) enhanced in either criteria
- High level Care component of DLA (Disability Living Allowance)
- High level Mobility component of DLA
- Blind, or Deaf Blind registration
- War pensioner/disabled services veteran
- The Access Card

Charges.

Supporters with a disability will be charged the commercial rate of their seat or space. This rate takes account the location of the seat or space within the Stadium in relation to seats and spaces elsewhere in the Stadium

Companions, where identified and agreed as part of a reasonable adjustment need , will be included in the ticket price subject to availability.

Companion tickets are issued to the Season Ticket Holder and have no acquired season ticket rights.

Companions must accompany the holder whilst on the site at all times as they have been issued in order to support the holder.

Companions may not attend a fixture without the holder unless by a separately purchased tickets.

Companion Tickets acquire no rights to away tickets, memberships or discounts.

Companions not performing a supportive role whilst on the premises will render the holders entitlement null and void. If STH are experiencing problems with support from their companions whilst on site they should draw this to the attention of management who will assist them to deal with the problem.

Every effort will be made to accommodate carers/assistants in an adjacent seat but this is not possible throughout the Stadium or for adhoc purchases, however they will be accommodated in the nearest available seat subject to availability..

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

### **Seating Bowl**

Main Stand West enclosure	69 Spaces
Main Stand East enclosure	35 Spaces
Broomloan Front	4 Spaces
Govan West Corner	7 Spaces
Sandy Jardine Upper	1 Spaces external at Sensory Suite

### **Hospitality –Internal viewing only**

Argyle House Restaurant	4 Wheelchair Spaces, Ambulant accessible Internal Viewing
Symon Lounge	4 Wheelchair Spaces, Ambulant accessible, Party bookings only minimum 20
Morton Lounge.....	4 Wheelchair Spaces, Ambulant accessible. Party bookings only minimum 20
Ibrox Suite	4 wheelchair Spaces internal viewing, seating Ambulant accessible
Tower Suite East	Wheelchair accessible lower deck, Ambulant viewing only
Davie Cooper Suite	Wheelchair accessible bar and suite, viewing external ground level

Ambulant disabled

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

Details of specific requirements should be given to ticketing staff so that suitable places can be allocated. Access cards indicate by symbols the required adaptations the Stadium needs to have in place which staff are trained to recognize and act upon.

Should additional help be required please contact the Disabled Access Manager

Contact details: 07793515521 or direct dial: 01415808639

[disabilitymatters@rangers.co.uk](mailto:disabilitymatters@rangers.co.uk)

Rex Blind Party

The Rangers Football Club Rex Blind Party are located in a section of the Stadium in the West Enclosure. All members attending Ibrox Stadium regularly are now registered Season Ticket Holders. Commentary equipment is available free to use via Rex Blind Party Organisers . The equipment is issued and collected at the RBP section.

All other members who attend occasionally are registered with the Club so they take priority for vacant spaces. After which empty spaces can be applied for via the Ticketing Centre.

Blind or partially sighted patrons are entitled to purchase season tickets or occasional tickets in other areas of the Stadium. Patrons who are blind or partially sighted are advised to register

with Disability matters to ensure adequate arrangements can be made for their safety and comfort.

Commentary is available through Disability Access Manager and can be booked and collected by arrangement.

Equipment must be returned post-match to Argyle House Reception or Exit 19 Main Stand. There is no charge for the equipment hire provided it is returned in good order.

Assistant tickets will be subject to availability.

Guide dogs are welcome at the Stadium however it is preferred that they are admitted only within the RBP area allocated. Should the patron wish to occupy another area it is requested that they contact the Disability Access Manager to ensure that the dog can be accommodated seat next to its owner in comfort and safety.

### **Safety considerations**

Rangers Football Club is committed to maintaining a safe environment for all its employees, visitors and supporters.

As part of its continuous review of Health and Safety matters, 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, in relation to access to the Stadium, seating areas and facilities.

For purposes of this policy and clarity of arrangements offered by the Club, which must comply with Health and Safety Legislation including the Safety at Sports Ground Act 1975 and its' guidance (Green Guide) the following are defined as disabilities:

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

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

For reason of their disability or impairment any individual who cannot use their purchased/regular stand seating arrangements without contravening other safety arrangements required for the safe operation and evacuation of the stadium will be offered where possible temporary alternative arrangements or special provisions subject to availability. The level of provision will be seasonally reviewed in the light of experience of requirement and physical developments within the Stadium.

Customers are asked to make us aware when making bookings of any special arrangements they need in order to assist us to make the correct reservations or arrangements for them.

## 2. Customer comments

The Club has a customer contact procedure in place and guarantees to supporters and customers with disabilities that any complaints of discrimination will be taken seriously and dealt with promptly. Any positive comments about improvements that can be made to our disability access provision are also welcome.

Contact can be made directly to:

[disabilitymatters@rangers.co.uk](mailto:disabilitymatters@rangers.co.uk) Tele: 0141 580 8639

## 3. Customers with hearing-impairment

The Club has provided mobile induction loop units at strategic customer interface areas. These are namely the Ticketing Centre, both Receptions and Murray Park. These systems can be moved to venue locations easily to provide individual assistance to communication. Additionally the Club has access to a portable conference loop system which is adaptable to many different business and function uses.

The Club has invested in transmitter to receiver system which will enable patrons to receive the commentary from Rex Blind Party Commentators and PA announcements if required.

A new discreet loop induction system is to be for conference and banqueting purposes. This will enable hard of hearing guests to with the aid of a neck loop and adjusting their hearing aid to take part in all meeting conversations.

Additional one on one induction units have been purchased for general public service areas and the Sensory Suite.

## 4. Customers with mobility restrictions

Wheel chairs are available, to give assistance to individuals who may by reason 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.

These wheelchairs are located at:

Ambulance Room

Main Stand Reception

Argyle House Reception

Argyle House Restaurant

Ibrox Suite

Lifts are available at accessible points throughout the Club, and though access to venues is possible in all but a few hospitality areas, equal provision of service can be replicated.

Customers are advised to inform us of any arrangements that we may require to have in place for them so that we can ensure suitability of venues.

Where access to hospitality dining areas is hampered by height differentials between viewing and dining areas portable ramps have been provided.

Some hospitality boxes on the Main Stand Club Deck cannot for reasons of construction of the stadium allow suitable ramping to be installed the Club therefore has no option for the short term but to offer alternative services. Every effort is made to ensure this does not detract from other service offers and is a reasonable option.

Where for reasons of safety wheelchairs cannot be accommodated at some of the spectator areas, specific provision may be available to allow ground level viewing on request. This is on a first come first served basis.

All general ticket applications are restricted to normal limitations; membership, vouchers and may exclude applicants on purely availability grounds. Persons with restricted mobility but not regular wheelchair users (referred to here as ambulant or semi ambulant disabled) should when purchasing tickets indicate any adjustment to fully access certain parts of the stadium, this will enable sales staff to make appropriate provision for the supporter.

In these situations the supporter is made known to Garrison stewards and or Stand Safety Managers at the location who can be aware of their specific needs in the unlikely event of evacuation. The areas available in these circumstances may be restricted according to the individuals' physical capability to access seating. Some areas of the Stadium are deemed to be wholly unsuitable for any person with a disability for safety reasons and will not be offered as available.

Wheelchairs and mobility scooters may be left at the designated shelter according to patron's seat location. The shelters are situated at

Copland House,

Broomloan House,

Rear of Argyle House, for Sandy Jardine Stand

Main Stand East for East Enclosure

Main Stand West. For West Enclosure

**Rest a While benches** are being installed on the walk up from the underground starting on the footprint and also the walk up from Broomloan Road. These are designed to allow our ambulant disabled or elderly patrons to catch a breath before getting to the turnstiles.

Visiting non-ambulant supporters are currently accommodated in 7 spaces plus companion seats if required in the Govan West Corner with ambulant visiting fans except for fixtures where for reasons of crowd control and individual safety this is not practicable.

The Club has an additional non ambulant viewing area in the Broomloan Stand which will accommodate 4 home supporters plus assistants except for SFA Matches or Cat C when the Visiting Support accommodates the area close to or around the Broomloan Wheelchair area.

##### 5. Patrons with sensory and learning difficulties

The Club has installed a suite of facilities to be utilised as support for those with learning or sensory difficulties to enable them and their families to acclimatise to Stadium atmosphere and activities.

It is envisaged that this area will have a dual role of encouraging new young support and to be available for those who may need to have some quiet time during the event.

The area is wheelchair accessible, has induction loop available, commentary and support materials appropriate to the client group.

Activities areas are included to allow young people to work out any communication or sensory difficulties including a quiet zone for those who need to chill down from over stimulation. There is padded flooring area and bean bags to encourage an atmosphere of safety for the user group.

The area has adjustable lighting effects and levels vs. for companions and parents to keep pace with the event its own toilet controlled by radar keys.

Specially selected Access Stewards will be in attendance within the area. The area will be secured from general traffic but has an external viewing area which will make the transition from indoor to outdoor viewing and isolated to crowd experience.

All ticket holders for the area can move freely around the whole facility at will. Tickets will be allocated on a match by match basis and a record kept of attendances for monitoring purposes. Depending on numbers of applications it is hope that every child needing the supported attendance should be able to attend a few matches per season.

There is no age range currently in operation although groups will consist of individuals of similar ages. Night time and high profile matches will not be offered to children under the age of 12.

This facility will be further used by Football in the Community as part of their community expansion to include children within the autism spectrum and kids with learning difficulties to access football coaching and their parents to take part in Community led activities.

#### 6. Personal Comfort.

Blankets are available on request from the Access Stewards(identified by Red Jacket). Please return them at the end of the match for laundering.

Wheelchair capes/ponchos are also available in the event of unexpected rain or to help protect the user from draughts..

Companion cards are available for carers and assistants to enable them to identify they are assisting someone to access our facilities. These can be obtained on application to Disability [matters@rangers.co.uk/](mailto:matters@rangers.co.uk) 0141580 8639 or in writing to the Disability Access Manager.

Preorder service from Tbars is available if required on request but must ordered on arrival and be collected before half time.

Access Stewards are available to help with your visit to the Stadium and are happy to pass any information to the Disability Access Manager to help improve our supporters experience.

#### 7. Lifts



Adaptations have been made to lifts and additional adjustments to signage to assist visually impaired persons as part of an on going programme, however on match-days the lifts are manned by stewards to enable access for all to the correct location.

Audible indicators to inform passenger of arrival at each floor levels have been installed as have audible indicators that the lift has arrived. Where a lift is not suitable for wheelchair access alternative lifts can be utilized to enable the customer to access the correct floor level. E.g. central lift Main Stand.

For non match-day events customers are encouraged to indicate special requirements within their booking forms until such time as the Club has completed all adjustments to enable assistance to be given.

Argyle House has lift cars able to accommodate assisted wheelchair users only. Main stand and Ibrox Suite have lifts able to accommodate wheelchair users independently. Broomloan and Copland House can accommodate standard sized wheelchairs only however Clients can be accommodated at Argyle House Reception for business purposes.

Ultimately when lifts are upgraded Lift cars will be replaced to enable more accessibility.

## 8. General

Individuals attending the Stadium who may require assistance with accessing our facilities or evacuation in an emergency must let stewards know so that appropriate arrangements can be made. For reasons of safety it may not always be possible to accommodate the customer in the area indicated by their ticket if it was not clear at the time of booking that special arrangements are needed. The Match Commander may have to be consulted however every effort will be made to ensure the customer is suitably accommodated.

Events with an expected high percentage of wheelchair users or individuals with restricted mobility will require a separate risk assessment and procedure to be agreed with key personnel and contractors. Where additional evacuation chairs /aids are required equipment will be deployed from unoccupied areas elsewhere in the Stadium. All equipment must be returned to its marked location when areas are in occupation. An annual review of equipment will be carried out to establish if all areas are covered with sufficient flexibility

Evacuation from venues is assisted by the provision of refuge areas specifically signed for the evacuation of individuals with disabilities. Additionally to enable smooth and prompt evacuation and to prevent additional stress we have provided Evacuation Chairs to assist the safe evacuation of wheel chair users and the infirm away from the suites seating areas or refuge areas.

Refuge areas are one and a half hour zones by provision of two sets of 1-hour fire protected doors. The location of the Stadium makes this provision more than adequate for normal purposes. It is not intended to leave any individual alone within this area full evacuation will be implemented.

Those spectators seated or in wheelchair accessible zones on the stadium seating area will be evacuated within the normal Police and Steward emergency arrangements.

Full details of provision, location of seats and hospitality offerings are available on application.

Patrons with disabilities or their companions who are regulars to the Stadium can have their own Personal Emergency Evacuation Plan drawn up to enable them to be totally familiar with the route and alternatives.

## 9. Toilet Facilities

Disabled toilet provision is available within, or close by each of the hospitality suites. Where refurbishment takes place within the Club every effort is being made to ensure that any additional provision that can be made is included within the proposals.

Concourse areas that do not easily afford access by individuals with special requirements have been targeted for improvements. A stadium accessibility provision plan is available to assist choices of Suite or seating areas should it be required.

### a. Accessible Toilets are available as follows.

West enclosure at entrance to access seating 2 separate washrooms available  
West enclosure First Aid Treatment Room  
East enclosure adjacent to Food Unit 7 1 wash room  
East enclosure adjacent to Food Unit 8 1 wash room  
Sandy Jardine Upper West adjacent to Food unit 36 1 washroom  
Govan West Corner adjacent to Food Unit 29 1 washroom  
Broomloan Lower North opposite Food Unit 26 1 washroom  
Broomloan Upper Northend opposite Food unit 28 1 washroom  
Ibrox Suite Rear of Suite Copland side 2 separate washrooms available  
Main Stand First Floor rear of Members Club 1 washroom  
Tower Suite East second floor lower area rear.1 washroom  
Argyle House Restaurant Centre landing entrance 1 washroom

### b. Larger cubicles (not wheelchair accessible) are available

Morton Suite Ladies  
Symon Suite Ladies  
Gents Morton  
Gents Symon Suite  
Broomloan Upper South Family Section

Fully Accessible Toilets are available by RADAR key only. With the exception of Argyle House which has an automatic door opening system

Patrons whose disability is not immediately apparent to others may find an access cards useful, to identify by symbol their need to use the facility.

These can be obtained either by contacting [disabilitymatters@rangers.co.uk](mailto:disabilitymatters@rangers.co.uk) /0141 580 8639 for an application form for a RFC Access Alert Card.

Or for a more flexible option which can be used in other entertainment venues such as O2. The Access Card, which can be applied for on line via The Credibility Team, Nimbus Disability.

[WWW.ACCESSCARD.ORG.UK](http://WWW.ACCESSCARD.ORG.UK) or by email to [cards@accesscard.org.uk](mailto:cards@accesscard.org.uk)

Telephone 01332 404040 Rangers Football Club Recognises The Access Card as supporting documentation for reasonable adjustment applications.

Only toilets in commercial and concourse areas have been listed above.

Noncommercial areas have accessible toilets available for visitors to the Stadium namely:

First Floor Argyle House- 1 washroom

Second Floor Argyle House -1 washroom

Broomloan House second Floor Ibrox Community Hub- 1washroom

## 10. Signage

The Club is constantly striving to improve its signage and information provision for all its supporters and is currently working on a programme of improvements. The main stadium is only used for matches and events which are steward controlled the main concentration for improvements will be hospitality areas. Lift buttons are Braille marked for recognition

## 11. Monitoring of 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 is developing links with Café Football, an organization working with UEFA dedicated to improving access to Stadium throughout Europe.

External Audits are commissioned on the disability provision and an action plan drawn up of improvements.

The Club has its own Disability Matters group which meets informally to discuss potential improvements on the Clubs facilities. Any suggestions from these meetings are presented to the Board for consideration.

The Club wishes to work closely with its Disabled Fans groups who provide an invaluable insight into the needs of fans collectively or individually.

## 12. Training

Rangers Football Club will in the course of its staff development programme provide disability awareness training through an appropriate source and encourage the inclusion of employees of permanent contractors in the programme.

In addition Rangers Football Club will provide training in the special assistance equipment, which it has purchased to enable its provisions for communication and evacuation purposes for disabled persons. This will also be inclusive of employees of permanent contractors.

Employees will be encouraged to take active participation in any disability awareness programmes provided by the Club.

## 13. Access to Ibrox

The Club has disabled parking spaces adjacent to the buildings for use on normal business days and allocates disabled parking areas and permits for match condition subject to availability. The Club is currently re organizing accessible parking areas and working towards increasing availability both in numbers and their proximity to Stadium entrances. The Club currently operates a short waiting list

Argyle house has ramped access to the reception area as do the Ticketing Centre, Broomloan House and Copland House. A portable ramp is available for access to the Main Stand reception and for boxes within the Argyle restaurant. The East and West Towers both have level access as well as the alternative entrances for match day seating Exit 19 and 22.

As far as is reasonably practicable doors within the Stadium have at refurbishments been replaced or adapted to meet the previous DDA recommendations. Where possible, magna-locks have been fitted to venue doors. This is to assist with ease of access and to ensure that the Club also meets its requirements under Fire Regulations.

During match condition Stewards are on duty and will assist access and egress to all customer areas including lifts. Lift permits can be obtained by application to [Disabilitymatters@rangers.co.uk](mailto:Disabilitymatters@rangers.co.uk)/ 0141 580 8639/ or in writing to Elizabeth Kay, Disability Access Manager, Argyle House , Ibrox Stadium, 150 Edmiston Drive, Glasgow G51 2XD

Stewards are briefed ahead of events if there are individuals with special requirements and where they will access the stadium and be located if this information is known.

Patrons who may have additional access needs or require assistance in emergencies should make themselves known to Stewards in the area..

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#### 14. Employment

All employees will via the employee's handbook be made aware of the equality and inclusive attitude of the Club.

Any employees deliberately or otherwise displaying behaviors, which may be conceived, to be discriminatory or exclusive of individuals with disabilities may be subject to disciplinary action.

Within the Club's equal opportunities policy all persons have the right to equal treatment whether at interview or during employment and this is fully laid out in the employee's handbook.

Adaptations required to assist employees with disabilities will be provided by the Club either directly or via available funding or support agencies. Should an employee find work conditions increasingly difficult assessments will be carried out to identify reasonable solutions which can be implemented to overcome these difficulties.

#### 15. Policy Review

This Policy has been developed as part of the overall revitalisation of Rangers Football Club Health and Safety Policy arrangements and is reviewed annually. As access improvements are part of an ongoing programme this Policy may not be a full reflection of all current arrangements.