



Cowdenbeath Football Club

Disability Policy

Author – John D Cameron
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Introduction

Cowdenbeath Football Club Ltd is committed to ensuring that its disabled spectators and customers have as full access as is reasonably possible to all goods, services and facilities provided or offered to the general public by the club. The general policy extends to the club's offices, stands and all other areas for spectators.

Offices and Main Stand

The offices are on the Ground Floor of the North Stand. Only officials and employees of the football club have access to the offices on match days and the office is accessible by wheelchair. There are toilet facilities adapted for wheelchair users and other special needs in the office area. Additional disabled toilets are in the North stand (old)

Wheelchairs are allowed in the designated area of the North stand (new). Ambulant / blind persons can access the North stand but it is recommended they are accompanied by carers or similarly responsible individuals. Guide dogs are permitted.

Access to this area is by a ramp at the east side of the north stand (new). Seated provision is available for carers immediately behind the area earmarked for wheelchair users. Access to the adapted toilets is via the walkway in front of the stands and is located in the North stand (old)

Accessibility to the stadium

There is only one suitable entrance for spectators with disabilities whether chair bound, vehicle bound or ambulatory. Guide dogs are permitted throughout the stadium and stewards are available to provide assistance if needed. Three disabled parking spaces are available immediately outside the ground in the car park owned by Fife Council.

Access to the ground is available on request from the nearest steward / police officer through the gates adjacent to the turnstiles. Wheelchair users can access the stands only and its facilities, as stairways prevent satisfactory access to the terracing. Ambulant / blind persons can access the spectator area but it is recommended that they are accompanied by a carer or by another responsible individual. Guide dogs are permitted. Marked toilets adapted for the disabled are located in the North stands.

The club offers carers or helpers of disabled patrons free entry when these are considered essential for the comfort, care and protection of the disabled person although potential abuse of this facility is monitored by staff and stewards within the framework of this policy. Pre-booking is not normally required but when special arrangements are essential it would be appropriate to provide advance warning since delay and perhaps inconvenience could be inevitable.

General Policy Statements

The club, its staff and stewards shall not discriminate between people with differing impairments

The club's administrative staff, other front of house personnel and stewards shall be instructed to in the provisions of the Disability Discrimination Act and other relevant information.

All supporters and customers will be treated with due patience, courtesy and politeness with practical assistance provided where required regardless of any disability or special need.

Any grievances or complaints regarding the application of the Disability Policy will be dealt with promptly, sympathetically and in accordance with the clubs grievance and complaints procedures.

Any incident of discrimination under the provisions of the Disabled Discrimination Act is treated seriously by the club and will result in disciplinary action if perpetrated by any employee, official or agent of the club.

Disabled Supporters Club

The club does not have a disabled supporters club but disabled or otherwise disadvantaged supporters are welcomed into membership by all the supporters.

Disability Access Officer

The Cowdenbeath FC Disability Access Officer is Mr John Cameron, Operations Manager who can be contacted by telephone on 01383 610166 or via email to office@cowdenbeathfc.com