



# east stirlingshire

## DISABILITY POLICY

The Club is committed to ensuring that its disabled supporters and customers have as full access as is reasonably possible to make to all goods, services and facilities provided or offered to the public by the Club.

The club operates a concessionary ticketing scheme for all disabled supporters. Further to this the club admits all carers to matches free of charge. Groups of disabled supporters who wish to attend matches are always welcome and contact for such arrangements should be with the club secretary.

The Club recognises that not all of its facilities are fully accessible to disabled customers and confirms that it is committed to making the necessary reasonable adjustments described by the Disability Discrimination Act and its relevant Codes of Practice to ensure full compliance with the legislation.

The Club also recognises that it has new duties to remove permanent barriers that make it difficult or impossible for some disabled customers to access Club facilities. The Club will undertake such additional works as are reasonably required within the timescales set out in the Act.

Additionally, we would ask all persons who visit our premises to identify areas which might offer physical barriers, and offer insights into how we might best improve and enhance our facilities, goods and services in respect of disabled persons.

In those instances where the Club is unable to provide equal services to disabled patrons, the Club will endeavour to provide alternative facilities, goods or services to the satisfaction of the individual.

The Club has a grievance procedure in place and guarantees to its disabled supporters and customers that any complaints of discrimination will be dealt with quickly under that procedure. The Club has advised its staff that any incident of discrimination under the provisions of the Act is a serious matter and will be dealt with under the Club's Disciplinary Procedures.

**Ian Fleming**

**Matchday Director /**

**Director**

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