

SUPPORTER DISABILITY POLICY



Introduction

Cambridge United Football Club has an Equality Policy and opposes all forms of unlawful or unfair discrimination on the grounds of disability.

The Equality Act 2010 prohibits direct and indirect discrimination, and harassment and victimisation. It also prohibits discrimination in relation to something arising from a person's disability and creates a duty to make reasonable adjustments for disabled people.

The Disability Discrimination Act defines disability as "a physical or mental impairment which has a substantial and long-term adverse effect on a person's ability to carry out normal day to day activities". This includes significant sight loss.

We extend a warm welcome to all supporters when they visit the Cledara Abbey Stadium, whether they are our own supporters, supporters of other clubs or individuals who enjoy the game. We are a family-orientated, inclusive Club and our efforts in this regard have been repeatedly recognised by the English Football League.

1.0 Ticket information

The club operates a specific non-discriminatory ticketing policy for disabled supporters and will seek to ensure that the scheme does not differentiate between disabled people with differing impairments.

The club reserves the right to request additional supporting documentation from disabled supporters. The club accepts the following documents:

- A letter from DWP showing receipt of higher level Disability Living Allowance (DLA)
- Enhanced rate of Personal Independence Payment (PIP) for the care element or Allowance (AA) high rate and pay their relevant age category with a Carer free of charge.
- Optional choice of letter or evidence from a suitably qualified medical professional e.g., a GP, a professional working in the field of hearing loss, sight loss, mental health, learning disabilities or the disabled supporter's particular disability
- A letter of confirmation from the Local Authority Social Services Department
- A letter from an education professional

Season ticket and match day concessions are set on an age-related basis.

All requests will be evaluated on a case-by-case basis, considering the specific details and circumstances of each situation. We will carefully review each request to ensure that decisions are fair and appropriate. While we strive for consistency, we also recognise that individual cases may have

unique factors that require tailored considerations. As such, approval or outcomes may vary depending on the nature of the request and the information provided.

If you do have any queries, please contact the Cambridge United Disability Supporter Liaison Officer on dslo@cambridgeunited.com or 07889 563356.

Those supporters requiring access to one of our designated areas are advised to purchase tickets in advance if they do not hold a season ticket as the club has limited space available.

Opportunities for disabled supporters to attend away matches may be limited by the allocation received from the host club. The latest ticketing information for these games can be found on the website or by calling 01223 566500, Option 1.

2.0 Car Parking

The club has a limited number of on-site parking spaces for individual matchdays that it can allocate to its disabled/blue badge holders. These can be booked by calling the Ticket Office Team on 01223 566500, 9am – 3pm, where they can advise you of the cost and take payment.

Please note that bookings open on Mondays at 9am preceding a Saturday game and Thursdays 9am for Tuesday evening games.

Supporters will be expected to produce their disabled parking badge on request.

Any seasonal applications will be placed on a waiting list and contacted if/once a space is made available.

3.0 Wheelchair Users Viewing Area

The club has designated areas for wheelchair users, who are advised to purchase tickets at least 48 hours in advance if they do not hold a season ticket, as the club has limited spaces available for them and their personal assistants in all areas of the ground, except for the North Habbin Stand.

A breakdown of wheelchair spaces available can be found below:

- 33 spaces for Home Supporters: Wheelchair areas are raised at the Newmarket Road End and at ground level in the Main Stand and Family Stand.
- 3 spaces for Away Supporters: Wheelchair areas are all currently ground level in the South Habbin Stand.

Wherever possible the club will make suitable alternative arrangements for those wheelchair user supporters wishing to attend matches with their families.

Wheelchair user supporters will be offered the opportunity of being seated in appropriate areas of the stadium by purchasing tickets in advance and reserving a seat. Tickets for supporters in this position should be purchased at least 24 hours in advance. Supporters wishing to apply for season ticket places in the designated areas should contact the ticket office on 01223 566500 Option 1.

Disabled supporters not requiring wheelchair access can sit anywhere in the ground with their PA/carer (subject to qualification), providing they are able to access the area, subject to the safety requirements of the ground. They are also subject to the relevant price of the seating category of the area they choose to sit in.

Requirements, as mentioned above, should be stipulated at the time of purchasing a ticket to ensure appropriate seating is provided.

An audio description commentary service is provided by the club, with full details available in section 6.1.

4.0 Toilets

The club has five accessible toilets based in the Main Stand, South Stand, Newmarket Road End and the South Habbin (Away Stand).

Not all disabilities are visible and there may be a variety of reasons why a supporter may require use of an accessible toilet.

A radar key is required for the toilets between the Newmarket Road Terracing and the Main Stand

There are no changing places facilities at the stadium and the nearest point is located at Cherry Hinton Hall

Cherry Hinton Road, CB2 8DW approximately 2 miles away.

5.0 Catering

Matchday catering for disabled supporters is provided within the stadium. However, certain areas of the stadium do not have catering facilities suitable for those with mobility difficulties and it is therefore advised that for these areas, disabled supporters either bring along a personal assistant or notify the nearest steward who will be happy to provide assistance.

Other facilities, which come under the general heading of catering, such as bars and executive lounges, are accessible to people with disabilities.

6.0 Additional Accessibility Information

Further information about disability specific provisions can be found in this section.

6.1 Hearing impaired supporters

Unfortunately, the club does not currently have induction loop equipment, so it is strongly recommended that each hearing-impaired person attending a match at the Cledara Abbey Stadium is accompanied by a personal assistant.

6.2 Visually impaired supporters

The club can accommodate supporters with visual impairment in all parts of the ground, but the club recommends that each visually impaired person attending a match at the Cledara Abbey Stadium should be accompanied by a personal assistant who is fully able to support their needs in the event of an emergency, assisted by club staff. The best choice of seating for the visually impaired is in Block E of the Main Stand.

The criteria for access to this facility require that each person can provide a copy of their registration document which certifies they are Registered Blind (or partially sighted) or qualifying documentation from their optician equivalent to the registration requirements.

On match days information will be carried via the public address system.

Visually impaired supporters wishing to attend a match aided by their guide dog should contact the club in advance for all relevant information. We can then ensure that all measures are taken to guarantee both the safety of you and the dog getting to the allocated area. Cambridge United has suitable areas in both the North and South stands.

Measures will also be taken to ensure that the welfare of the guide dog is preserved.

Cambridge United is able offer visually impaired supporters match day commentary through use of a headset. These are free to use, however need to be ordered in advance of match day by contacting the DSLO, 07889 563356 or dslo@cambridgeunited.com

Large print documents are not issued generally. However, they can be produced, if requested 48hrs in advance.

6.3 Neurodiverse Supporters

Neurodiverse supporters are encouraged to contact the club should they have any concerns prior to visiting the stadium and we will be happy to discuss access requirements and seating options. Supporters should contact the club on 01223 566500 and select Option 1 between 9am – 3pm Mondays, Tuesdays, Thursdays and Fridays.

6.4 Disabled supporters

Ambulant disabled supporters will be offered the opportunity of being seated in appropriate areas of the stadium by purchasing tickets in advance and reserving a seat.

It will also be necessary for the ambulant disabled person to provide qualifying documentation to qualify for a reasonable adjustment.

The club also recognises that disabled people have families that they may wish to attend a match with and therefore the club will provide designated disabled seats for families on request within the Family Stand.

Supporters who purchase an Ambulant Disabled ticket with a complimentary Personal Assistant (Carer) ticket must enter the stadium together on matchday.

The Personal Assistant ticket is provided solely to support the disabled supporter's attendance and is not valid for entry on its own. If the Personal Assistant wishes to attend without the disabled supporter, the ticket must be upgraded to a full-price match ticket via the ticket office before the fixture.

Any attempt by a Personal Assistant to enter the stadium without the disabled supporter, or without upgrading their ticket, may result in refusal of entry and/or action in line with the Club's Supporter Sanction Policy.

6.5 Supporters with Access Requirements

Supporters with certain conditions can sometimes have difficulty accessing seats in some parts of the stadium.

All supporters with access requirements who require seats in appropriate areas are requested to purchase tickets and book seats 48 hours in advance by calling 01223 566500, Option1.

6.6 Supporters with sensory requirements

We have a supply of noise-reducing ear defenders and ear plugs which we are able to loan out to supporters. These can prevent or reduce some of the unexpected noise from the stands.

With advance notice we can also try to accommodate supporters in a less populated or slightly quieter area.

If you would like to borrow some equipment or have any questions or concerns, do not hesitate to contact us via dslo@cambridgeunited.com

7.0 Useful websites

Cambridge United Football Club www.cambridge-united.co.uk

Cambridge Fans United www.cambridgefansunited.org

Level Playing Field www.levelplayingfield.org.uk

8.0 Contact information

Cambridge United Football Club, Abbey Stadium, Newmarket Road, Cambridge CB5 8LN

Email: info@cambridgeunited.com

Tel: 01223 566500

Disabled Supporter Liaison Officer, Lorraine Cullum dslo@cambridgeunited.com 07889 563356

Supporter Engagement Officer supporterservices@cambridgeunited.com

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Review History

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1	March 2025	Updated policy	CEO
2	Oct 2025	Changes made to supporting documentation	CEO
3	March 2026	No changes required	CEO
4	April 2026	Changes to Ambulant Disabled tickets	CEO