



# Accessibility Policy

NEWPORT COUNTY AFC

<b>Document type</b>	Accessibility Policy
<b>Updated By</b>	Jonathan Wilsher
<b>Signed off by</b>	Board of Directors
<b>Board review and agreement</b>	2025/26 Season
<b>Next review date</b>	2026/27 Season
<b>Version I.D.</b>	6

Newport County AFC is committed to taking a proactive approach to ensure that the needs of people with disabilities are met.

The Club confirms that it is committed to making the necessary reasonable adjustments to all the services provided by the different departments of Newport County AFC. Access to services, including match day facilities are regularly assessed to inform a programme of measures are in place to ensure compliance with relevant legislation.

The Club operates a specific non-discriminatory ticketing policy for supporters with disabilities and will ensure that the scheme does not differentiate between different disability groups. Where charges are made, the charge will be made to the person with the disability. This is in line with current “disability etiquette” which maintains that people with disabilities should be treated the same as any non-disabled person.

Where Health and Safety requirements demand that a person with a disability must be accompanied by a personal assistant, that assistant will be given free entry to matches. Please note if the person with the disability cannot attend a match, their personal assistant will only be allowed access provided they pay for a full price ticket. The Club reserves the right to ask for ‘proof of disability’ before issuing any concession under the Disability Discrimination Act 2005 (DDA), which was replaced by the Equality Act 2010. However, the Disability Equality Duty in the DDA continues to apply.

All supporters wishing to purchase a Home Ticket are required to register their disability category upon application and supply relevant evidence, in line with the following criteria:

- Middle and Higher rate Disability Living Allowance (DLA)
- Standard and Advanced rate Personal Independence Payment (PIP)
- Low and Higher rate Attendance Allowance (AA)
- Evidence from a Health or Social Professional.

Supporters from visiting clubs can purchase their tickets through their own club.

### **Definitions**

As a fundamental principle, the Disability Discrimination Act 2005 (DDA) stated that disabled people should not be treated ‘less favourably, without justification’ and ‘reasonable adjustments should be made to make goods, facilities and services accessible’. Newport County AFC aims to comply fully with both the spirit and provisions of the Disability Discrimination Act 2005 and the Equality Act 2010.

For purposes of this policy only, the definition of a supporter with a disability is:

Any person who, because of their disability, is unable to use ordinary stand seating without contravening Health and Safety Regulations, Guidelines or Policy or where the Club has provided a ‘reasonable adjustment’ (page 3, paragraph 2 of [Accessibility of Sports Stadia; January 2017](#)) to enable that supporter to attend the venue. Any such person will be considered for use of the designated areas of the stadium in line with the procedures set out in this policy.

As defined by the Equality Act 2010, a person with a Disability is defined as an individual who “has a physical or mental disability which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities”.

A ‘designated area’ is any area (including specific seats within the stadium) that the Club shall at its discretion determine as being available for those with disabilities. A ‘reasonable adjustment’ in this context shall include (but is not limited to) the need to use a wheelchair bay or the need to bring a personal assistant. A ‘personal assistant’ is someone who is accompanying a supporter with a disability and who is fully able to support the needs of said supporter in the event of an emergency.

The Club recognise that many children are carers to their parents and will not be treated differently than an adult personal assistant. However, we insist that **all** assistants can provide relevant support to the disabled person in the event of an emergency. If a child is the parent's personal assistant, the club request that the Club's Head of Safeguarding is notified via [safeguarding@newport-county.co.uk](mailto:safeguarding@newport-county.co.uk)

### **Wheelchair Dependent Supporters**

Newport County AFC has a limited number of spaces for wheelchair dependent supporters and their personal assistant in stands at Rodney Parade. The Club wishes to make the most appropriate use of these facilities by providing them to those with disabilities who are unable to sit in any other part of the stadium. Individuals using, or wishing to apply for use of these designated areas must meet the following criteria:

1. Wheelchair using applicants must be largely dependent on a wheelchair for mobility purposes or not capable of walking a distance further than that required to reasonably and safely access any other part of the stadium.
2. Wheelchair dependent applicants of either manual or powered wheelchairs are encouraged to be accompanied by a personal assistant who is capable of supporting their needs in the event of any emergency evacuation. In this case the Club's Disability Access Officer should be contacted in advance for all relevant information at [office@newport-county.co.uk](mailto:office@newport-county.co.uk). The Club would not refuse admittance to those who don't bring a personal assistant; any refusals will only be on the grounds of a contravention of Health and Safety legislation.

Designated areas for wheelchair dependent home supporters are located on the North Terrace = 4 spaces. There is a designated area for wheelchair dependent away supporters located in the South Stand = 4 spaces (PA seated).

The area on the North Terrace is raised and covered; if additional protection is needed, emergency ponchos and blankets are available. Please note that the area is exposed to the elements from the pitch, this is the case in the majority of the stadium for all supporters.

Wheelchair dependent supporters who require tickets for a designated area are encouraged to purchase tickets in advance.

### **Supporters with Learning Difficulties**

Supporters with learning difficulties can be accommodated in the stadium by various means as it is normally possible for them to use ordinary stand accommodation. Supporters with learning difficulties can normally attend games by themselves. However, if this is not possible, we encourage these people to be accompanied by a personal assistant (free of charge) who can support their needs in the event of any emergency evacuation.

### **Supporters with Ambulatory Disabilities**

The Club recognises that there are considerable numbers of people in the community who use wheelchairs mainly for outdoor mobility purposes but are not necessarily confined to their wheelchair. There are also many people suffering severe walking difficulties who may wish to watch a match. There are also people with learning difficulties or debilitating illnesses who have difficulty walking. For the purposes of this policy, this category of people will be termed 'supporters with ambulatory disabilities' and they will be asked to purchase tickets at least 48 hours in advance where possible.

It will also be necessary for the ambulant supporter to provide qualifying documentation relating to their condition to qualify for a personal assistant ticket, if a personal assistant is required (as previously set out). Supporters with certain conditions can sometimes have difficulty in accessing seats in some parts of the Stadium.

Newport County AFC recognises that older people now form a larger part of the population than younger people and the Club wishes to make sure that our older supporters can continue to attend matches whenever possible. The Club therefore recognises that some of its longest serving supporters with infirmities may require seating in an appropriate area of the stadium.

The Bisley Stand, Block A, rows A and B have been allocated as available seating for our supporters with ambulatory disabilities, where we can support individuals in moving into seats pitch-side as opposed to using the vomitories. Our Disabled Supporter team will be able to safely support you in accessing these seats on a match day.

Supporters with infirmities who require seats in appropriate areas are encouraged to purchase tickets 48 hours in advance.

### **Assistance Dogs**

Assistance dogs are admitted to the ground. The Club's Supporter Liaison Officer should be contacted at least 48 hrs in advance of a game for all relevant information. Measures will be taken to ensure that the welfare of the Assistance Dog is preserved.

### **Accessible Parking**

#### **Home Supporters**

Newport County AFC has 20 accessible spaces allocated to its supporters with disabilities in Rodney Parade. These are allocated to supporters with the most severe mobility difficulties, which is through a season permit. Applications/requests must be made to the Club on a seasonal basis and each request will be judged on its individual merit. The Club would ask that people recognise that there are only a limited number of places available, and it will not be possible to accommodate everyone who has a Blue Badge. Home supporters given an Accessible Parking Permit are expected to always display their Blue Badge and Permit. If there is no Blue Badge and Permit on display, then parking will be refused.

Those unable to walk far and unable to park as above, there are drop-off points where assistance can be given with advance notice.

- Beresford Road entrance
- Rodney Road entrance

#### **Away Supporters**

There are 4 accessible spaces reserved for away supporters at Rodney Parade, these spaces can be obtained by contacting their own club and requesting a parking pass (all the details the supporter needs will be on the pass). Away supporters will be expected to bring the parking pass and always have their Blue Badge on display.

For those unable to walk far and unable to park as above, there are drop-off points where assistance can be given with advance notice.

- Corporation Road entrance (*Away Supporters only*)

Wheelchairs can be provided for supporters who do not need to remain in the chair for the game to assist getting to the allocated area of your ticket. Please request these from the Club's Disability Access Officer at least 48hrs prior to kick off. [office@newport-county.co.uk](mailto:office@newport-county.co.uk)

### **Accessible Information**

Steps are being taken to put procedures in place to provide information in formats that are more easily accessible to people with disabilities. The official Newport County AFC website (<https://www.newport-county.co.uk/>) is operated by EFL Digital Limited (Company Number 04112553). They consistently monitor the levels of compliance against the Equality Act 2010, as well as working on an individual level with a number of fans with disabilities to deliver best practice across the network of Official Football sites.

### **Newport County AFC Partners**

The Club works closely with [Level Playing Field](#) and the [EFL](#) to ensure that it is providing the best matchday experience to disabled supporters.

### **Contact Us**

For further information, please contact the club Supporter Liaison Officer, Donna Linton on 01633 302012 or email [FanFeedback@newport-county.co.uk](mailto:FanFeedback@newport-county.co.uk)