



ACCESSIBLE POLICY & PROCEDURES

General Policy

Heart of Midlothian Football Club (the “Club”) is committed to Disabled Supporters and Customers having full access to all matches, goods, services and facilities provided and offered to the public. The Club employs a Disability Access Officer (DAO) to support, as necessary, the needs of all Disabled Supporters. The DAO will work closely with the Heart of Midlothian Disabled Supporters Club to ensure the needs of all Disabled Supporters are fully considered.

The Club operates a concessionary ticketing policy for certain accessible areas due to the level of facilities available, as outlined in the ticketing procedures. The Club will ensure there is no discrimination between persons with different disabilities.

The Club recognises not all facilities are fully accessible to disabled people and is committed to making the necessary reasonable adjustments described by the Disability Discrimination Act to ensure full compliance with the legislation. This includes additional duties with effect from 1 October 2004 for the removal of permanent barriers which prevent access to club facilities.

The Club guarantees to investigate all complaints of disability discrimination and will respond as quickly and timeously as possible.

Accessible Procedures and Match Day Provisions:

Stadium Access:

External access to the stadium for disabled supporters is provided at Tynecastle Terrace and McLeod Street entrances. Access to the seating and concourse areas of the Gorgie, Wheatfield & Roseburn Stands is via passenger lifts situated at the East Side of the Roseburn and Gorgie Stands. A ramped access is also provided from Tynecastle Terrace at the rear of the Gorgie Stand.

When completed access via the main stand will be supported by a passenger lift and an escalator.

These facilities will give access to the seating deck and also all lounges within the main stand.

The entrance to the Hearts Shop and Ticket Office is via an entrance at the Wheatfield turnstiles and is fully accessible.

Accessible entrance to the Gorgie Suite is via McLeod Street.

Ticketing Procedures:

Wheelchair User, Ambulant Disabled, Blind/Partially Sighted and Personal Assistant Home Support

A total of 92 spaces for Wheelchairs User supporters and their personal assistants can be allocated in the stadium. Adjacent personal assistant seats are available.

Admission is charged at a concessionary rate for wheelchair users due to the level of facilities available (in consideration of the match category), admission for personal assistants is complimentary.

Blind/partially sighted supporters and their personal assistants who are members of the Rex Blind Parties are allocated a number of seats in the Main Stand (Lower Section T), with audio commentary system provided. Tickets are charged at a concessionary rate with admission for the personal assistant being complimentary.

Blind/partially sighted supporters and their personal assistants may choose to sit in any other area of the stadium with audio commentary provided, which can be requested from the DAO. Admission is charged at the relevant rate based on age bracket & seating zone (*in consideration of match category*), with admission for the personal assistant being complimentary.

Ambulant disabled supporters can choose to sit anywhere within the stadium. Admission is charged at the relevant rate based on age bracket & seating zone (*in consideration of match category*), with admission for the personal assistant being complimentary (if criteria qualification met). Tickets for home supporters can be purchased from Heart of Midlothian Ticket Office.

Away Support

A number of Wheelchairs User supporters and their personal assistants can be allocated in the Roseburn Stand. Segregation will apply to allocation for home and away fans. The available number of seats is dependent on the categorisation of the match and the number of sections and seats allocated to away fans.

A number of tickets will be provided (on the away Club's request) for any other disabled fans and their personal assistants, however the number available is not unlimited for practical reasons. Admission is charged based as per the rules set out for home fans.

Accessible Parking:

There is limited accessible parking available and the process is coordinated via the DAO, in consultation with the Stadium & Facilities Manager.

Home Support

Former Tynecastle High School car park, McLeod Street: A limited number of accessible spaces are available on a season ticket basis. On some occasions, limited spaces may be available by contacting the Disability Access Officer.

Wheatfield Place: There is a limited number of parking available on a first come first served basis, however the Club has no involvement in allocation. Council parking attendants will monitor this. The disabled blue badge holders must clearly display their badge in the vehicle.

Distillery Car Park: If this parking facility is a parking option used by the club, a limited number of parking spaces may be available. The arrangements are the same as Tynecastle High School.

Away Support

Bus parking is available on Russell Road. Additional facilities are also available for vehicles if blue disabled badges are displayed. This is subject to the bus allocation not being fully utilised.

There is limited accessible parking which may also be available in the former Tynecastle High School. This can be requested by contacting to the Club DAO.

Match Day Stewarding:

Heart of Midlothian employ contract stewards from G4S Events to assist in the control of all stadium events and deal with spectator's needs. They also have an active role in any emergency situation and receive full training from their company on a continual basis. G4S have advised the Club this training incorporates disability awareness.

Provision of Information on Club Operations:

Information on all club activities are listed on the Club's comprehensive website and is supported by mailshots, newsletters, match day magazines and radio / press announcements.

Information can also be obtained by visiting or contacting the Club to discuss any issues with a relevant member of staff. Alternatively, direct contact may be made with the DAO.

Stadium Signage:

The Club in consultation with the DAO will continue to review and identify any signage needs. This will be particularly relevant following any refurbishment or alteration.

Staff Training:

The Club will review the requirements for staff training and provide the necessary training to staff as required.

Review:

This policy will be reviewed on an annual basis.