Club Policy to address the requirements of (the provision of goods, services and facilities) of the Equality Act 2010

Peterhead Football Club is committed to ensuring that its and visiting 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.

For the purpose of this policy, the definition of a disabled supporter is someone who has a physical or mental impairment that has a substantial and long-term adverse effect on the ability to carry out normal day-to-day activities including attending football matches. Such persons may fall into one of the following six categories:

- use a wheelchair for their daily activities
- are hard of hearing or deaf
- are partially sighted or blind
- have learning difficulties
- have reduced mobility
- have a medical condition which requires them to be accompanied

The Club will operate a concessionary ticketing policy for disabled supporters and will ensure that the scheme does not discriminate between people with differing impairments or their personal assistants.

The Club recognizes 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 Equality Act 2010 and its relevant Codes of Practice to ensure full compliance with the legislation. The Club has made a commitment to have the facilities appraised on a regular basis to identify areas requiring improvement and to make any visit to Balmoor for a disabled supporter a pleasant one.

The Club also recognizes that it is has responsibilities to remove barriers that make it difficult 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.

Club has a training programme to ensure that all officials and appropriate "front line staff' are trained in the provisions of the Act. Ongoing training will be included in staff induction programmes. The Club has advised its members, volunteers and 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.

The Club treats any complaint seriously and guarantees to its and visiting disabled supporters that any complaints of discrimination will be dealt with quickly under the disciplinary procedure.

Additionally, the Club will not tolerate abuse of disabled supporters or customers by other visitors to the stadium. Should an incident of this nature be brought to the attention of the Club it will eject the offenders from the stadium or withdraw access to the stadium to the abusive parties.

WHEELCHAIR USER SUPPORTERS

Outside the Main Stand, there are three clearly signed car parking spaces set aside for disabled supporters and their personal assistants; these places are allocated on a first come first served basis. However if the club is contacted prior to the selected event additional parking provision can be provided.

There are dedicated spaces situated at ground level and in the main stand concourse, access via the lift in the Main stand is specifically sign-posted. Wheelchair users using the main stand area to be carried from the area in the event of an emergency.

There is a accessible toilet situated at ground level in the Main Stands and there is another accessible toilet for wheelchair users situated on the upper floor of the Main Stand and is convenient for the main hospitality suite.

HARD OF HEARING/DEAF SUPPORTERS

Supporters with hearing difficulties can be accommodated wherever they prefer within Balmoor Stadium. There are currently no specific arrangements in place for these supporters and Peterhead FC's published admission prices or season ticket packages apply.

PARTIALLY SIGHTED/BLIND SUPPORTERS

Supporters with sight restrictions are accommodated in ordinary stand seating within Balmoor Stadium. There are currently no specific arrangements in place for these supporters. However, Peterhead FC recommends that each partially sighted/blind person attending a match at Balmoor Stadium should be accompanied by a person who is fully able to support their needs in the event of an emergency.

Partially sighted/blind people wishing to attend a Peterhead FC match, aided by their Guide Dog, should contact Peterhead FC main office for all relevant information. Due care and attention will be given to each supporter and measures will also be taken to ensure the welfare of guide dogs. Please note that Peterhead FC's published admission prices or season ticket packages apply.

SUPPORTERS WITH LEARNING DIFFICULTIES

Supporters with learning difficulties can be accommodated wherever they prefer within Balmoor Stadium.. If, for whatever reason, any person with a learning difficulty feels that ordinary stand seating would be unsuitable for them, or they wish to be accompanied to, during and from the match, they should contact Peterhead Football Club for further information and advice. Please note Peterhead FC's published admission prices or season ticket packages apply.

AMBULANT DISABLED SUPPORTERS

Some people who attend Peterhead FC matches at Balmoor Stadium use wheelchairs mainly for outdoor mobility purposes but are not necessarily 100% wheelchair users. There may also be people who have walking difficulties who may wish to attend a match at Balmoor Stadium. For the purposes of this policy, both categories of people will be termed 'ambulant disabled supporters'.

Ambulant disabled supporters will be allocated seats in parts of the Stadium with the easiest access. These arrangements will be implemented on an individual basis and each supporter's needs will be assessed from information provided, in advance of a match, to Peterhead Football Club. Please note Peterhead FC's published admission prices or season ticket packages apply.

ELDERLY SUPPORTERS WHO ARE LESS ABLE

As an aside to our Club Policy, Peterhead Football Club greatly appreciates the number of elderly, life-long supporters who continue to attend matches at Balmoor Stadium; it is the Club's desire that they continue to enjoy watching Peterhead FC. With this in mind, those elderly supporters who have difficulty climbing large numbers of steps are encouraged to request a seat in the most accessible part of the Stadium.

LIFT

There is a lift in the Main Stand, situated in the main corridor and allows access to the function suite and main stand seating.

LIAISON WITH PETERHEAD FC AND SECURITY STAFF

Peterhead FC supporters and visiting fans to Balmoor Stadium who are disabled are welcome to make themselves known to the nearest member of staff or steward and make either aware of any special needs/requirements.

REVIEW OF THIS POLICY

Peterhead Football Club wishes to build on this policy, which is under regular review. With this in mind, the Club encourages any person or organisation to contact the Club with their comments or queries which may be included in the Club's Annual Policy and Procedure Review.

Larger print versions of this or any other procedure or policy is available on request from the office@peterheadfc.co.uk or in writing at:

Safety Officer
Peterhead Football Club
Balmoor Stadium
Balmoor Terrace
Peterhead
Aberdeenshire
AB42 1EU
01779 478256

Policy Reviewed : Rodger Morrison, Chairman **10th March 2026**

Nat Porter, Disability Access Officer **10th March 2026**