

# Hamilton Academical Women's Football Club

## Disability & Accessibility Policy

### 1. Purpose and Commitment

Hamilton Academical Women's Football Club ("Accies WFC", "the Club") is committed to providing a safe, inclusive, and welcoming environment for all supporters and visitors, regardless of physical, sensory, intellectual, or learning disabilities. We recognise the positive impact that accessible football experiences have for fans, volunteers, players, staff and the wider community.

This policy outlines the Club's commitment to accessibility, reasonable adjustments, matchday support, and equal access to facilities, services, communications, and events.

Our approach is guided by the **Equality Act 2010** and aligned with best practice in Scottish football.

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### 2. Definitions

For the purposes of this policy:

- **"Disabled person"** refers to anyone with a physical, sensory, intellectual, mental health, or learning disability that has a substantial and long-term adverse effect on their ability to carry out everyday activities.
  - **"Accessibility"** means ensuring that disabled supporters can access, participate in, and enjoy club activities, facilities, and services on an equal basis with other supporters.
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### 3. Accessibility Officer

To support ongoing inclusion and accessibility, the Club has appointed an **Accessibility Officer** who is responsible for overseeing the implementation of this policy, handling enquiries related to disability access, and championing improvements in how we support disabled fans.

#### Accessibility Officer: William McKenzie

 [Wellbeing@accieswfc.co.uk](mailto:Wellbeing@accieswfc.co.uk)

The Accessibility Officer is available to support disabled supporters before, during, and after matches, including assistance with booking accessible seating, arranging Personal Assistant (PA) tickets, and meeting specific matchday requirements.

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### 4. Accessible Ticketing & Matchday Support

The Club will ensure that disabled supporters and their companions or carers are supported as follows:

- **Accessible Seating:** Reserved seating in designated accessible areas upon request.

- **Personal Assistant (PA) Tickets:** Complimentary PA tickets will be made available where appropriate.
- **Pre-Match Assistance:** Support with arrival arrangements — such as early entry, alternative entrances, and stewards assigned to accessible areas.
- **Communication:** Booking accessible seating and PA tickets can be requested via the Accessibility Officer or by email at [accieswfc@gmail.com](mailto:accieswfc@gmail.com).
- **Information:** The Club will provide clear information on accessible facilities including toilets, entrances, parking, and steward locations.

Supporters are encouraged to contact the Accessibility Officer in advance of attending to ensure necessary arrangements are in place.

*Note:* Where identification of disability support requirements is requested (e.g., for accessible seating or PA access), confidential documentation may be requested in line with privacy and safety standards.

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## 5. Facilities & Services

### a. Stadium Access

- The Club will provide clear signage, ramp access, and designated accessible routes for supporters with mobility disabilities.
- Wheelchair bays will be available in suitable locations offering good sightlines.
- Stewards will be trained to assist disabled supporters and facilitate safe entry and exit.

### b. Toilets

- Accessible toilets will be available at designated locations within the stadium.

### c. Parking

- Accessible parking spaces will be coordinated where possible in collaboration with the venue hosting each home match (e.g., New Douglas Park or Broadwood).
- Supporters requiring accessible parking should notify the Accessibility Officer in advance to help plan their visit.

### d. Communication and Assistance

- Information will be made available in multiple formats upon request, including larger print or digital options.
- Staff and stewards will receive disability awareness training to support inclusive communications and assistance.

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## 6. Catering Policy for Disabled Fans

Hamilton Accies WFC is committed to ensuring that accessible food and drink provisions are available on matchdays and that catering areas can be easily used by disabled supporters.

### **a. Access & Mobility**

- Catering outlets will be arranged to provide **level access** or as close to level access as possible for wheelchair users and those with mobility impairments.
- Queuing areas for food and beverage services will allow space for wheelchair users and visible markers to assist all supporters.
- The Accessibility Officer and / or Stewards will also be able to take orders for Half-Time should access to a catering outlet be unfeasible.

### **b. Dietary Requirements**

- Supporters with specific dietary needs related to health or disability (e.g., gluten-free, allergen requirements, or metabolic conditions) are encouraged to contact the Accessibility Officer prior to matchday so reasonable adjustments can be arranged where feasible.

### **c. Assistance**

- Stewards and catering staff will be briefed to assist disabled supporters who may need help carrying items, ordering food, or understanding menus.
- Where possible, menus will include clear allergen and dietary information.

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## **7. Anti-Discrimination and Inclusive Culture**

The Club has a zero-tolerance approach to discrimination, harassment, intimidation, or abuse towards disabled supporters, staff, players, or volunteers. All incidents will be treated seriously and may result in sanctions under club conduct procedures.

Supporters are encouraged to report any concerns to stewards, Club staff, or the Accessibility Officer.

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## **8. Review and Feedback**

This policy will be reviewed annually or when significant changes occur in legislation, venue arrangements, or operational practice. Feedback from disabled supporters is valued and used to improve services.

Supporters can provide feedback on accessibility via **accieswfc@gmail.com** or through direct contact with the Accessibility Officer.

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