



Disabled Supporters Policy

St Mirren Football Club is committed to ensuring that our disabled supporters and customers have full access to all goods, services and facilities provided or offered to the public by the club.

ENTRY FOR WHEELCHAIR AND AMBULANT SUPPORTERS



N/B Due to the introduction of the Disabled Viewing Platform the Capacity of the stadium is now 7,937

To avoid the use of turnstiles at St Mirren Park wheelchairs with carers and ambulant persons can gain access via the following gates which are all clearly marked and are shown on the above plan:

Main Stand M2 & M3 West
Stand W1 & W4 South
Stand S1
North Stand N3 (Away Support)

Accessible seats are available in all stands for ambulant disabled.

ACCOMMODATION

Raised Viewing Platform (North End of Main Stand) – A raised viewing platform is provided at the upper level (North end) of the Main Stand (Sections M1 and M2) for 10 wheelchair users and their carers.

Access is by: Lift from the foyer, corridor and then via the SMFC 1877 Supporters Club.

Emergency Egress is by: The main escape route is via the South radial gangway.
(Signed from the platform as Fire Exit Route)



Platform users match days: are the subject of a Personal Evacuation Plan assessment/evaluation with decisions made as to the most suitable evacuation route for each individual. A safety briefing is then delivered by staff pre match with individual platform users advised on the arrangements for their individual evacuation. Anyone wishing to use the platform must become a member of the St Mirren Disabled Supporters Group as spaces are allocated on a rotational basis.

The front row of each stand is for wheelchair users and their friends and family. There are four stands at St Mirren Park namely:

- The North Stand (Away Support)
- The South (Tony Fitzpatrick Family) Stand (Mainly Home Support)
- The Main (East) Stand (Mainly Home Support)
- The West Stand (Home Support)

There are a limited number of free disabled carparking spaces in Main Car Park and at rear of North Stand for disabled supporters. The spaces for home fans are controlled the St Mirren Disabled Supporters Association and the spaces for away fans are booked via their own Ticket Office/DLO.

Accessibility: All entrances are step-free and direct wheelchair access is available to most public areas of the premises. The car parking facilities are situated in close proximity to the various points of entry to the stadium.

Admission Charges: If a wheelchair user attends admission is charged at our ambulant concession rate. An accompanying carer is free of charge. If an ambulant disabled attends they will be charged the ambulant concession rate, if they can provide proof that they are receiving the enhanced rate of PIP/DLA/ADP. If these supporters require a carer, this can be provided free of charge.

If an ambulant support is in need of a carer no matter the rate of PIP/DLA/ADP and they get a carer allowance they will be charged at an ambulant concession rate and a carer can attend free of charge.

Customer Care: Our staff, stewards and all match day personnel are tasked with ensuring that disabled supporters and customers are at all times treated with due patience, politeness, courtesy and practical assistance.

The club, its employees and stewards shall not discriminate between people with differing impairments.

St Mirren Football Club is aware that any incidents of discrimination under the provisions of THE EQUALITY ACT 2010 are serious matters, which could lead to appropriate disciplinary action being initiated.

Any grievance relating to the provisions of the THE EQUALITY ACT 2010 will be dealt with promptly by a senior member of staff.

A copy of our written disabled supporter's policy is available on request. Contact:

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