



THE QUEEN'S PARK FOOTBALL CLUB LTD

EQUALITY Act 2010

POLICY & PROCEDURES

Introduction

The Queen's Park Football Club is committed to ensuring that its disabled supporters and customers have as full access as is reasonably possible to all goods, services, and facilities provided or offered to the public by the Club. This general policy extends to the Club's administrative base and Social Club premises, as well as to the venue for its matches.

Administrative Base

- The Club's offices are accommodated within a two-storey building, which is located at Lesser Hampden Park, on Somerville Drive, Glasgow.
- The offices are located at ground floor (street) level and there are three separate points of access/egress which are suitable for the users of wheelchairs. This floor level has a separate, purpose-built, toilet for disabled persons.
- The second floor is accessible to disabled persons via a lift, there is also a disabled toilet on the second floor.
- Pitch level is accessible to disabled persons by use of a lift.

Stadium

- The Club plays its home fixtures at Firhill Stadium, Glasgow, which is an all-seated facility, there is a wheel chair platform with carers space, accessible via a lift, a disabled toilet is accessible from the platform.
- As the average attendance at Queen's Park's home matches is circa 500, the Club only makes use of the Jackie Husband Stand :-
 - 12 places for wheelchair users
 - 12 adjacent seats for their carers
 - There are also seats for ambulant/blind persons (guide-dogs allowed)
 - Disabled parking available, which is **free** of charge, this should be pre booked by calling 011 632 1275

Admission to Stadium

- The following policies shall apply: -
 - The Club does **not** charge disabled patrons for entry to its matches, relevant proof is required

- The Club does **not** charge carers or helpers for entry to its matches, subject to the proviso that this particular concession is not abused.
- Pre-booking is required under normal circumstances.

Customer Care

- The following policies and procedures shall apply:-
 - The Club, its staff, and stewards, shall not discriminate between people with differing impairments.
 - The Club's administrative staff, other "front-of-house" personnel, and stewards shall be instructed to observe the provisions of the EQUALITY ACT 2010, or any other relevant legislation.
 - The Club's administrative staff, other "front-of-house" personnel, and stewards are required to treat disabled supporters and customers with all due patience, politeness, courtesy, and practical assistance at all times.
 - The Club guarantees that it shall deal promptly with any grievances relating to the provisions of the EQUALITY ACT 2010.
 - The Club's administrative staff, other "front-of-house" personnel, and stewards shall be advised of the fact 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.

Disabled Supporters' Club

- The Queen's Park Football Club's overall fan base is relatively small; the Club doesn't have its own Disabled Supporters' Club or Network.

Should you require any further information, or assistance please do not hesitate to contact us on 0141 632 1275 or via email to secretary@queensparkfc.co.uk

Reviewed July 2021