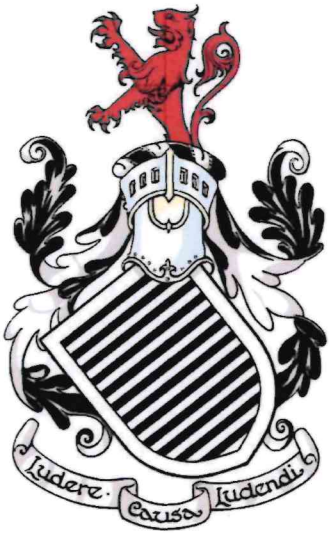

DISABLED POLICY

IN CONJUNCTION WITH EQUALITY Act 2010

June 2026

Reviewed Date 30/06/2026
Next Review Date 30/06/2027

Policy / Plan Details

Name of Policy / Plan	DISABLED POLICY IN CONJUNCTION WITH EQUALITY Act 2010
Policy / Plan Owner	Alan Marshall
Policy / Plan Reviewer	Alan Marshall
Date Policy / Plan Created	November 2021
Date Last Updated	June 2026
Date for Review	June 2027
Signatories	Policy Owner: Alan Marshall Date:30/06/2026 Counter Sign David Stevenson Date 15/7/2026

Revision History

Date Revised	Reason	Author
30/06/2026	Annual Review Update signatories	Alan Marshall

Reviewed Date **30/06/2026**
Next Review Date **30/06/2027**

Introduction

The Queen's Park Football Club is committed to ensuring that its supporters and customers who are disabled 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.

Customer Care

- The following policies and procedures shall apply:-
    - The Club, its staff, and stewards, shall not discriminate between people irrespective of their disability.
    - 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 supporters and customers who are disabled 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.

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

Reviewed Date **30/06/2026**
Next Review Date **30/06/2027**