



## **Supporters Who Are Disabled at Meggetland Stadium**

### ***Evacuation***

In the event of a FULL EVACUATION being required supporters with disabilities who are visiting with or without a personal assistant should be evacuated following the normal evacuation guidelines. Staff assistance to evacuate will be given where possible.

Certain supporters may have some challenges, e.g., hearing the alarm, or seeing the exit routes, therefore staff should exercise great vigilance and offer maximum support when evacuating these supporters.

### ***Standard Emergency Egress Plan: First Floor- Function Suite***

#### **Evacuation Procedure:**

1. If the member of the public is able to make their own way in/out of the building, advise them to proceed to exit via doors at the South end of the building (adjacent to left of kitchen servery), through the single exit door onto the ramp/boardwalk. Proceed down ramp to the muster point in the main car park. They should report to the member of staff present.
2. If the member of the public requires assistance to exit the function suite, this should be provided by the person accompanying them who should proceed using the exit route above.
3. If the member of the public require assistance to enter/exit the function suite, and would therefore require assistance to evacuate the area, Meggetland staff are unable to provide this and regrettably we would be unable to provide access to the function suite or the top level of the Stadium and hockey stand areas.

### ***Spectator Viewing for Disabled Persons***

**Stadium:** Either First floor stand or ground floor pitch level viewing in front of the West stand at ground level on either side of the technical areas are available. There is space for 10 plus 10 personal assistants.

Upper level viewing is only available for the customers that do not require assistance of the staff to get out of the building to the safe point or either have a party that is accompanied by the personal assistant

#### **Lifts**

Lifts cannot be used in an emergency. Any lift used for the evacuation of people who are disabled must be either a 'firefighting lift' or an 'evacuation lift' and will be clearly marked as one.

Tynecastle Football Club (The Club) is committed to Supporters and Customers who are disabled having full access to all matches, goods, services and facilities provided and offered to the public.

The Club employs a Disability Access Officer (DAO) to support, as necessary, the needs of all Supporters who are disabled. The DAO will work closely with the Disabled Supporters to ensure the needs of all Supporters who are disabled are fully considered.

The club has a pan-disability approach recognising support is required for supporters who are wheelchair users, ambulant disabled, partially sighted/blind, hard of hearing and have learning difficulties. However, disabilities out with this list are recognised in addition to our elderly supporters who may have reduced mobility.

The Club operates an accessible policy based on the level of facilities available. The Club will ensure there is no discrimination between persons with different disabilities.

The Club recognises not all facilities are fully accessible to people who are disabled and is committed to making the necessary reasonable adjustments described by the Equality Act 2010 to ensure full compliance with the legislation.

Accessible facilities are detailed below however are not limited to this list as improvements are considered on an on-going basis.

- Wheelchair User Viewing Areas
- Easier Access Seats
- Ramped Access
- Lifts
- Support from Stewards

The Club guarantees to investigate all complaints of disability discrimination and will respond as quickly and timeously as possible.

External access to the stadium for supporters who are disabled is provided at Public entrance.

Access to the viewing and seating areas via is the Main Entrance.

A total of 16 spaces for Wheelchairs User supporters and their personal assistants are located in the Main Stand. Adjacent personal assistant seats are available on request.

A complimentary personal assistant ticket will be issued if the applicant is covered or in receipt of one or more of the following: -

Limited accessible parking is available and is coordinated via the Disability Access Officer and is located in the main car park. Disabled blue badges must be clearly displayed in the vehicle.

For Information on Club Operations on all club activities are listed on the Club's comprehensive website. Accessible information can be obtained by visiting the Club's website by clicking on [www.tynecastlefc.co.uk](http://www.tynecastlefc.co.uk)

Alternatively, direct contact should be made with the Club's Disability Officer who will be pleased to deal with any type of enquiry.

The Club in consultation with the Disability Access Officer will continue to review and identify any signage needs. This will be particularly relevant following any refurbishment or alteration.

The Club will review the requirements for staff training and provide the necessary training to staff as required.

**Reviewed 1<sup>st</sup> August 2023**