AFC BOURNEMOUTH

ACCESS STATEMENT

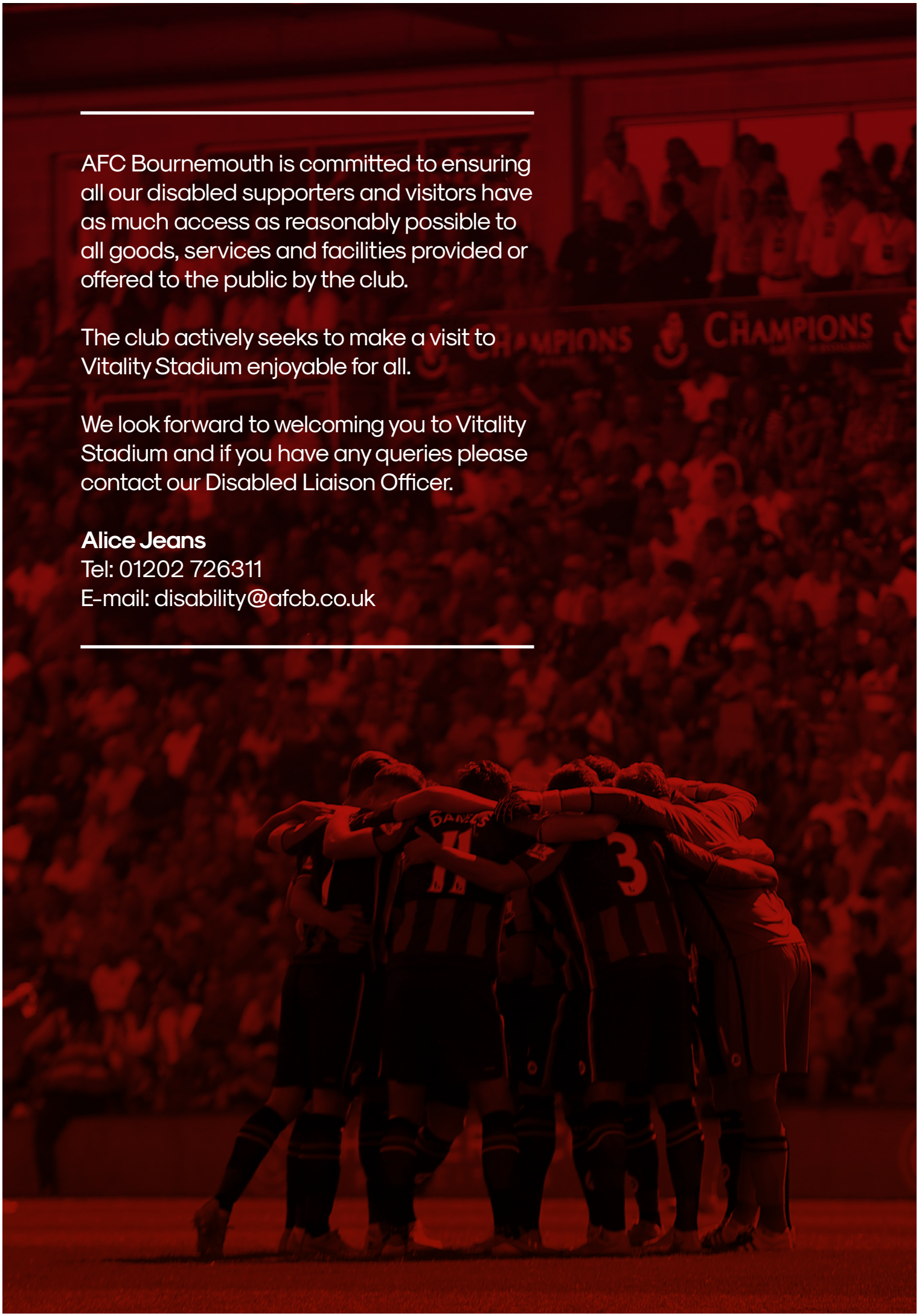
TOGETHER, ANYTHING IS POSSIBLE.

AFC Bournemouth is committed to ensuring all our disabled supporters and visitors have as much access as reasonably possible to all goods, services and facilities provided or offered to the public by the club.

The club actively seeks to make a visit to Vitality Stadium enjoyable for all.

We look forward to welcoming you to Vitality Stadium and if you have any queries please contact our Disabled Liaison Officer.

Alice Jeans
Tel: 01202 726311
E-mail: disability@afcb.co.uk



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1. TRAVEL TO VITALITY STADIUM

STADIUM ADDRESS

AFC Bournemouth
Vitality Stadium
Dean Court
Bournemouth
BH7 7AF

BY CAR

Accessible car parking is explained in the parking section of this guide. If you are not restricted by mobility limitations, there are several official match day car parks available on match days. More information on these can be found on the Vitality Stadium section on www.afcb.co.uk.

BY TRAIN

POKESDOWN STATION

The nearest train station to the stadium is Pokesdown, which is 1 mile from the ground and a 20 minute walk away. Pokesdown Train Station does not have staff assistance, nor ramps for train access. Pokesdown is unfortunately an inaccessible station for wheelchair users. They do however have an accessible ticket machine and induction loop.

BOURNEMOUTH STATION

A large majority of trains arrive at Bournemouth Central, which is 1.3 miles from the Stadium and a 25 minute walk. Bournemouth Train Station is accessible and offers step free and ramp access onto trains. Wheelchairs are available for use and the station is staffed 24 hours a day. They also have an induction loop.

For further details of the accessible features available at both of these stations, please visit www.nationalrail.co.uk and www.southwesttrains.co.uk or call 0800 52 82 100.

BY AIR

The nearest airport is Bournemouth Airport. There is no direct transport from the airport to the stadium. Journey time from Bournemouth Airport to Vitality Stadium is approximately 10 minutes by car, although you may wish to add additional travel time to account for matchday traffic. For more information on the accessibility arrangements at Bournemouth Airport, please visit- http://www.bournemouthairport.com/help-and-advice/airport-accessibility/.

BY BUS

More Bus Wilts & Dorset provide bus routes from Lymington, Salisbury, Poole and Boscombe which bring supporters within close distance of the stadium. For more information on their services please visit http://www.morebus.co.uk/.

Yellow Buses also deliver a range of routes that pass through Bournemouth and by Pokesdown train station, bringing fans to within five minutes of the stadium. Buses (1b, 1c and 41) all stop along Ashley Road which allows for a step free route across Kings Park to the Stadium. There is enough room for at least one wheelchair on all Yellow buses, as well as a fold down ramp to the pavement. For more information on their services please visit https://www.bybus.co.uk/.

1. TRAVEL TO VITALITY STADIUM

BY TAXI

AFC Bournemouth works closely with United Taxi's whom have many taxis that have been adapted so they are easily accessible. There accessible taxi's include, fold out ramp with extension, four point wheelchair restraint belt with over centre clamp, intermediate non-slip step, built in induction loop and intercom, and easy release and lit exterior door handle. For more information please visit http://www.556677.com/wheelchair-accessible/3606530, or call 01202 556677.

2. TICKETS FOR AFC BOURNEMOUTH MATCHES

To ensure that the club treats everyone fairly and to enable it to take the particular circumstances of our disabled supporters into account when allocating seats, the club requires all applicants for seating, which has been allocated for the specific use of disabled supporters, to produce confirmation of their entitlement to the medium or higher rate care component of Disability Living Allowance (DLA), and/or confirmation of their entitlement to standard or enhanced rate care component of PIP (Personal Independence Payment).

Reference throughout this guide to a 'disabled supporter' is a reference to a person who can provide this confirmation.

Please note in the case of DLA, as the allowance may be for life or for a fixed period, the club reserves the right to periodically check that an applicant remains eligible.

PERSONAL ASSISTANTS

Supporters receiving middle or high rate of care and/or high rate of mobility or enhanced/standard rate of PIP will be entitled to a free match ticket for their personal assistant to accompany them on matchdays. The personal assistant should be capable of supporting the disabled person's needs in the event of an emergency.

Please note, the club reserves the right to request evidence to support this where necessary and require the disabled supporter and their PA to enter the ground and sit together.

Seats for personal assistants are located next to the disabled supporter's seat. The club's health and safety policy requires that disabled supporters who attend in a wheelchair remain in their wheelchair during the game.

2. TICKETS FOR AFC BOURNEMOUTH MATCHES

THESE SPACES ARE SITUATED HERE

Main Stand: 40

North Stand: 42

South Stand: 42

East Stand (home): 39

East Stand (away): 24

Main Stand Platform: 2

East Stand Platform: 8 - available on request, by e-mailing disability@afcb.co.uk.

Wheelchair viewing is also available in hospitality areas (subject to application). These places are charged at the standard hospitality price for the disabled person using the wheelchair.
Disabled supporters using the wheelchair places will be charged at a reduced rate. All row A wheelchair spaces are under cover at the front of each stand, however, in the winter months can be exposed to the elements.

BUYING YOUR TICKET

Disabled supporters of AFC Bournemouth should contact the Ticket Office on 0344 576 1910 opt 1, opt 2 or visit the ticket office in person to purchase tickets for all AFC Bournemouth fixtures.

We would ask that, wherever possible, you detail the nature of your disability so that we are able to assist your purchase in an informed manner and to offer you seats most suited to your requirements (subject to availability).

The Club has a priority point's policy, disabled supporters wishing to purchase tickets will need to meet the point requirement for the individual game. For more information on the priority points please visit www.afcb.co.uk and select the ticket tab.

The main ticket office is located in the Superstore during the week, and operates from the ticket office on matchdays.

SUPERSTORE TICKET OFFICE

The weekday ticket office can be accessed via the Superstore main entrance which has an automatic door which is push pad operated (the door opens towards you).

- The doors are single width and the opening is 85cm (2ft9in) wide.
- The ticket office counter is 18m (19yd 2ft) from the entrance.
- There is level access to the counter from the entrance.
- There is sufficient space to write or sign documents on the counter.
- The height of the counter is 90cm (2ft 11in) and unfortunately there is no lowered section.
- There is a portable hearing loop.
- Staff are available to help.

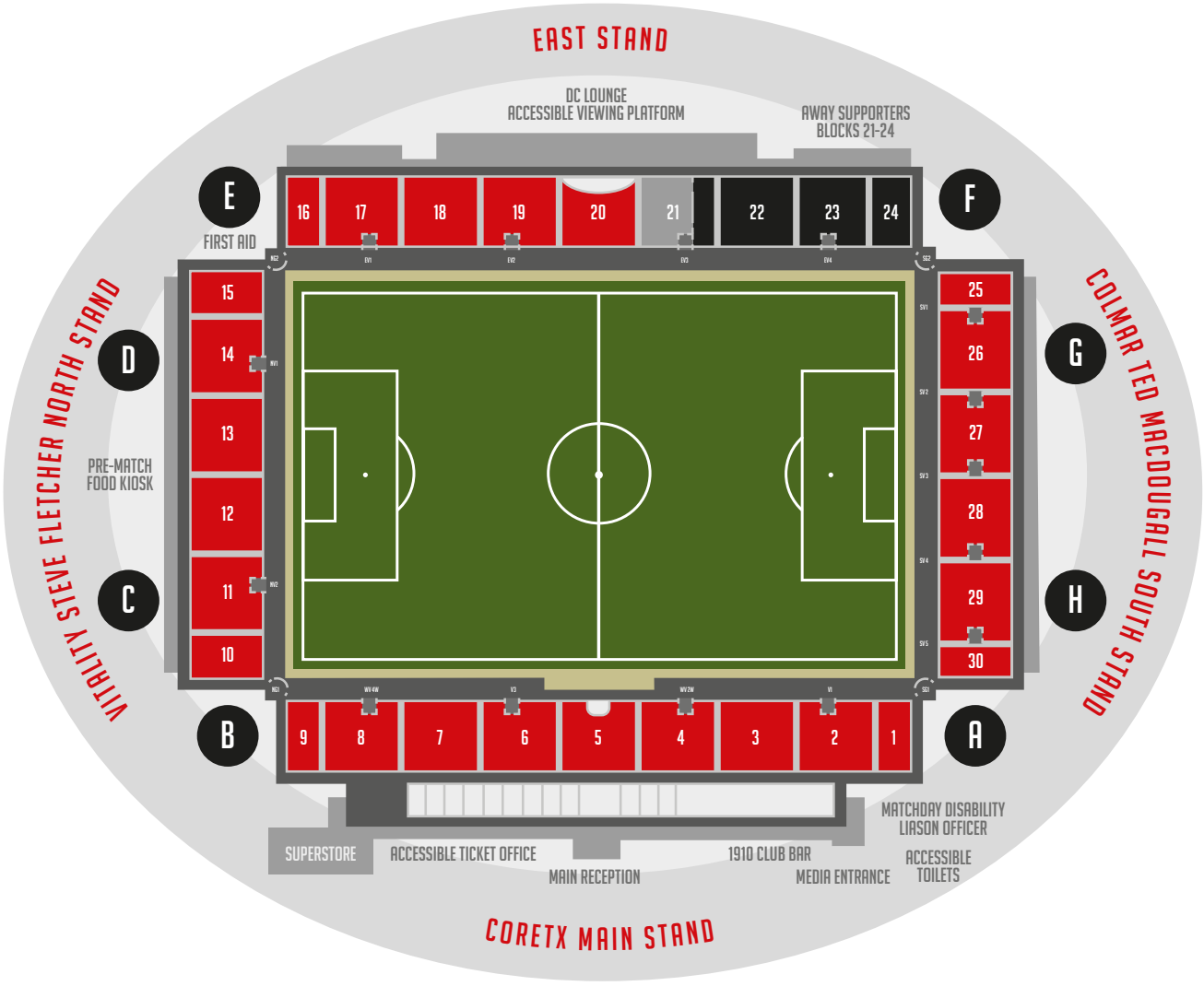
2. TICKETS FOR AFC BOURNEMOUTH MATCHES

MATCHDAY TICKET OFFICE

The Matchday ticket office is based at the ticket windows next to main reception.

- There are 6 counters, two of which are lowered (closest to main reception).
- The rest of the 4 counters are 103cm (3ft 5in) high.
- There is a portable hearing loop.
- Staff are available to help.
- There is level access up to the counters.

3. STADIUM MAP



4. SUPERSTORE

SUPERSTORE

The superstore can get extremely busy on a Matchday. If you require a quieter period on a Matchday we would recommend at least 2 hours before kick-off and 30 minutes after the game. Non matchdays are considerably quieter.

- The doors are single width and the opening is 85cm (2ft9in) wide.
- The access is not level into the superstore but there is a permanent moderate slope.
- The counter is 4m (4yd 1ft) from the entrance.
- There is level access to the counter from the entrance.
- There is sufficient space to write or sign documents on the counter.
- The height of the counter is 90cm (2ft 11in) and unfortunately there is no lowered section.
- Staff are available to help.
- A managed queuing system is used on matchday and tills are outward facing.

5. EAST STAND ACCESSIBLE PLATFORM

EAST STAND

The East Stand platform is fully under cover, and is booked on a match by match basis. It is located directly on the halfway line approximately half way up in the East Stand.

Waitress/Waiter service for halftime snacks and refreshments is available. Access to the platform is via the DC Lounge, where lift access is available.

Supporters who wish to book the platform should contact the Disabled Liaison Officer by e-mailing disability@afcb.co.uk, or call 01202 726311. Bookings should be submitted in advance of the match and places will be allocated and confirmed 2 days prior to the match to ensure use of the platform is fairly distributed across the season.

- The accessible platform entrance is located at the front centre of the East Stand.
- There is level access into the entrance.
- The main door(s) open towards you (pull).
- The doors are double width.
- The door opening is 160cm (5ft 3in) wide.

5. EAST STAND ACCESSIBLE PLATFORM

LIFT ACCESS IN DC LOUNGE TO ACCESSIBLE PLATFORM

- The lift is a standard lift.
- The floors which are accessible by the lift are 0-1.
- The dimensions of the lift are 109cm x 138cm (3ft 7in x 4ft 6in).
- The clear door width is 80cm (2ft 7in).
- There is a mirror to aid reversing out of the lift.
- The lift does have a visual floor indicator.
- The lift does have an audible announcer.
- The controls for the lift are within 120cm from the floor.
- The lighting level is medium.
- The lift does have tactile markings.

6. FACILITIES

FACILITIES FOR AMBULANT DISABLED SUPPORTERS

Ambulant disabled supporters include individuals who use wheelchairs for outdoor mobility but are not necessarily confined to their wheelchair, as well as people with walking difficulties and/or physically restricting medical conditions.

Ambulant disabled supporters will be charged the standard ticket price based on their age category.
Any supporter who has concerns getting to their seat due to temporary setback (broken bones, operation etc.) should also advise the ticket office when booking so the appropriate provisions can be made.

There is no allocated seating for ambulant disabled supporters and they may therefore sit (subject to availability) in their preferred area of Vitality Stadium.

FACILITIES FOR SUPPORTERS WITH VISUAL IMPAIRMENTS

There is no allocated seating for visually impaired supporters and they may therefore sit (subject to availability) in their preferred area of Vitality Stadium.

The club has four radio headsets available to supporters with visual impairments. Headsets can be booked in advance through contacting the ticket office, this can be done in person, over the phone by calling 0344 576 1910 (option one, option two) or by e-mailing disability@afcb.co.uk. Headsets are also available to hire free of charge on the day of the game from the ticket office, subject to availability. Headsets are supplied with instructions and individual earphones, however we do encourage supporters to bring their own earphones.

Any supporters who have a guide dog must contact the club in advance.

6. FACILITIES

FACILITIES FOR SUPPORTERS USING WHEELCHAIRS

Wheelchair storage is available for all supporters. To book supporters are required to notify the DLO prior to the match by e-mailing disability@afcb.co.uk or calling 01202 726311.

7. ACCESSIBLE TOILETS

There is an accessible toilet situated close to each of the areas provided for our disabled supporters. Disabled supporters sitting in the South Stand will use toilet facilities in either the Main or East Stands.

We have the following accessible toilets at the stadium-

EAST STAND AWAY: 2

- There is pictorial signage on or near the toilet door.
- The accessible toilet is 20m (21yd 2ft) from the East Stand away supporter's entrance.
- Door opens outwards.
- Door is locked by a twist lock.
- Width of the door is 87cm (2ft 10in).
- Dimensions of the accessible toilet are 172cm x 220cm (5ft 8in x 7ft 3in).
- Floor manoeuvring space is clear.
- Lateral transfer space on the right of 102cm (3ft 4in).
- There is an emergency alarm cable fitted to floor level.
- WC height is 48cm (1ft 7in).
- Non slip flooring.
- Support rails.

EAST STAND HOME: 2

- There is pictorial signage on or near the toilet door.
- The accessible toilet is 20m (21yd 2ft) from the East Stand away supporter's entrance.
- Door opens outwards.
- Door is locked by a twist lock.
- Width of the door is 87cm (2ft 10in).
- Dimensions of the accessible toilet are 172cm x 220cm (5ft 8in x 7ft 3in).
- Floor manoeuvring space is clear.
- Lateral transfer space on the right of 102cm (3ft 4in).
- There is an emergency alarm cable fitted to floor level.
- WC height is 48cm (1ft 7in).
- Non slip flooring.
- Support rails.

7. ACCESSIBLE TOILETS

EAST STAND ACCESSIBLE PLATFORM: 2

- There is pictorial signage on or near the toilet door.
- The accessible toilet is 13m (14yd 8in) from the lift.
- Door opens outwards.
- Door is locked by a twist lock.
- Width of the door is 86cm (2ft 10in).
- Dimensions of the accessible toilet are 140cm x 186cm (4ft 7in x 6ft 1in).
- Floor manoeuvring space is not clear.
- Lateral transfer space is 65cm (2ft 2in).
- There is an emergency alarm cable fitted to floor level.
- WC height is 52cm (1ft 8in).
- Non slip flooring.
- Support rails.

NORTH STAND: 2

- There is pictorial signage on or near the toilet door
- The accessible toilet is 8m (8yd 2ft) from the North Stand Entrance
- Level access
- Door opens outwards
- Door is locked by a twist lock
- Width of the door is 86cm (2ft 10in)
- Dimensions of the accessible toilet are 158cm x 187cm (5ft 2in x 6ft 2in)
- Floor manoeuvring space is clear
- Lateral transfer space to the left is 65cm (2ft 2in)
- There is an emergency alarm cable fitted to floor level
- WC height is 48cm (1ft 7in)
- Non slip flooring
- Support rails

7. ACCESSIBLE TOILETS

MAIN STAND: 2

- There is pictorial signage on or near the toilet door.
- The accessible toilet is 20m (21yd 2ft) from the East Stand away supporter's entrance.
- Door opens outwards.
- Door is locked by a twist lock.
- Width of the door is 87cm (2ft 10in).
- Dimensions of the accessible toilet are 172cm x 220cm (5ft 8in x 7ft 3in).
- Floor manoeuvring space is clear.
- Lateral transfer space on the right of 102cm (3ft 4in).
- There is an emergency alarm cable fitted to floor level.
- WC height is 48cm (1ft 7in).
- Non slip flooring.
- Support rails.

MAIN STAND HOSPITALITY AREAS: 4

- There is pictorial signage on or near the toilet door
- The accessible toilet is 7m (7yd 1ft) from the Main lift
- Level access
- Door opens inwards
- Door is locked by a twist lock
- Width of the door is 84cm (2ft 9in)
- Dimensions of the accessible toilet are 149cm x 215cm (4ft 11in x 7ft 1in)
- Floor manoeuvring space is not clear
- Lateral transfer space is 80cm (2ft 7in)
- There is an emergency alarm cable fitted to floor level
- WC height is 47cm (1ft 7in)
- Non slip flooring
- Support rails

8. MATCHDAY CATERING

1910 CLUB BAR

Home disabled supporters are welcome to use the 1910 Club Bar which is based in the Main Stand; a lift is available in main reception for wheelchair users.

CONCOURSE

Catering is available in all concourse areas based around the ground, offering a variety of refreshments, vegetarian options are available; all have a lower level service counter.

For supporters using the East Stand platform there is an order and delivery service for refreshments, which is available just before half-time.

Handheld menus are also available within all concourses areas, and these can be found at the lower level service counters.

9. DC LOUNGE

The DC Lounge is open to both home and away disabled supporters pre-match. The DC Lounge is based on the ground floor and first floor in the East Stand for the use of disabled supporters only.

This offers Sky/BT Sport TV and a refreshment service. There is also a lift available for supporters using the platform. There are also two accessible toilets

- There is level access into the entrance.
- The main door(s) open towards you (pull).
- The doors are double width.
- The door opening is 160cm (5ft 3in) wide.

10. CAR PARKING

CAR PARKING

The club offers 41 accessible parking spaces on site at the Vitality Stadium. These are issued on a seasonal, free of charge basis and are prioritised by season ticket status and rate of mobility received.

There is also a car park behind the South Stand which is £1 on matchday. The club's policy is to reserve a bay for the use of disabled supporters for as long as possible. However, this car park is generally full by 1 hour to 90 minutes before kick-off and disabled supporters wishing to take advantage of this policy would need to time their arrival accordingly. Access from this car park to the Stadium is step free and up to 100m in distance.

10. CAR PARKING

Car parking is also available upon request to visiting disabled supporters. Visiting supporters will need to contact the DLO should they wish to book a car parking space by either calling 01202 726311 or e-mailing disability@afcb.co.uk.

The matchday parking attendants do allow for disabled supporters without parking to be dropped off in the main car park. Thistlebarrow Road is also recognised as a main pick up point, providing it is not within the coned areas.

11. ACCESSIBLE TRAVEL

AFC Bournemouth work closely with Disabled Transport Services to provide accessible travel to a number of selected away games this season. An accessible minibus consisting of 3 wheelchair places, and 3 personal assistant places will be running to West Ham, Crystal Palace, Watford, Arsenal, Chelsea, Southampton and Tottenham.

Tickets for the accessible minibus are charged at the same price as coach tickets, and PA's travel free of charge. Places can be booked with the ticket office when purchasing match tickets, and will be allocated on a first come first serve basis.

12. MATCHDAY

EMERGENCY CONTINGENCY PLAN

Stewards in all stands will take responsibility for spectators confined to wheelchairs and will advise them to remain in their respective areas until they and their personal assistants are escorted to a safe area by the stewards.

The safe area will remain flexible depending on the emergency in hand. The disabled liaison supervisor will coordinate the evacuation of disabled persons in conjunction with the chief steward and the safety officer.

Disabled persons within the hospitality areas of the stadium will be escorted by stewards to the nearest escape refuge point. A steward in possession of a radio will remain at the refuge point until such time as evacuation is completed.

Visually impaired supporters will be evacuated with the assistance of stewards.

Stewards should pay particular attention to the elderly or persons with impaired movement who may require assistance.

12. MATCHDAY

MATCHDAY CONTACT

If any supporter has any questions or queries on a matchday, they are advised to contact our Safety Team by calling or texting 07968 980580.

13. FURTHER INFORMATION

CONTACT US

For any further information or to discuss any aspect of AFC Bournemouth's provision for disabled supporters please contact the DLO on 01202 726311 or e-mail disability@afcb.co.uk.

If you cannot find the information you need in this Guide or you have any suggestions about how this Guide might be improved please let us know, we'd love to hear from you. If you would like this Guide in an alternative format or if you have any queries or comments please contact the DLO, by e-mailing disability@afcb.co.uk or call 01202 726311.