

DISABILITY POLICY



INTRODUCTION

Dundee United Football Company Limited (“the Club”) is committed to ensuring that its disabled supporters and customers have full access, as far as is reasonably possible, to all goods, services, and facilities provided or offered to the public.

The Club acknowledges that not all its facilities are fully accessible to disabled customers and is committed to making the necessary reasonable adjustments, as outlined in the Equality Act 2010 and its relevant Codes of Practice, to ensure full compliance with the legislation.

The Club will ensure that all senior managers and relevant frontline staff receive training on the provisions of the Act, with ongoing training incorporated into staff induction programmes.

A Disability Access Officer has been appointed to act as an intermediary between disabled supporters and the Club’s senior management.

The Club has a grievance procedure in place and guarantees that any complaints of discrimination from disabled customers will be addressed promptly through this process.

Employees have been informed that complaints of discrimination under the Act are a serious matter and will be handled in accordance with the Club’s disciplinary procedures.

ACCESS

A Dundee United disability season ticket entitles the holder to attend all DUFC league games at Tannadice, with prices starting from £179 for adults. When required, a Personal Assistant may attend at no additional cost, as their entrance is included in the ticket price.

Visually Impaired Supporters

Visually impaired supporters can be accommodated in the lower tier of the George Fox Stand, where they receive access to match commentary through headphones. This service is provided by the Dundee Blind and Partially Sighted Society (Tel: 01382 227101), and supporters should contact them directly in the first instance.

Wheelchair Capacity

There are 16 wheelchair spaces in the George Fox Stand Lower and 11 spaces in the Eddie Thompson Stand. Currently, all wheelchair spaces in both stands are full, with a waiting list in place. If you wish to attend an occasional game, you should apply in advance to ensure appropriate admittance.

Additionally, there are three new wheelchair spaces in the George Fox Upper, making the Airlie Green Hospitality area accessible to wheelchair users.

Access for Wheelchair Users

- George Fox Stand – Entry is via the designated manned doors at either end of the stand.
- Eddie Thompson Stand – Access is via the ramp at the rear of the stand, where staff will direct supporters to the appropriate area.
- West Stand (Shed) – Access is through Gate R, located on Sandeman Street adjacent to the turnstiles.

Access for Away Supporters

- Smaller Games – Wheelchair users should enter via Gate K, situated on Tannadice Street next to the Fair Play Stand.
- Larger Games – Entry is via Gate R on Sandeman Street.

Lift Access to George Fox Upper

A lift to the George Fox Upper is now available from the West End (Shed) of Sandeman Street. This can be pre-booked for any supporter with a ticket for George Fox Upper who requires assistance accessing the stand.



PARKING

There is a facility for non-bookable disabled parking (24 spaces) on both sides of North Isla Street (between Tannadice Street and Fairbairn Street) or at the south kerb of Sandeman Street (between the east end of the George Fox Stand and Arklay Street). We also have additional parking on the East side of Hindmarsh Avenue between Sandeman Street and Tannadice Street and on the West side of Arklay Street between Sandeman Street and Dens Road.

Disabled Away Supporters at Tannadice

- Smaller Games – There are four wheelchair spaces located between the Fair Play Stand and the West Stand.
- Larger Games – When away support is allocated to the West Stand, 12 wheelchair spaces are available.

Disabled away supporters should contact their own club to purchase tickets for the match.

United Supporters Attending Away Grounds

Disabled Dundee United supporters wishing to attend an away match should contact Moira Hughes as early as possible on (01382) 833166 (option 1).

As individual SPFL clubs have their own arrangements for disabled away supporters, please visit their respective websites for further details or contact Moira at moira.hughes@dundeeunitedfc.co.uk.

