



Reading Football Club Accessibility Guide

Welcome

Reading Football Club Welcomes Supporters with disabilities to Madejski Stadium, and actively seeks to make the visit enjoyable for all.

We encourage you to contact us prior to your visit should you have any questions or need additional assistance. We are here to make your Supporter experience as comfortable and enjoyable as possible.

If you or someone you know has a disability and would like to visit Madejski Stadium, please contact our Disability Liaison Officer, Jess Hammant-Cracknell on **0118 968 1313 (Option 1 then Option 2)**, or email disability@readingfc.co.uk with any questions or requests for additional assistance.

The Club operates a ticketing policy that recognises that disabled Supporters may need assistance on a Matchday and offers a variety of reasonable adjustments based on the individual Supporter's needs.

Personal Assistant

A Supporter with a disability or learning difficulty may find it unreasonably difficult or sometimes impossible to access the stadium, and the services offered. The Club can provide a complimentary ticket for a Personal Assistant if required. 'Proof of Disability' documentation will need to be provided, along with completing a Registration Form. A Registration Form can be requested by contacting our Disability Liaison Officer, Jess Hammant-Cracknell on **0118 968 1313 (Option 1 then Option 2)** or email disability@readingfc.co.uk

Proof of Disability Documentation includes –

- Proof of entitlement of middle or higher rate of Disability Living Allowance - Mobility or Care Component (DLA)
- Prove of entitlement of enhanced rate of Personal Independent Payment Mobility or Care Component (PIP)
- Proof of entitlement of Severe Disablement Allowance
- Proof of Attendance Allowance
- A personal letter from your GP or Care Worker
- A copy of registration documents which certify Registered Blind or Registered Partially Sighted status, or qualifying documentation from a registered optician equivalent to registration requirements

Please note that Orange and/or Blue Badges are not sufficient proof of disability.

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A Personal Assistant cannot gain entry to the Stadium without accompanying the Disabled Supporter.

Facilities for Supporters using Wheelchairs

There are up to 73 wheelchair places for Home Supporters and 14 places for Visiting Supporters, each with an Assistant if required.

These are situated as follows:

- North Stand – 25
- East Stand – 18
- West Stand – 15
- Sound Stand (Visiting Supporters) – 14
- South Stand (Home Supporters) – 15

Supporters using wheelchair places will be charged the standard ticket price based on their age category. The Club's Health and Safety Policy requires that Supporters who attend in a wheelchair remain in their wheelchair during the game.

Wheelchair viewing is also available in Hospitality areas – Subject to availability. These places are charged at the standard price for the Supporter using the wheelchair.

Facilities for Ambulant Disabled Supporters

Ambulant 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.

General match seating is available in all Areas of the Stadium, please advise the Ticket Office at the time of booking your seats.

Specifically, for Supporters with Severe Ambulant Difficulties, there are 100 places available for Home Supporters and 38 places for Visiting Supporters, each with a Personal Assistant if required. These seats have been identified as providing the easiest access with limited steps.



Facilities for Supporters with Visual Impairments

The Club has 12 fixed positions in the South West Corner for Visually Impaired Supporters, each with an Assistant if required. Match Commentary is provided by BBC Radio Berkshire and headsets are available if requested in advance of a fixture.

Visually Impaired Supporters using this area will be charged at the standard ticket price based on their age category.

Guide Dogs are permitted within the Stadium Bowl; however, we recommend that Supporters with Guide Dogs contact our Disability Liaison Officer, Jess Hammant-Cracknell on **0118 968 1313 (Option 1 then Option 2)** or email disability@readingfc.co.uk before the match so that we can discuss with them access to the ground and the welfare of the Guide Dog before, during and after the match.

Facilities for Supporters with Learning Difficulties and Unseen Disabilities

Supporters with Learning Difficulties or Unseen Disabilities can normally be accommodated in any part of the Stadium, in standard seating. However, if any person with a Learning Difficulty feels that standard match seating would be unsuitable for them, please contact our Disability Liaison Officer, Jess Hammant-Cracknell on **0118 968 1313 (Option 1 then Option 2)** or email disability@readingfc.co.uk to discuss the best options based on requirements.

Temporary Mobility Restrictions

Supporters suffering from temporary mobility restrictions, e.g. a broken leg, that may affect access to the Madejski Stadium or if you require alternative seating, please contact our Disability Liaison Officer, Jess Hammant-Cracknell on **0118 968 1313 (Option 1 then Option 2)** or email disability@readingfc.co.uk.

How to book Match Tickets

Throughout the Season, there may be some fixtures with a high demand for Match Tickets. In this instance tickets will be initially offered to Members based on a Loyalty Points status. Ticketing information and prices are available online at <https://ticketing.readingfc.co.uk/>

To book, please call our Disability Liaison Officer, Jess Hammant-Cracknell on **0118 968 1313 (Option 1 then Option 2)**, the Ticket Office on **0118 968 1313** or email disability@readingfc.co.uk



Accessible Parking Facilities

The Club offers 136 Accessible Parking Spaces onsite at Madejski Stadium. The majority of these spaces have been issued as Seasonal Parking Permits, however there is limited Matchday availability in the Orange Accessible Car Park to pay on the day (£5). Space is limited and is offered on the day of the match on a first-come first-served basis to Supporters who are in receipt of a valid Blue Parking Badge. Please note that badges will be checked, and the badge holder must be with the vehicle.

Transport to Home and Away Matches

Reading Football Club in conjunction with STAR and Readibus, provide a door to door transport system to attend Home and Away matches for Disabled Supporters. Bookings can be made via [0118 931 0000](tel:01189310000) up to 7 days prior to the game. – Please be aware that places are limited.

Further Information

For further information or to discuss any aspect of Reading Football Club's provision for Disabled Supporters, please call our Disability Liaison Officer, Jess Hammant-Cracknell on [0118 968 1313](tel:01189681313) (Option 1 then Option 2).

We welcome all feedback and comments on this guide and encourage any Supporters to contact us with their observations.

Thank You For Your Support!