



The Mend-A-Hose Jungle  
Wheldon Road, Castleford  
West Yorkshire, WF10 2SD

☎ 01977 552 674

✉ info@castigers.com

🌐 www.castlefordtigers.com

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## 2022 DISABLED SUPPORTERS INFORMATION PACK

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### **DEAR VALUED DISABLED SUPPORTER.**

We are writing to you today to inform you of the changes to our Carers and Personal Assistants Programme for the 2022 season and beyond.

Attached you will find the new policy that details who is eligible for carers and personal assistants tickets along with the new entry procedure.

We currently have 24 reserved car park spaces of which 18 are for home fans and 6 are for away fans (per RFL guidelines). Preference will be given to disabled supporters in receipt of the higher level of disability allowance for parking who hold a valid Blue or Orange Badge. When entering the ground on game day the person who's photograph appears on the blue/orange badge must be present in the vehicle. We will also operate a reserve list should the away fans not take up all the away allocated spaces.

If you would like to apply for a disabled pass for the 2022 season can you please fill in the attached form and return it along with a photo of yourself. We would also need to see up to date documentation to say you are in receipt of the required Disability Living Allowance or Personal independence payment or other relevant evidence or letter of support from your doctor or social services etc. The club requires all completed paperwork, supporting documentation and photographs before a disabled pass can be allocated. All paperwork should be handed in to Mark Gill ticketing manager.

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#### OFFICIAL CLUB POLICY DOCUMENT

Castleford Tigers is the trading name of Castleford Rugby League Football Club Ltd  
Registered in England and Wales with company number 00214373.  
The Mend-A-Hose Jungle, Wheldon Road, Castleford, West Yorkshire, WF10 2SD.  
The VAT Registration Number is 181507372



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## OFF FIELD – “WHEN THE LIGHTS GO DOWN”

Castleford Tigers R.L.F.C. are a caring club and takes seriously its responsibilities in regard to Part 3 of the Disability Discrimination Act and Equality Act 2010.

Discrimination against disabled people, whether spectators or staff will not be tolerated. The club recognise that as an old ground Castleford can be challenging for some disabled fans, particularly wheelchair users. We have tried to mitigate against these limitations by introducing a specific gate with an experienced dedicated disabled fans steward, who will work with the fans to ensure they have the best possible match experience. However we also recognise that from time to time additional adjustments will need to be made and we encourage our disabled fans to discuss their needs with the club.

## PROOF OF DISABILITY

1. Our policy is based on eligibility to claim Disability Living Allowance (DLA) at medium to high level.
2. Receipt of either the Severe Disablement Allowance or Attendance Allowance.
3. War Pensioners' Mobility Allowance or War or Service Disablement Pension for 80% or more disability.
4. Blind or partially sighted registration certificate (BD8 or CVI Certificate)

In order to register, all disabled fans must provide proof of disability. The required proof is a current copy of their entitlement to the care and/or mobility component of the Disability Living Allowance (DLA) or entitlement to the Daily Living and/or Mobility component of the Personal Independence Payment (PIP) or other relevant evidence or a letter of support from your doctor or social services. Please note, the copy must be in date at the time of applying for tickets.



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In order to qualify for a complimentary ticket for a personal assistant or carer the disabled supporter must be in receipt of the relevant benefits as outlined above. We are aware that some disabled people will choose not to apply for benefits they may be entitled to or may be on lower levels of benefits; in these circumstances you may still be able to apply for a complimentary carer / personal assistant ticket if you are able to explain why a carer or personal assistant is necessary in order for you to access the stadium and facilities.

The disabled supporter pays full price for their ticket. However as a reasonable adjustment Castleford are happy to provide a complimentary pass for the personal assistant.

To ensure easier access for our disabled supporters, we've allocated a designated gate for entry in to the stadium (Main Gate 1), which can be found adjacent to our accessible parking area.

### **MATCH DAY RESPONSIBILITIES - DISABLED TICKET HOLDERS AND PERSONAL ASSISTANTS**

A Personal Assistant will be admitted without charge in line with our club specific points system on condition that the PA provides support and assistance to the disabled supporter as required.

Personal Assistants under the age of 16 years should notify the stewards at the time of entry into the Stadium via the disabled entrances, of their location in the ground in case help is required e.g. during an emergency evacuation or any other instance.

The club require the disabled supporter and Personal Assistant to enter the ground at the same time, through the relevant disabled entrance. (Main gate 1) However disabled fans will be able to enter gate 1 and inform the steward that the personal assistant will be arriving shortly. Personal assistants will not be able to enter the ground until the disabled person arrives.

For those disabled supporters who do not require a ticket for a personal assistant, the club have in place disabled help stewards in the stadium on match days.

Disabled help stewards provide assistance including:



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- Help with entry into the ground and location of seat/position and exiting from the ground;
- Help accessing refreshments or food
- Safe evacuation should it be necessary.

### **ACCESSIBLE PARKING**

Supporters who wish to register for our accessible parking spaces must do so before the start of the season. Parking will only be available to supporters who are blue or orange badge holders. Places are limited, therefore individual needs, will be taken into consideration before places are allocated. This facility is only available to the registered individual who must be present when attending any games at The Mend-A-Hose Jungle, blue badge and photo ID must be shown when entering the ground. If found abused, the club reserves the rights to revoke this facility.

### **UNREGISTERED DISABLED SPECTATORS**

We recognise that some new supporters will arrive at the ground for their first game and be unaware of the systems in place for our disabled fans. If this occurs the disabled person will be provided with a complementary ticket if requested without proof being required. The ticket office will issue you with a registration pack which you will be required to complete and return to our ticket office manager before your next match.



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## APPLICATION FOR SEASON LONG DISABLED SPECTATOR PASS AND ACCESSIBLE CAR PARK PASS 2022 SEASON.

We appreciate that information on this form is of a sensitive nature and confidentiality is paramount. This information will only be made available to our disability liaison officer and information will be stored securely and not used for any other purpose. We appreciate your cooperation in ensuring that limited resources are allocated fairly on a needs basis.

Once issued the pass will last for one season and new applications will be required for each subsequent season.

Name: \_\_\_\_\_

Age: \_\_\_\_\_

D.O.B: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Postcode: \_\_\_\_\_

Tel No: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Season Ticket Holder: **YES** or **NO**

P.I.P's Entitlement or Other Evidence

**MEDIUM** or **HIGH**

Provided Copy of P.I.P's or Other Documentation

**YES** or **NO**

Wheelchair User **YES** or **NO**

Accessible Parking Required **YES** or **NO**

Motor Vehicle Make/Model: \_\_\_\_\_

\_\_\_\_\_

Vehicle Registration No: \_\_\_\_\_

\_\_\_\_\_



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