

PRESTON NORTH END FOOTBALL CLUB DISABLED SUPPORTER AND CARER TERMS AND CONDITIONS 2017/18

Please also refer to the club's terms and conditions for season tickets or match by match tickets for the full list of terms and conditions.

1. All supporters with a disability must be registered with Preston North End FC by completing a disability registration form*.
2. The registration form consists of two parts; part one is to be completed by the applicant or their representative and part two must be completed by a person who works in (or is retired from) a recognised profession. This person must know the applicant well, but cannot be related to or live at the same address as the applicant.
3. A recognised profession can be defined as a job which requires special knowledge and skills derived from research, training and education and is acknowledged by the public as such. I.e. doctor, teacher, solicitor.
4. One of the below documents will also need to be provided at the time of registration in support of the registration form:
 - a. Disability Living Allowance (DLA); medium to higher rate care/mobility component
 - b. Personal Independence Payment* (PIP)
 - c. Attendance Allowance
 - d. Certificate of Vision Impairment
5. You will be advised at the time of completing your registration if/when your application will be reviewed.
6. The disability liaison officer must be notified of any changes to your application at the earliest opportunity.
7. Preston North End FC offers a complimentary carer ticket for supporters with a disability who require additional support when attending Deepdale**.
8. A carer must be registered separately on the club's database and the following information must be provided:
 - a. Full name/name of organisation
 - b. Address & postcode
 - c. Date of birth
 - d. Contact telephone number
 - e. Email address
9. The complimentary carer ticket is a reasonable adjustment to enable the supporter to better access the clubs facilities and matchday services and is **NOT** a concession, 'buy one get one free' deal or similar.
10. A carer ticket is issued on the understanding that it is used in conjunction with the disabled supporter ticket and on the basis of undertaking the related carer duties required within Deepdale on matchdays.
11. The carer ticket is invalid if the disabled supporter is unable to attend. In this instance, the carer ticket must be upgraded to the relevant age band.
12. Any carer proposing to provide assistance who is under the age of 16 will be looked at on an individual basis and will only be granted if the club believes they are fulfilling the role of a carer. In such circumstances, the carer should notify the stewards of their location in the ground in case any additional assistance is required.
13. Spot checks will be conducted at random to ensure appropriate use of all disabled and carer tickets.

14. For all disabled season ticket prices, please refer to the season ticket price list which can be found on the club's website, PNE.Com, under the 'Tickets' tab, or contact the ticket office on 0344 856 1966.
15. On a match-by-match basis, all supporters with a disability will pay according to their age band with the carer ticket issued complimentary if required. Please refer to the match tickets price list which can be found on the club's website, PNE.Com, under the 'Tickets' tab, or contact the ticket office on 0344 856 1966.
16. There are no restrictions on where ambulant disabled supporters and carers can sit in the ground, providing the area is safe and accessible for you to do so.
17. Wheelchair platform spaces on all stands are limited and will be sold on a first come first served basis only. This will apply for all fixtures.
18. Disabled parking bays are available at Preston North End FC and are sold subject to availability. Please contact the ticket office on 0344 856 1966 to check availability and prices.
19. Disabled and carer tickets for away games are sold in accordance with the host club's criteria and ticket terms and conditions. This may vary from club to club.
20. The club's disability liaison officer can be contacted Monday to Friday between 9am and 5pm and at all home match fixtures. Contact details can be found on the club's website.

**Existing supporters who have provided one of the above documents listed in point two, with an indefinite expiry, are not required to complete the new form. All new registrations and existing supporters whose DLA/PIP or other documentation is due to expire will be required to complete the registration form for all future purchases.*

***The complimentary carer ticket being issued is dependent on the information provided by the health care professional or social worker.*