



**CPFC
DISABLED
ACCESS
STATEMENT**

CPFC DISABLED ACCESS STATEMENT

Crystal Palace Football Club have worked in conjunction with the Disabled Supporters Association to ensure that the facilities at Selhurst Park Stadium are of a standard that provides a safe and enjoyable visit when watching Premier League football.

This Access Statement has been produced to provide detailed information on the accessibility at Crystal Palace Football Club to ensure that supporters are fully briefed on all aspects of their visit to the stadium.

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 match day as enjoyable as possible and If you or someone you know has a disability and would like to visit Selhurst Park prior to the game you will be attending, please contact Sharon Lacey, our Customer Service Manager with any questions or requests for additional assistance.

Any fan or enabler wishes to view any of our facilities prior to a visit, or before purchasing tickets, is encouraged to do so and to make arrangements for your visit please contact Sharon on email.

customer.service@cpfc.co.uk or **020 8768 6012**.

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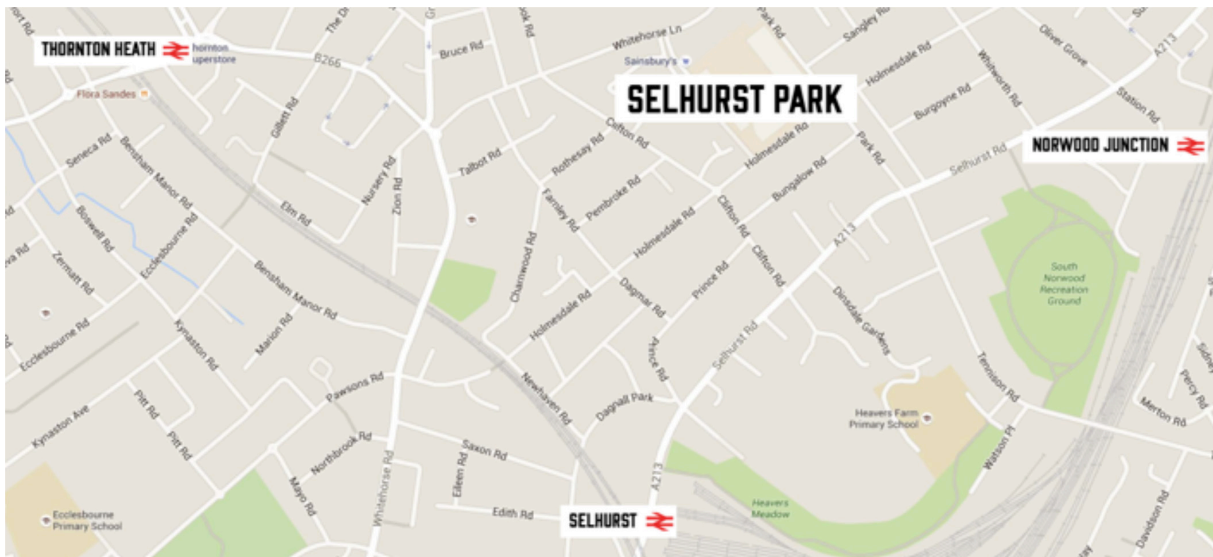
1. PURCHASING TICKETS

Supporters with accessible requirements can purchase tickets both online via the ticketing site www.cpfctickets.co.uk and in person at the CPFC Box Office located within the CPFC Club Shop at Selhurst Park. For more information regarding ticketing the Club have dedicated Disability Liaison Officer (DLO) on hand to assist, her name is Pam Groves and she can be contacted on **0208 768 6000**.

2. HOSPITALITY

<http://hospitality.cpfc.co.uk/>

3. HOW TO GET TO SELHURST PARK



Stadium Address:

Selhurst Park, London, SE256PU

Driving:

CPFC is located in Croydon, South London, approximately 15 miles off the M25. There are a number of routes available and the postcode for satnav: SE25 6PU.

Leave the M25 at Junction 7 and follow the signs for the A23 to Croydon. At Purley bear left onto the A23 at its junction with the A 235 (to Croydon). You will pass roundabouts and junctions with the A232 and A236 as you pass Croydon, after which the A23 bears left at Thornton Heath (at the Horseshoe pub roundabout).

Here you must go straight over, into Brigstock Road (B266), passing Thornton Heath Station on your left and bearing right on to the High Street. At the next mini roundabout, (Whitehorse Road/Grange Road) go left into Whitehorse Lane and Selhurst Park is on your right.

Parking:

There is no available parking at the stadium. There are disabled parking bays in the Sainsbury's car park, on a first come first serve, these spaces are stewarded by CPFC and offered to blue badge holders only.

Dial a Ride:

Dial-a-ride is available, to qualify you must have a permanent or long-term disability which means you are unable to use public transport some or all of the time. You must be a member to use, further detail can be found here, <https://tfl.gov.uk/modes/dial-a-ride/>. Or you can call or email, **0343 222 7777** & **DAR@tfl.gov.uk**.

Bus Services:

Multiple bus routes lead to the Selhurst Park Stadium including the 468, N68 and X68, the X68 only runs from Monday to Friday.

The Selhurst Park Stadium bus stop is situated only a short distance from the stadium on Whitehorse Road. All buses are low-floor vehicles meaning they can be lowered to the pavement level once stationary making it easier to step up and down from the vehicle. Most buses should provide a wheelchair ramp by the exit doors. All buses will have at least one wheelchair space which is large enough for a wheelchair of 700mm x 1200mm at least.

Priority seating should be clearly marked for anyone who needs them.

More information can be found at www.tfl.gov.uk.

Taxis/Drop off points:

For accessible drop of points please contact the Clubs DLO Pam Groves on **0208 768 6000**

Trains:

There are several train stations close to Selhurst Park, namely Selhurst Station (0.7 miles – 15 minute walk), Norwood Junction (0.6 miles – 13 minute walk) and Thornton Heath (0.8 miles – 19 minute walk). All of which are served by London Victoria main line station. Both Thornton Heath and Norwood Junction are also served by trains from London Bridge. Note: Thornton Heath is the only station with step free access to all platforms.

To identify the most suitable station for your travel go to nationalrail.co.uk.

More information is available from www.disabledgo.com

Selhurst Station

- There is a bus stop within 150m which provides buses to Selhurst Park
- No taxi rank at the station
- No step free access to platforms 2 – 4
- Steeply sloping long access to platform 1
- Accessible WC on platform 1

Norwood Junction

- No taxi rank at the station
- No step free access to platforms 2 – 7
- Ramp/slope access to platform 1
- Accessible WC on platform 1

Thornton Heath

- No taxi rank at the station
- Step free access via lifts to all platforms
- Ramp for train access available
- Accessible WC on platform 2

4. DURING YOUR VISIT TO SELHURST PARK

When you get there:

Once you arrive at Selhurst Park there are many things to do before you settle down to watch the match. We have a licenced Fanzone in the Directors car park located by Entrance 10 where you can sit back and enjoy food and drink, we have a DJ playing from three hours before kick-off, we also have a kid's zone with fun games and interactive sports for all to enjoy, we also hold competitions for the little ones to keep them busy! You will also find our club mascots Pete & Alice along with the Club's Cheerleaders, The Crystals, in the Fan zone from 1pm

Club Shop

Selhurst Park has two club shops open on a match day so you have plenty of choice when it comes to shopping! The main club shop is located at Sainsbury's car park

entrance next to Sainsburys. We also have a shop in the fan zone located directly outside Entrance 10, and you will also find a shirt printing kiosk there too.

Fan Support & Disability Stewards

Crystal Palace have a team located at various points around the stadium called the Fan Support team, they are on hand if you have any questions or are struggling to find your way around. They can be identified by their red coats and information pods.

Catering

There are many areas where you can purchase food and drink around the stadium, depending on where you are seated there are kiosks and bars nearby, in the disabled viewing areas we offer a seat order service where you can order your food/drink and it will be delivered to your seat. Lap trays are available on request for supporter in wheelchairs.

(Insert link to catering menu)

Programmes

Programme are available around the ground however we do offer seat order service also, a programme seller will visit the accessible seating areas pre-match, if you require a programme and have not seen a staff member please use call/text our disability alert line on **0208 768 6000**

5. ACCESSIBLE VIEWING AREAS AT SELHURST PARK



Accessible Seating

There are a number of wheelchair spaces and easy access and amenity seats available within Selhurst Park:

Main Stand

Level entry is via entrance gate No 8, adjacent to the Glaziers Lounge. This is stewarded and provides access to pitch level wheelchair spaces. There are 13 spaces with companion seating located to the side.

There are also 78 easy access seats.

Arthur Wait Stand Home

Level entry is via entrance gate No 5 on Park Road. This is stewarded and provides access to lower upper tier wheelchair spaces. There are 24 spaces with companion seating located to the side and another 27 with companion seating located the rear.

There are also 110 easy access and 2 amenity seats.

Arthur Wait Stand Away

Level entry is via entrance gate No 6 on Park Road. This is stewarded and provides access to lower upper tier wheelchair spaces. There are 12 spaces with companion seating located to the side and another 20 with companion seating located to the rear.

There are also 47 easy access and 2 amenity seats.

Holmesdale Lower Stand

Level entry is via entrance gate No 2 on Holmesdale Road. This is stewarded and provides access to upper tier wheelchair spaces. There are 26 spaces with companion seating located to the rear.

There are also 14 easy access and six amenity seats.

Whitehorse Lane Stand

There are 40 easy access seats provided in the Whitehorse Lane Stand.

Executive Boxes

In addition, the executive boxes provide six wheelchair spaces, there are four located in the Legends Suite and a further two in Boxes 10 -11. Currently access to the executive boxes is via a ramp accessed through entrance gate 7.

6. ACCESSIBLE TOILETS

Accessible and Ambulant Toilets

All accessible WC's are fitted with the RADAR entry system, please bring your own key, if possible. If not, a spare key can be provided by a Disability Liaison Steward. They will be clearly identifiable by their uniforms and should be situated near accessible toilets, available to assist if needed.

Ambulant WC's have been provided in association with the easy access and amenity seating.

Main Stand

An accessible enlarged toilet cubicle is provided on the approach to the wheelchair seating adjacent to the ramp, this room also acts as a smaller secondary changing room and has a drop down changing table.

Arthur Wait Stand Home

There are three accessible WC's within the home section, one is located in the centre of the concourse and the other two are at the end of the Arthur Wait stand accessed off the vomitory.

Arthur Wait Stand Away

There are two accessible toilets located immediately adjacent to the entrance gate 6.

Holmesdale Lower Stand

There are two accessible toilets which are within a few metres of the viewing platform, are located away from other facilities and have a large lobby. This lobby also provides access to the Changing Places room.

Executive Boxes

This is one accessible WC immediately opposite the entry to the Legends Suite and within a few metres of Box 10-11.

7. ACCESSIBLE FACILITIES

Changing places

There is a Changing Places facility in the Holmesdale Stand, this provides a peninsula toilet, adjustable changing table, hoist and other facilities. The room is 2.8m x 4.3m with a metre clear door.

We have a second smaller changing room with a drop down changing table within the new accessible toilets

Sensory room

There is a wheel chair accessible sensory room located beneath the Whitehorse Lane Stand, which is also the family stand. Twelve seats are held in the Whitehorse Lane stand for fans who may need the sensory room and these are sold on a first come first served basis.

This room has sensory equipment, and a television showing the game but no pitch view.

We have a second sensory room which is located in the Holmesdale Road Stand which is not wheelchair accessible but does have a pitch view, this is not available for all games, and fans potentially wishing to use this room should check it is available before booking tickets for each game.

Supporters with visual impairments and guide dogs

For visually impaired supporters that require access to match commentary please contact the Disability Liaison Officer at pam.groves@cpfc.co.uk

Dog spending area is located in the corner of the Holmesdale and AW stand.

Refreshments

At seat orders can be taken from the disabled seating area and be delivered to you at your seat. There are also lower level counter spaces in the Arthur Wait away and home section refreshments and the Holmesdale Road stand.

8. COMPLAINTS AND CLUB CONTACTS

Providing an excellent customer service is important to all the staff at Selhurst Park and, in the vast majority of cases, this is exactly what you will receive. However, just occasionally, something goes wrong and a supporter, unfortunately, has cause to complain. In the first instance please complain either by email or in writing to Sharon Lacey, who will acknowledge your complaint, advise who within the club will deal with it and when you may expect a response. In the event that you are dissatisfied with the response received, or the time taken to respond to you, then you should write to Sharon Lacey, The Customer Service Department at: CPFC, Selhurst Park Stadium, London SE25 6PU. If you are still dissatisfied with the response from the club, you may contact The Football League Customer Service Department at www.football-league.co.uk Operations Centre, Edward VII Quay, Navigation Way, Preston, PR2 2YF or Tel **0844 335 0183** If you're complaining about a problem at an FA Cup match, you should contact them at www.thefa.com/TheFA/WhoWeAre Contact Us. After their response, if you're still not satisfied, you can ask the Independent Football Ombudsman to adjudicate: www.theifo.co.uk/index.

Disabled Liaison Supporter – Pam Groves pam.groves@cpfc.co.uk

Safeguarding Manager – Marcus Puddephatt marcus.puddephatt@cpfc.co.uk

Equality Manager – Soye Biggs soye.biggs@cpfc.co.uk

Head of Customer Service – Sharon Lacey sharon.lacey@cpfc.co.uk

9. EQUALITY STATEMENT

Crystal Palace Football Club endorses the principle of equality and will strive to ensure that everyone who wishes to be involved in the club whether as players, match-day fans, staff, board members, participants in foundation programmes and other people engaged with the club's activities (for example, suppliers, corporate partners): Has a genuine and equal opportunity to participate to the full extent of their own ambitions and abilities, without regard to their age, disability, gender reassignment, marital or civil partnership status, pregnancy or maternity, race, religion and belief, sex or sexual orientation; and Can be assured of an environment in which their rights, dignity and individual worth are respected, and in particular that they are able to enjoy their engagement at the club without the threat of intimidation, victimisation, harassment, bullying and abuse.

10. GROUND REGULATIONS

Notice:

Entry to the Ground is expressly subject to acceptance by the visitor of these Ground Regulations and the rules and regulations of FIFA, UEFA, The Football Association, The Premier League and The Football League in respect of the relevant competition. The Ground Regulations incorporate the Club's Customer Charter (if any). Entry to the Ground shall constitute acceptance of the Ground Regulations.

"Ground" means this football stadium and all locations owned, occupied or utilised by the Club.

"Club" means this football club.

"Match" means any association football match (or any part or aspect of such a match) taking place at the Ground.

"Material" means any audio, visual or audio-visual material or any information or data.

"Football Authority" means each of The Premier League, The Football League, The Football Association, the Football Association of Wales, FIFA, UEFA and any other relevant governing body of association football

1. Notwithstanding possession of any ticket the Club, any police officer or authorised steward may refuse entry to (or eject from) the Ground any person:

1.1. that fails (or in the Club's reasonable opinion is likely to fail) to comply with these Ground Regulations or any reasonable instruction issued by a police officer or authorised steward; and/or

1.2. whose presence within the Ground is, or could (in the Club's reasonable opinion), constitute a source of danger, nuisance or annoyance to any other person.

2. On no account will admission be granted to a person who is the subject of a current Banning Order under the Football Spectators Act 1989 (as amended) or has been convicted of ticket touting offences under the Criminal Justice and Public Order 1994 (as amended).

3. The Club excludes to the maximum extent permitted by law any liability for loss, injury or damage to persons/property in or around the Ground.

4. No guarantees can be given by the Club that a Match will take place at a particular time or on a particular date and the Club reserves the right to reschedule the Match without notice and without any liability whatsoever.

5. In the event of the postponement or abandonment of the Match, refunds (if any) will be made in accordance with the Club's Customer Charter. The Club will have no further liability whatsoever, including (but not limited to) any indirect or consequential loss or damage, such as (but not limited to) loss of enjoyment or travel costs.

6. All persons seeking entrance to the Ground acknowledge the Club's right to search any person entering the Ground and to refuse entry to or eject from the Ground any person refusing to submit to such a search.

7. The following articles must not be brought within the Ground - knives, fireworks, smoke canisters, air-horns, flares, weapons, dangerous or hazardous items, laser devices, bottles, glass vessels, cans, poles and any article that might be used as a weapon and/or compromise public safety. Any person in possession of such items will be refused entry to the Ground.

8. Further, you may not bring into the Ground any sponsorship, promotional or marketing materials save in respect of official club merchandise and/or other football related clothing worn in good faith nor may you offer (either free or for sale by any person) any goods (including literature) of any nature without the express written approval of the Club's management.

9. The use of threatening behaviour, foul or abusive language is strictly forbidden and will result in arrest and/or ejection from the Ground. The Club may impose a ban for one or more Matches.

10. Racial, homophobic or discriminatory abuse, chanting or harassment is strictly forbidden and will result in arrest and/or ejection from the Ground. The Club may impose a ban for one or more Matches.

11. The following acts are offences under the Football (Offences) Act 1991 (as amended):

11.1. The throwing of any object within the Ground without lawful authority or excuse.

11.2. The chanting of anything of an indecent or racist nature.

11.3. The entry onto the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse.

Conviction may result in a Banning Order being made.

12. All persons entering the Ground may only occupy the seat allocated to them by their ticket and must not move from any one part of the Ground to another without the express permission or instruction of any steward, officer of the Club and/or any police officer.

13. Nobody may stand in any seating area whilst play is in progress. Persistent standing in seated areas whilst play is in progress is strictly forbidden and may result in ejection from the Ground.

14. The obstruction of gangways, access ways, exits and entrances, stairways and like places is strictly forbidden. Nobody entering the Ground shall be permitted to climb any structures within the Ground.

15. Premier League stadia are smoke-free and smoking or the use of electronic cigarettes is not permitted inside the Ground.

16. Mobile telephones and other mobile devices are permitted within the Ground PROVIDED THAT (i) they are used for personal and private use only (which, for the avoidance of doubt and by way of example only, shall not include the capturing, logging, recording, transmitting, playing, issuing, showing, or any other communication of any Material for any commercial purposes); and (ii) no Material that is captured, logged, recorded, transmitted, played, issue, shown or otherwise communicated by a mobile telephone or other mobile device may be published or otherwise made available to any third parties including, without limitation, via social networking sites.

17. Under the Sporting Events (Control of Alcohol etc.) Act 1985 (as amended), the following are offences for which a person can be arrested by a police officer and conviction could result in a Banning Order being made:

17.1. Attempting to enter the Ground or being inside the Ground whilst drunk;

- 17.2. Being in possession of any intoxicating liquor, or bottle, can or other portable container and which could cause damage or personal injury, when entering the Ground or in a public area of the Ground from which the event can be directly viewed.
18. Any individual who has entered any part of the Ground designated for the use of any group of supporters to which he does not belong may be ejected from the Ground either for the purposes of his own safety or for any other reason.
19. Save as set out in paragraph 16 above, no person (other than a person who holds an appropriate licence) may capture, log, record, transmit, play, issue, show or otherwise communicate (by digital or other means) any Material in relation to the Match, any players or other persons present in the Ground and/or the Ground, nor may they bring into the Ground or use within the Ground (or provide to, facilitate or otherwise assist another person to use within the Ground) any equipment or technology which is capable of capturing, logging, recording, transmitting, playing, issuing, showing or otherwise communicating (by digital or other means) any such Material. Copyright, database rights and any other intellectual property rights in any unauthorised recording or transmission is assigned (by way of present assignment of future rights) to the Club and The Premier League. You further agree (if and whenever required to do so by the Club and/or The Premier League) to promptly execute all instruments and do all things necessary to vest the right, title and interest in such rights to the Club and The Premier League absolutely and with full title guarantee.
20. No goods (including literature) of any nature may be offered either free or for sale by any person within the Ground without the express written permission of the Club.
21. Tickets are not transferable and may not be offered for sale without the prior written permission of the Club or otherwise in accordance with the relevant ticket terms and conditions. Any tickets that are transferred are transferred subject to these Ground Regulations. Any tickets offered for sale may be confiscated by any steward, officer of the Club or any police officer. The Club reserves the right to refuse admission to or eject from the Ground, and/or "blacklist", any person who has offered for sale or transferred his/her ticket in contravention of the relevant ticket terms and conditions (and/or the holder of any ticket that has been transferred in contravention of the relevant ticket terms and conditions). Tickets remain the property of the Club at all times.
22. CCTV cameras are in use around and in the Ground. Body worn video cameras recording video and/or audio may also be used as appropriate, for example to record prohibited behaviours as referenced in paragraphs 9 and 10. The Club may itself use or pass to the police or any Football Authority or other clubs, any recordings for use in any proceedings.
23. At all times whilst present in the Ground, persons must comply with any and all instructions of any steward or officer of the Club and/or any police officer. Failure to comply with any instruction may lead to immediate ejection from the Ground.
24. By entering the Ground, all persons are acknowledging that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be taken of them and may also be used, by way of example and without limitation, in televised coverage of the game and/or for promotional, training, editorial or marketing purposes by the Club, the Premier League or others (including commercial partners and accredited media organisations) and entry into the Ground constitutes consent to such use.
25. All ticket holders agree that the Matches for which the tickets have been purchased are public, and that their appearance and actions inside and in the perimeter of the Ground where a Match occurs are public in nature, and that they shall have no expectation of privacy with regard to their actions or conduct at Matches.
26. Further to paragraph 24, if such person is under 18 years of age, the parent, guardian, or responsible adult who is accompanying them into the Ground shall be deemed to have provided consent on their behalf.
27. Refused entry to (or ejection from) the Ground may lead to further action by the Club including, but not limited to, the withdrawal of any season ticket (without reimbursement), Club Membership and other benefits.