



CPFC  
Disabled  
Access  
Statement

# CPFC Disabled Access Statement

Crystal Palace Football Club has 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 to view any of our facilities, prior to the game you will be attending or before purchasing tickets, please contact Sharon Lacey, our Customer Service Manager, with any questions or requests for additional assistance by email at [customer.service@cpfc.co.uk](mailto:customer.service@cpfc.co.uk) or on **020 8768 6012**.

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## 1. Purchasing Tickets

Supporters with accessible requirements can purchase tickets both online via the club's ticketing site [www.cpfctickets.com](http://www.cpfctickets.com) and in person at the Box Office located within the CPFC Club Shop at Selhurst Park where a low level counter is available. For more information regarding ticketing the Club has a dedicated Disability Liaison Officer (DLO) on hand to assist, Her name is Pam Groves and she can be contacted by email at [pam.groves@cpfc.co.uk](mailto:pam.groves@cpfc.co.uk) or on **020 8768 6080**.

## 2. Hospitality

For details of hospitality packages go to [www.hospitality.cpfcc.co.uk](http://www.hospitality.cpfcc.co.uk)

## 3. How to get to Selhurst Park



### **Stadium Address:**

Selhurst Park, London, SE25 6PU

### **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 is: SE25 6PU.

Leave the M25 at Junction 7 (M23) and follow the signs for the A23 Croydon. At Purley, bear left onto the A23 at the junction with the A235 (South Croydon). Continue on the A23 and you will pass junctions and roundabouts with the A232 and A236, after which the A23 bears left at the Horseshoe Pub on the Thornton Heath Pond roundabout. Here you must go around the roundabout following signs to Selhurst (B266) and turn immediately left into Brigstock Road, Continue past Thornton Heath Station and bear right onto the High Street. At the next mini roundabout (by St Alban the Martyr Church) go left into Whitehorse Lane and Selhurst Park is on your right.

### **Parking:**

There are no accessible parking spaces in the stadium private car park but there are bays for blue badge holders only in the Sainsbury's car park, which are stewarded by CPFC and offered on a first come, first served basis. Maximum parking period on match days is 4½ hours.

### **Taxis/ Drop-off Points:**

Fully accessible licensed black cabs can be booked using the Taxicard scheme for registered members or by phoning either comcab on **020 7908 0271** or dial-a-cab on **020 7253 5000**. More information on the Taxicard scheme can be found at [www.londoncouncils.gov.uk/services/taxicard](http://www.londoncouncils.gov.uk/services/taxicard) or phone **020 7934 9791**.

For the location of appropriate accessible drop-off points, please contact the DLO, Pam Groves, at [pam.groves@cpfc.co.uk](mailto:pam.groves@cpfc.co.uk) or on **020 8768 6080**

### **Dial-a-Ride:**

Dial-a-ride is available for members of the scheme; to qualify you must be a London resident and have a permanent or long-term disability which means you are unable to use public transport either some or all of the time. Further detail can be found at [www.tfl.gov.uk/modes/dial-a-ride](http://www.tfl.gov.uk/modes/dial-a-ride) or you can email [DAR@tfl.gov.uk](mailto:DAR@tfl.gov.uk) or call **0343 222 7777**.

### **Bus Services:**

Several bus routes pass near to Selhurst Park whilst routes 468 and X68 stop at the Selhurst Park Stadium bus stop which is situated only a short distance from the stadium on Whitehorse Lane.

**Note:** Route X68 only operates during Monday to Friday evening peak times in a southerly direction. Also route 130 does not operate past Selhurst Park for at least 90 minutes before or after matches.

Most buses have floor levels which can be lowered to pavement level for easier access and provide a wheelchair ramp by the exit doors. All buses have at least one 700mm x 1200mm wheelchair space and priority seats should be clearly marked for those who need them.

More information can be found at [tfl.gov.uk](http://tfl.gov.uk)

### **Trains:**

Please remember that Crystal Palace Station is nowhere near Selhurst Park Stadium.

There are three train stations close to Selhurst Park: Norwood Junction (0.6 miles – 13 minute walk), Selhurst Station (0.7 miles – 15 minute walk), and Thornton Heath (0.8 miles – 19 minute walk).

All three stations are served by stopping services from both London Victoria and London Bridge or East and West Croydon stations. Norwood Junction is also served by the London Overground service via Canada Water and fast services from London Bridge.

**Note:** Thornton Heath is the only station with step free access to all platforms.

There are no taxi ranks at these stations but accessible taxis are available from East Croydon Station (2.2 miles) which is fully accessible.

To identify the most suitable station for your travel go to [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

More access information is available from [www.disabledgo.com](http://www.disabledgo.com)

To book assistance or ramps to access the trains call Southern Assisted Travel on **0800 138 1016**.

### **Norwood Junction**

- Step-free access to platform 1 for northbound stopping services only
- No step free access to platforms 2 – 6
- Accessible WC on platform 1.

### **Selhurst Station**

- Long, steep access slope from platform 1 for southbound services only
- No step-free access to platforms 2 – 4.
- Occasional stops by some fast trains on platform 3 and 4
- Accessible WC on platform 1
- Bus stop within 25m with buses 75 & 157 to the nearby stop at Selhurst Road/ Park Road.

## **Thornton Heath**

- Step-free access via lifts to all platforms
- 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 an accessible, licenced Fanzone in the stadium car park, open four hours before kick-off, located by entrance 10 where you can sit back and enjoy food and drink, while we have a DJ playing from three hours before kick-off. We also have a kids' zone with fun games and interactive sports for all to enjoy and 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 Fanzone from 1pm.

## **Club Shop**

Selhurst Park has two accessible club shops open on a match day so you have plenty of choice when it comes to shopping! The main club shop is located near the Sainsbury's car park entrance off of Whitehorse Lane. We also have a shop in the Fanzone where you will also find a shirt printing kiosk.

## **Fan Support & Disability Stewards**

Crystal Palace has a team located at various points around the stadium called the Fan Support Team and 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. Disability Liaison Stewards are available in each accessible viewing area to guide fans to their positions and are distinguishable by their uniforms.

## **Catering**

There are many areas where you can purchase food and drink around the stadium; depending on where you are located there are kiosks and bars nearby with lowered sales counters. We also offer an at-seat order service within the viewing areas where your refreshments orders will be delivered to your position. Lap trays are available on request for supporters in wheelchairs.

## **Programmes**

Programme are available around the ground, however we do offer an at-seat order service and a programme seller will visit the accessible viewing areas pre-match, If you require a programme and have not seen a staff member please call on **020 8768 6080**.

## 5. Accessible Viewing Areas at Selhurst Park



### Accessible Viewing

There are a number of wheelchair spaces and easy access or amenity seats available within the stands at Selhurst Park.

### Main Stand

Entry is via the gate by entrance No 8, adjacent to the Glaziers Lounge. This is stewarded and provides access via a shallow ramp to the pitch level wheelchair spaces. There are 13 spaces with companion seating located alongside.

There are also 78 easy access seats.

### Arthur Wait Stand - Home

Entry is via the gate by entrance No 5 on Park Road. This is stewarded and provides level access to the mid-level wheelchair spaces. There are 24 spaces with companion seating located alongside and another 27 with companion seating located to the rear.

There are also 110 easy access and 2 amenity seats.

### Arthur Wait Stand - Away

Entry is via the gate by entrance No 6 on Park Road. This is stewarded and provides access via a short ramp to the mid-level wheelchair spaces. There are 12 spaces with companion seating located alongside and another 20 with companion seating located to the rear.

There are also 47 easy access and 2 amenity seats.

## **Holmesdale Road Stand - Lower**

Entry is via the gate by entrance No 2 on Holmesdale Road. This is stewarded and provides level access to the mid-level wheelchair spaces. There are 26 spaces with companion seating located to the rear.

There are also 14 easy access and 6 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 6 wheelchair spaces; there are 4 located in the Legends Suite and a further 2 in Boxes 10 -11.

Wheelchair access to the executive boxes is currently through the gate by entrance 7 on Park Road via an access ramp

# 6. Accessible Toilets

## **Accessible and Ambulant Toilets**

All accessible toilets are fitted with the RADAR entry system so please bring your own key if possible. A spare key can be provided by a Disability Liaison Steward who will be clearly identifiable by their uniform and should be situated near the accessible toilets; available to assist if needed.

Ambulant toilets have been provided in proximity to the easy access and amenity seating areas.

## **Main Stand**

An enlarged accessible toilet cubicle is provided adjacent to the wheelchair access 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 toilets within the home section, one is located near the centre of the concourse and the other two are at the end of the Arthur Wait stand accessed off the last vomitory.

## **Arthur Wait Stand - Away**

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

## **Holmesdale Lower Stand**

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

## **Executive Boxes**

There is one accessible toilet immediately opposite the entrance to the Legends Suite and within a few metres of Boxes 10-11.

## 7. Accessible Facilities

### **Changing places**

There is a Changing Places facility in the Holmesdale Stand; this provides a peninsular toilet, adjustable changing table, hoist and other facilities. The room is 2.8m x 4.3m with a 1m wide door.

We have a second smaller changing area with a drop down changing table within the new Main Stand accessible toilet.

### **Sensory Room**

There is a wheelchair accessible sensory room located beneath the Whitehorse Lane Stand, which is also the Family Stand. 12 seats are held in the Whitehorse Lane Stand for fans that 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 area which is not wheelchair accessible but does have a pitch view. This is not available for all games so fans wishing to potentially use this room should check it is available before booking tickets for each game.

### **Supporters with Visual Impairment and Guide/Assistance Dogs**

For supporters with visual impairment who require access to a match commentary please contact the DLO, Pam Groves, at [pam.groves@cpfc.co.uk](mailto:pam.groves@cpfc.co.uk) or on **020 8768 6080**.

Water bowls can be provided for assistance dogs and a dog spending area is located in the corner of the Holmesdale and Arthur Wait Stands.

### **Hearing Induction Loops**

Selhurst Park Stadium now has three hearing induction loops for people who can switch their hearing aid to the 'T' setting.

A hearing loop (also known as an audio induction loop) is a special type of sound system for use by people with hearing aids. The hearing loop provides a magnetic, wireless signal that is picked up by the hearing aid when it is set to 'T' setting.

One unit is mobile and is available for use in the Club Store & Box Office.

Two other units, also mobile, are available in the Arthur Wait Stand at the away catering units and in the Whitehorse Lane Stand catering units for home fans.

Please note that there are headphones available for use within the stadium for those with impaired vision to listen to match commentary and these can be booked by contacting Pam Groves in the box office on 020 8768 6080.

### **Refreshments**

Refreshment orders can be taken from you and delivered back to your location in the viewing areas. There are also lower level counter spaces at kiosks in both the Arthur Wait home and away sections 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, Customer Service Department, CPFC, Selhurst Park Stadium, London SE25 6PU

If you are still dissatisfied with the response from the club, the Premier League is also available to mediate between a complainant and a club to achieve a positive resolution. For further information or guidance on this process, please contact **[supporters@premierleague.com](mailto:supporters@premierleague.com)**

If you're complaining about a problem at a FA Cup match, you should contact Customer Relations at The Football Association via **[www.thefa.com/about-football-association/contact-us](http://www.thefa.com/about-football-association/contact-us)**.

If you're complaining about a problem at an EFL Cup match, you should contact the Supporter Services Department at the EFL via **[www.efl.com/supporters/contact-supporter-services](http://www.efl.com/supporters/contact-supporter-services)**

After their responses, if you're still not satisfied, you can ask the Independent Football Ombudsman to adjudicate via the website [www.theifo.co.uk](http://www.theifo.co.uk).

#### **Contacts:**

**Disability Liaison Officer** - Pam Groves - [pam.groves@cpfc.co.uk](mailto:pam.groves@cpfc.co.uk) - 020 8768 6080

**Safeguarding Manager** - Marcus Puddephatt - [marcus.puddephatt@cpfc.co.uk](mailto:marcus.puddephatt@cpfc.co.uk) - 020 8768

**6000 Equality Manager** - Soye Biggs - [soye.biggs@cpfc.co.uk](mailto:soye.biggs@cpfc.co.uk) - 020 8768 6000

**Head of Customer Service** - Sharon Lacey - [sharon.lacey@cpfc.co.uk](mailto:sharon.lacey@cpfc.co.uk) - 020 8768 6012

## 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.