

Information for Disabled Visitors To The City Ground

Welcome To The City Ground

Nottingham Forest FC extends a warm welcome to all visitors to the City Ground.

For anyone planning to visit the City Ground for any event and may have specific accessibility needs, we are always happy to help and advise.

The City Ground has seating suitable for the requirements of a range of accessible needs – whether within the general admission seats or for supporters requiring a wheelchair – and seats are designated to you as best suits the needs of you and your guests.

Visitors requiring wheelchair or accessible seating, are, at first, requested to call us on **0115 982 4388** from 9am to 5pm (Monday to Saturday).

Alternatively, you can email accessibility@nottinghamforest.co.uk and we will be happy to assist in ensuring that your visitor experience is enjoyable, comfortable and as fulfilling as possible.

Regardless of how familiar you are with the City Ground, we would still actively encourage you to contact us to make sure that you get the very most of your visit.

Assisting Your Needs – Reasonable Adjustment & Your Companion

Nottingham Forest FC recognises the individual needs of visitors of all abilities and, should you be eligible for a Companion, we will endeavour to offer the necessary level of reasonable adjustment wherever appropriate.

Visitors Requiring A Companion Ticket

It is quite possible that a visitor with a disability or learning difficulty may find it unreasonably difficult to access the stadium or fully use the services provided independently. Under such circumstances, Nottingham Forest FC will offer a Companion ticket on a complimentary basis where the requisite 'Proof of Disability' documentation has been provided.

Nottingham Forest Club policy requires **any** of the following to be eligible for a complimentary Companion ticket, together with a form of Photo ID which displays your age (where age-range concession applies):

- *Proof of Entitlement of **Higher Rate** of Disability Living Allowance - Mobility or Care Component (DLA)*
- *Proof of entitlement of **Enhanced Rate** of Personal Independent Payment Mobility or Care Component (PIP)*
- *Proof of entitlement of Severe Disablement Allowance*
- *A copy of registration documents which certify Registered Blind or Registered Partially Sighted*
- *War Pension Certificate*

Due to current legislation, some forms of 'Proof of Disability' are dated and it may be necessary for you to resubmit new documentation on request.

Please note:

- *We are not able to accept Orange/Blue Badges as proof of disability.*
- *A Companion ticket is not permitted to enter the City Ground without the eligible disabled visitor at the same time/point of entry*
- *Only a statement that your Proof of Disability and/or Proof of Age has been shown will be stored by Nottingham Forest FC; No unnecessary personal information will be stored*

Facilities for Visitors Requiring Wheelchairs

The City Ground holds up to 74 wheelchair-designated positions throughout the stadium bowl. A fixed chair position is located behind each Wheelchair Bay for the comfort and assistance of the disabled visitor.

Nottingham Forest FC requests that visitors arrive with/provide their own wheelchair for their own comfort to the City Ground and the venue's Health and Safety policy requires that disabled people who attend in a wheelchair remain in that wheelchair during each event.

Facilities for Ambulant Disabled Supporters

Nottingham Forest FC recognises that accessible seating is not confined to visitors with conditions which restrict mobility but also those with conditions which are not necessary visually evident – such as learning difficulties or severe vertigo.

Nottingham Forest does not offer segregated seating for individuals with ambulant disabilities but has identified seating which is best suited to the needs of those with specific accessibility needs. In such instances, visitors with accessibility needs and their Companion are requested to enter the stadium via the designated Accessible Entrance (as displayed on their ticket or Season Card) rather than attempting to use a turnstile. This is to ensure that the visitor journey and matchday experience is optimised.

Should you require specific assistance to enjoy your visit to the City Ground more readily, we advise that you contact us directly on **0115 982 4388** or by email on accessibility@nottinghamforest.co.uk to enable us to assist you in the best possible way.

Concourse entrance into the stadium bowl at the City Ground enables visitors to join at a point which is halfway up in the seating area and we have made every effort to ensure that identified accessible seating is provided close to stadium entry and with a limited number of steps to negotiate wherever possible.

Guide Dogs and Assistance Dogs are permitted within the Stadium Bowl, however we recommend that visitors with Guide Dogs/Assistance Dogs contact us directly on **0115 982 4388** or by email on accessibility@nottinghamforest.co.uk before attending any event at the City Ground so that we can discuss access to the Ground and the welfare of the Guide Dog/Assistance Dog before, during and after the event.

Ticket Prices For Disabled Visitors

In-keeping with guidelines suggested by Level Playing Field, disabled visitors to the City Ground will always be charged based upon the standard price class for their age category.

Disabled supporters using the wheelchair places will be charged the standard ticket price based on their age category. Wheelchair viewing is also available in Hospitality areas – subject to availability.

Facilities for Visitors With Temporary Mobility Restrictions

Accidents happen...so we will always do our absolute best to help visitors who are temporarily less mobile than usual! So if you've broken your leg or had an operation that means you can't get around quite as easily as usual, give us a call on **0115 982 4388** or by email on accessibility@nottinghamforest.co.uk and we'll see what we can do to make sure that you can still attend!

Car Parking Facilities At The City Ground

A limited number of car parking spaces are available on a match-by-match basis for supporters with accessible needs on an match-by-match basis. All parking is available on a first-come-first-served basis and it will be necessary for you to contact us ahead of the game by calling **0115 982 4388** or by emailing accessibility@nottinghamforest.co.uk