HIBERNIAN
Football Club

Accessible Tickets

Information and policies

2023-24

The club operates a specific ticketing policy for supporters with accessible needs. Details of how to apply are as noted below.

CONCESSION TICKETS

When purchasing a CONCESSION ticket, proof of eligibility (see criteria below) must be supplied in person when collecting from the Ticket Office. Digital scans will not be accepted, and all proof must be presented in person.

Supporters should bring the relevant proof of eligibility/identity to matches as gate checks and verification will be in operation. The club reserve the right to refuse admission if eligibility/identity cannot be verified. An example of relevant proof of eligibility would be when using a STUDENT ticket to have with you a matriculation card valid for the season in which you have purchased the ticket.

ELIGIBILITY / BUYING TICKETS AND PERSONAL ASSISTANT

Hibernian Football Club offer disabled supporters the facility to purchase a Match Day Ticket and Season Ticket.

Hibernian Football Club reserves the right to request "proof of a disability" before issuing any ticket which carries a concessionary price by virtue of disability and/or provides a complimentary personal assistant ticket.

Information required to purchase an accessible ticket will include:

1. Confirmation of residence – i.e., documentation with your name and address and should be less than three months old. One of the following:
    - Current Council Tax bill or instalment book.
    - Current bank/building society/credit union statement or passbook showing your current address.
    - Most recent utility bill or certificate from a utilities supplier confirming pre-payment agreement including rates (excludes mobile telephone phone bills).
    - Most recent original mortgage statement or mortgage rate amendment letter from a recognised lender.
    - Known housing association tenancy agreement or rent card.

2. Photographic identification - one of the following
    - Current UK photo card driving licence (full or provisional).
    - Current fully signed passport.
    - Current European driving licence.
    - Current Blue Badge is not considered as confirmation and cannot be used.

3. Receipt of one or more of the six different components/levels of award of Disability Living Allowance or Personal Independence Payment as listed below entitles the customer to a **concessionary ticket price**. It is preferable if the original award letter is provided as this state's the award duration i.e., life, 5 years, 3 years etc. This then saves us having to ask for the same proof each year as this will be recorded on file. Temporary or short-term awards may be required to provide proof each season.

Allowance	Component	Level
Disability Living Allowance	**Mobility**	**Higher Rate**
Disability Living Allowance	**Care**	**Higher Rate**
Disability Living Allowance	**Care**	**Middle Rate**
Personal Independence Payment	**Mobility**	**Enhanced**
Personal Independence Payment	**Daily Living**	**Enhanced**
Personal Independence Payment	**Daily Living**	**Standard**

- **Please note Disability Living Allowance Lower Rate Mobility and Lower Rate Care as well as Personal Independence Payment Standard Mobility Level do not entitle you to a concessionary ticket price.**

4. Receipt of:
   - Severe Disablement Allowance
   - Attendance Allowance
   - War Pensioners' Mobility Allowance or War or Service Disablement Pension for 80% or more disability.
   - Blind or partially sighted registration certificate (BD8 or CVI Certificate) or evidence from an eye specialist, for example an optometrist, that the individual would qualify to be registered as severely sight impaired (blind) or sight impaired (partially sighted).
   - Confirmation in writing from a Consultant that the individual is included on their Deaf Register, or a letter or report from an Audiologist confirming that hearing loss has been recorded at 75 – 80 dBHL or worse.

     NB: This list is not an exhaustive list and consideration should always be given to any other evidence that can be provided. In all cases, common sense should prevail, and the dignity and privacy of the disabled person should be paramount.

PERSONAL ASSISTANT

A complimentary ticket for a personal assistant is available to disabled supporters who meet the following criteria:

1. Receipt of the higher rate of Personal Care or Mobility under Disability Living Allowance or the Enhanced Mobility or Living rate of Personal Independence Payment (PIP) as listed below. This must be an award letter from the current year (issued usually in February or March). Providing the original award letter which provides more information on the duration of the award will enable us to record this information and for the supporter not to have to supply this information each season.

Allowance	Component	Level
Disability Living Allowance	**Mobility**	**Higher Rate**
Disability Living Allowance	**Care**	**Higher Rate**
Personal Independence Payment	**Mobility**	**Enhanced**
Personal Independence Payment	**Daily Living**	**Enhanced**

The Club recognises that the annual renewal letter issued by The Department of Work and Pensions may not show the period/length of entitlement of benefit. We cannot issue concessionary tickets without this information.

If you do not have the original letter when renewing your season ticket and want to take advantage of the accessible ticketing policy, we must have proof of entitlement and ask you to contact The Department of Works and Pensions to obtain a copy of the original award. We are happy to hold a particular purchase for 14 days until you are able to obtain proof of eligibility.

Once this information is provided, we will record this against your client account, so we have this on record and minimise the need for annual clarification and work towards online purchase for all supporters.

2. Other criteria for supporters who may qualify for a Personal Assistant
    - Attendance Allowance – for supporters over the age of 65 higher rate award levels.
    - War Pensioners' Mobility Allowance or War or Service Disablement Pension for 80% or more disability.
    - Blind or partially sighted registration certificate (BD8 or CVI Certificate) or evidence from an eye specialist, for example an optometrist, that the individual would qualify to be registered as severely sight impaired (blind) or sight impaired (partially sighted).
    - Confirmation in writing from a Consultant that the individual is included on their Deaf Register, or a letter or report from an Audiologist confirming that hearing loss has been recorded at 75 – 80 dBHL or worse.

      Documentation required may change depending on alterations to current legislation regarding the benefit payments system. Confirmation of residence and providing photographic ID are required as part of our accessible season ticket application process.

Conditions of Use where Personal Assistant Ticket is provided

Supporters who meet the relevant criteria, will qualify for a complimentary ticket for their personal assistant. However, personal assistants MUST accompany their disabled person to every match. The Club will make provision for seating for the Personal Assistant, adjacent to their disabled person. Personal Assistants are **NOT** permitted to attend the match without their disabled person unless they upgrade their ticket to the relevant category and price. The Personal Assistant should come to the ticket office to upgrade prior to a match and will be issued with a paper ticket.

Personal Assistants may be different, substitutes are permitted but they must hold the concessionary ticket when attending the game and accompany the disabled person they are supporting. Arriving at the stadium and sitting elsewhere in the stadium is not permitted.

In situations where a Personal Assistant is for a wheelchair user, the Personal Assistant will **NOT BE PERMITTED** to sit within the wheelchair platform area in circumstances where they have upgraded their ticket and are not attending with their disabled person. Seating will be allocated by the ticket office personnel at the time of upgrading.

Disabled supporters who attend matches without their Personal Assistant may be subject to their season tickets being withdrawn.

A disabled person who has declined a Personal Assistant ticket must **inform** The Club so that a Personal Emergency Evacuation Plan is put in place, in conjunction with The Club Health & Safety policy. This is in line with the Green Guide and ensures safe evacuation from the stadium. Supporters buying match day tickets only who wish to attend without a personal assistant can contact the Disability Access Officer prior to a match giving a minimum of two days' notice in order for arrangements and the plan to be written.

To contact the Club Disability Access Officer, Ann Brown, contact **abrown@hibernianfc.co.uk**

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