

Information for supporters with disabilities

Welcome to Blackburn Rovers Access guide to help fans and assistants understand what to expect when you visit Ewood Park.

The Club is committed to making every supporter's experience as easy and stress-free as possible. Many supporters have different needs so we hope this information will help. We recognise that although fans have different needs they are part of the crowd who enjoy football the same as everyone else.

The Club has an excellent reputation for ensuring customers enjoy their visits to Ewood Park. Your match day experience is important to the Club. Our aim is access and inclusion for all. The emphasis on removing and overcoming barriers to ensure access to services has changed the focus to enable you where possible to come to a match independently without a carer.

All social retail and hospitality facilities at Ewood Park are accessible and forms and leaflets are available in accessible formats.

We understand the difficulties you may be facing when coming to a football match and want to ensure your visit is as smooth and enjoyable as possible: we can help with that from start to finish.

Stewards from our special assistance team provide assistance helping you in and out of the stadium with purchasing refreshments, safe evacuation and escorts to and from concourse facilities and multi-faith room.

Some people need a little more support and so an Assistant ticket can be provided on submission of appropriate evidence through the Club's Assisted Supporter Scheme.

Football plays an important part in people's lives and sometimes going to a football match can be the first stage on a journey to recovery or well-being. It might be that you have not been to a football match for a long time or even at all. It's a big decision.

So if you would like to come to a football match at Blackburn Rovers but are not sure how you would feel just tell us. We can arrange for you to visit the ground on a non-match day to help familiarise yourself before coming to a match.

Our Part of the Crowd – Access Matters, consultation group for Rovers fans with disabilities meets quarterly to discuss facilities and services.

You will find further information and regular news updates on the Club website.

We welcome your views on our facilities and services. You can share these by contacting me on **07717 724646** or email Disability@rovers.co.uk

Above all we want to ensure your experience of coming to Ewood Park is a positive one.
Christine Peacock MBE

Access and Safeguarding Adults Officer

BLACKBURN ROVERS FOOTBALL CLUB

Established in 1875 becoming a founder member of the Football League and the Premier League.

In 1890 Rovers moved to its permanent home at Ewood Park. Surrounded by terraced streets and cobbles reminding us of our industrial past and heritage is a modern stadium with bars and restaurants, retail outlet and conference facilities.

The Club plays an important role in the life of the business community with its Enterprise Centre and in the wider community the Community Trust Programme offers access to health and awareness projects and maintains strong links with schools in the area providing educational experiences for children of all ages.

BUYING TICKETS

Ticket prices are the same as standard prices for all supporters. Concessions apply for junior and seniors but not specifically for disability.

It is helpful if you or your representative tell us any additional needs you have at the time of purchasing a ticket for home and away matches. This is to ensure you are as comfortable as possible and located appropriately.

A booking fee of £1 per ticket to a maximum of £2 per transaction applies to all tickets purchased over the phone when using a credit card.

For your convenience, tickets can be collected on match day inside the store rather than the outside collection windows.

A mini-com and a loop system are situated in the Ticket Office. The loop system is also available in Blackburn End Reception.

TICKETS ARE ON SALE IN THE ROVERSTORE AT EWOOD.

TICKETS CAN ALSO BE PURCHASED:

Using the Ticket Office Hotline number **01254 372000** selecting option 1 and then option 4
Online at www.eticketing.co.uk/onerovers and

By post (include payment and a stamped addressed envelope) Customers who are deaf or hard of hearing can use type talk or email ticketoffice@rovers.co.uk

Assistant Tickets are available if you need more help than our stewards can give. Please apply to the club's Assisted Supporter Scheme in advance of a game by contacting the Ticket Office for an application form. Assistant tickets are not available for fans under the age of 11.

We never judge whether someone is disabled or requires additional support so please ask your Doctor or other Health Care Professional to answer the questions on the back of the form.

Please note that when attending a match alone, an Assistant must purchase a standard match ticket as the Assistant Ticket will not be valid.

Assistants under the age of 16 should notify the stewards at the point of entry, of their location in the ground, in case additional help is required e.g. during an emergency. If you have an Assistant Ticket and the circumstances relating to the level of help you need in the ground change at any time you or someone on your behalf should notify Blackburn Rovers as soon as is reasonably possible.

GETTING TO THE GROUND

BY ROAD

Brown and white tourism signs to Ewood Park with a football logo are located on the M65. Ewood Park is approximately 1 mile from junction 4/M65.

FROM THE NORTH

Leave the M6 at Junction 30 and join the M61. At the first exit join the M65 and head east to Blackburn. Leave at Junction 4 and join the A666 towards Blackburn.

FROM THE SOUTH

Leave the M6 at Junction 29 and join the M65 and head east to Blackburn. Leave at Junction 4 and join The A666 towards Blackburn.

FROM THE WEST

From the M6/M62 or M60 join the M61. Leave the M61 at Junction 9 and join the M65 and head east to Blackburn. Leave at Junction 4 and join the A666 towards Blackburn.

FROM THE EAST

Travelling from the east either on the B6234, the A56 Haslingden by-pass or the Skipton Road, join the M65 and head west. Leave at Junction 4 and join the A666 towards Blackburn.

BY TRAIN

Blackburn Railway Station is accessible to all and is approximately a mile and a half from Ewood Park. There are direct trains from Manchester Victoria, Salford Crescent and Preston. Taxis are located outside the station. See the www.nationalrail.com website for train times.

BY BUS

The buses serving Ewood Park are: No. 1 (Bolton - Darwen - Blackburn) and No. 24 (Chorley - Blackburn)

The frequency of buses serving Ewood Park is every 10 minutes. For timetables see www.lancashirebus.co.uk

USING OTHER TRANSPORT PROVIDERS

Community Transport Services provide a door-to-door service for fans to get to and from a match who cannot use public transport or who do not have immediate access to a local bus service. For further information and bookings please ring Blackburn and Darwen Dial a Ride on **01254 200333**.

CAR PARKING AT AND AROUND THE GROUND

Car parking is limited due to the nature of the built up area around Ewood Park. Limited spaces are available for home and visiting supporters. Seasonal Permits are available for home fans. Accessible Match Day Car parking is available at Car Park B - which is located behind the Darwen End Stand, and Car Park H - which is located behind the Blackburn

End Stand. Priced at £10. Please note a disabled blue badge without a permit is not sufficient to access Car parks B and H.

If you have pre-booked a car parking space please look for car park signs near the ground. Car Park F is approximately 100 yards from the ground. A permit is not required but surfaces are not considered suitable for wheelchairs users or those with mobility issues. For further details, prices and to pre-book please phone the ticket office on **01254 372000**. For visiting supporters please phone **01254 508283**.

DROP-OFF / PICK-UP POINTS

If you are given a lift to the ground by car, taxi or minibus you can use one of the two drop-off points at the ground – either end of the Jack Walker Stand. Both are within 50 yards of access into the stadium and on the level. They also serve as pick-up points after the match.

ACCESS INTO THE GROUND

Accessible entrances are located at the four corners of the ground. If you need help getting to and from your seat/ position in the ground please tell the steward at the point of entry. Wayfarer signs are situated outside and inside the ground. Step-free access is available in and around the stadium.

LIFT PASSES

Lift passes are required to access the lifts and should be requested in advance of a game by phoning **01254 508283**.

HAVE A NICE DAYYOUR MATCH DAY EXPERIENCE

Dedicated stewards from the special assistance team are there to help you. They are located at the four entrances and can be identified by blue tabards which are noted on the back. Tell the steward what help you need and your location in the ground as you enter the stadium.

If you are a wheelchair / scooter user and are able to transfer to a stand seat or if you are an ambulant supporter (including people with learning disabilities, mental ill-health, blind / partially sighted and deaf / hard of hearing) you can choose to sit anywhere in the stadium, subject to safety. Some areas will be more suitable than others. It would be helpful if you tell us your requirements at the time of buying tickets to ensure appropriate seating.

If you are a wheelchair/scooter user and you are not able to transfer to a stand seat you will be accommodated at a pitch-level position in the home area stands. Just so you know, the areas are exposed to the elements. Plastic rainwear is available from the stewards free of charge.

Braille readers who would like a match-day programme (abridged) can order in advance by contacting the Accessibility Officer. Guide and Assistance Dogs are welcome at Ewood Park and it would be helpful if you would contact the Safety Department in advance of the game to enable arrangements to be made.

Communication aids are available for fans with the need to use symbols or pictures.

RADIO ROVERS

The Club has its own Radio station – Radio Rovers. To listen to commentary please bring a small portable radio and headset and tune into **1404 kHz AM** (medium wave). The broadcasts begin four hours prior to kick-off and end an hour and a half afterwards so if you are travelling to the ground you can tune in for up-to -date information. For both home

and away games Radio Rovers is also available on the internet through Rovers Player, the subscription channel of the Rovers' website. For further details go to www.player.rovers.co.uk

FACILITIES AND SERVICES

- Up to 262 wheelchair spaces at pitch side for home supporters;
- Car parking areas – limited availability;
- 14 accessible toilets in the main lower concourses;
- 20 accessible toilets for ambulant supporters in the upper tiers;
- Concourse seating areas;
- Match commentary by Radio Rovers;
- 14 non-dedicated catering outlets in all stands serving lower concourses with steward's assistance available on request;
- Accessible formats of documentation available on request;
- Braille version of the match day programme available (abridged) on request;
- Accessible away travel executive service;
- Stewards from our special assistance team who provide help with:
 - > Entry into the ground and your seat/position and exiting the ground;
 - > Safe evacuation should it be necessary;
 - > Advance booking system;
 - > An escort to / from toilets/kiosks/multi-faith room;
- Assisted Supporter Scheme for Assistant tickets;
- Accessible executive coach official away travel
- The purchase of refreshments;
- A dedicated Access Officer delivering access and assistance to meet the needs of the supporters and club.
- Sensory room for children with disabilities and their families.
- Accessible betting kiosk in the RFS Riverside Stand.
- New access wayfarer signs inside the stadium.
- Easy-read picture guide and information
- Accessible Family Stand
- Accessible Gaming Room in the Family Stand

SAFETY INFORMATION

Safety is of paramount importance. An Assistant should always be able to support the needs of a supporter in an emergency. If you consider you would still require the help of a steward in an emergency situation or your Assistant is under the age of 16 please notify a steward as you enter the stadium. Stewards are there to help whether you have an Assistant or otherwise.

If you are located in one of the upper tiers you or your Assistant should identify yourself to the Stewards' Team Leader as you enter the area in which you are located.

EWOOD PARK EMERGENCY PROCEDURE

In the event of any emergency there will be an announcement over the Public Address system preceded by a loud "chime" sound. For supporters who are deaf or hard of hearing this message will appear on the big screen. Follow the directions of the stewards/police officers. If you are located in the LOWER TIER, remain where you are until a steward assists you and listen or look carefully at the Police message. Comply immediately if it affects your location. Stewards, Police Officers and Officials will direct you to safe areas which may be through exit doors / gates to the street or onto the playing area. If you are in the UPPER TIER make your way to the Safe Holding/Refuge Area, which is clearly signed in the concourse.

HOSPITALITY CHOICES

If you are thinking of using Hospitality facilities, they are available for match day and non-match day events. There are three function suites - Executive Box, Premier Suite and Legends in Jack's Kitchen which are all accessible. A loop system is available.

For match day hospitality bookings please contact **01254 508008** and inform our Hospitality Sales Executives of your assistance requirements at the time of booking.

GROUND TOURS

Want to know more about the club? Then take a Stadium Tour which celebrates the history of the club and explore behind the scenes at Ewood Park. Check the website for further details.

ROVERS ON THE ROAD - ALTOGETHER

Blackburn Rovers Away Travel uses an accessible executive coach, enabling supporters to travel together and enjoy the same standards of service.

This means more wheelchair users, who need to use a lift to get on the coach, can now travel and passengers who transfer to seats can stow wheelchairs and other aids in the hold.

The coach can accommodate several wheelchair passengers; those who transfer to standard coach seats and those who remain in the chair for travelling.

In order to do this some of the standard seats need to be removed. For the benefit of all those wishing to travel and to maximise the sale of seats on the coach it is necessary to know before the tickets for away games go on sale how many seats need to be removed.

HOW TO BOOK AWAY TRAVEL

Away tickets and travel usually go on sale three weeks prior to the fixture. To guarantee a place on the coach you can take advantage of our advance booking system for wheelchair passengers and notify us of your intention to travel to any fixture providing you inform us before the day they go on sale. Then on the first day of sale you will either need to make your payment or alternatively if we hold your card details your payment will be processed. Please note, in line with all other travel bookings, tickets cannot be reserved for payment at a later date under any circumstances.

It is important to note that match tickets are subject to availability and the number varies from club to club. Please be reminded that match tickets for wheelchair users are for those people who are not able to transfer to a stand seat. Wheelchair users who are able to transfer should purchase ambulant match tickets and request an appropriate seating area e.g. front row, step-free etc.

Tell us your requirements at the time of booking e.g. if you need to use the lift to get on the coach or remain in or transfer from your chair for travelling.

If you are travelling with a carer, the name of the carer is required for the passenger list. We appreciate this may change between booking and travelling so if this does happen please let the coach steward know your carer's name.

The pick-up point for departure for passengers needing to use the lift to access the coach is the Darwen End, Ewood Park only.

If you require the lift to board the vehicle, please arrive 15 minutes prior to departure time to enable the coach to leave on time. You can call in at the Roverstore at Ewood Park or contact Away Travel on **01254 372000**, select option 1 and then option 4.

If you would like more information please contact Barbara Magee on **01254 508208** or email bmagee@rovers.co.uk.



STRIKER'S FAMILY LOUNGE

Strikers is open on match days 3 hours before kick off and is available for all children 17 and under accompanied by an adult with match tickets. Incorporated into the Lounge is a play area and sensory room for children with disabilities and their families so the whole family can enjoy coming to a match at Ewood Park.

EATING, DRINKING & SHOPPING

SHOPPING

Match tickets and merchandise are on sale under one roof both in the Roverstore at Ewood. The store is accessible and has high and low level serving counters and checkout.

EATING & DRINKING

Blues is open for season ticket holders before and after games and is open on most non-match days. Please check the website for opening times, menus and special events held throughout the year.

The Fosters FanZone is also situated at the Blackburn End, available for all supporters.

ADDITIONAL INFORMATION FOR VISITING SUPPORTERS

Blackburn Rovers welcomes all visiting supporters to Ewood Park. Up to 30 tickets for visiting supporters (using wheelchairs) are available in the Darwen End plus Assistant tickets if they are required. Tickets for ambulant supporters are available with Assistants if required. Tickets should be purchased from your own Club and specific requirements stated at the time of booking. The entry point is at the Darwen End Stand. Refreshment kiosks and accessible toilets are located in the stand. Visiting supporters are welcomed in our Hospitality Lounges and special arrangements are available.

SOCIAL GROUP ACTIVITIES

Sliding Doors - a social group for people who may feel isolated meets each Thursday in Blues from 6.30pm.

Rover 60 Lunch Club - for people in the Ewood Community. Meets every four weeks on a Thursday. Advance bookings only.

If you are under 18 and wish to become a member of Team Rovers please contact the Ticket Office for further information or visit our website: www.rovers.co.uk

DOWNLOADS

This information is available to download here as a PDF for people who are blind and partially-sighted.

CONTACTING THE CLUB

Box Office: **01254 372000** select option 1 and then option 4 for ticket and away travel information

Ground tours: **01254 372000** select option 3

Car parking: **01254 508283**

Hospitality: **01254 508008**

Safety Department: **01254 508286**

Blues: **01254 508166**

Access and Safeguarding Officer: **07717 724646** Email: disability@rovers.co.uk

Rovers website: www.rovers.co.uk/fans/disabilitymatters

If you require a large print version or any other accessible format of this brochure please contact the Access and Safeguarding Officer.

We welcome your views on this brochure or any of our facilities and services. Please send them to disability@rovers.co.uk