

PRESTON NORTH END FOOTBALL CLUB DISABLED AND CARER TERMS AND CONDITIONS SEASON 2024/25

Please also refer to the club's terms and conditions for season cards or match by match tickets for the full list of terms and conditions.

1. All supporters with a disability must be registered with Preston North End FC ('the club') by completing a disability registration form.
2. The registration form consists of two parts; part one is to be completed by the applicant or their representative and part two must be completed by a person who works in (or is retired from) a recognised profession. This person must know the applicant well, but cannot be related to or live at the same address as the applicant.
3. A recognised profession can be defined as a job which requires special knowledge and skills derived from research, training and education and is acknowledged by the public as such; i.e. doctor, teacher, solicitor.
4. One of the below documents will also need to be provided at the time of registration in support of the registration form: *
 - a. Disability Living Allowance (DLA); medium to higher rate care/mobility component
 - b. Personal Independence Payment* (PIP)
 - c. Attendance Allowance
 - d. Certificate of Vision Impairment
5. You will be advised at the time of completing your registration if/when your application will be reviewed.
6. The disability liaison officer must be notified of any changes to your application at the earliest opportunity.
7. The club offers a complimentary carer card or match ticket for supporters with a disability who require additional support when attending Deepdale**.
8. The role of the carer is to help the supporter in and out of the stadium and to care for the supporters whilst inside the stadium.
9. Disabled and carer cards or tickets are sold as a pair and both tickets remain the property of the disabled supporter at all times. The carer card or ticket is therefore allocated under the disabled supporter's name.

10. The disabled card or ticket is to be solely used by the disabled person named on the card or ticket and under no circumstance can be passed on to anybody else.
11. The complimentary carer card or ticket is a reasonable provision to enable the supporter to better access the club's facilities and matchday services and is **NOT** a concession, 'buy one get one free' deal or similar.
12. A carer card or ticket is issued on the understanding that it is used in conjunction with the disabled supporter card or ticket and on the basis of undertaking the related carer duties required at Deepdale on matchdays.
13. The accompanying carer to the disabled supporter on matchdays must be an appropriate adult over the age of 18.
14. Any carer proposing to provide assistance who is between the age of 14-17 will be looked at on an individual basis and will only be granted carer status if the club believes they are fulfilling the role of a carer. In such circumstances, the carer should notify the stewards of their location in the ground in case any additional assistance is required.
15. All disabled and carer card or ticket holders must enter the ground together, through the same turnstile or other entry point.
16. The carer card or ticket is invalid if the disabled supporter is unable to attend. In this instance, the carer ticket must be upgraded to the relevant age band and the appropriate price paid.
17. Any carer attempting to enter the ground without the disabled supporter will be refused entry.
18. Spot checks will be conducted at random to ensure appropriate use of all disabled and carer cards and tickets.
19. For all disabled season card prices, please refer to the season card price list which can be found on the club's website, www.pne.com, under the 'Tickets' tab, or contact the ticket office on 0344 856 1966.
20. For all disabled supporters purchasing on a match-by-match basis, please refer to the match by match price list which can be found on the club's website www.pne.com, under the 'Tickets' tab, or contact the ticket office on 0344 856 1966.
21. There are no restrictions on where ambulant disabled supporters and carers can sit in the ground, providing the area is safe and accessible for the ambulant disabled supporter.

22. Wheelchair platform spaces on all stands are limited and will be sold on a first come first served basis only. This will apply for all fixtures.
23. Accessible parking bays are available at Deepdale and are sold subject to availability. Please contact the ticket office on 0344 856 1966 to check availability and prices.
24. Disabled and carer tickets for away games are sold in accordance with the host club's criteria and ticket terms and conditions. This may vary from club to club.
25. The club's disability liaison officer can be contacted Monday to Friday between 9am and 5pm and at all home match fixtures. Contact details can be found on the club's website.

**Existing supporters who have provided one of the above documents listed in point four, with an indefinite expiry, are not required to complete the new form.*

All new registrations and existing supporters whose DLA/PIP or other documentation is due to expire will be required to complete the registration form for all future purchases.

***The complimentary carer ticket being issued is dependent on the information provided by the recognised professional.*

Last updated April 2024