

Access Policy

A guide to facilities available at
Kingston Park Stadium for
people with disabilities

This document is available in large print or electronically on request.

Please contact

fans@newcastle-falcons.co.uk

or telephone 0871 226 6060



1.0 Introduction

Newcastle Rugby aim to enhance the experience of all visitors at Kingston Park. To make the game accessible to all, we have dedicated significant resource to ensure fans, staff and players are appropriately catered for across all aspects of the club's activities.

Newcastle Rugby welcomes individuals to Rugby Union and Rugby League fixtures and each code offers a range of features, facilities and services to support spectators alongside an investment in community programmes enabling more people to play the game, reduce levels of social isolation and increase social connectedness.

The stadium provides match day and other conference and event facilities that are accessible.

Any accessibility issues identified are resolved within the spirit and requirements of the Disability Discrimination Acts of 1995 and 2005 and the Equality Act 2016 to improve access for all.

2.0 Definition

The Club recognises the following definitions of disability: -

Disability Discrimination Act 1995

'A physical and/or mental impairment which has a substantial and long-term adverse effect on a person's ability to carry out normal day to day activities'

The Social Model

'Disability arises from the interaction of people with impairments, with excluding social, material and organisational barriers. The problem is not with the individual.

Without the social, material or organisational barriers, the impairment would still exist but the disability would not. The problem is not with the individual but the way that society reacts'.

3.0 Match Day

All match day safety stewards receive customer care training, a briefing in relation to Disability Awareness before each fixture. They are made aware of how to help and assist people with disabilities.

Dedicated safety stewards are deployed to all upper level disabled viewing areas. To assist the evacuation of disabled supporters from upper levels there are Evacuation Chairs (if required) located at the following signed Extraction Points around the stadium:

East Stand (internal) – the extraction point is the first floor landing adjacent to the lift. The Evac Chair is located in the corridor to the left of the lift leading to the fire exit.

West Stand (internal) – there are extraction points with evac chairs on the main first and second floor landings.

Key staff across multiple departments have been trained in the use of the Evacuation Chairs.

In relation to crowd attendance, appropriate first aid and medical cover is provided at all matches.



3.1 Ticketing

The club are able to offer a complimentary personal assistant/companion ticket, but we would ask to see some documentation showing that individual is in receipt of:

Medium or enhanced rate disability living allowance
Enhanced rate of PIP payments.
Disabled 'Blue Badge' (for car parking only)

You can send a copy/photograph of this documentation to fans@newcastle-falcons.co.uk and then your purchase of tickets can be processed. A single personal assistant/companion seat is located alongside each wheelchair bay or accessible seat/terrace standing space.

3.2 Wheelchair Users

Wheelchair users should access Kingston Park Stadium through either or Gate 8 (West Stand), Gate 1-4 (South Stand) as stated on the respective ticket.

Please contact the ticket office in advance of the match on 0871 266 60 60 or email fans@newcastle-falcons.co.uk to discuss your specific access requirements referencing wheelchair access.

3.3 Ambulant Disabled

There are no designated areas of the stadium that facilitate specific access for the ambulant disabled, however, there are several seats that can be accessed more easily by those spectators using crutches, sticks or walking frames.

Please contact the ticket office in advance of the match on 0871 266 60 60 or email fans@newcastle-falcons.co.uk to discuss your specific access requirements referencing accessible seating.

3.4 Parking

Kingston Park Stadium has 29 designated disabled parking spaces in the East and South car park's which can be reserved and purchased seasonally or on a match by match basis in advance by calling the Ticket Office on 0871 226 60 60.

Car parking permits are available from the club and must be applied for and displayed on the vehicle to gain entry to the car parks. They are issued on either a seasonal or (where available) match day basis. The ticket allows parking in the allocated bays only.

Blue Badge holders will be expected to show their badge on arrival and will not be permitted to park in a designated disabled bay without it.

Disabled spectators without a disabled parking space can be dropped off at the West Stand (south end) where they can then access the stadium.

The club provides parking for people with disabilities as follows:

East Stand	21 spaces
South Stand	8 spaces
Total	29 spaces

Drop Off Points on a match day are located at the south west corner of the stadium. These allow the person with the disability to be dropped off close to the stands.

The 'BlueBadgeScheme' does not automatically give access to the designated disabled car parking facilities at this ground.

3.5 Access Routes

All public areas of the ground are accessible for people with disabilities. A complete circulatory route of all stands at ground level is currently possible, however we advise there is no access for wheelchairs between the East Stand and North East corner (Exit Gate D) due to uneven grounds.

3.6 Spectator Areas

The ground provides a number of viewing areas for spectators with disabilities and their carers: -

A total of 82 spectator spaces for wheelchair users, plus an additional 82 spaces for carers/helpers as appropriate.

Of the spaces provided for disabled people and their carers 53 are under cover.

West Stand - two elevated areas on the middle floor through the corporate hospitality area
West Stand – ground level

South Stand - one area ground level the full length of the south stand
West Stand - three areas at ground level

A total of 84 spectator spaces are available for ambulant disabled people who require easy access seating.

People using the disabled areas in the West Stand should access through the main West Stand reception or via Fire Exits 8 and 9 (South end of West Stand).

People using the disabled areas in the South Stand should enter via Fire Exits 8 and 9 (South end of West Stand).

Respective entrance gates are shown on season and match day tickets.

3.7 Toilet Facilities

8 designated accessible toilets are provided across the stadium. People using disabled/accessible spaces in the North Stand currently have access to the accessible toilets in the West Stand.

Accessible toilets are available at the following locations:

West Stand – 5 disabled unisex WC's (Reception, floor 1, floor 2 & 1 on ground level at each end of the concourse)
South Stand – 2 disabled unisex WC's (1 on ground level at each end of the concourse)
East Stand – 1 disabled unisex WC's (Ground floor)

All accessible toilets are clearly sign posted and conform to current regulations and design guidance.

3.8 Hearing Loops

Hearing loops are provided in the ticket office and reception area of the stadium.

3.9 Blind Spectators

We have installed referee mic to enable comms in-game for Newcastle Falcon 1st XV fixtures.

3.10 Refreshment facilities

Accessible, low level serving points bars/food outlet counters are provided in the West and South stand concourses.



3.11 Emergency & Evacuation Procedures

On match days, stewards and supervisors are briefed regarding disability awareness. This includes being aware of people with disabilities, or otherwise infirm, within their area of responsibility. In the event of an emergency incident arising at the ground on a match day the stewards will ensure that disabled persons have evacuated and will assist as appropriate. It is important in these circumstances that the carer of the person with disabilities is also able to provide assistance where required.

Depending upon the type and location of the incident, people with disabilities may have to be evacuated from their viewing positions either within or outside the ground. In some circumstances it may be necessary to use the 'Evac Chairs'. Where this is the case, they will be used by trained Newcastle Rugby staff.

Safe refuge areas are provided on the first and second floors of the fire exit stairwells at either end of the West Stand. However, the Extraction Points are the preferred areas for disabled persons to wait for evacuation as they are in high footfall areas ensuring that disabled people requiring assistance are visible.

4.0 Non-Match Day

All staff at Kingston Park Stadium are aware of their responsibilities and commitments to provide advice and assistance to individuals with disabilities to maximise their experience within the stadium.

All Newcastle Rugby and agency staff are aware of the contents of this policy.

4.1 Non-Match Day Parking

The club provides parking for people with disabilities as follows:

East Stand	21 spaces
South Stand	8 spaces
Total	29 spaces

The club requested blue badges are displayed whilst parked in a designed disabled parking bay.

4.2 Non-Match Day Hearing Loops

Hearing loops are provided in the ticket office and reception area of the stadium.

4.3 Emergency Procedures

In the event of an emergency incident occurring on a non-match day people with disabilities will be assisted by club staff who are aware of the emergency systems, protocols and their responsibilities to evacuate people safely.

5.0 Accessibility Management

The club has a designated accessibility officer to monitor, develop, update and promote accessibility across the stadium as well as a facilities committee which the designated accessibility officer is part of.

5.1 Consultation

The club is committed to consulting with its supporters and other users with disabilities, about this policy. This policy itself has taken account of comments brought to our attention.

5.2 Review

The club welcomes comments on this document and its provision of facilities or concessions to people with disabilities.

This policy document will be reviewed and updated, where appropriate, on an annual basis.