

CONCERT - ACCESSIBILITY AND DISABILITY TERMS AND CONDITIONS

Sunderland Association Football Club Limited prides itself on being inclusive and working with all Concert Goers who attend Event's at the Venue.

Sunderland Association Football Club Limited recognise that those with a disability may need assistance to fully enjoy the experience at the Venue and offer a variety of reasonable adjustments, based upon individual needs.

Disabled Customers wishing to book Concert Tickets for an Event to be held at the Venue must do so via safc.com/concerts and such purchases are strictly bound by the Accessibility and Disability Terms and Conditions as set-out below.

For the avoidance of doubt the eligibility criteria is found and contained within clause 6 set-out below.

AGREED TERMS

Ambulant Concert Goer	an attendee at an Event with accessibility requirements
Assistance Dog's	dogs that have been trained in order to provide assistance to disabled people.
Club	Sunderland Association Football Club Limited (The) incorporated and registered in England and Wales with company number 00049116 whose registered office is at The Sunderland Stadium of Light, Tyne & Wear, SR5 1SU.
Concert Goers	All attendees at the Event
Concert Tickets	Tickets purchased for a specific Event to be held at the Venue.
Disabled Customers	Attendees of the Event with a physical or mental impairment
Event	Meaning a Concert held at the Venue.
Event Day	Meaning the specific date of an Event being held at the Venue.
Mobility Scooter	an electrically powered scooter designed for people with restricted mobility,
Personal Assistant	Where the need for a personal assistant has been identified, the personal assistant is admitted free of charge. The personal assistant must sit with the disabled customer and must be aged 18 years and over and fully capable of meeting your needs. The personal assistant must enter the stadium at the same time as the disabled customer.
Proof of eligibility	As defined in Clause 5.

Walking Aids	device used in order to improve walking pattern, balance or safety while mobilising independently.
West Stand	The West Stand located at the Venue.
Wheelchair Platform	Purpose built observation deck located in the Venue for the use at Events.
Wheelchair User	a person who uses a wheelchair
Venue	The Sunderland Stadium Of Light, Sunderland, Tyne And Wear, SR5 1SU

1. ACCESSIBLE CAR PARKING

- 1.1 Accessible parking facilities are available at the Venue. These spaces are issued on a first come, first served basis. On Event Days such Accessible Car Parking spaces are limited and not all Concert Goers who purchase a Concert Ticket for an Event at the Venue will be allocated a space at the Venue.
- 1.2 It is the case that there will be road closures in place and at certain times on an Event Day
- 1.3 Each Concert Goer experience their disability differently and the Club recognises this, so we review each request individually. Under the terms of the Equality Act 2010, the Club will verify Eligibility on an individual basis.
- 1.4 It is strict condition of these Accessibility and Disability Terms and Conditions that proof of the documentation as set out below must be seen by the Club in advance of the request being made for an accessible parking space at the Event, such documents being as follows:
 - 1.4.1 Confirmation of the Higher rate of Mobility Allowance;
 - 1.4.2 Confirmation of the Higher rate of Attendance Allowance;
 - 1.4.3 A personal letter of support from GP or Hospital Specialist (dated within the last two months);
 - 1.4.4 Enhanced Mobility Component of Personal Independence Payment (PIP)
- 1.5 Please note, receipt of a Blue/Orange Badge or incapacity benefit is not considered to be sufficient to satisfy the criteria of Clause 1.4 above unless the same is supported by any of the further documents referred to within clauses 1.4.1 – 1.4.4 (inclusive).
- 1.6 Road closures are in place in certain locations and at certain times on an Event Day. Concert Goers who are allocated a space in the accessible car park are requested to arrive at the time sent out to them in advance of the Event. The Club accepts no liability for issues that arise due to late arrival.

2. ACCESSIBLE TOILETS

- 2.1 Accessible toilets are available in all areas of the stadium; these are fitted with radar locks and keys are available from nearby stewards.
- 2.2 Temporary pitch side toilets are also available for those Concert Goers utilising the Wheelchair Platforms.

3. AMBULANT EVENT GOERS

- 3.1 For Events being held at the Venue has 256 ambulant seats in blocks L22 and L23.
- 3.2 The seats referred to within clause 3.1 are accessible via entrance 62A found in the West Stand and are strictly reserved for the Concert Goers who have disabled requirements that do not include specific wheelchair accessibility.

4. ASSISTANCE DOGS

- 4.1 We are delighted to assist and accommodate those guests with Assistance Dogs. We can, however, only accommodate Concert Goers with assistance dogs in our lower tier.
- 4.2 Any supporter wishing to bring an Assistance Dog to an Event being held at the Venue must contact the Concert Team (concerts@safc.com) in advance of the Event to ensure that appropriate Concert Tickets are allocated, and suitable arrangements can be made.
- 4.3 Should a Concert Goer fail to make contact with the Concert Team prior to the Event and at least six weeks in advance of the Event, then the Club reserves the right to refuse access to the Concert Goer to the Event being held at the Venue.

5. ELIGIBILITY FOR CONCESSION

- 5.1 All Concert Tickets purchased in accordance with these their Accessibility and Disability Terms and Conditions does so strictly in accordance with this Clause 5.
- 5.2 It is strict condition of these Accessibility and Disability Terms and Conditions that proof of the following documents (issued within the last 12 months prior to the Event to the Concert Goer) must be seen by the Club in advance of the Concert Goer booking Concert Tickets for an Event, such documents being as follows:
 - 5.2.1 Confirmation of the Middle or Higher Rate of Disability Living Allowance
 - 5.2.2 Confirmation of the Middle or Higher rate of Mobility Allowance
 - 5.2.3 Confirmation of the Middle or Higher rate of Attendance Allowance

- 5.2.4 Confirmation of the Middle or Higher Rate of Severe Disablement Allowance
 - 5.2.5 Certification of being Registered Blind or Partially Sighted;
 - 5.2.6 A personal letter of support from GP or Hospital Specialist (dated within the last two months)
 - 5.2.7 Personal Independence Payment (PIP)
- 5.3 Proof of the above documentation must be seen before a booking can be made. All documents must be sent or handed in to the ticket office.
- 5.4 Please note, receipt of a Blue/Orange Badge or incapacity benefit is not considered to be sufficient to satisfy the criteria of Clause 5.2 above unless the same is supported by any of the further documents referred to within clauses 5.2.1 – 5.2.7 (inclusive).

6. FIRST AID AREAS

- 6.1 On Event Day there are first aid areas in each of the stands at the Venue and there will be visible first aid provision on the pitch.

7. MEDICINES

- 7.1 All medicine must be kept on your person at all times.

8. MOBILITY SCOOTERS

- 8.1 A Concert Goer who uses a Mobility Scooter must book a space found and located on the Wheelchair Platform situated in the West Stand of the Venue.
- 8.2 It is strictly forbidden for any Concert Goer who requires the use of a Mobility Scooter to attend a Concert at the Venue to leave their Mobility Scooter unaccompanied or stored at the Venue for any reason whatsoever during the course and duration of the Concert.
- 8.3 It is further stated that should any Concert Goer attempt to gain entry to the Venue on an Event Day who requires and needs the use of a Mobility Scooter who has not purchased a Concert Ticket located on the designated Wheelchair Platform will be denied access to the Venue.

9. TEMPORARY MOBILITY RESTRICTIONS

- 9.1 If your personal circumstances have changed since you have purchased a Concert Ticket for an Event to be held at the Venue and you require a space on the designated Wheelchair Platform please contact concerts@safc.com to ascertain whether you will still be permitted access to the Venue on the Event Day for the purpose of watching the Concert.
- 9.2 If all spaces located on the Wheelchair Platform are sold out the Club will unfortunately not be able to accommodate your request.

- 9.3 Concert Goers with temporary mobility restrictions (e.g., broken leg) that may affect access to the Venue should contact Concerts@safc.com at least two weeks prior to the Event to discuss whether or not they require alternative seating within the Venue to the one that they had previously purchased for the Event.
- 9.4 If all of the seats are sold out at the Venue for the Event for which the Concert Tickets were purchased the Club shall be under no obligation to accommodate any request received from a Concert Goer to move to an alternative seat.
- 9.5 Please note crutches and walking sticks are permitted inside the Venue but there is no storage facility for Walking Aids.
- 9.6 Concert Goers who attempt to enter the Event who require the use of a Walking Aid and have not purchased Concert Tickets for the Event on either the Wheelchair Platform or within the Ambulant Seats, the Club reserves the right to deny entry to that Concert Goer.
- 9.7 Concert Goers who require the use of crutches and walking sticks must keep them with them for the duration of the Event.
- 9.8 For the avoidance of doubt the Club accepts no liability for loss or damage for any crutches and/or walking sticks brought into the Venue for an Event.

10. WHEELCHAIR USERS

- 10.1 For Concerts the Venue has a maximum capacity of 60 spaces for Wheelchair Users and up to 60 Personal Assistants (capped at one Personal Assistance per Wheelchair User).
- 10.2 The spaces for Wheelchair Users and their Personal Assistance are located in the West Stand of the Venue and they are to be strictly accessed by entrance 62A.
- 10.3 For the avoidance of doubt entrance to the Wheelchair is strictly via access 62A is located in the West Stand.

DISCLAIMER

The Club has made and set-out their Accessibility and Disability Terms and Conditions having fully considered and made the reasonable adjustments as set out in their Accessibility and Disability Terms and Conditions to accommodate guests with various accessibility needs as per the Equality Act 2010.

Please note, that once the Concert Tickets referred to above in these Accessibility and Disability Terms and Conditions have sold out for the Concert, the Club is unable to make any further reasonable adjustments and will accept no liability and will not offer refunds where a Concert Goer with accessible needs is unable to attend the Concert due to purchasing a standard general admission ticket:

For the avoidance of doubt the number of Tickets referred to within the Accessibility and Disability Terms and Conditions are limited as follows:

- 60 guests and up to 60 personal assistants on wheelchair platforms in the West Stand.

- 256 ambulant seats in blocks L22 and L23.