



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



Sunderland Association Football Club Limited
Stadium of Light, Sunderland, SR5 1SU

Telephone 0371 911 1200 • Fax 0191 551 5123 • www.safc.com

Registered in England 49116 • VAT number 816794591



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 3.

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 User a person who uses a wheelchair

Venue The Sunderland Stadium Of Light, Sunderland, Tyne And Wear, SR5 1SU

1. **ACCESSIBLE TOILETS** 1.1 Accessible toilets are available in all areas of the stadium; these are fitted with radar locks and keys are available from nearby stewards.
2. **ASSISTANCE DOGS** 2.1 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. 2.2 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. 2.3 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.
3. **ELIGIBILITY FOR CONCESSION** 3.1 All Concert Tickets purchased in accordance with these their Accessibility and Disability Terms and Conditions does so strictly in accordance with this Clause 3. 3.2 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:

- 3.2.1 Confirmation of the Middle or Higher Rate of Disability Living Allowance
- 5.2.2 Confirmation of the Middle or Higher rate of Mobility Allowance
- 3.2.3 Confirmation of the Middle or Higher rate of Attendance Allowance
- 3.2.4 Confirmation of the Middle or Higher Rate of Severe Disablement Allowance
- 3.2.5 Certification of being Registered Blind or Partially Sighted;
- 3.2.6 A personal letter of support from GP or Hospital Specialist (dated within the last two months)
- 3.2.7 Personal Independence Payment (PIP)

3.3 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.

3.4 Please note, receipt of a Blue/Orange Badge or incapacity benefit is not considered to be sufficient to satisfy the criteria of Clause 3.2 above unless the same is supported by any of the further documents referred to within clauses 3.2.1 – 3.2.7 (inclusive).

- 4. FIRST AID AREAS 4.1 On Event Day there are first aid areas in each of the stands at the Venue.
- 5. MEDICINES 5.1 All medicine must be kept on your person at all times.
- 6. MOBILITY SCOOTERS 6.1 A Concert Goer who uses a Mobility Scooter must book a space found and situated in a wheelchair specific seat. 6.2 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. 6.3 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 Area will be denied access to the Venue.





7. TEMPORARY MOBILITY RESTRICTIONS 7.1 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 Area 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. 7.2 If all spaces located on the Wheelchair Area are sold out the Club will unfortunately not be able to accommodate your request. 7.3 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. 7.4 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. 7.5 Please note crutches and walking sticks are permitted inside the Venue but there is no storage facility for Walking Aids. 7.6 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. 7.7 Concert Goers who require the use of crutches and walking sticks must keep them with them for the duration of the Event. 7.8 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.
8. 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.



Sunderland Association Football Club Limited
Stadium of Light, Sunderland, SR5 1SU
Telephone 0371 911 1200 • Fax 0191 551 5123 • www.safc.com

Registered in England 49116 • VAT number 816794591