

## Access Policy for Glamorgan Cricket

Glamorgan County Cricket Club is committed to being inclusive and providing a safe and positive experience for all visitors and spectators. The club acknowledges the moral, legal and social responsibility to offer the same experience to all spectators. The Equality Act replaced the Disability Discrimination Act in October 2010 and subsequently the club has reviewed its access policy.

The aims of the access policy are to:

- Manage and improve wherever possible the experience for all disabled supporters
- Demonstrate best practice in accessibility

The club has a disability liaison officer and it is their role to act as a champion on disability matters, liaising between the club and its disabled supporters.

Stage of Journey	Key Areas	Procedure
<b>Pre Match</b>	<ul style="list-style-type: none"> <li>• Website</li> <li>• Printed Material</li> <li>• Telephone Enquiries</li> </ul>	<ul style="list-style-type: none"> <li>• The club will ensure that the information we provide for our spectators/visitors is easy to access and understand, supplied in alternative formats written in appropriate language and up to date</li> <li>• We are committed to training all of our staff, part times and full time, in disability and equality awareness on an ongoing basis</li> <li>• We allow free admission for the disabled spectators accompanying person</li> </ul>
<b>At the match</b>	<ul style="list-style-type: none"> <li>• Car Parking</li> <li>• Seating &amp; Viewing</li> <li>• Facilities &amp; Service</li> </ul>	<ul style="list-style-type: none"> <li>• The club is committed to providing as many accessible car parking spaces and drop off point as possible</li> <li>• We are committed to offering a wide range of seating options for disabled supporters</li> <li>• We are committed to offering the same level of experience to all of our spectators</li> </ul>
<b>After the match</b>	<ul style="list-style-type: none"> <li>• Feedback</li> <li>• Complaints</li> <li>• Learning from others</li> </ul>	<ul style="list-style-type: none"> <li>• We will work with and consult disabled spectators to improve the match day experience</li> <li>• We aim to respond to complaints within 5 days and resolve any disputes within 28 days</li> <li>• We will work with other sporting venues and external organisations such as Level Playing Field (LPF) and encourage the sharing of best practice</li> </ul>