



ST JOHNSTONE FOOTBALL CLUB

ACCESS STATEMENT

SEASON 2024/25





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WELCOME TO McDIARMID PARK

Thank you for choosing to attend a match here at McDiarmid Park, the home of St Johnstone Football Club. We are keen to ensure that your matchday experience during your visit to McDiarmid Park is as enjoyable as possible. The following guide provides information on the facilities and services available for disabled supporters and has been designed to assist you in planning your visit. Access queries relating to specific home or away matches should be directed to our dedicated mailbox for disabled supporters at dao@perthsaints.co.uk.



TICKETING

Entry to McDiarmid Park is by match ticket, e-ticket, or season ticket. For home support, to purchase tickets please visit our website at <https://www.perthstjohnstonefc.co.uk/home-fan-tickets-news>. Should you require assistance with our online ticket purchasing platform please contact our ticket office on 01738 459090 option 1, email us at ticketsales@perthsaints.co.uk, or visit our ticket office in person – located within the Main Stand at McDiarmid Park (open Monday – Friday 10am – 4pm).

Visiting support – please check your team’s website for ticket sales details.

Ambulant disabled supporters should purchase their tickets online, with personal assistant tickets provided free of charge (where applicable*).

****Complimentary tickets for personal assistants can be issued to disabled supporters who are in receipt of the following:***

- ***Disability Living Allowance (DLA) – replaced by Adult/Child Disability Payment in 2022***
- ***Personal Independence Payment (PIP) replaced by Adult/Child Disability Payment in 2022***
- ***Attendance Allowance***
- ***AFIP (equivalent to PIP for armed forces)***
- ***Blind/partially sighted (BD8 or CVI Certificate)***
- ***Individuals registered as deaf/audiologist report confirming hearing loss of 75–80 dBI or worse***
- ***Original letter from a GP, consultant, or social worker stating that the individual is intellectually or physically disabled, or has mental ill health, and requires a companion***

You will be asked for confirmation that you are in receipt of one of the above at the point of purchase.

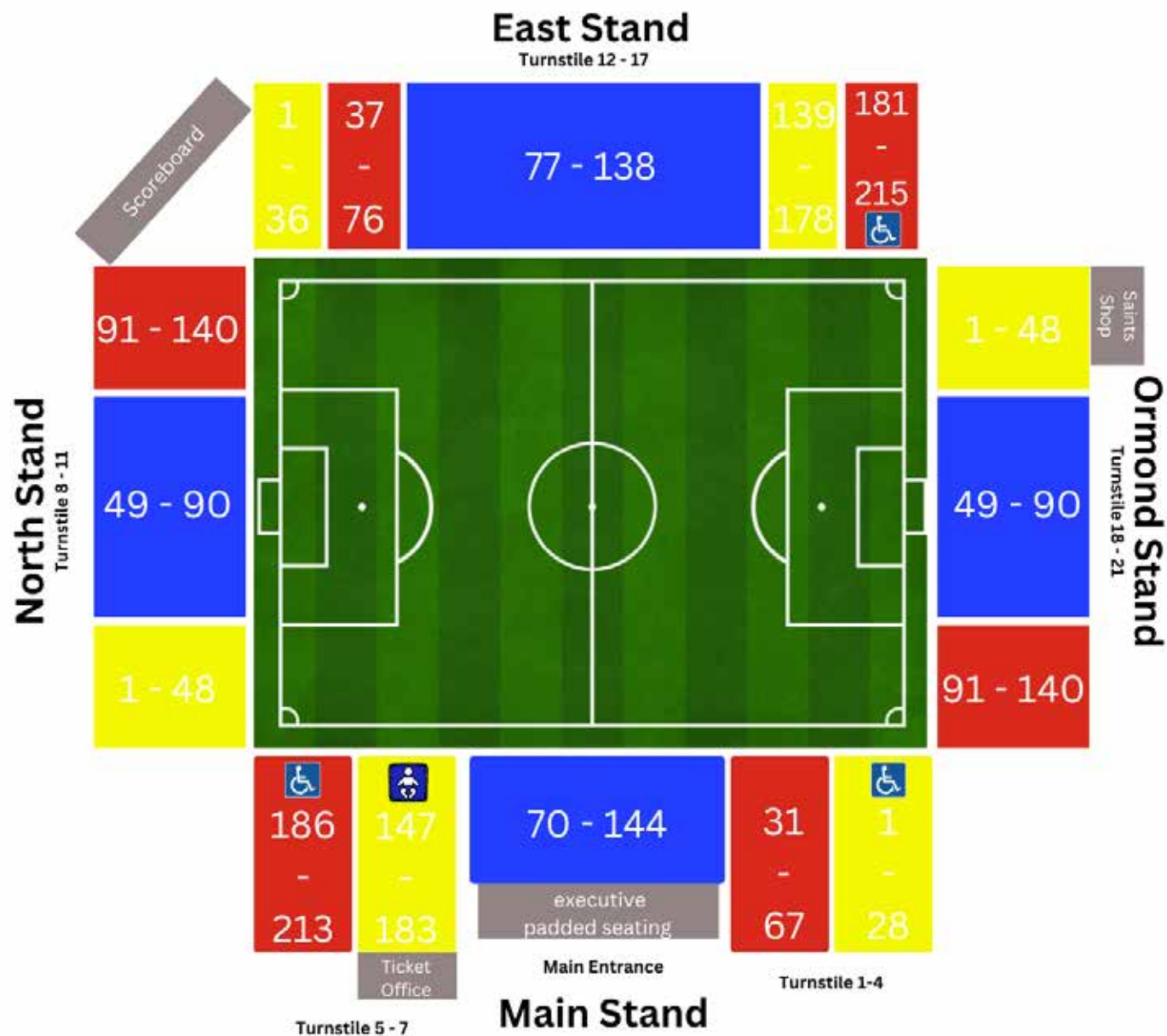
In certain circumstances the Club may agree to issue personal assistant tickets to supporters who may not be in receipt of any of the above. The Club has a pan-disability approach, recognising that assistance may be required for supporters who are wheelchair users, ambulant disabled, partially sighted/blind, hard of hearing, or have learning difficulties. This list is not exhaustive, and we would also include elderly supporters who may have reduced mobility.

To purchase wheelchair platform tickets please contact our ticket office on 01738 459090 option 1 or email ticket-sales@perthsaints.co.uk

Should you have any additional support needs you would like to discuss with us prior to attending an event or match here at McDiarmid Park please do not hesitate to contact us in advance of your visit. Our Disabled Access Officer can be contacted on dao@perthsaints.co.uk or call 01738 459090 option 1.









VIEWING PLATFORMS FOR WHEELCHAIR USERS

McDiarmid Park has 3 viewing platforms for wheelchair users, all with step free, 'on the level' access:

- **8 bays x Main Stand (home) accessible entrance 2**
- **8 bays x Main Stand (away) accessible entrance 5**
- **11 bays x East Stand (home) accessible entrance 17**

All wheelchair platforms are elevated and covered. Sightlines are very good. Personal assistants can sit adjacent to wheelchair users for the most part. Should platforms be full PAs are allocated a seat in the row directly in front or behind the wheelchair user.

We offer 'at your seat catering' at all of our wheelchair platforms. A kiosk assistant will take orders shortly after kick-off and bring your order to you.





ACCESSIBLE TOILETS

There are 7 accessible toilets at McDiarmid Park. All have step free, 'on the level' access.

MAIN STAND:

- **Muirton Suite** • **Office area**
- **2 x home end** • **1 x away end**

EAST STAND:

- **2 x south end**

Three of our accessible toilets have RADAR key access – two in the Main Stand (1 in the home end and 1 in the away end) and one in the East Stand.

All of our disabled toilets are 'stoma friendly'

Supporters who do not have their own RADAR key should ask a steward for assistance.



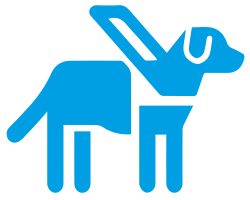
To find out locations of Changing Places Toilets in Perth please go to <https://www.changing-places.org/>



AUDIO DESCRIPTIVE COMMENTARY

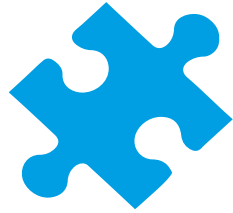
Audio descriptive commentary is available in all 4 stands for blind and partially sighted supporters, and for those who may have additional sensory processing needs. We have a limited number of receivers and head-sets available and would advise pre-booking – telephone 01738 459090 option 1 or email dao@perthsaints.co.uk





ASSISTANCE DOGS

Assistance dogs are welcome at McDiarmid Park, and we would ask supporters looking to bring an assistance dog to a match to contact the Club's Disability Access Officer in advance so that we may accommodate your ticketing requirements according to your specific needs, and also put any additional arrangements in place that may be required with regard to your assistance dog.



SENSORY BAGS

We have a limited number of sensory bags which we loan out for home and away matches.

Our sensory bags are geared towards children, but adults are welcome to make use of them also.

Our bags contain the following items:

- **Stress ball**
- **Fidget toy**
- **Marble fidget toy**
- **Soft ear plugs**
- **Mini coiled spring**
- **Mini bubbles**

To find out more or to book a sensory bag please contact our Disability Access Officer at dao@perthsaints.co.uk or telephone 01738 459090 option 1.





THE SAINTS SHOP

The Saints Shop is located in the Ormond Stand and is accessed via an external door to the right of turnstile 18, ramp access provided. The Saints Shop is usually open for 75 minutes prior to kick off for every home match and reopens again at full time for 20 minutes (with the exception of evening kick-offs). The shop stocks a range of items including scarves, programmes, badges, hats, keyrings, and other St Johnstone FC gift items and souvenirs. Card and contactless payments are accepted.





PARKING AND DROP OFF

There are 3 accessible parking zones for disabled supporters at McDiarmid Park:

- **North end of Main Stand (black zone) – servicing visiting support areas**
- **South end of Main Stand (black zone) – servicing home support areas**
- **Ormond Stand (pink zone) – servicing home support in the East and Ormond Stands**

A limited number of home support bays at the south end of the Main Stand are available to purchase as season long permits.

The Ormond Stand bays are bookable on a match-by-match basis, as are the visiting support bays (x 10) to the north end of the Main Stand.

All carpark bays are charged at £5 each – cash on the day.

We can accommodate 100+ buses – charge of £20 cash payable (applicable to buses/coaches/minibuses).

If you require further information regarding parking, or if you would like to book a disabled parking bay please email dao@perthsaints.co.uk or call 01738 459090 option 1.

Drop off points are available at the southeast and southwest corners (home support) and also at the north end of the Main Stand (visiting support). For post-match pick up vehicles will be unable to enter the stadium carpark until footfall and traffic has dispersed. Please let us know in advance if you require to be dropped off so that we may make our parking attendants aware of this. Contact our DAO on dao@perthsaints.co.uk or call 01738 459090 option 1.





FOOD AND BEVERAGE

We offer an 'at your seat' catering service at all of our wheelchair platforms. A kiosk assistant will take your order shortly after kick-off and will return with your items. Contactless payments preferred but cash is accepted.

Handheld large print menus are available at each kiosk.

If you require further assistance at any of our kiosks please ask a member of staff or the nearest steward.



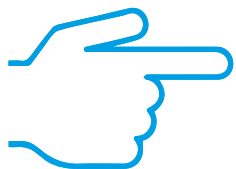
TEMPORARILY DISABLED/WHEELCHAIR PROVISION

If you are looking to visit the stadium but find yourself with temporarily reduced mobility (eg broken leg) and you find that this may affect your ability to attend a match or function, please contact us in advance as we may be able to provide an alternative solution to assist with your requirements - ie wheelchair provision or alternative seating.



REDUCED MOBILITY ASSISTANCE AIDS – STORAGE PROVISION

If you are attending a match with a mobility scooter, walking aid, or similar that you would like to store safely for the duration of the match please let us know in advance. We will do our best to accommodate your request.



SIGNAGE

The Club will continue to review and update signage as appropriate and in accordance with any alterations, improvements, or refurbishments that may be carried out.



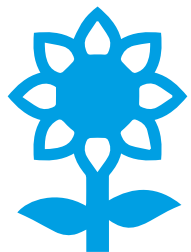
STAFF TRAINING

The Club regularly reviews requirements for staff training and provides disability awareness and etiquette training as required.



MATCHDAY STEWARDING

St Johnstone Football Club employs a stewarding company to assist in the provision of safety, security, and service at all stadium events. Stewards receive full training from their company in respect of emergency situations and are advised by the Club to ensure their training includes disability awareness.



HIDDEN DISABILITIES SUNFLOWER LANYARD SCHEME

St Johnstone Football Club joined the Hidden Disabilities Sunflower Lanyard scheme in March 2020, the first professional football club in Scotland to do so. Staff receive hidden disability awareness training as part of this scheme. For more information on the Sunflower Lanyard scheme please go to <https://hiddendisabilitiesstore.com/>

If you think you would benefit from having a sunflower lanyard please contact us.



'I AM ME – KEEP SAFE' SCHEME




St Johnstone FC is a member of the **I AM ME KEEP SAFE** scheme.


Keep Safe is a partnership initiative developed with Police Scotland and the **I AM ME** community-led charity to raise awareness and increase reports of Disability Hate Crime . **Keep Safe** works with local businesses to create a network of safer places for disabled, elderly, and vulnerable people to go if they do not feel safe or if they are the victim of crime.


Disabled or elderly people may carry a **Keep Safe** card which holds information about their health, how they communicate, and the contact details of people who can help them. If a person requires assistance they may enter your premises. Staff can assist the person, which may be something as simple as offering directions.

For more information about the scheme or to download the app please visit the website at <https://iammescotland.co.uk/about-keep-safe>


If you feel you would benefit from a Keep Safe card please contact us.

**Keep Safe**


My name is
.....

Things you need to know
about me and my health

.....
.....
.....
.....
.....
.....

How I communicate

.....
.....
.....

Any other details

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FEEDBACK

We are keen to ensure everyone's matchday experience here at McDiarmid Park is as enjoyable as possible. To this end, St Johnstone Football Club would encourage supporters to contact us with any feedback regarding our accessibility provision and facilities.

The current Disability Access Officer is Beverley Mayer, and she can be contacted via the following channels:



**Beverley Mayer, Disability Access Officer,
St Johnstone FC, McDiarmid Park, Crieff Road,
Perth, PH1 2SJ**



dao@perthsaints.co.uk



01738 459090 option 1



[@SJFC_SLO](https://twitter.com/SJFC_SLO)

If you would like to find out more about the St Johnstone Disabled Supporters' Association please email **dao@perthsaints.co.uk**



