

Here are the topmost-asked questions by home and away disabled fans:

1. What proof do I need to purchase disabled tickets?

- Receipt of the middle or higher rate of the Disability Living Allowance (mobility or care component) (ideally a letter from the Department of Work and Pensions)
- Receipt of the standard or enhanced rate of daily living component of the Personal Independence Payment (PIP)
- Receipt of the enhanced rate of the mobility component of the Personal Independence Payment
- Receipt of the middle or higher rate of either the Severe Disablement Allowance, the Employment and Support Allowance, or the Attendance Allowance (ideally a letter from the Department of Work and Pensions)
- A specialist personal letter from your GP to confirm the nature and details of your relevant disability and to confirm that you are in receipt of support services and the details of such support services
- A BD8/CVI Certificate (blind & partially sighted supporters only).

2. Can I use my Blue Badge?

No, only the proof stated above.

3. Where can I sit on the ground to have the reduced-price tickets, or can I still sit in my normal seat?

You can sit anywhere in the stadium.

4. Would I be able to have a free Personnel Assistant?

If the requested proof is provided you are allowed a free P.A.

5. Is there any car parking available on the ground and what is the cost?

Limited availability of car parking at Sandwell Academy School which was sold as season tickets. There are 2 car parks close to the ground which are The Timber Factory on the Birmingham Road opposite the ground and the ECP factory car park next to the main East Stand.

6. Do you provide any headsets for the visually impaired?

We don't provide headsets due to hygiene, but we do have a limited number of radios, It great if we get advanced requests and we can ensure that are given to you in your seat.

7. Do away clubs provide reduced prices and parking?

Away clubs usually charge the appropriate age price and provide a free Personnel Assistant. There has only been a handful of clubs that have provided information about parking and they contact the club directly about it.

8. If the disabled person doesn't attend the game can the P.A. still attend the game?

The personnel Assistant can attend the game on their own as long as they upgrade the ticket.

We will aim to update this list regularly, please also refer to the club's Access Statement for more information.