

Away stadium survey

We are working with the Premier League Disability Advisory Group to rate our members experience when attending away fixtures

1. Which game are you reporting on?

2. Date of the game you visited

3. What team do you support?

Arsenal

Bournemouth

Brighton

Burnley

Cardiff City

Chelsea

Crystal Palace

Everton

Fulham

Huddersfield

Leicester

Liverpool

Manchester City

Manchester United

Newcastle

Southampton

Tottenham

Watford

West Ham

Wolverhampton Wanderers

4. What type of disability do you have?

Wheelchair user

Ambulant

Visual Impairment

Hearing impairment

5. How easy was it to enter the stadium and reach your allocated position?

6. Where did you assistant sit?

Next to me

Behind me

Separated from me

7. If using a lift to access the ground was it addequate for purpose?

Yes

No

N/A

8. Where were you sat?

Pitchside

Elevated

9. Was you view obstructed in any way by fans or officials standing up, TV Cameras etc?

Yes

No

10. Were you protected from crowd surge from behind?

Yes

No

11. Please comment on the distance from the furthest seat to the nearest accessible toilet

12. Did the accessible toilet have a RADAR lock system?

Yes - in working condition

Yes - broken

No

Didn't use

13. Were catering facilities easily accessible?

Yes

No

None available

Didn't use

14. Did the ticket office / kiosks / betting booths have lowered counters?

Some

All

None

Comments

15. Any other comments relating to the experience of the disabled supporter?

16. Did you have additional leg room over and above the abled bodied fans seating?

Yes

No

17. Did you have to use steps to get to your seat - If yes were handrails or P rails in place?

Yes - with handrails or P rails to assist

Yes - with no handrails

No steps

18. Where were you sat?

Pitchside

Elevated

19. Was your view obstructed in any way by fans or officials standing up, TV Cameras etc?

Yes

No

20. Please comment on if you were made aware of your seat position before arriving at the stadium and/or have notice of number of steps, available handrails

21. Any other comments relating to the experience of the ambulant supporter?

22. What facilities were available for the visible impaired supporter?

23. If headsets with a game commentary were provided - were there enough and how easy were they to order?

24. Was an accessible match programme available, that can be downloaded and be converted to the spoken word?

Yes

No

Don't know

25. Was braille signage in use? if so where?

26. Any other comments relating to the experience of the visually impaired supporter?

27. Were hearing loops available at the refreshment kiosks, ticket office, club shop?

Some

All

Don't know

28. Were you able to use your hearing aid to listen to the clubs match commentary? (loop system)

Yes

No

Don't know

29. Any other comments relating to the experience of the hearing impaired supporter?

30. Did your ticket office give you exact details of the location of your seat and any details of steps, ramps etc when buying your tickets?

Yes

No

31. Could you purchase from your club a disabled ticket online or did you have to ring up for it?

Ticket available online

Only available over phone

32. Were host club helpers on hand? If so please comment on how helpful they were

33. Is the hospitality available/accessible for all types of disabled supporters?

Yes

No

Don't know

34. Please comment on the distance from the disabled car parking to your location in the ground. Please include an approximate number of minutes it took at your own pace.

35. Approximately how many disabled parking spaces were available for visiting supporters?

Don't know

1-5

6-10

more than 10

36. If you used or witnessed the official travel drop off or set down location please comment on its location and ease of use

37. Did you use public transport to get to the stadium?

Yes

No

38. Please comment on your experience of accessing the ground via public transport

39. Any other comments or experiences relating to your visit to this away stadium?

40. Please rank your overall experience of this away stadium

Very dissapointed											Very happy										
0	1	2	3	4	5	6	7	8	9	10											

Additional questions requested by the Premier League

Thinking about your experience as a disabled fan attending this away game, please comment on the following:

41. Do you have access and availability to tickets and is it clear what you are buying?

42. How did you find planning your visit to this away stadium? i.e. using club access guides/statements etc

43. How would you rate the general stadium facilities? i.e. car parking, catering, toilet facilities etc

44. Did your experience on this occasion match your expectation?

- Much better than expected
- Slightly better than expected
- As expected
- Slightly disappointed
- Very disappointed