



# We all follow United

**Important Information:  
Accessible Facilities & Ticketing Policies**

**#allredallequal**

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# Introduction

This guide sets out the forthcoming changes to accessible facilities at Old Trafford, as well as providing detail on ticketing policy amendments for supporters with disabilities.

The club has been through a detailed consultation process with a number of key stakeholders, including the Equality and Human Rights Commission (EHRC), Manchester United Disabled Supporters' Association (MUDSA), and a number of national and local disability charities to seek advice over changes to our accessible facilities and ticketing policies.

Some policies will be changed to ensure that the entire experience of applying for and purchasing tickets at Old Trafford is as consistent as possible for all supporters. This will include the introduction of Season Tickets for supporters with disabilities.

Policy changes will take effect from the 2017/18 season, however we will be phasing in some major changes over the next three years, aligning with the phased increase in accessible facilities at Old Trafford.

We hope that you are encouraged by the club's plans to increase the provision for disabled supporters, and are looking forward to the 2017/18 season.





# New Facilities

More than 300 new positions for disabled supporters will be created at Old Trafford.

The current East Stand accessible platform will be extended across and into the Sir Alex Ferguson and Sir Bobby Charlton Stands, and new amenity seating will also be added in these areas.

When complete, the total number of wheelchair user positions at Old Trafford will increase from 120 to 277, and the number of amenity seats will increase from 126 to 278.

All structural work will be complete ahead of the 2017/18 campaign, allowing all the new accessible facilities to be used immediately for friendlies and some cup games not included in the automatic cup scheme.

However, owing to the fact that the changes will displace a total of 2,600 Season Ticket holders, and given that very few seats become available each summer, the club has agreed a three year phased programme of relocating affected fans in order to allow time to find suitable alternative seats, with c800 being relocated for the 2017/18 season.



Current view of the main East Stand wheelchair platform



Future view of all new accessible seating positions



# New Facilities

To enable this phased & flexible approach, the design will incorporate state-of-the-art reversible platforms and for next season, 100 of the 300 new positions created will be used for Premier League and some cup games.

Changes will also include new entrances, accessible toilets and kiosks for disabled supporters.

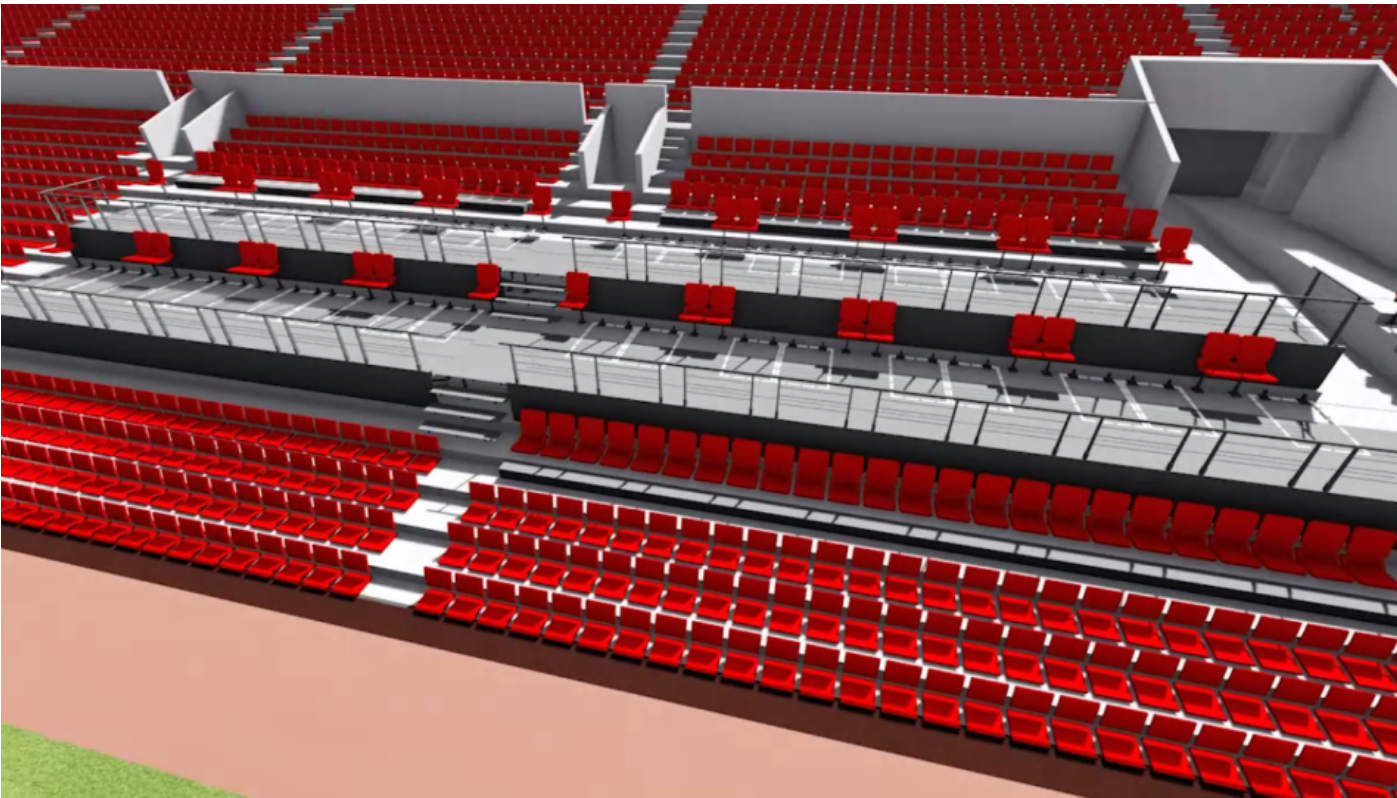
Please see the table below for a breakdown of how many seating positions will be available each season.

	Premier League, FA Cup & Champions League (if applicable)		EFL Cup, Europa League (if applicable) and Other Events	
Season	Wheelchair Positions	Amenity Seats	Wheelchair Positions	Amenity Seats
Current (2016/17)	120	126	120	126
2017/18	154	188	277*	278*
2018/19	192	228	277*	278*
2019/20	232	246	277*	278*
2020/21 onwards	277	278	277	278

\* subject to demand



View of new accessible seating positions for majority of games in 2017/18



New seating area for disabled supporters in the Sir Alex Ferguson Stand





# Season Tickets

We are pleased to confirm that Season Tickets will be available in accessible seating areas from the 2017/18 season.

The club will sell a minimum of 185 Season Tickets for supporters with disabilities, with at least 46 for wheelchair users and up to 139 in amenity seating areas.

If you are interested in purchasing a Season Ticket, you can join the Season Ticket waiting list by visiting [manutd.com/accessibility](http://manutd.com/accessibility)

The deadline to apply for Season Tickets ahead of the 2017/18 season is 8am Monday 1<sup>st</sup> May.

If you will need assistance completing this form, just email [accessibility@manutd.co.uk](mailto:accessibility@manutd.co.uk) and we will be happy to help.

For more information about Season Tickets, please see pages 12-13 and 20-23 or call 0161 868 8009.



# Pricing Policy

Following a wide ranging consultation programme with many stakeholders, the consensus view is that the club should align ticket prices for all disabled supporters with that of non-disabled supporters, as long as the quality of service and experience is equal.

However, the club is committing to increased levels of financial support to MUDSA and the Manchester United Foundation that will be far greater than any new ticketing revenues generated from these policy changes.

We understand that this will be a big change for wheelchair users and blind/partially sighted supporters currently benefiting from complimentary tickets. The club will therefore be phasing the price increase for these supporters to help with this change:

Season	Price (as a percentage of full price)
2017/18	25%
2018/19	50%
2019/20	75%
2020/21 onwards	100%

Please see pages 12-13 for confirmed 2017/18 ticket prices.

**“Level Playing Field’s view is that we want to move away from the concession or ‘free’ ticket scenario if we, as disabled people, want equality...**

...any reduced price offering should therefore not be based purely on being a disabled person but instead the quality and choice of provision should be taken into account together with other concessions on offer eg. age-related (such as retirement age, youth, etc)”

Source: Level Playing Field’s ‘Ticketing & Pricing Policy for Disabled Supporters and Visitors’

## WORKING TOGETHER: THE CLUB, MUDSA, AND THE MANCHESTER UNITED FOUNDATION

Whilst the club will introduce ticket pricing changes for some disabled supporters (in line with the results from the consultation programme), the Manchester United Foundation will benefit from increased ticket allocations for charitable purposes.

Additionally, the club continues to significantly increase its level of assistance and financial support to MUDSA and the Foundation to help set up and run community outreach programmes, using the brand to help engage with and empower more disabled individuals and groups. This increased level of financial support will be far greater than any new ticketing revenues generated from these policy changes.



# 2017/18 Ticket Prices

Please find below ticket prices for the 2017/18 season:

Ticket Prices  
(Full Price)

Area				
Adult Match Ticket (Official Members)	£47	£45	£41	£31
Adult Match Ticket (Non Members)	£52	£50	£46	£36
Cost Per Match (Adult Season Ticket holders)	£44	£42	£38	£28
Adult Season Ticket	£836	£798	£722	£532
Under 16 Season Ticket	£190	£190	£190	£190
16-17 Season Ticket	£380	£380	£361	£266
18-20 Season Ticket	£627	£598.50	£541.50	£399
65+ Season Ticket	£380	£380	£361	£266

2017/18 Prices for  
wheelchair users  
& blind / partially  
sighted supporters\*

Adult Match Ticket (Official Members)	£14	£13.50	£12.50	£10
Adult Match Ticket (Non Members)	£19	£18.50	£17.50	£15
Cost Per Match (Adult Season Ticket holders)	£11	£10.50	£9.50	£7
Adult Season Ticket	£209	£199.50	£180.50	£133
Under 16 Season Ticket	£47.50	£47.50	£47.50	£47.50
16-17 Season Ticket	£95	£95	£90.25	£66.50
18-20 Season Ticket	£156.75	£149.63	£135.38	£99.75
65+ Season Ticket	£95	£95	£90.25	£66.50

\*Wheelchair users & blind/partially sighted supporters will pay 25% of full price tickets in 2017/18. This will increase to 50% in 2018/19, 75% in 2019/20 and full price in 2020/21. Tickets for carers, where required, will remain free of charge.



Sir Bobby Charlton Stand

 Accessible Seating Areas

## MATCH TICKETS

Full price European competition (UEFA Champions League) match ticket prices increase by £5, £7 & £10 for round of 16, Quarter Final and Semi Final home games respectively.

If the team plays matches in the UEFA Europa League or EFL Cup, ticket prices will be reduced by 25%.



# Rota System

Following discussions with the EHRC, the club needs to remove the wheelchair user Rota System to ensure consistency in ticketing policies for all fans attending matches at Old Trafford.

The MUDSA Committee have asked the club to phase out the Rota System over three years (as the number of accessible seats and Season Tickets increase), rather than remove it immediately – the club has agreed with this approach.

No new supporters will be added to the Rota System, and if supporters choose to remain on the Rota System, they will continue to be allocated tickets for 6 home Premier League games until the 2020/21 season when all new wheelchair positions are permanently in place. The Rota System will then be removed completely.

For more information about the current Rota System, visit [manutd.com/accessibility](https://www.manutd.com/accessibility)







# Away Matches

The club will also be making the process for away ticket applications consistent with the process for non-disabled supporters.

For non-disabled supporters, only Season Ticket holders with at least three years tenure, who have made payment for all home cup games that season, are able to apply for away matches.

Season Tickets for disabled supporters will increase year on year from 2017/18 to the 2020/21 season. Therefore, in order to allow all Season Ticket holders to have at least three years tenure, it will take until the 2024/25 season for policies to be fully aligned. Until then, the away ticket application process for disabled supporters will be as follows:

**2017/18 - 2020/21:** applications will be accepted from all Season Ticket holders and Official Members

**2021/22 - 2023/24:** applications will be accepted from all Season Ticket holders

**From 2024/25 onwards:** applications will be accepted from all Season Ticket holders who have reached 'Silver Level' (i.e. three years tenure) and have purchased all home cup games in that season

Any supporter who is in the Loyalty Pot will remain in it, providing they meet the necessary criteria.

**Note:**

If there are any changes to the way that fans apply for, or are allocated away tickets, they will apply to both disabled and non-disabled supporters.





# Car Parking

The club’s aim is to align the experience (and policies) for all supporters at Old Trafford, therefore car park prices for wheelchair users will change from the 2017/18 season.

Currently, wheelchair users receive free car parking whilst all other disabled and non-disabled supporters pay £10 per game (or £230 per season).

Wheelchair users will therefore be charged for car parking going forward, but this will be phased, in line with increased ticket pricing:

Season	Price for wheelchair users (as a percentage of full price)
2017/18	25% (£2.50 per game)
2018/19	50% (£5 per game)
2019/20	75% (£7.50 per game)
2020/21 onwards	100% (£10 per game)

**Note:** Any supporters who currently automatically receive car park permits will no longer do so; all permits can be purchased on a match-by-match, or seasonal basis, by calling 0161 868 8009.



# Additional Information

## Season Ticket Application Process

If you are interested in applying for a Season Ticket, you can join the Season Ticket Waiting List by visiting [manutd.com/accessibility](https://manutd.com/accessibility)

If you need assistance completing the Season Ticket Waiting List form, just email [accessibility@manutd.co.uk](mailto:accessibility@manutd.co.uk) and we will be happy to help.

Supporters who join the waiting list will be contacted with more details and will be offered the opportunity to pay a deposit. You will be able to ask any further questions you may have at this point.

Deposits for non-disabled supporters are £100 for adults and £50 for concessions. Deposits for wheelchair users and blind/partially sighted supporters in 2017/18 will be £25 for adults and £12.50 for concessions. However, this will increase to the full value in the 2020/21 season (in-line with the phased increase in ticket prices).

2016/17 Official Members who pay a deposit will be offered Season Tickets as a priority – if we are oversubscribed for Season Tickets within this group of supporters, ticket applications / attendance records for 2016/17 home games will be taken into account during the allocation process (this has been discussed with, and requested by the MUDSA Committee).

## **Note:**

An application (whether successful or not) will count as an attempt to come to that game. For example, an Official Member who has applied for 25 games but has only been successful for 5, will show as attempting to attend 25 games.

A Rota System member, who has attended 6 games on the Rota, and applied for and/or attended 6 other games, will show as attempting to attend 12 games.

The deadline to apply for Season Tickets ahead of the 2017/18 season is 8am Monday 1<sup>st</sup> May.



# Additional Information

## More Season Ticket Information

All Season Ticket holders are automatically allocated (and required to make payment for) home cup match tickets for games in the FA Cup and UEFA Champions League (If applicable).

Season Ticket holders can opt-out of EFL Cup and UEFA Europa League games (if applicable) for the season, or on a match-by-match basis.

Under 16 Season Ticket holders can also opt-out of home games in the FA Cup and UEFA Champions League (if applicable) on a match-by-match basis.

Cup games for wheelchair users and blind/partially sighted supporters will be charged at 25% of full price in 2017/18, increasing to 50% in 2018/19, 75% in 2019/20 and full price for 2020/21 onwards.

Payment for home cup games will usually be taken around 4 weeks before each game (note: we will take card details from Season Ticket holders at the point of their Season Ticket purchase).

Whilst tickets cannot be cancelled for individual matches, we are aware that there will be some occasions where supporters may not be able to attend a game. If a Season Ticket holder wishes to share their ticket with friends or family, they can do so by calling us on 0161 868 8009 to arrange this.

This is a slightly different process than for non-disabled supporters as the ticket will be in a seating area designated for disabled supporters.

If the person who will be using your ticket is non-disabled, then we will allocate a seat in a different area of the stadium, so that we can use your seat for another disabled supporter.



# Additional Information

## Match Tickets

Match Tickets will continue to be allocated via a random ballot to Official Members, with applications for all matches opening when the fixture list has been confirmed (note: cup game ballot dates will be communicated as and when we qualify).

This process will be reviewed again once all seating positions are in place for disabled supporters in the 2020/21 season to further align policies and processes with those for non-disabled supporters.

## Proof of Disability

At the request of the MUDSA Committee and its members, the club will request proof of disability from all disabled supporters from the 2017/18 season before tickets are allocated.

In order not to miss out on applications for 2017/18 match tickets we recommend providing this by Thursday 1st June 2017. We will communicate how to do this in the coming weeks.

This process will be reviewed again once all seating positions are in place for disabled supporters in the 2020/21 season to further align policies and processes with those for non-disabled supporters.

Following advice from Level Playing Field, and with agreement from the MUDSA Committee, acceptable forms of proof of disability are listed here:

- Receipt of the mid-rate care element or the high-rate mobility component of the Disability Living Allowance (DLA), War Pensioners' Mobility Supplement or Personal Independence Payments (PIP)
- Receipt of either the Severe Disablement Allowance or Attendance Allowance
- War Pensioners' Mobility Allowance or War or Service Disablement Pension for 80% or more disability
- Blind or partially sighted registration certificate (BD8 or CVI Certificate) or evidence from an eye specialist, for example an optometrist, that the individual would qualify to be registered as severely sight impaired (blind) or sight impaired (partially sighted). Further advice can be found on the Royal National Institute of Blind People (RNIB) website
- Confirmation in writing from Social Services that the individual is included on their Deaf Register, or a letter or report from an aural specialist confirming that hearing loss has been recorded at 70 – 95 dBHL or worse
- Confirmation in writing from Social Services that the individual has a learning difficulty or disability. This may include Proof of Registration with Social Services, or if not on the Local Authority Register, a letter from a doctor or support worker confirming that the individual has a difficulty in learning new skills, or may be unable to cope independently. For children – a letter from the head teacher at a specialist school confirming eligibility will be acceptable



# Frequently Asked Questions

## Will there be new entrances, toilets and other facilities?

- Three new entrances will be created (two in the East Stand and one in the North-East corner of the stadium)
- New accessible toilet facilities will be created in each area of the stadium in line with Accessible Stadia guidelines
- Existing kiosks will be adapted to make them more accessible

## Will there be a new Ability Suite built?

- There are currently no plans to build another Ability Suite due to space limitations within the stadium
- However, supporters seated away from the South-East Quadrant (where the current Ability Suite is located) will be able to use concourse facilities for access to food & drink

## Will there be a new Changing Places facility?

- There are currently no plans to install another Changing Places facility, but the club will monitor demand and usage of the existing facility on an ongoing basis
- If you require the use of the Changing Places facility, please request this by emailing [accessibility@manutd.co.uk](mailto:accessibility@manutd.co.uk)

## Will there be enough car parking spaces available?

- Old Trafford currently has more than the number of required accessible car parking spaces, however, we will be closely monitoring demand for accessible car parking spaces and will increase the number if required





# Frequently Asked Questions

## What is the deadline to apply for Season Tickets?

- We will be accepting Season Ticket applications from Tuesday 7th February until 8am Monday 1st May 2017
- Please note: applications will not be prioritised on a first-come first-served basis
- You can apply for Season Tickets by signing up to the Season Ticket Waiting List at [www.manutd.com/accessibility](http://www.manutd.com/accessibility) and following the link at the top of the page

## Will carer tickets be free, and will I need to apply separately for this?

- Carer tickets will be issued free of charge to supporters who require them
- If applying for a Season Ticket, you will automatically be allocated the relevant number of carer Season Tickets in your name, but these will be clearly marked as carer tickets
- When filling in your details on the Waiting List, you will have the opportunity to state that you require a carer ticket

## Can I make monthly payments for my Season Ticket?

- You will have the option to pay in full, or pay monthly with Zebra Finance (an external finance company we work with)
- The only cost to spread your payments is the administration fee (£15 for a five month plan and £30 for a ten month plan)
- More information on this will be provided when processing your Season Ticket

## Can I use the Ability Suite still if I sit elsewhere?

- Only supporters who have tickets at entrance B3 will be able to use the Ability Suite as we cannot exceed capacity for safety reasons. Supporters in other areas will have access to adapted and accessible kiosks and facilities in the surrounding area

## Can I buy a Season Ticket and sit with friends / family?

- Yes, Season Tickets for wheelchair users will be available in the North-East and North-West Quadrants of the stadium (subject to availability). Friends & family seating is available to purchase in these areas

## Will prices be fixed for the next 3 years of phasing?

- We are committed to offering a 50% discount in 2018/19, and a 25% discount in 2019/20 for wheelchair users and blind/partially sighted supporters
- However, exact prices for these seasons cannot be communicated / fixed as all tickets prices in the stadium are reviewed on an annual basis

## Can I choose my own seat?

- This will depend on demand and availability but we will try to seat supporters in their preferred locations where possible, and you will have the opportunity to discuss this with the Disability Liaison Officer in the coming months