



# CPFC DISABILITY ACCESS STATEMENT





**Selhurst Park, London, SE25 6PU**  
**Switchboard: 020 8768 6000**

If you are visiting or planning to visit Selhurst Park in the near future, the club would like to welcome you to its home since 1924. Selhurst Park is renowned for hosting one of the most famous atmospheres in the Premier League, and we pride ourselves on providing memorable matchday experiences for all supporters.

We have a dedicated Disability Liaison Officer (DLO) who is available to answer any questions that you might have and ensure that your matchday experience is as comfortable and entertaining as possible.

Crystal Palace is proud of the facilities and services it offers to supporters with disabilities, and we wish you an enjoyable matchday experience at Selhurst Park.



**Rhianna Odartey**  
**Disability Liaison Officer**



**Nikki Gibbons**  
**Supporter Liaison Officer and Disability Access Officer**

# CPFC DISABILITY ACCESS STATEMENT

Crystal Palace Football Club has worked in conjunction with the Disabled Supporters Association to ensure the facilities at Selhurst Park stadium are of a standard that provides a safe and enjoyable visit when watching competitive football.

This Access Statement has been produced to provide detailed information on the accessibility at Crystal Palace Football Club to ensure supporters are fully briefed on all aspects of their visit to the stadium.

We encourage you to contact us prior to your visit should you have any questions or need additional assistance.

We are here to make your matchday as enjoyable as possible. If you or someone you know has a disability and would like to visit Selhurst Park to view any of our facilities prior to the game you will be attending or before purchasing tickets, please contact our dedicated **Disability Liaison Officer**, with any questions or requests for additional assistance [dlo@cpfc.co.uk](mailto:dlo@cpfc.co.uk) or by phone on **07960 880147**.

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## 01 TICKETING

Tickets for all Premier League games are only sold to paid members and season ticket holders; all other first team fixtures, including friendlies and some cup games are available to all supporters (subject to availability).

Information regarding membership packages, can be found online at <https://www.cpfcc.co.uk/memberships/> or is available by emailing [memberships@cpfcc.co.uk](mailto:memberships@cpfcc.co.uk) or ringing the Box Office on **0333 360 1861**.



### Online:

This is the quickest and simplest way to purchase your match tickets. To make a purchase online, you will need to create an online Palace account which you can do by visiting <https://www.cpfcc.co.uk/> and completing our online Accessibility Requirements Form.

You can then browse the site and select tickets where available. You can also view a seating plan to see exactly where your seat is located.

### Phone:

Our Box Office team can be contacted by phone on 0333 360 1861 (Calls charged at local rate). Phonelines are open Monday - Saturday 9am to 5:30pm and closed on Sundays\*.

### In Person:

The Box Office can be found inside the Club Store which is located on the corner of Whitehorse Lane, next to Sainsbury's. The Box Office is open Monday-Saturday 9am to 5:30pm\* and a low level counter is available if required.

*\*Opening times may vary on a matchday.*

### Ticket Information:

Tickets are sold at the appropriate age band price for the stand you are watching the game from and complimentary PA/Companion tickets are available for supporters who are eligible.

To qualify for a complementary PA/Companion ticket we will ask to see a copy of your supporting documentation by way of middle/higher level DLA letter, normal/enhanced level PIP award letter, or Blind or Partially Sighted Registration Certificate. In some circumstances we will accept a personal letter from your GP or hospital outlining your access requirements.

The safety of everyone in attendance at Selhurst Park is paramount, so we ask that your personal assistant is fully able to support your needs and provide necessary assistance in the event of an emergency. We recommend that your PA is 16 years of age or older, however, if this isn't the case, please get in touch with our **DLO** or **DAO** to advise us of your requirements prior to matchday.

## **Ticket Distribution:**

Where possible the club's chosen method of distribution for home fixtures is NFC (digital ticketing). If you experience any problems with receiving/downloading your ticket please contact the Box Office or our DLO for assistance.

To avoid delays on entry, please ensure that your ticket has successfully downloaded/been added to your Apple Pay or Google Pay wallet before you set off to get to the game.

<b>OPENING HOURS</b>	
Monday to Saturday (non-matchday)	<b>9:00am - 5:30pm</b>
Sunday	<b>CLOSED</b>
Saturday (matchday, 3pm kick-off)	<b>9:00am - 5:45pm</b> (closed between 3:00pm - 4:45pm)

For more information regarding ticketing, please contact our **Disability Liaison Officer**, by email at **dlo@cpfc.co.uk**. Alternatively, you can call **0333 360 1861** and a member of the Box Office team will be more than happy to assist.

## 02 HOSPITALITY

Speroni's Restaurant, Legends Restaurant as well as the 2010 Club (lower lounge) are accessible and premium packages are available for these areas. Further information is available online by visiting [hospitality.cpfc.co.uk](http://hospitality.cpfc.co.uk), alternatively, a member of our Hospitality Team (whose details are below) will be more than happy to discuss your requirements by email or over the phone.

### **Chris Woods**

[chris.woods@cpfc.co.uk](mailto:chris.woods@cpfc.co.uk)

020 8768 6011 | 07739 830011

### **Charlotte Carter**

[charlotte.carter@cpfc.co.uk](mailto:charlotte.carter@cpfc.co.uk)

0208 634 5457



### **Speroni's Restaurant:**

Speroni's is a fine dining restaurant located in the Main Stand and has step free access via Entrance 10 (Main Reception).

Supporters who have limited mobility and are unable to use stairs will have tickets for the accessible area of the Main Stand included in their package.

Accessible parking in Sainsbury's car park, located next door to the stadium, is available on request.

### **Legend's Restaurant:**

Legend's is another of our fine dining restaurants and the only hospitality lounge that directly overlooks the pitch. It is located in the Whitehorse Lane Stand; there step free access via Entrance 7 on Park Road and a ramp leading to the accessible entrance.

Accessible parking in Sainsbury's car park is available on request and a drop off/collection point is available at Entrance 7 with prior agreement from the Club's Matchday Safety Officer.

### **The 2010 Club (lower lounge):**

The 2010 Club is a fine dining lounge located in the Main Stand and has step free access via Entrance 10 (Main Reception).

Supporters who have limited mobility and are unable to use stairs will have tickets for the accessible area of the Main Stand included in their package.

Accessible parking in Sainsbury's car park, located next door to the stadium, is available on request

## 03 HOW TO GET TO SELHURST PARK

### Driving:

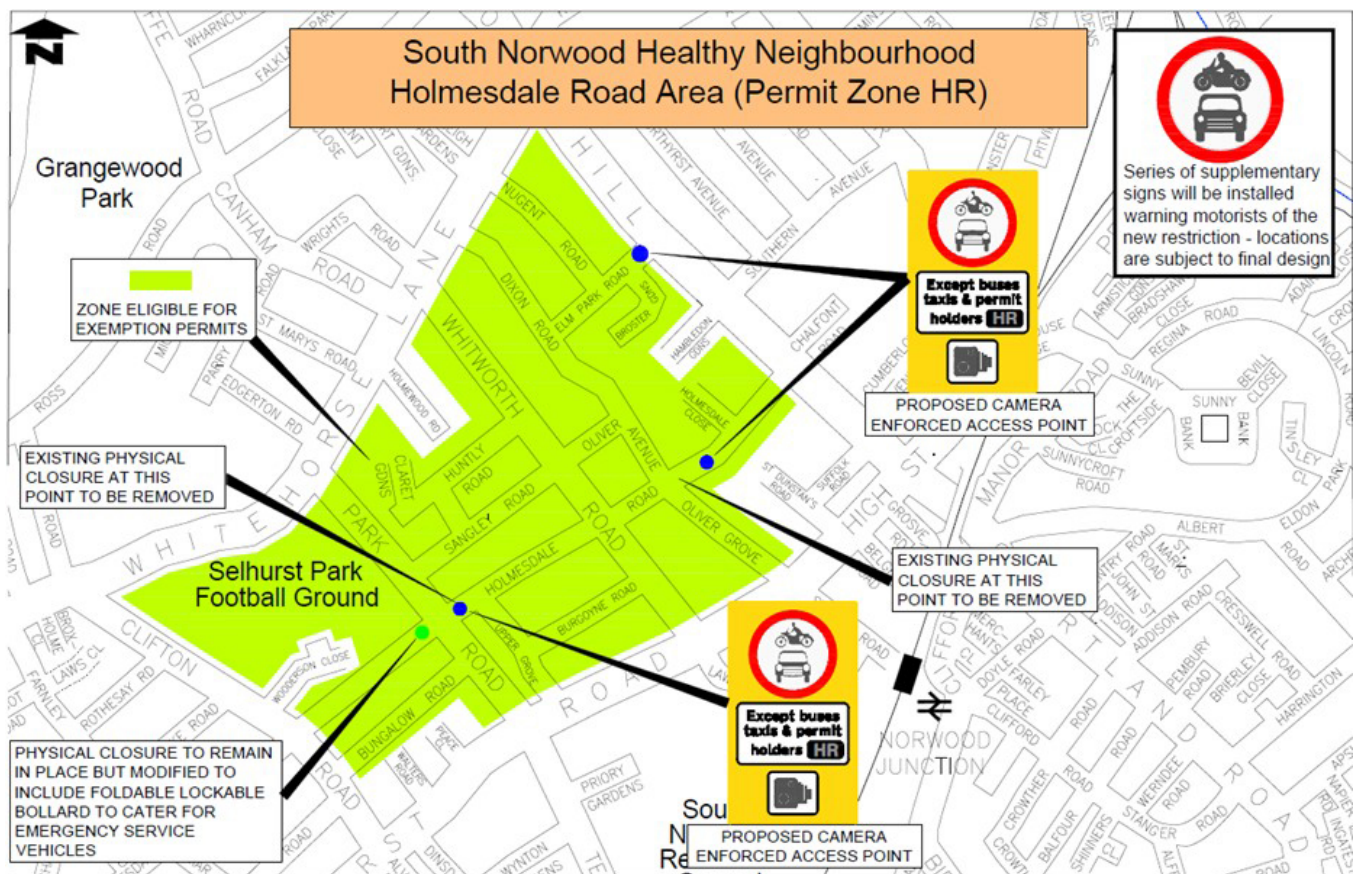
Selhurst Park is located in Croydon, south London, approximately 15 miles off the M25. There are a number of routes available and the postcode for satnavs is: SE25 6PU.

Leave the M25 at Junction 7 (M23) and follow the signs for the A23 Croydon. At Purley, bear left onto the A23 at the junction with the A235 (south Croydon). Continue on the A23 and you will pass junctions and roundabouts with the A232 and A236, after which the A23 bears left at the Horseshoe Pub on the Thornton Heath Pond roundabout.

Here you must go around the roundabout following signs to Selhurst (B266) and turn immediately left into Brigstock Road. Continue past Thornton Heath Station and bear right onto the High Street. At the next mini roundabout (by St Alban the Martyr Church) go left into Whitehorse Lane and Selhurst Park is on your right.

### Healthy Neighbourhood Scheme

Please note that portions of Selhurst fall under the Local Authority's Healthy Neighbourhood Scheme. As part of this initiative, three ANPR (Automatic Number Plate Recognition) cameras have been installed to manage traffic on Holmesdale Road and Elm Park Road. Croydon Council will impose a £100 fine on any vehicle operating in these areas without the appropriate permit.



## **Parking:**

We do not currently have designated parking available in the stadium car park, however there are 16 accessible spaces that can be used in the Sainsbury's car park, which is located directly next to the stadium. These spaces are managed by our traffic management stewards on a strict first come, first served basis and can only be occupied on production of a valid blue badge.

The maximum parking period on match days is four-and-a-half hours.

Selhurst Park is situated at the heart of a residential area with strict parking regulations in operation on the streets immediately surrounding the stadium. Local parking enforcement will be in operation and supporters who do not adhere to the relevant restrictions run the risk being issued with a fine along with the possibility of having their vehicle removed/relocated by Croydon Council.

Suitable parking spaces may be found by visiting driveway rental sites such as:

<https://www.justpark.com/>

<https://www.yourparkingspace.co.uk/>

## **Taxis/Drop-off Points:**

Fully accessible licensed black cabs can be booked using the Taxicard scheme for registered members or by phoning **ComCab** on **020 7908 0271**. More information on the Taxicard scheme can be obtained at [www.londoncouncils.gov.uk/services/taxicard](http://www.londoncouncils.gov.uk/services/taxicard) or by phoning **020 7934 9791**.

For the location of appropriate accessible drop-off points, please contact our **DLO** or **DAO**, by emailing [dlo@cpfc.co.uk](mailto:dlo@cpfc.co.uk) or calling **07960 880147**.

## **Dial-a-Ride:**

Dial-a-Ride is available for members of the scheme; to qualify you must be a London resident and have a permanent or long-term disability which means you are unable to use public transport either some or all of the time. Further information can be found on the TFL website at [www.tfl.gov.uk/modes/dial-a-ride](http://www.tfl.gov.uk/modes/dial-a-ride), by emailing [DAR@tfl.gov.uk](mailto:DAR@tfl.gov.uk) or calling 0343 222 7777.

## **Bus Services:**

Several bus routes pass near to Selhurst Park and routes 468 and X68 stop at the Selhurst Park Stadium bus stop, which is situated only a short distance from the stadium on Whitehorse Lane.

**Note:** Route X68 only operates during Monday to Friday evening peak times in a southerly direction. Route 130 does not operate past Selhurst Park for at least 90 minutes before or after matches.

Most buses have floor levels which can be lowered to pavement level for easier access and provide a wheelchair ramp by the exit doors. All buses have at least one 700mm x 1200mm wheelchair space and priority seats should be clearly marked for those who need them. More information can be found at [www.tfl.gov.uk](http://www.tfl.gov.uk).

## **Trains:**

Please remember that Crystal Palace station is not close to Selhurst Park stadium.

The nearest railway stations are Selhurst, Thornton Heath and Norwood Junction.

There are three train stations close to Selhurst Park:

- **Norwood Junction:**

- Step-free access to Ticket Office and platform 1 for northbound stopping services only (station staff assistance is available from first to last train everyday)
- Subway with steps to platforms 2 – 6
- Accessible WC on platform 1

A full list of station facilities can be found online at <https://www.southernrailway.com/travel-information/plan-your-journey/station-information/NWD/Norwood-Junction>



- **Selhurst Station:**

- Step free access to all platforms with a long, steep access slope to Platform 1 for southbound services (station staff assistance is available from first to last train everyday)
- Occasional stops by some fast trains on platform 3 and 4
- Accessible WC on platform 1 (can be opened with a RADAR key)
- Bus stop within 25m with buses 75 and 157 to the nearby stop at Selhurst Road/Park Road

A full list of station facilities can be found online at <https://www.southernrailway.com/travel-information/plan-your-journey/station-information/SRS/Selhurst>



- **Thornton Heath:**

- Step-free access via lifts to all platforms (station staff assistance is available from first to last train everyday)
- Accessible WC on platform 2

A full list of station facilities is available online at <https://www.southernrailway.com/travel-information/plan-your-journey/station-information/TTH/Thornton-Heath>



## **Train Journey times - travelling from central London:**

- London Victoria – Southern trains go directly to Selhurst station, followed by a short walk (40 mins total)
- London Bridge – Southern trains go directly to Norwood Junction station, followed by a short walk (30 mins total)
- London Waterloo – Take any South Western train to Clapham Junction, then a Southern train to Selhurst station, followed by a short walk (45 mins total)
- London Kings Cross – Take the Northern Line to London Bridge, then a Southern train to Norwood Junction station, followed by a short walk (50 mins total)
- London Euston – Take the Northern Line to London Bridge, then a Southern train to Norwood Junction station, followed by a short walk (50 mins total)
- London Paddington – Take the Circle Line to London Victoria, then a Southern train to Selhurst station, followed by a short walk (60 mins total)

Full details of station facilities and train times can be found, along with a journey planner, by visiting <https://www.nationalrail.co.uk/>

To identify the most suitable station for your travel please visit [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

If you require additional assistance or a ramp to board/disembark from the trains, please call Southern Assisted Travel on **0800 138 1016**.

### **By Bike:**

We encourage supporters to cycle to the stadium when possible. Bicycle storage is available free of charge on request at the Information Centre, which is located by Entrance 9 and opens three hours prior to kick off.

Please note that, for safety reasons, e-bikes and e-scooters are not permitted within the footprint of the stadium.

## 04 DURING YOUR VISIT TO SELHURST PARK

### When You Get There:

Once you arrive at Selhurst Park there are many things to do before you settle down to watch the match. We have an accessible, licenced Fanzone in the stadium car park located by Entrance 10, open three hours before kick-off, where you can relax, enjoy food and drink, and live entertainment. We also have a kids' zone with fun games and interactive sports for all to enjoy and hold competitions for the little ones to keep them busy! You will also find our club mascots, Pete and Alice, along with the club's cheerleaders, The Crystals, in the Fanzone from 2 hours before kick off. Please note, there are no toilet facilities in the FanZone.

The Glaziers Bar situated in the Main Stand, by Entrance 8, and in close proximity to the FanZone is fully accessible and has a selection of alcoholic drinks, soft drinks and hot food for you to enjoy.

If you are situated in a different stand to watch the game, but would like to visit Glaziers Bar, please contact our **DLO** or **DAO**, who will be able to arrange access.

### Club Shop:

Selhurst Park has two accessible Club Shops open on a matchday so you have plenty of choice when it comes to shopping! The main Club Shop is located at the Sainsbury's car park entrance off Whitehorse Lane. There is also a matchday shop in the Fanzone where you will also find a shirt printing kiosk.



### Fan Support and Disability Stewards:

Our Fan Support Team are located at various points around the stadium and are on hand if you have any questions or are struggling to find your way around. They can be identified by their red coats and information pods.

The club has dedicated stewards and Accessibility Hosts in the accessible viewing areas of the stadium to greet supporters upon entry and be available throughout your visit to offer assistance as well as answer any questions that you may have. The Accessibility Host will make themselves known to you upon arrival and can be identified by their Maroon coloured tabards.

## Catering:

There are many areas where you can purchase food and drink around the stadium; depending on where you are located there are kiosks and bars nearby with lowered sales counters. We also offer an at-seat order service within the accessible viewing areas where your refreshment orders will be taken and then delivered to your position. Lap trays are available on request for supporters in wheelchairs.

It is club policy for the lids from plastic bottles to be removed before being handed to you at the kiosks, however, we do appreciate that this can cause difficulties for some supporters and in this instance staff are briefed to use their discretion and leave lids on bottles if requested.



## Programmes:

Programmes are available around the ground, however we do offer an at-seat order service and a programme seller will visit the accessible viewing areas pre-match. If you require a programme and have not seen a staff member please inform a steward who will be able to get in touch with our **DLO**.

Screen reader compatible programmes are available on request by emailing [dlo@cpfc.co.uk](mailto:dlo@cpfc.co.uk)

## Bag Policy:

A bag/backpack small enough to fit under your seat will be allowed into the ground subject to a full search at the turnstiles. Bags, luggage or any other prohibited items can be left securely and free of charge at the Information Centre by Entrance 9.

The Information Centre opens three hours before kick-off and will close approximately half an hour after the final whistle at which point any uncollected items are taken to Main Reception.

If you need to have a larger bag with you inside the stadium, please contact us by emailing [dlo@cpfc.co.uk](mailto:dlo@cpfc.co.uk), prior to matchday, so that we can provide an exemption document to show at the turnstiles.

## Vocal Section:

There is a dedicated vocal section located behind the goal in Block E of the Lower Holmesdale Road stand. This area was created to build upon the lively and vibrant atmosphere that Selhurst Park has become known for.

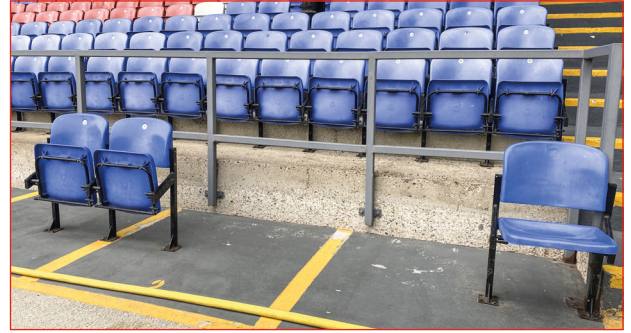
Block E is a loud and very active part of the stadium, if this is not the matchday experience for you, we recommend that you choose a seat in an alternative area.

A smaller dedicated vocal section has been created in Block W, supporters looking for a more relaxed matchday experience are advised not to purchase seats in this area.

## 05 ACCESSIBLE VIEWING AREAS AT SELHURST PARK

### Accessible Viewing:

There are 123 wheelchair spaces and easy access or amenity seats available within the stands at Selhurst Park. Ninety-four of these are for home supporters (14 pitch-side in the Main Stand, 54 in the Arthur Wait and 26 in the Lower Holmesdale) and 29 are for visiting supporters.



### Main Stand:

Entry is via the gate by Entrance 8, adjacent to the Glaziers Lounge. This is stewarded and provides access via a shallow ramp to the pitch level wheelchair spaces. There are 13 spaces with companion seating located alongside. There are also 78 easy access seats.

### Arthur Wait Stand - Home:

Entry is via the gate by Entrance 5 on Park Road. This is stewarded and provides level access to the midlevel wheelchair spaces. There are 24 spaces with companion seating located alongside and another 27 with companion seating located to the rear. There are also 110 easy access and two amenity seats.



### Arthur Wait Stand - Visiting Section:

Entry is via the gate by Entrance 6 on Park Road. This is stewarded and provides access via a short ramp to the mid-level wheelchair spaces. There are 12 spaces with companion seating located alongside and another 20 with companion seating located to the rear. There are also 47 easy access and two amenity seats.

### Holmesdale Road Stand - Lower:

Entry is via the gate by Entrance 2 on Holmesdale Road. This is stewarded and provides level access to the mid-level wheelchair spaces. There are 26 spaces with companion seating located to the rear. There are also 14 easy access and six amenity seats.





## Whitehorse Lane Stand:

There are 40 easy access seats provided in the Whitehorse Lane Stand.

## Executive Boxes:

In addition, the Executive Boxes provide six wheelchair spaces; there are four located in the Legends Suite and a further two in Boxes 10-11. Wheelchair access to the Executive Boxes is currently through the gate by Entrance 7 on Park Road via an access ramp.



## 06 ACCESSIBLE TOILETS

### Accessible and Ambulant Toilets:

There are 11 accessible toilets throughout the stadium: three in the Main Stand (one enlarged, which is a smaller secondary changing room, and two in Glaziers Lounge), three in the Arthur Wait home section, two in the Arthur Wait visiting section, two in the Lower Holmesdale and one in the Executive Boxes.

All accessible toilets are fitted with the RADAR entry system so please bring your own key if possible. A spare key can be provided by the Disability Liaison Officer or the dedicated steward/accessibility host working in these areas.

Ambulant toilets are available in close proximity to the easy access and amenity seating areas.

### Main Stand:

An enlarged accessible toilet cubicle is provided adjacent to the wheelchair access ramp. This room also acts as a smaller secondary changing room and has a dropdown changing table.

### Arthur Wait Stand - Home:

There are three accessible toilets within the home section, one is located near the centre of the concourse and the other two are at the end of the Arthur Wait stand accessed off the last exit.

### Arthur Wait Stand - Visiting Section:

There are two accessible toilets located immediately adjacent to the gate near Entrance 6.

### Holmesdale Road Stand - Lower:

There are two accessible toilets which are within a few metres of the viewing platform but located away from other facilities. A large lobby area also provides access to the Changing Places room.

### Executive Boxes:

There is one accessible toilet immediately opposite the entrance to the Legends Suite and within a few metres of Boxes 10-11.

## 07 ACCESSIBLE FACILITIES

### Changing Places:

There is a Changing Places facility in the Holmesdale Stand; this provides a peninsular toilet, adjustable changing table, hoist and other facilities. The room is 2.8m x 4.3m with a 1m wide door.

We have a second smaller changing area with a dropdown changing table within the new Main Stand accessible toilet.



## **Sensory Room:**

We have a dedicated sensory room located beneath the Whitehorse Lane Stand which is fully accessible, sound proofed and has a number of sensory equipment items as well as a television which shows live coverage of the game. Although this is the smaller of the two rooms, it is big enough to support two supporters along with their personal assistants; it comes with a seat allocation in the stand, which enables supporters to pre-book their seats and use the sensory room as required throughout the game.

## **Inclusion Room:**

The inclusion room has a pitch view and was created to accommodate supporters who may require a safe space to watch a game from, for example if they have dementia, are neurodivergent, undergoing medical treatments such as chemotherapy or are terminally ill. It is located in the Holmesdale Road stand, can accommodate four-five supporters along with their personal assistants, but unfortunately is not accessible for wheelchair users because of its location.

We are more than happy for supporters to visit us on a non-matchday to view the facilities before choosing to purchase a ticket. Anyone wishing to use either room should pre-book through our **Disability Liaison Officer** on [dlo@cpfc.co.uk](mailto:dlo@cpfc.co.uk). Requests on the day will be accommodated subject to availability.



## **Audio Commentary Service:**

Audio Commentary is available throughout the stadium for both home and visiting supporters who are partially sighted or blind. Radios and headsets should be booked in advance through the club's **Disability Liaison Officer** by emailing [dlo@cpfc.co.uk](mailto:dlo@cpfc.co.uk). Alternatively, a member of the Box Office team will be more than happy to assist.

Pre-booked audio commentary equipment can be collected from the Information Centre, by Entrance 9, from 2 hours before kick-off.

## **Guide/Assistance Dogs:**

Assistance dogs are welcome at Selhurst Park, water bowls can be provided and there is a dog spending area available. Please email [dlo@cpfc.co.uk](mailto:dlo@cpfc.co.uk) or call 07960 880147 to book your ticket or obtain further information.

## **Hearing Induction Loops:**

Selhurst Park has eight mobile induction loops, located throughout the stadium, that can be used by supporters who are able to switch their hearing aid to the 'T' setting.

## 08 CRYSTAL PALACE F.C. DISABLED SUPPORTERS ASSOCIATION

The Crystal Palace Football Club Disabled Supporters Association (CPFC DSA) was formed in 2017 and has a well established relationship with the club.

Their aim is to identify the on-going needs of disabled supporters by working with the club's management team, with support from the Level Playing Field organisation, to deliver a positive matchday experience so that all supporters with disabilities can enjoy equality with respect to their individual needs when attending matches at Selhurst Park.

CPFC DSA is actively looking to attract new members and all Crystal Palace supporters with disabilities are welcome to join the CPFC DSA along with family, friends and personal assistants. If you would like to become a member or have any issues, suggestions, or feedback, please contact them by emailing **info@cpfcdsa.org** or visit the "Contact us" page on their website, **<https://www.cpfcdsa.org/>**, and a member of the committee will get back to you.



## 09 COMPLAINTS AND CLUB CONTACTS

Providing an excellent customer service is important to all the staff at Selhurst Park and, in the vast majority of cases, this is exactly what you will receive. However, occasionally, something goes wrong and a supporter, unfortunately, has cause to complain. In the first instance please complain either by email or in writing to our **Supporter Liaison and Disability Access Officer, Nikki Gibbons**, at **nicola.gibbons@cpfc.co.uk**, who will acknowledge your complaint, advise who within the club will deal with it and when you may expect a response. In the event that you are dissatisfied with the response received, or the time taken to respond to you, then you should write to: **Sharon Lacey, Chief Operating Officer, CPFC, Selhurst Park Stadium, London SE25 6PU** – or email **sharon.lacey@cpfc.co.uk**.

If you're complaining about a problem at an FA Cup match, you should contact customer relations at the Football Association via **www.thefa.com/about-football-association/contact-us**.

After their responses, if you are still not satisfied, you can ask the Independent Football Ombudsman (IFO) to adjudicate by writing to:

**Independent Football Ombudsman**  
**Premier House**  
**1-5 Argyle Way**  
**Stevenage**  
**Hertfordshire**  
**SG1 2AD**

For more information about the Football Ombudsman and the service they provide, please click on the following link: **<http://www.theifo.co.uk/index.html>**.

The Football Supporters' Association (FSA) is able to offer advice and will support fans through the process. They are also able to advise supporters who may wish to make a complaint about match day policing: **<https://thefsa.org.uk/>**.

### **Staff Conduct:**

CPFC staff will be courteous, considerate and accommodating to all supporters in attendance at Selhurst Park stadium, acting in accordance with the club's Equality, Diversity and Inclusion and Safeguarding policies at all times.

Should you have any concerns regarding the behaviour of a staff member please contact **Nikki Gibbons** by emailing **nicola.gibbons@cpfc.co.uk** or by visiting the Information Centre on a matchday.

## **Club Contacts:**

### **Safeguarding**

**Cassi Wright (Head of Safeguarding)**

**cassi.wright@cpfc.co.uk**

**Laura Baptiste (Deputy Head of Safeguarding),**

**laura.baptiste@cpfc.co.uk**

**Louise Green (Safeguarding Coordinator and Event Safeguarding Officer)**

**louisegreen@cpfc.co.uk**

### **Disability Liaison Officer**

**Rhianna Odarley**

**rhianna.odarley@cpfc.co.uk**

### **Equality, Diversity and Inclusion Lead**

**Julie Brown (Chief People Officer)**

**Julie.brown@cpfc.co.uk**

## **10 EQUALITY STATEMENT**

Crystal Palace Football Club endorses the principle of equality and will strive to ensure everyone who wishes to be involved in the club whether as players, matchday fans, employees, board members, participants in foundation programmes and any other people engaged with the club's activities e.g. suppliers:

- Has a genuine and equal opportunity to participate to the full extent of their own ambitions and abilities, without regard to their age, disability, gender reassignment, marital or civil partnership status, pregnancy or maternity, race, religion and belief, sex or sexual orientation; and
- Can be assured of an environment in which their rights, dignity and individual worth are respected, and in particular that they are able to enjoy their engagement at the club without the threat of intimidation, victimisation, harassment, bullying and abuse.

As well as complying with legislation, Crystal Palace Football Club will promote equality by taking positive steps to counteract the effects of physical or cultural barriers – whether real or perceived – that restrict the opportunity for all sections of the community to participate equally and fully.

Crystal Palace Football Club will therefore seek to institute, support or contribute to appropriate measures and initiatives that enable access to our club, as well as require participation in associated activities by people from any group that is under-represented in the club or has difficulty accessing it.

Our Equality brand is Palace For All, and this is the banner which we use when identifying ourselves as a proud, inclusive club.

This brand is guided by four key core values which are:

- True
- Fearless
- Together
- Real

We are "Palace for All". We represent everyone.

## 11 SAFEGUARDING

Crystal Palace Football Club is committed to providing a safe and secure environment for children, staff and visitors where individuals feel comfortable to voice any concerns they may have in regards to their own safety or the wellbeing of others around them.

Adhering to the club's policies, procedures and best practice, enables children, staff and visitors to participate in any club activity in an enjoyable and safe manner.

For more information, please follow the link below to the club's safeguarding policy. If you have any concerns please contact our safeguarding team by emailing [safeguarding@cpfc.co.uk](mailto:safeguarding@cpfc.co.uk), our Head of Safeguarding, Laura Baptiste [laura.baptiste@cpfc.co.uk](mailto:laura.baptiste@cpfc.co.uk) or our Safeguarding Coordinator and Event Safeguarding Officer Louise Green [louise.green@cpfc.co.uk](mailto:louise.green@cpfc.co.uk).

A copy of the club's safeguarding policy can be found by [clicking here](#)

### **Keeping palace safe! – Report a safeguarding concern**

At Crystal Palace, our safeguarding mission is to provide a safe, positive, and enjoyable environment for everyone involved with the Club. We have a dedicated safeguarding team to provide advice and support, ensuring there are robust measures in place across all aspects of our Club and the Palace for Life Foundation.

But safeguarding is a role for everyone – we all have a duty to keep children, young people, and adults safe.

Scan this QR code to quickly, safely and easily report worries, concerns or abuse. You can even do so anonymously. Alternatively, use the link below;

<https://form.thesafeguardingcompany.com/5e820042-6e81-4a91-9447-db8ed2d58566>

If someone is at risk of immediate harm you should always alert a member of Crystal Palace staff, ask for the Safeguarding Officer and emergency services immediately.

### **Children and young people**

Only children over the age of 14 are permitted to attend a match alone. Children 13 years of age and under must be accompanied by a responsible adult (18+).

Children under the age of two are not permitted to attend games at Selhurst Park unless written authorisation from the Matchday Safety Officer has been issued ahead of the game. All requests should be made via the following email address: [ben.collins@cpfc.co.uk](mailto:ben.collins@cpfc.co.uk).

Children over the age of two are permitted to attend games, but they must have a valid ticket.

### **Lost Children**

During a home game at Selhurst Park, if a child is reported as missing or presents as lost, the Event Safeguarding Officer (ESO) on call must be informed and will support the Safety Officer, Club stewards and Security to attempt to locate the child or the parent/carer. Where the child or parent/carer is unable to be located, the Club Police Liaison Officer will be informed. Supporters are encouraged to use wrist bands, which are available from the information point at Selhurst Park, to detail contact numbers, which would assist with locating parents/carers if the child becomes separated or lost. Any incidences of lost or missing children must be reported to the Head of Safeguarding who will determine whether a follow up investigation is appropriate.

## 12 GROUND REGULATIONS

Notice: Entry to the Ground is expressly subject to acceptance by the visitor of these Ground Regulations and the rules and regulations of FIFA, UEFA, The Football Association, the Premier League and The English Football League (EFL) in respect of the relevant competition and the terms of the Supporter Code of Conduct (if any). The Ground Regulations incorporate the Club's Customer Charter (if any) and the Premier League's Commitment Regarding Abusive and Discriminatory Conduct. Entry to the Ground shall constitute acceptance of the Ground Regulations.

"Club" means this football club.

"Discrimination Commitment" means the Commitment Regarding Abusive and Discriminatory Conduct to be adhered to by all those attending the Grounds which can be found on – or accessed via – the Club's website, the Premier League's website, viewed at the Ground or can be provided upon written request to the Club.

"Football Authority" means each of the Premier League, The English Football League (EFL) League, The Football Association, the Football Association of Wales, FIFA, UEFA and any other relevant governing body of association football.

"Illegal Substance" means any drug which is not legally obtainable, or which is legally obtainable but has not been legally obtained. The term includes prescribed drugs not being used for prescribed purposes.

"Ground" means this football stadium and all locations owned, occupied or utilised by the Club.

"Match" means any association football match (or any part or aspect of such a match) taking place at the Ground.

"Material" means any audio, visual and/or audio-visual material and/or any information or data.

"Premier League" means the Football Association Premier League Limited.

"Supporter Code of Conduct" means any code of conduct to be adhered to by all those attending the Grounds which can be found on – or accessed via – the Club's website or can be provided upon written request to the Club.

**1** - Notwithstanding possession of any ticket the Club, any police officer or authorised steward may refuse entry to (or eject from) the Ground any person:

**1.1** - That fails (or in the Club's reasonable opinion is likely to fail) to comply with these Ground Regulations and/or the Discrimination Commitment and/or the Supporter Code of Conduct and/or any reasonable instruction issued by a police officer or authorised steward or officer of the Club; and/or

**1.2** - Whose presence within the Ground is, or could (in the Club's reasonable opinion), constitute a source of danger, nuisance or annoyance to any other person.

**2** - On no account will admission be granted to a person:

**2.1** - Who is the subject of a current Banning Order under the Football Spectators Act 1989 (as amended); or

**2.2** - Who has been convicted of ticket touting offences under section 166 of the Criminal Justice and Public Order Act 1994 (as amended); or

**2.3** - Who is the subject of a current sanction under the Discrimination Commitment (as amended from time to time).

**3** - The Club excludes to the maximum extent permitted by law any liability for loss, injury or damage to persons/property in or around the Ground.

**4** - No guarantees can be given by the Club that a Match will take place at a particular time or on a particular date and the Club reserves the right to reschedule the Match without notice and without any liability whatsoever, save only to the extent provided pursuant to paragraph 5.

**5** - In the event of the postponement or abandonment of the Match, refunds (if any) will be made in accordance with the Club's Customer Charter. The Club will have no further liability whatsoever, including (but not limited to) any indirect or consequential loss or damage, such as (but not limited to) loss of enjoyment or travel costs.

**6** - All persons seeking entrance to the Ground acknowledge the Club's right to search any person entering the Ground and to refuse entry to or eject from the Ground any person refusing to submit to such a search.

**7** - The following articles must not be brought within the Ground - knives, Illegal Substances, fireworks, smoke canisters, air-horns, flares, weapons, dangerous or hazardous items, laser devices, bottles, glass vessels, cans, poles and any article that might be used as a weapon and/or compromise public safety. Any person in possession of such items will be refused entry to the Ground.

**8** - Further, you may not bring into the Ground:

**8.1** - Any sponsorship, promotional or marketing materials save in respect of official club merchandise and/or other football related clothing worn in good faith;

**8.2** - Any flags or banners larger than those maximum dimensions permitted by the Club from time to time (or, in the absence of such stipulations, 2 metres x 1 metre) and/or of an offensive nature;

**8.3** - Nor may you offer (either free or for sale by any person) any goods (including literature) of any nature, without the express written approval of the Club's management.

**9** - Using words that are, or behaving in a manner that is, threatening, abusive, insulting, foul, improper, offensive, violent, indecent, or provocative is strictly forbidden and will result in arrest and/or result in ejection from the Ground. In addition to and without limiting the forgoing, engaging in chanting or other verbal and/or non-verbal actions and/or gestures concerning football or other tragedies (whether done at a Match, in-person or remotely (via any electronic communication, social media or otherwise)) ("Tragedy Chanting") is strictly forbidden. Any individual found to have engaged in Tragedy Chanting will be subject to a ban from the Ground. In addition to the Club, in accordance with the Contract (Rights of Third Parties) Act 1999, any other member club of the Premier League from time to time may enforce a breach of this paragraph 9. As such, an individual in breach of this paragraph 9 may also be subject to a ban from any or all other matches of or stadia

and/or locations owned, occupied or utilised by any other member clubs of the Premier League from time to time, for such periods as may be determined by the relevant club of the Premier League.

**10** - The following activities are strictly forbidden and will result in arrest and/or ejection from the Ground:

**10.1** - Attempting to enter the Ground or be inside the Ground whilst under the influence of an Illegal Substance; and/or

**10.2** - Being in possession of an Illegal Substance when entering the Ground or inside the Ground.

**11** - Racial, homophobic or discriminatory abuse, chanting or harassment is strictly forbidden and will result in arrest and/or ejection from the Ground.

**12** - The following acts constitute prohibited activity under the Discrimination Commitment:

**12.1** - Any conduct, act or statement, whether express or implied, that is abusive insulting, intimidating or offensive; or

**12.2** - Any conduct, act or statement, whether express or implied, that is discriminatory by means of race, religion or belief, gender, sexual orientation, disability, colour or national or ethnic origin; or

**12.3** - Any other activity in contravention of the Discrimination Commitment.

Any individual found to have engaged in prohibited activity under the Discrimination Commitment may be subject to a ban from Matches. In addition to the Club, in accordance with the Contracts (Rights of Third Parties) Act 1999, any other member club of the Premier League may from time to time enforce the Discrimination Commitment. As such, an individual found to have engaged in prohibited activity under the Discrimination Commitment may also be subject to a ban from any or all other matches of or stadia and/or locations owned, occupied or utilised by any other member clubs of the Premier League from time to time, in accordance with the Discrimination Commitment.

**13** - The following acts are offences under the Football (Offences) Act 1991 (as amended):

**13.1** - The throwing of any object within the Ground without lawful authority or excuse;

**13.2** - The chanting of anything of an indecent or racist nature; and

**13.3** - The entry onto the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse. Conviction may result in a Banning Order being made.

**14** - All persons entering the Ground may only occupy the seat allocated to them by their ticket (including those who have tickets to a Licensed Standing In Seated Area pursuant to paragraph 17 below) and must not move from any one part of the Ground to another without the express permission or instruction of any steward, officer of the Club and/or any police officer.

**15** - Nobody may stand in any seating area whilst play is in progress (except those persons who have tickets to a Licensed Standing In Seated Area pursuant to paragraph 17 below). Persistent standing in seated areas other than Licensed Standing In Seated Areas whilst play is in progress is strictly forbidden and may result in ejection from the Ground.

**16** - The obstruction of gangways, access ways, exits and entrances, stairways and like places is strictly forbidden. Nobody entering the Ground shall be permitted to climb any structures within the Ground.

**17** - To the extent that the Club operates licensed standing in seated accommodation areas at the Ground as part of the UK Government's scheme on safe standing in conjunction with the Sports Grounds Safety Authority (the "Licensed Standing In Seated Areas"), only ticketholders who have tickets to the Licensed Standing In Seated Areas are permitted to access the Licensed Standing In Seated Areas. Ticket holders who have tickets to the Licensed Standing In Seated Areas shall:

**17.1** - Occupy the space in front of the seat allocated to them on their ticket only and must not move to different spaces within the Licensed Standing In Seated Areas or to different areas of the Ground;

**17.2** - Expect that other spectators will be standing while play is in progress (although of course they may sit on their allocated seat before and after the activity, or during an interval or halftime break);

**17.3** - Not sit or stand on the rails, or stand on the seats in the Licensed Standing In Seated Areas;

**17.4** - Not be permitted to admit anyone who does not have a ticket to the Licensed Standing In Seated Areas to the Licensed Standing In Seated Areas;

**17.5** - Be respectful towards staff, stewards, and other fans at all times;

**17.6** - Behave appropriately in the Licensed Standing In Seated Areas – anti-social behaviour will not be tolerated;

**17.7** - Unless needing to use facilities, not move around in the Licensed Standing In Seated Areas and shall stay in the designated space only as described on the relevant ticket and in accordance with paragraph 17.1;

**17.8** - Not be permitted to stand in the gangways or on the steps in the Licensed Standing In Seated Areas to watch the Match and acknowledges that these are for accessing and leaving seats only; and

**17.9** - Acknowledge that any failure to comply with the conditions set out in this paragraph 17 may lead to ticketholders being ejected from the Ground and/or banned from all Matches, and the Ground may lose the right to maintain the Licensed Standing In Seated Areas.

**18** - Premier League stadia are smoke-free and smoking or the use of electronic cigarettes is not permitted inside the Ground.

**19** - Mobile telephones and other mobile devices are permitted within the Ground PROVIDED THAT (i) they are used for personal and private use only (which, for the avoidance of doubt and by way of example only, shall not include the capturing, logging, recording, transmitting, playing, issuing, showing, or any other communication of any Material for any commercial purposes); and (ii) no Material that is captured, logged, recorded, transmitted, played, issued, shown or otherwise communicated by a mobile telephone or other mobile device may be published or otherwise made available to any third parties including, without limitation, via social networking sites.

**20** - Under the Sporting Events (Control of Alcohol etc.) Act 1985 (as amended), the following are offences for which a person can be arrested by a police officer and conviction could result in a Banning Order being made:

**20.1** - Attempting to enter the Ground or being inside the Ground whilst drunk; and/or

- 20.2** - Being in possession of any intoxicating liquor, or bottle, can or other portable container and which could cause damage or personal injury, when entering the Ground or in a public area of the Ground from which the event can be directly viewed.
- 21** - Any individual who has entered any part of the Ground designated for the use of any group of supporters to which they do not belong may be ejected from the Ground either for the purposes of their own safety or for any other reason.
- 22** - Save as set out in paragraph 19 above, no person (other than a person who holds an appropriate licence) may capture, log, record, transmit, play, issue, show or otherwise communicate (by digital or other means) any Material in relation to the Match, any players or other persons present in the Ground and/or the Ground, nor may they bring into the Ground or use within the Ground (or provide to, facilitate or otherwise assist another person to use within the Ground) any equipment or technology which is capable of capturing, logging, recording, transmitting, playing, issuing, showing or otherwise communicating (by digital or other means) any such Material.
- 23** - The copyright, database rights and any other intellectual property rights in and to all Material that you produce at the Ground in relation to the Match, any players or other persons present in the Ground and/or the Ground (whether produced in breach of paragraph 22 above, or pursuant to paragraph 19 above, or otherwise) is hereby assigned (including by way of present assignment of future copyright pursuant to section 91 of the Copyright, Designs and Patents Act 1988) to the Club and the Premier League. You further agree (if and whenever required to do so by the Club and/or the Premier League) to promptly execute all instruments and do all things necessary to vest the right, title and interest in such rights to the Club and the Premier League absolutely and with full title guarantee.
- 24** - No goods (including literature) of any nature may be offered either free or for sale by any person within the Ground without the express written permission of the Club.
- 25** - Tickets are not transferable and may not be offered for sale without the prior written permission of the Club or otherwise in accordance with the relevant ticket terms and conditions. Any tickets that are transferred are transferred subject to these Ground Regulations. Any tickets offered for sale may be confiscated by any steward, officer of the Club or any police officer. The Club reserves the right to refuse admission to or eject from the Ground, and/or "blacklist", any person who has offered for sale or transferred his/her ticket in contravention of the relevant ticket terms and conditions (and/or the holder of any ticket that has been transferred in contravention of the relevant ticket terms and conditions). Tickets remain the property of the Club at all times.
- 26** - CCTV cameras are in use around and in the Ground. Body worn video cameras recording video and/or audio may also be used as appropriate, to record images or audio which identifies you as an individual, for example to record prohibited behaviours as referenced in paragraphs 9, 10, 11 and 12. The Club may itself use or pass to the police or any Football Authority or other clubs, any recordings for use in any proceedings. Please read the Discrimination Commitment data protection notice on the Club's and Premier League's website relating to this use of your personal information.
- 27** - At all times whilst present in the Ground, persons must comply with any and all instructions of any steward or officer of the Club and/or any police officer (including without limitation any instructions regarding health and safety such as those in respect of communicable diseases (and such persons shall comply with any government guidelines in respect of the same)). Failure to comply with any instruction may lead to immediate ejection from the Ground.

**28** - By entering the Ground, all persons are acknowledging that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be taken of them and may also be used, by way of example and without limitation, in televised coverage of the game and/or for promotional, training, editorial or marketing purposes by the Club, the Premier League or others (including commercial partners and accredited media organisations) and entry into the Ground constitutes consent to such use. You further acknowledge that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be used (by the Club or by a third party, such as a law enforcement body) to identify you as an individual, where permitted by data protection laws, for the purposes of preventing or detecting crime, or any breach of these Ground Regulations. Information about the Club's use of your personal data will be brought to your attention by the Club (see for example any applicable privacy policy, signage and/or other forms of announcement in or around the ground). For further information please contact the Club.

**29** - All ticket holders agree that the Matches for which the tickets have been purchased are public, and that their appearance and actions inside and in the perimeter of the Ground where a Match occurs are public in nature, and that they shall have no expectation of privacy with regard to their actions or conduct at Matches.

**30** - Further to paragraph 28, if such person is under 18 years of age, the parent, guardian, or responsible adult who is accompanying them into the Ground shall be deemed to have provided consent on their behalf.

**31** - **Refused entry to (or ejection from) the Ground may lead to further action by the Club including, but not limited to, the withdrawal of any season ticket (without reimbursement), Club Membership and other benefits. Please read the applicable Terms & Conditions of Entry.**

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