



EXTRACT FROM THE ARSENAL MEMBERSHIP SCHEME TERMS AND CONDITIONS (2023-2024) RELATING TO MEMBERS WITH DISABILITY ACCESS

***Please note:** The terms and conditions highlighted below are extracted from the Club's Membership Scheme Terms and Conditions (2023-2024). The purpose of this extract is to draw your attention to the particular terms applicable to Members with Disability Access, but this extract in no way serves to replace the Membership Scheme Terms and Conditions (2023-2024). For more information, please see <https://www.arsenal.com/ticket-membership-terms>*

15 Members with Disability Access

- 15.1 You will be required to submit an Access Requirement Form (which can be found at <https://www.arsenal.com/disabilityaccessmembership>) outlining your disability requirements, together with such supporting documentation as required by the Club, to apply to be registered with the Club as a Member with Disability Access. You will then be contacted by a member of the Club's Disability Liaison Team so that we can better understand your access requirements. All applications will be considered by the Club's Disability Liaison Team on a case-by-case basis. The Club's Disability Liaison Team's decision as to your eligibility for Disability Access shall be final.
- 15.2 If you are registered with the Club as a Member with Disability Access, your continued eligibility for Disability Access shall be subject to periodic review as and when required by the Club.
- 15.3 Members with Disability Access must bring their current Membership Card or digital pass with them, and a form of photographic identification, when attending a home or away match. If you will be attending a match with a personal assistant, your personal assistant must also bring their Membership Card.
- 15.4 If you have stated in your Access Requirement Form that you require a personal assistant in order to attend matches, we reserve the right to refuse you entry to Emirates Stadium if you have subsequently attended any home or away match without a personal assistant.
- 15.5 If you will be attending a match with a personal assistant, your personal assistant is responsible for providing you with the support you require for attending the match and he/she/they must be at least 14 years of age. If the Club reasonably considers that your personal assistant is not providing you with the support you require for attending the match or is not able to, the Club reserves the right to eject you and your personal assistant from Emirates Stadium without refund.
- 15.6 If you have a personal assistant, your personal assistant will not be permitted entry into Emirates Stadium using their personal assistant ticket without being in your presence. Personal assistants must NOT attend matches on their own or with any

non-disabled person. Personal assistants are not entitled to any of your Membership benefits.

- 15.7 If a Member with Disability Access is unable to attend a match, please notify the Club's Disability Liaison Team as soon as possible and not later than 72 hours before the relevant match (save in exceptional circumstances), so that we can help you to sell, transfer, or donate, via the Club's Disability Liaison Team, your ticket to another disabled supporter, a charity or local disability organisation.
- 15.8 Please note that stewards and Club staff will be carrying out checks on all ticket holders and Members. All proven abuses of the Club's Disabled Access concessionary scheme will be dealt with severely and will result in the loss of your Membership. It may also result in criminal prosecution.
- 15.9 Contact details for the Club's Disability Liaison Team are as follows (and may be updated from time to time on www.arsenal.com):
- Telephone: +44 (0)20 7619 5000, Option 2 (Monday to Friday 9.30am to 5pm and matchdays)
 - Online: Submit an enquiry at <https://arsenalfc.freshdesk.com/support/tickets/new>