



DUNDEE UNITED FC

CLUB POLICIES





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1. Unacceptable Conduct Policy

Under amended SPFL Rules in respect of Ground Safety, Behaviour at Matches and Damage to Stadia, each club must ensure that its players, officials, supporters and any other person exercising a function for, or connected with, the club do not engage in unacceptable conduct at a stadium on the occasion of an official match. For the avoidance of doubt, this includes all home and away matches played by the club. For this purpose, unacceptable conduct covers conduct which is violent and/or disorderly.

Violent conduct includes:

- 1) actual, attempted or threatened physical violence against a person or persons
- 2) intentional damage to property

Disorderly conduct includes:

1. conduct which stirs up or sustains or is likely to or designed to stir up or sustain, hatred or ill will against a group of persons, based on their membership or presumed membership of the following categories of defined groups, or against an individual presumed to be a member of such group.
 - female or male gender
 - colour, race, nationality or ethnic or national origin
 - membership of a religious group or a group with a perceived religious affiliation
 - sexual orientation
 - transgender identity
 - Disability
2. the use of threatening, abusive or insulting words.
3. the display of writing or other visual display which is threatening, abusive or insulting.

Dundee United FC accepts its responsibility under these rules and will not tolerate any form of unacceptable conduct detailed above. Any official, employee or any other person connected with the club who engages in such activity will be subject to the club's internal disciplinary procedures. Any supporter who engages in such activity will be liable for sanctions imposed by the club which may include withdrawal of season ticket, exclusion from future matches involving the club or, in the event of persistent offending, an application being made towards obtaining a football banning order.





2. Anti Racism Policy

This summary is designed to provide clarity to stakeholders, supporters and everyone connected with Dundee United Football Company Limited (“The club”) on the club’s attitude to issues of racial harassment and abuse. It is further designed to promote good relations between persons of different ethnic or national groups and to preserve the good name of Dundee United.

The club condemns racism in any form, either on or off the pitch.

The club aims to create and maintain a working and spectating environment free from racial harassment and abuse. Everyone connected with the club has a responsibility to prevent racial harassment or abuse.

A racist incident is defined by the club as any incident that is perceived to be racist by the victim, or any other person. Racial harassment is defined by the club to be any verbal, physical, written or visible abuse that is based on a person’s race, ethnic background, colour, nationality, language or cultural background – and is considered to be unwanted, unacceptable and offensive to the person.

Proven racial harassment or abuse will lead to action being taken against spectators and will be reported to the police and may result in a life ban from the club. The club will give their full support to the police in any criminal actions.

All employees have a responsibility to make it clear that such behaviour by anyone connected with the club is unacceptable.

Supporters will also be informed on a regular basis that racist taunts and abusive or threatening behaviour will not be tolerated by the club and will be encouraged to condemn and report such behaviour.

Any supporters (home or visiting) behaving in this way will be detained by stewards, passed to the police and may be arrested. Season ticket holders detained for such a reason, face having their season ticket revoked and all spectators detained in this way face a life ban from the stadium.





3. Disability Policy (1/3)

Dundee United Football Company Limited (“The club”) is committed to ensuring that its disabled supporters and customers have as full access as is reasonably possible to all goods, services and facilities provided or offered to the public by the club.

The club recognises that not all its facilities are fully accessible to disabled customers and confirms that it is committed to making the necessary reasonable adjustments described by the Equality Act 2010 and its relevant Codes of Practice to ensure full compliance with the legislation.

The club will ensure that all Senior Managers and appropriate “front line” staff are trained in the provision of the Act, and ongoing training will be included in staff induction programmes.

The club has appointed a Disability Access Officer to act as an intermediary between our disabled supporters and senior management of the club.

The club has a grievance procedure in place and guarantees to its disabled customers that any complaints of discrimination will be dealt with quickly under that procedure.

The club has advised its employees that any complaints of discrimination under the provisions of the Act is a serious matter and will be dealt with under the club’s Disciplinary Procedures.





3. Disability Policy (2/3)

Information on disabled supporters attending games at Tannadice:

Dundee United now offer disability season tickets for both wheelchair users and ambulant fans. To qualify for a disability season ticket applicants must receive DLA / PIP at either medium (for renewals) or high level (new applicants). To apply or for further details, please contact Moira Hughes in the DUFC ticket office on (01382) 833166 (option 1) or email moira.hughes@dundeeunitedfc.co.uk.

Wheelchair capacity: there are 16 wheelchair spaces in the George Fox Stand Lower stand and 11 in the Eddie Thompson Stand. Currently, wheelchair spaces in both of the stands are full with a waiting list. If you are just wishing to attend the occasional game, an application should be made as above prior to the game to ensure appropriate admittance.

A Dundee United disability season ticket entitles the holder to all DUFC games at Tannadice for £150 for adults. For Personal Assistants, when required to attend, entrance cost is included in the ticket price. Visually impaired supporters can be accommodated in the lower tier of the George Fox Stand where they receive access to match commentary through headphones. This service is provided by the Dundee Blind and Partially Sighted Society (tel 01382 227101) and supporters should liaise with this organisation in the first instance.

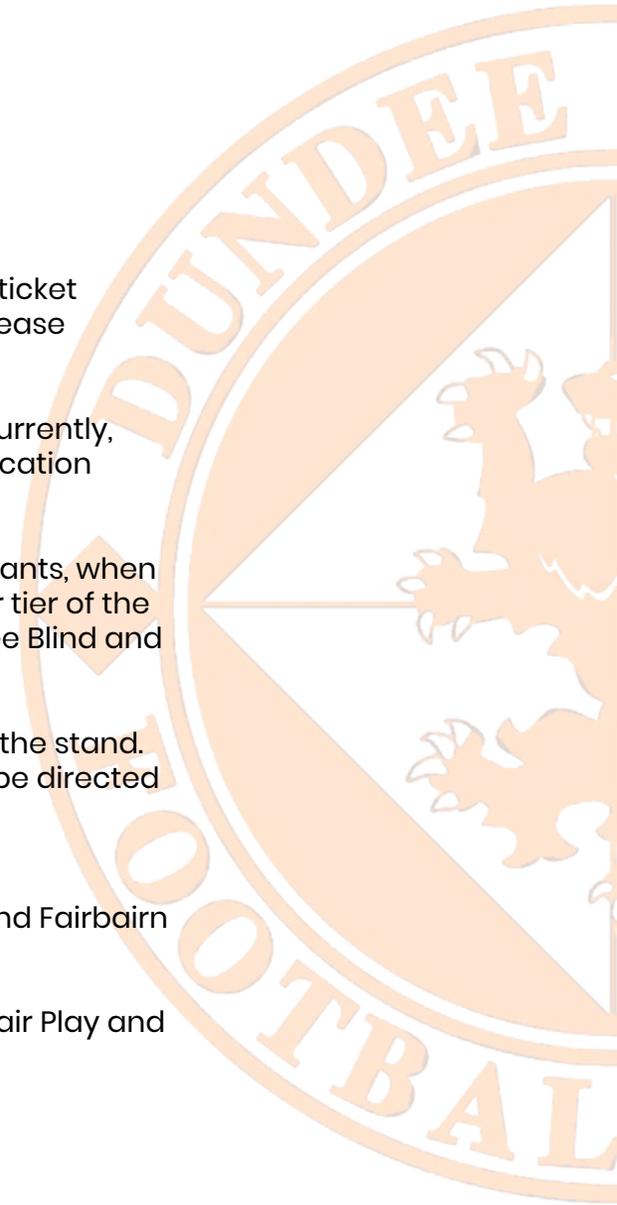
Access: Wheelchair users accommodated in the George Fox Stand enter from the appropriately manned doors at either end of the stand. Wheelchair users accessing the Eddie Thompson Stand should do so by use of the ramp at the rear of the stand where they will be directed to the appropriate area. The West Stand access is via Gate R which is situated on Sandeman Street adjacent to the turnstiles.

Parking:

There is a facility for non-bookable disabled parking (12 spaces) at the east side of North Isla Street (between Tannadice Street and Fairbairn Street) or at the south kerb of Sandeman Street (between the east end of the George Fox Stand and Arklay Street).

Disabled Away Supporters at Tannadice: For smaller games, there is a facility for four wheelchair spaces situated between the Fair Play and West Stand.

Disabled away supporters are requested to contact their own club to purchase tickets for the game.





3. Disability Policy (3/3)

Access: Wheelchair users attending the smaller games should enter the park via Gate K which is situated in Tannadice Street adjacent to the Fair Play Stand.

At larger games, they should enter the West Stand via Gate R which is situated in Sandeman Street.

United Supporters Attending Away Grounds: Disabled United supporters wishing to attend an away match are requested to contact Moira Hughes at the earliest opportunity on **(01382) 833166 (option 1)**

As individual SPFL clubs have their own arrangements for disabled away supporters - please visit their sites for further information or contact Moira at moira.hughes@dundeeunitedfc.co.uk

