

Charlton Athletic Football Club

Access Statement

1. At Charlton Athletic Football Club (CAFC), we are proud of our long-standing history of promoting inclusion and tackling discrimination. As a Club rooted in South East London, we believe football is for everyone. We are committed to ensuring that The Valley is a welcoming, safe, and inclusive space where all supporters, staff, and visitors—regardless of ability—can fully enjoy the matchday experience.
2. This Access Statement reflects both our values and our responsibilities under the Equality Act 2010 and the English Football League (EFL) regulations. It sets out how we support disabled people, the facilities available, and our ongoing commitment to equality, diversity, and inclusion.

3. Our Commitment

- To promote equality, diversity, and inclusion across all areas of the Club.
- To make reasonable adjustments to ensure disabled supporters, visitors, and staff are not disadvantaged.
- To provide accessible facilities, information, and services in line with EFL regulations and best practice.

4. Accessible Facilities at The Valley

- **Wheelchair Bays:** Designated wheelchair spaces are available in various stands with companion seating nearby.
- **Ambulant Seating:** Accessible seating with easy access points is available for supporters with mobility requirements.
- **Accessible Toilets:** Fully accessible toilets are located throughout the stadium, with RADAR key access.
- **Parking:** A limited number of accessible car parking spaces are available on a first-come, first-served basis and must be pre-booked in advance of matchdays.
- **Assistance Dogs:** Supporters who require assistance dogs are welcome at The Valley.

- **Sensory Needs:** Quiet spaces and sensory designated areas are available for supporters who may benefit from additional support.

5. Ticketing and Support

- Disabled supporters are entitled to apply for a *personal assistant ticket* at no additional cost where eligibility is demonstrated.
- Ticketing information is available in accessible formats upon request.
- The Club's Disability Liaison Officer (DLO) provides direct support with ticketing, access, and any additional requirements.

6. Communication and Information

- Information is provided in accessible formats (large print, electronic, audio) where required.
- Stewards and matchday staff receive EDI and disability awareness training to provide appropriate support.
- The Club welcomes feedback from disabled supporters to continuously improve accessibility.
- The Club External EDI Group includes representation from Charlton Athletic Disabled Supporters Association (CADSA)

7. Contact Information

For further details, to discuss access requirements, or to provide feedback, please contact:

Disability Liaison Officer

Charlton Athletic Football Club
The Valley, Floyd Road, London SE7 8BL
Email: disability@cafc.co.uk.