

St Mirren Football Club Accessibility Policy and Information Statement (Text Only and Screen Reader Version)

Everyone is Welcome

V1.1 November 2025

Welcome to St Mirren Football Club

Our vision for St Mirren Football Club is to inspire, inform and engage our community in order to empower our people to perform to the best of their ability and deliver positive outcomes for the future of the club, both on and off the pitch.

We are keen to ensure that your match day experience during your visit to our stadium is as enjoyable as possible. The following policy provides information on the facilities and services available for disabled supporters and has been designed to assist you in planning your visit.

This policy has been developed in partnership with I Am Me Scotland, SMDSA and in consultation with our supporters.

Accessible Tickets

Ambulant disabled and wheelchair user supporters will be eligible for concession tickets if they are in receipt of one or more of the following:

- ADP (Adult Disability Payment) which replaces DLA (Disability Living Allowance) and PIP (Personal Independence Payment).
- PADP (Pension Adult Disability Payment) which replaces Attendance Allowance.
- AFIP (Armed Forces Independent Payment)
- Blind/Partially Sighted (BD8 or CVI Certificate)
- Individuals registered as deaf or audiologist report confirming hearing loss of 75-80 decibels or less.
- CDP (Child Disability Payment) or an original headed letter from GP, Consultant or Social Worker stating that the individual has a disability and requires a companion.
- A valid nimbus card, detailing what assistance an individual requires.

See Conditions on next page

Accessible Ticket Conditions

The original documentation must be provided to the club, alongside photographic ID. This will be held on your account for the term of your award. You will be required to resubmit this information when your award is renewed (lifelong disabilities will be noted on our records).

If you would like to discuss your documentation and tickets in private, please contact the ticket office to make a suitable appointment. More information on appointment availability will be shared ahead of season ticket sales.

NB: If you do not fit the criteria above and want to discuss concession ticketing and your own personal circumstances, please contact the club directly or via the Disability Liaison Officer, or SMDSA.

Carer and Companion Tickets

A complimentary Carer or Companion ticket can be requested for disabled supporters, who are unable to attend the game on their own and are in receipt of:

- Enhanced level ADP/DLA (Daily Living or Mobility), or,
- Higher rate Attendance Allowance, or,
- An award of carers allowance, carer support payment or a carers certificate, or,
- A nimbus card stating plus 1, or,
- BD8 or CVI certificate
- Deaf or audiologist report confirming hearing loss of 75-80 decibels or less.
- CDP (Child Disability Payment) or an original headed letter from GP, Consultant or Social Worker stating that the individual has a disability and requires a companion.

We cannot issue a Carer or Companion ticket without this information. If you do not have the original award letter when renewing your season ticket and want to take advantage of the Carer / Companion ticket, we must ask you to contact the relevant body to obtain a copy of the original award, before requesting a ticket.

Once this information is provided, we will record the details on your account so we have this on record and minimise the need for annual clarification.

The Carer or Companion ticket must only be used with the concession ticket and must be seated with the concession ticket holder.

Misuse of a Concession or Companion ticket will result in the ticket being removed.

Hospitality

St Mirren welcomes you to experience a thrilling match from the comfort of the club's hospitality suite.

All hospitality spaces are accessible through the main reception, with the use of a lift. This includes the Westmarch Suite and Club 1877.

We aim to make your hospitality visit as comfortable and as enjoyable as possible. Please let us know about any specific dietary or support requirements that you require.

Wheelchair Access

SEATING

The front row of each stand is for wheelchair users, carers or companions and their friends and family. There are four stands in the stadium, namely:

- The North Stand (Away Support)
- The Tony Fitzpatrick Family (South) Stand (Mainly Home Support)
- The Main (East) Stand (Mainly Home Support)
- The West Stand (Home Support)

RAISED PLATFORM

A raised platform is provided at the upper level (Northend) of the Main Stand (Sections M1 and M2) for 10 wheelchair users and their carers. Spaces are limited and access is for members of the Saint Mirren Disability Supporters Association (SMDSA) who arrange the bookings. Membership to SMDSA is open to all disabled supporters.

Access is by: Lift from the Main Entrance, corridor and then via Club 1877.

Emergency Egress is by: The main escape route is via the South radial gangway. (Signed from the platform as Fire Exit Route)

Stadium Access

St Mirren Football Club is committed to ensuring that our disabled supporters and customers have full access to all goods, services and facilities provided or offered to the public by the club. Disabled access to the ground is via entrances and turnstiles located at each of the stands.

Signage will be displayed on doors which can be used if turnstile entry is not accessible. These doors will be manned by stewards, who will be able to open the door and provide access.

Accessible Facilities

Toilets

We recognise that not all disabilities are visible. Accessible toilets are available in all concourses within each stand. Toilets which are Stoma friendly are available in each concourse and are clearly marked.

All accessible toilets can be accessed by RADAR key. A spare RADAR key will be available via the Stand

Steward Supervisor if you have forgotten to bring your own.

There is also an accessible toilet in our main hospitality area.

Food and Drinks

Pie Sports have kiosks in each of the concourses. Pie Sports staff will take orders for supporters who are on the disabled platform.

If you need assistance to return to your seat with hot drinks or food, please let a steward know and assistance will be provided. Large print and pictorial menus are available.

Sensory Packs

Sensory packs are available to book via the Charitable Foundation (anne@smfcfoundation.co.uk). Each pack contains headphones, communication cards and sensory toys or fidget spinners.

Packs can be collected and dropped off from the main reception.

Audio Support

Audio descriptive commentary is available for blind and partially sighted supporters and for those who may have additional sensory processing needs.

We have a limited number of receivers and headsets available and would advise pre booking via the ticket office - Tickets@stmirren.com

Assistance Dogs

Assistance dogs are welcome in our stadium. We ask that you contact Tickets@stmirren.com ahead of the game to ensure we may accommodate your ticketing requirements and help make sure the experience is enjoyable for you both.

Lanyards

We recognise the Sunflower lanyard and will aim to offer support, if required.

Accessible Parking

There are a number of disabled car parking spaces that facilitate each stand. These are located within the yellow, red and white car parks. The spaces for home fans are managed by the Saint Mirren Disabled Supporters Association (SMDSA). Please contact SMDSA regarding match day parking.

Disabled spaces for away fans can be booked via their own Ticket Office or DLO.

All entrances are step free and direct wheelchair access is available to all public areas of the premises. The car parking facilities are situated in close proximity to the various points of entry to the stadium.

Stadium parking is charged at £5 and can be booked in advance for certain games via the website based on availability.

Accessible drop offs are available on Green hill Road, please contact the SMDSA or SLOs in advance if you require this to be accommodated.

Accessible Information

If you require information in an accessible format, please let us know. We have been working with the charity, I Am Me Scotland, to help make our information more accessible in the stadium. This has included the introduction of Easy read menu cards at the kiosk, communication cards that are available at the ticket office, kiosk and with the SLO's.

We have also included communication cards in the Sensory packs.

Accessible toilets have signage which helps to highlight Stoma friendly toilets and that not all disabilities are visible.

SMDSA (Saint Mirren Disability Supporters Association) can provide a regular newsletter via email or post (charges may apply to cover the cost of the postage).

We want to ensure that when you visit the club, you get the information in a format that helps you. If you have any specific requests or feedback, please let us know by emailing Tickets@stmirren.com or calling the ticket office at 0141 840 6130.

Travelling to the Stadium

By Car

Follow signs for Paisley & Glasgow Airport. Exit the M8 at Junction 29 (St James' Interchange) which is just after Glasgow Airport turn off if travelling east to west. Be careful not to exit on to the A737 which is signposted for Irvine. It is best to stay in the middle lane when passing the Airport as this leads naturally to the St James' Interchange exit.

At the interchange take the first left onto a dual carriageway with some football parks on the left-hand side. Follow this road and after a sharp right hand bend you should now be in Greenock Road. Then take your first right on to Clark Street and drive to the end of the street which is the junction with Greenhill Road, turn left and you will see the stadium on the opposite side of the road.

By Train

Get train from Paisley Gilmour Street to Paisley St James – exit from the station is straight onto Green hill Road where the stadium is facing you.

By Bus

Most buses will stop at Paisley Cross or Mill Street, from both you will see the Paisley Town Hall. From the Town Hall cross the High Street towards the Piazza Shopping Centre, when across walk towards the town centre until you come to Gilmour Street.

Turn right on to Gilmour Street and walk towards the railway station which is about 150 yards away. From there you can get train to Paisley St James, or if you prefer to walk, the following routes are advised by the police:

Travelling to the Stadium – Fans

Home fans: cross road to the left on to St James Street – follow through up Underwood Road then turn right at Greenhill Road where stadium is 200 yards further along the road.

Access to the Main Stand is from Greenhill Road and the South and West Stands will be accessed from Drums Avenue.

Away fans: cross road to Love Street continue up the street till you come to Albion Street where you will turn left.

Follow Albion Street until you come to the junction with Greenock Road where you will turn right. Cross the road then walk about 200 yards before taking your first left on to Clark Street.

Walk straight up Clark Street to the end of the street which is the junction with Greenhill Road, turn left and you will see the stadium on the opposite side of the road. Access to the North Stand will be from Ferguslie Park Avenue.

SMDSA: Saint Mirren Disabled Supporters Association

SMDSA is a supporter led association providing information, help and support to ensure that all disabled fans are able to enjoy attending both home and away games. SMDSA and Saint Mirren recognise that not all disabilities are visible and that some conditions are variable.

The association is responsible for:

- Disabled Parking Arrangements
- Access to the Wheelchair Accessible Platform
- Development and Distribution of a regular newsletter.
- Arrangement of accessible buses, supporting disabled fans to attend away games.
- Provision of information in a suitable format.

You can contact SMDSA by emailing
SaintMirrenDSA@GMail.Com

SMDSA: Who We Are

Stuart McCabe – Chair

Steven Holgan - Vice Chair and Treasurer

Maureen Gunn - Trustee

Barry Sillers - Trustee

Jacqueline Bain -Trustee

Meet Our SLOs:

Supporter Liaison Officers

Our Supporter Liaison officers are available to help you with any questions or support required to help you attend and enjoy games. You can contact the SLO's at SLO@SaintMirren.Com

John Allison - Supporter Liaison Officer

John White - Supporter Liaison Officer

Karin Pointon - Supporter Liaison Officer & Safeguarding Officer

Stuart McCabe - Disability Supporter Liaison Officer

We are Disability Friendly

We are working with I Am Me Scotland to become Disability Friendly. This means our staff and volunteers receive disability awareness training and we strive to ensure that all of our supporters have access to all of our facilities and are provided with the required support to enjoy the match day experience.

Communication cards are available free for anyone who would like one. These cards have information about who you are, any health conditions you have, how you prefer to communicate and who we need to contact on your behalf, if needed.

Our Disability Friendly Champion for the club is Keith Lasley. If you would like to provide any feedback or have suggestions on how we can improve our accessibility, please contact the club at Info@saintmirren.com

If you would like more information on what disability Friendly is, please visit [I Am Me Scotland.co.uk](http://IAmMeScotland.co.uk)

Our Commitment to Accessibility

Following an in depth accessibility review in partnership with I Am Me Scotland, St Mirren Football Club is committed to continue to review and improve our procedures and stadium in order to support our loyal fanbase with their accessibility requirements.

Signage

We will continue to improve and refresh signage in accordance with any relevant alterations within the stadium.

Training

We regularly review requirements for staff training and provide an array of relevant training in a timely and ongoing basis.

Stewarding

We work with a stewarding company to assist in the provision of safety, security, and service within the stadium.

Stewards receive full training from the company who employ them and ensure safety is paramount to all our supporters to have the best matchday experience.

Suppliers

St Mirren Football Club work closely with all our suppliers to meet the needs of our supporters, and to provide a safe and comfortable environment.

Everyone is Welcome

Everyone is Welcome at St Mirren Football Club. We are committed to ensuring that everyone's matchday experience is a positive one. We encourage feedback from all our supporters regarding our accessibility provision, recognising there is always room for improvement and offering opportunity to provide ideas and suggestions.

Our mission is to be the best community centred development club in the Premiership in Scotland. We believe we have the foundations in place to continue to strengthen our position as more than just a football team.

If you have any suggestions of things we could do to improve accessibility, or if you would like to find out more about Saint Mirren Disabled Supporters Association...

Please Contact:

St Mirren - Info@SaintMirren.Com or SMDSA - SaintMirrenDSA@GMail.Com