

FAIR ACCESS POLICY:

East of England Showground Services Ltd operates a "Fair Access" policy for disabled people attending its events and requires its Licensees (3rd parties who run events at our premises) to do the same. Disabled people attending are asked to assist us to ensure this policy works both for them and ourselves and our Licensees.

In this respect:

1. Those wishing to benefit from our Fair Access policy and their carers should offer evidence of their disability/carers' status at the point of entry to the venue. Staff are instructed to handle this discreetly and sensitively, but you will appreciate that not all disabilities are readily apparent and neither is it always obvious that a particular disability brings with it a need for a carer to accompany a disabled person because of the disability.

2. The easiest way to establish a disability is to produce a "blue badge" or other registered means of identification. Where tickets are booked online or over the telephone, then at the time of booking a disabled person should record the means of evidence that will be produced at the entry to the venue and then remember to show it at that point.

3. If it is obvious to staff at the venue entrance that a particular disabled person cannot reasonably have access to and around an event unless accompanied by a carer then one carer will be admitted free of charge. Please be mindful that staff are not in a position to form medical judgements and so anyone who is disabled and wishes to avoid confusion or embarrassment at the gate may prefer to bring with him/her some evidence not only of the disability but also as to the status of their carer as being officially recognised in that role.

4. If notwithstanding the above, you feel that you have not been allowed Fair Access to an event at the Showground then please send a written note to us within 7 days of the event quoting:

4.1 Your name and address and that of any carer

4.2 The gate you entered through

4.3 The evidence of disability/carers status offered

4.4 The action taken

4.5 Why you do not think Fair Access was allowed

Such claims should be sent to: General Manager, Peterborough Arena, East of England Showground, Oundle Road, Peterborough, PE2 6XE. We will treat such claims sympathetically but do need your help along the way.