



PERSONAL ASSISTANTS TERMS & CONDITIONS OF USAGE SEASON 2024/25

A personal assistant (PA) is someone who supports a person with a disability, assisting them in their day-to-day activities. Everyone has different needs and while Disabled Supporters Assistants can offer support in London Stadium, it is the role of the PA to provide the necessary assistance to the disabled supporter. The PA needs to be of an age to support the accessible supporter therefore needs to be age 16 and over to cope should there be an emergency.

THERE IS AN EXPECTATION THAT A PA CAN ASSIST THE DISABLED SUPPORTER IN THE FOLLOWING WAYS:

- Assist the disabled supporter in traveling to and from the stadium. Enter and exit the stadium with the disabled supporter
- Sit with the disabled supporter, using the seat always designated by the Club
- Assist the disabled supporter to ensure they are comfortable and enjoy the game & match day experience
- Accompany the disabled supporter to the accessible toilets if required
- Provide non-emergency medical care and support to the disabled supporter if required, for example taking medication
- Assist the disabled supporter with food, drinks, or retail purchases
- Offer support to the assistance dog if required, collecting water bowl or taking to the toilet spending area
- Assist with evacuation or other emergencies and communicate effectively with stadium staff if required
- Travel with the disabled supporter on official club transport to away games
- Compliant with London Stadium's T's&C's <http://www.london-stadium.com/>
- The Personal Assistant ticket can only be used when accompanying the disabled supporter

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