

Disability and Accessibility Registration

We are proud to offer all supporters the ability to register their details online, including any additional requirements they may need to make their match day experience as enjoyable and problem free as possible. In some instances, we will require relevant documents to confirm any pricing or requirement adjustments. This again can all be done online for your convenience.

Please be assured that the information you give us will be handled in accordance with all GDPR compliances.

Please follow these instructions to register your additional requirements

Registering your accessibility requirements during the activation process.

1. Click the link on your email from the Club which will take you to the registration page.
2. Please add in your TR number (which will be at the top of your latest season card email.).
3. You will then receive a verification email.
4. Please click Verify Email Address, this will take you to the registration page.
5. The majority of this form will be prepopulated with your details, please check and edit these if they are wrong and complete any missing fields.
6. Once you have checked all your personal details, please click 'Register as disabled'.
7. Please select one or more of the descriptions that suits your requirements.
8. Create your password, meeting all the required criteria as listed below.
9. The final step of this registration page is to opt in for marketing communications from the Club (these can also be changed at any time in the 'My Account' section). After this is completed you will go through to the 'Friends and Family' page.
10. In the Friends and Family page, add in the TR numbers of the people you wish to have a Friends and Family connection with. Once these have been added you will see a notification to say your registration is complete. You can always come back to this at a later date should you not have all the TR numbers you require to hand.
11. Click the x on the pop up that says 'Job Done!'.
12. You will now be on your 'My Account' page.
13. You can upload documents directly from your home page or by clicking 'My Accessibility' in the side bar menu.
14. You are now able to upload your eligibility documentation. (See the list below in FAQs)
15. You can either drag and drop the document(s) in or browse your computer files for the saved location.
16. Once you have uploaded your document(s) please click 'Save'.
17. You have now registered your accessible requirements and are able to proceed with your renewal or purchase of a Season Card.
18. Once the Club have reviewed your documents and approved them, you will see a notification on your 'My Accessibility' page and the icons will turn green. If the Club require any further information, someone will be in touch.

Registering your accessibility requirements after the registration process.

Should your circumstances change during a season, you can adjust your requirements at any time.

1. Log into your online account.
2. Click the person icon in the top right corner.
3. This will take you to the 'My Account' page.
4. Click on the 'My Accessibility' page.
5. Select your requirements.
6. Click save.
7. You will now be asked to upload any eligibility documentation. (See the list below in FAQs)
8. You can either drag and drop the document in or browse your computer files for the saved location of document.
9. Once you have uploaded your document please click 'Save'.
10. Once the Club have reviewed your documents and approved them, you will see a notification on your 'My Accessibility' page and the icons will turn green. If the Club require any further information, someone will be in touch.

FAQs

- **Which eligibility documents do you require to support my disabled registration?**
 - Middle or higher rate of the care component of DLA.
 - Enhanced daily living component of PIPs.
 - Enhanced Mobility
 - A letter from your GP or from a Care Home documentation.
- **Will I be able to purchase my seat and a seat for my Personal Assistant at the same time online?**
 - Yes, one Personal Assistant seat will automatically be allocated to you during the sales process.
- **Do you have a sensory room at Prenton Park?**
 - TRFC does not currently have a specific sensory room, however the Club provides a 'Quiet Room' that can be used by any supporter that requires time out from the stadium during a match. This room can also be used for both private breastfeeding and a prayer room. Please contact a steward on the day who will assess the room availability and assist you.
- **Do I receive a discount if I am registered disabled with the Club?**
 - Yes, if you meet the criteria set out above.
- **I require an accessible entrance to attend games, however this is only temporary, should I still register via the accessibility registration?**
 - Yes, the Club wants to ensure all supporters' additional requirements are met. We ask that once you no longer require the accessible entrance, please remove this requirement in your 'My Accessibility' page.
- **What other facilities do the Club offer for disabled supporters?**
 - The Club currently provides an accessible toilet available for those in the Hospitality Lounges. There is a dedicated Changing Places facility situated behind The Kop Stand

in the Recreation Centre and accessible toilets in the Bebington Paddock which can be accessed from The Kop Stand and the Bebington Paddock. Please speak to the nearest steward who will assist you. We are continually improving the facilities for all supporters so please check www.tranmererovers.co.uk for the most up to date information.

- **I am a blue badge holder. Am I entitled to a disabled car parking space?**
 - We have a number of accessible car parking spaces which can be allocated subject to availability. Please make us aware in the 'My Accessibility' page in your online account, purchase your car parking pass as normal for the season and we will endeavour to fulfil your requirements. In the event no spaces are available, we will contact you to discuss your requirements and how we can further assist.