

Arsenal Football Club Assistance Dog Policy

Summary

This policy has been created to provide a consistent approach on the experience we provide assistance dogs and their handlers.

Law

In the UK, disabled people have important rights under the Equality Act 2010. A disability is defined as a physical or mental impairment which has a substantial and long-term adverse effect on the ability of the individual to carry out normal day-to-day activities. It is unlawful for service providers to treat disabled people less favourably, e.g. refusing services or offering a lesser service because a disabled person has an assistance dog, other than in exceptional circumstances.

Assistance dog users carry the legal rights and protections, not the assistance dogs.

Access Rights

When visiting Emirates Stadium or Meadow Park (together, the “**Stadium**”), assistance dogs have access to all public areas, including bathrooms and dining areas – on a matchday, this will vary dependant on your ticket access. On stadium tours at Emirates Stadium, assistance dogs are permitted in all areas of the tour.

In any circumstance when visiting the Stadium, the assistance dog must remain with its owner at all times.

Assistance Dogs and Emotional Support Animals

An assistance dog is highly trained to carry out a range of tasks and alerts to support a disabled person or a person with a long-term medical condition. Not every person with an assistance dog has a visible disability. An assistance dog can come in different shapes and sizes – there is no specific breed for an assistance dog.

Where an assistance dog is in training, we are not legally obliged to permit access. However, we understand that to prepare a dog for life working as an assistance dog, it is vital that they are exposed to a range of different environments and situations. If your dog is in training, we will only allow access on a matchday at Emirates Stadium provided you visit Emirates Stadium beforehand. This is so that both you and your dog can familiarise yourselves with Emirates Stadium and its surroundings.

If your dog is in training and you are visiting Meadow Park on a matchday, you will not need to visit Meadow Park beforehand. However, we reserve the right to remove you and your dog if the Expectations (below) are not fully observed.

Emotional Support Animals are not permitted into the Stadium.

An emotional support animal is an animal that offers comfort and companionship by being present, which requires no specialist training. Emotional support animals are not referenced in law and we are not legally obliged to permit access to someone with an emotional support animal in the same way that we would do a disabled person with a highly trained assistance dog.

Identifying Assistance Dogs

There is no official register or certification process for assistance dogs.

It is not a legal requirement for assistance dogs to wear a harness, jacket or lead slip, or for a disabled person to provide any identification for themselves or the assistance dog.

Expectations

Assistance dogs are highly trained. However, we acknowledge that no assistance dog, no matter how highly trained and experienced, will behave perfectly all of the time. Whilst assistance dogs are trained to focus on their partner, they may, from time to time become distracted. However, there are some behaviours that we do not expect to see and cannot tolerate for reasons of health and safety. Such behaviours include the assistance dog:

- not behaving well e.g. lunging, constant barking, jumping up or pulling strongly on a lead (we are however aware that some assistance dogs may jump to alert their handler).
- being aggressive or displaying a fearsome temperament e.g. biting or excessive growling.
- being poorly cared for, to the extent that it constitutes a hygiene risk.
- not being toilet trained.

If we feel your assistance dog is showing any of the above traits, we reserve the right to refuse entry or remove you and your dog from the Stadium.

When visiting the Stadium, you must:

- notify the Disability Liaison Team before purchasing tickets to an event that you would like to bring an assistance dog to. This can be done by filling in our [contact us form](#), or by calling **020 7619 5000**. If you do not notify us beforehand, you may be refused entry due to no appropriate seating being available.
- ensure the assistance dog is always kept on a lead and under close control while inside the Emirates Stadium.
- notify a member of staff if your assistance dog requires toileting facilities. You will then be taken to the appropriate area.

In respect of stadium tours at Emirates Stadium, you must notify us in advance if you wish your assistance dog to accompany you. This is so that we can ensure the correct arrangements are put in place prior to your visit.

If you feel it is beneficial to bring your highly trained assistance dog to the Stadium prior to an event, we are more than happy to facilitate this. Please contact our Disability Liaison Team to arrange.

As mentioned above, if you are attending the Emirates Stadium and your assistance dog is in training, it is mandatory that both you and your dog visit beforehand so you both become familiar with the Emirates Stadium and its surroundings. Please contact our Disability Liaison Team to arrange.

If you are attending an event at the Stadium with an assistance dog you will need to request a ticket in one of our accessible wheelchair platform areas. These spaces offer additional room to ensure a safe and comfortable environment for both you and your assistance dog. Assistance dogs are not permitted in general admission seating areas, due to health and safety considerations.