



Proof of eligibility – UEFA Euro 2024

CAFE Guidance Note December 2023

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About this Guidance Note

This aim of this guidance note is to provide additional support to disabled fans who are applying for accessibility tickets for UEFA EURO 2024 via the UEFA's online ticketing portal.

The guide will help disabled fans who are wishing to apply for accessibility tickets for the tournaments submit proof of eligibility, which is acceptable, therefore, ensuring their application is valid at the first time of submission.

UEFA EURO 2024

The tournament takes place from 14 June to 14 July, 2024 across 10 host cities in Germany. The host cities are:

- Berlin
- Cologne
- Dortmund
- Düsseldorf
- Frankfurt
- Gelsenkirchen
- Hamburg
- Leipzig
- Munich
- Stuttgart

Why ask for proof of eligibility?

Accessibility tickets are available in two categories – wheelchair user tickets and easy access tickets*. To help ensure accessibility tickets (and companion tickets where required) are correctly allocated, major event hosts will often ask disabled spectators to provide valid proof of eligibility to support their application for tickets.

Requesting proof of eligibility also helps ensure that spectators with accessibility requirements are able to make use of accessible services and facilities available at venues, more easily. Likewise, evidencing disability can reduce numbers of fraudulent applications for accessibility tickets by non-disabled people.

*Easy access tickets are seats located close to accessible amenities for disabled people who have limited mobility and require minimal stepped access. Other disabled people

who may benefit from having an easy access seat include blind and partially sighted people, deaf and hard of hearing people and people attending matches with guide or assistance dogs.

Accepted proofs of eligibility

Accepted proof of eligibility varies from country to country, and often, there are even regional variances in proofs within a country.

In order to apply for accessibility tickets for UEFA EURO 2024, disabled spectators are required to upload a valid proof of eligibility. The proof of eligibility submitted should be one which is commonly and widely accepted in their country of residence.

Acceptable proofs of eligibility may include:

- National certificates of disability showing applicant's name and validity dates (if applicable)
- Confirmation of receipt of disability related benefits dated within last **two** years showing applicants name, award details and validity dates (if applicable)
- Disabled persons' ID cards – showing applicant's name, validity dates (if applicable) and stating the person is disabled. National ID cards are not acceptable. **Please note: both sides of a disability ID card need to be submitted (where they exist).**
- Medical note / letter stating access requirements or details of the applicant's medical condition, signed by a doctor or hospital consultant on official letterheaded paper and dated within the last **two** years. Medical letters must state applicant's name
- Accessible Parking Permits / Passes subject to personal details of applicant showing and the pass being in date
- Disability passport showing applicants name and validity dates (if applicable)
- European Disability Card showing applicants name and validity dates (if applicable)

The above is not an exhaustive list of acceptable proofs. Each application received without a commonly accepted proof of eligibility will be reviewed on an individual case-by-case basis.

Unacceptable proof of eligibility

The list below details the most common unacceptable proofs of eligibility:

- Selfies or photographs
- Passports (age alone is not sufficient proof of eligibility for accessibility)
- National identity cards
- Driving licenses
- Expired disability benefit award letters or disability cards
- Travel cards, e.g. bus or train passes
- Unsigned medical letters
- Access Card (if UK based applicants) and any other cards issued by third party organisations
- Blood test results
- Scan results
- Covid vaccination status cards
- X-Rays
- Prescriptions
- Proof of pregnancy i.e. ultrasound images
- Hospital admittance or discharge letters

If you have any questions regarding acceptable proof of eligibility, please contact CAFE by email on info@cafefootball.eu or call +44 (0) 203 355 9867.

About CAFE

We are here for all disabled sports fans.

Live sport provides an amazing and positive experience, and everyone deserves access to that.

Our approach is to take away existing barriers. We use 'total access' as our focus, harnessing the power of sport to act as a catalyst for disability-inclusive change in wider society.

We work with disabled fans and stakeholders, empowering them to take their place at the heart of live sport as fans, employees, volunteers, and leaders, and to make positive and inclusive change in their local clubs, national leagues, and global tournaments.

We partner with organisations across live sport, from smaller leagues through to national associations and international bodies, supporting them to put access, opportunity, and experience for every single disabled person at the centre of what they do.

Removing the barriers to accessing live sport benefits everyone.

Our vision is a world where disabled people are a key part of the global sporting landscape, as fans, employees, volunteers, and leaders, so that everyone has equal opportunities to contribute in an accessible, inclusive, and welcoming environment



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