



Proof of eligibility

CAFE Guidance Note

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Alternative formats of this document are available upon request. Please contact CAFE:

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Supporte



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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 via the UEFA online ticketing portal.

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

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 often ask disabled spectators to provide valid proof of eligibility to support their ticket application.

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 the number 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 requiring 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 on proofs within a country.

In order to apply for accessibility tickets, 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 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 and a brief description of the medical condition and / or the applicant's access requirements;
- Accessible Parking Permits / Passes subject to personal details of the applicant showing, and the pass being in date - **please note: both sides of a disability ID card need to be submitted (where they exist);**
- Disability passport showing applicants name and validity dates (if applicable);
- European Disability Card showing applicants name and validity dates (if applicable in your country);

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;
- 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;
- Medical test results i.e. blood tests, scan results;
- Covid vaccination status cards;
- X-Rays;
- Prescriptions;
- Proof of pregnancy i.e. ultrasound images;
- Hospital admittance or discharge letters;

If you do not provide a sufficient / valid proof of eligibility, you will be contacted by UEFA ticketing and requested to provide further additional proof to support your application.

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