



Supporters' Commentary Service Guide

Q – What is this service and who is it for?

A – Our service is a live audio commentary service for blind or partially sighted supporters, where you will be loaned a radio receiver with an earpiece to listen to the commentary during the match. As a Blind or Partially sighted supporter we hope this service will greatly enhance your match day experience. You will be experiencing the match through the eyes of our lead commentator Simon Pitts, a passionate and talented commentator, as he describes every kick of the ball, every tough tackle, every point perfect pass and then explodes with every great goal. He will describe the expressions of the referee, whilst watching the touchline for possible substitutions and then describing the reactions of the crowd. This isn't just a commentary service, it's a game changing experience for blind and partially sighted supporters.

Q – How do I book a receiver?

A – You will need to book in advance of the game giving your name, address, where you sit in the stadium and where you would like to pick the receiver up from. Pre-booking can be done either by calling the Ticket Office or using the contact us button on the LTDSA Facebook page.

To make a booking either, either phone the Luton Town Ticket Office on 01582 416976 or navigate to the LTDSA Facebook Page - <https://www.facebook.com/LutonTownDSA/> then hit the Contact Us button.

Q – Once booked, where can I pick a receiver up from?

A – You will be able to collect your pre-booked receiver from the Ticket Office on Kenilworth Road. *(Should the Ticket Office be too inconvenient as a pick up / drop off point for you, please let us know at the time of booking so we can explore possible alternatives).* You will need to sign out the receiver, but please ensure you bring it back to the Ticket Office after the game.

Q – How does the Receiver work?

A – It is very simple to use, the size of the receiver is small enough to fit easily in your hand. Viewing the receiver from the front, at the top from left to right is the small antenna, the combined on/off/volume dial and the connector for the earpiece or headphones. There is a lanyard attached so you have the choice of wearing the receiver around your neck or putting it in your pocket. There are three further buttons on the front of the receiver that are for tuning only, we have already set up the receiver to the correct frequency.

To Listen to the commentary, which will start just before kick-off, all you need to do is turn the dial at the top of the receiver to switch it on, then keep turning until you reach your preferred volume. The wired earpiece will need to be plugged into the receiver (top left), the earpiece then sits over your ear. One side of the earpiece is smooth side and the other side has a

small pea sized bobble which is the side that should be placed towards your ear.

Q – Can I use my own headphones?

A – Yes, the receiver's earphone connector is the standard 3.5mm jack size, this is the connector size used by most wired earphones.

Q – What do I do with the receiver after the game?

A – We would ask that you take the receiver back to either the Ticket Office to sign it back in.

Q – Can I use my own Radio instead of your Receiver

A – Our commentary service is being broadcast on a dedicated licence exempt frequency, your standard AM/FM/DAB Radio will not be able to pick up the frequencies we use.

Q – Can I listen to commentary at away games?

A – At this time no, but that is something we are working on.

Q – What Channel should my receiver be set to?

A – The transmitter and receivers should be set to Channel 21 for all Hatters home games.

Luton Town Disabled Supporters Association would like to thank the Luton Town Supporters' Trust for donating the money to purchase the equipment for our commentary service.