



INTRODUCTION

WELCOME TO CAMBRIAN UNITED'S CUSTOMER CHARTER FOR THE 2025/26 SEASON AND BEYOND.

OUR CHARTER IS DESIGNED TO HELP YOU, THE SUPPORTER, UNDERSTAND THE CLUB'S MANY POLICIES, IN ORDER TO MAKE YOUR EXPERIENCE WITH US AS ENJOYABLE AND MEMORABLE AS POSSIBLE.

THIS DOCUMENT COVERS A WIDE RANGE OF ASPECTS. THE #CAMARMY IS DEDICATED TO PROVIDING THE BEST POSSIBLE MATCHDAY EXPERIENCE FOR ALL FANS THAT VISIT THE M&P 3G. AT THE HEART OF EVERYTHING WE DO HERE IS OUR LOYAL AND PASSIONATE FAN-BASE, WHICH IS WHY WE ACTIVELY ENCOURAGE FANS TO GIVE US ANY FEEDBACK THEY MAY HAVE.

WHETHER IT'S POSITIVE OR NEGATIVE, WE WANT TO HEAR FROM YOU, AS WE STRIVE TO MAKE OUR MATCHDAY EXPERIENCE THE BEST IT CAN BE. IF YOU'D LIKE TO GIVE FEEDBACK, PLEASE EMAIL JOSHUA EVANS – HEAD OF OPERATIONS

HEADOFOPERATIONS@CAMBRIANUNITED.CO.UK

YOU WILL RECEIVE A RESPONSE WITHIN FIVE WORKING DAYS. ALL FEEDBACK AND COMMENTS RECEIVED ARE KEY TO IMPROVING THE SERVICE WE DELIVER TO YOU. THIS DOCUMENT IS INTENDED TO FURTHER IMPROVE COMMUNICATION CHANNELS BETWEEN THE CLUB AND OUR FAN BASE.

THANK YOU FOR YOUR CONTINUED SUPPORT.

PHIL WILLIAMS

CLUB PRESIDENT
CAMBRIAN UNITED FOOTBALL CLUB



CUSTOMER SERVICE

COMPLAINTS PROCEDURE

IT IS THE RESPONSIBILITY OF STAFF AT THE CLUB TO ENSURE THAT ALL CORRESPONDENCE RECEIVED IS RESPONDED TO WITHIN FIVE WORKING DAYS OF RECEIPT. IF A COMPLAINT REQUIRES ADDITIONAL INVESTIGATION, THEN THE SUPPORTER WILL BE NOTIFIED OF THIS.

ALL CORRESPONDENCE RECEIVED IS PASSED ONTO THE RELEVANT HEAD OF DEPARTMENT (WHERE NECESSARY) IN ORDER FOR THE APPROPRIATE ACTION/INVESTIGATION TO TAKE PLACE.

FEEDBACK RECEIVED ALLOWS US TO MEASURE OUR SUCCESS OFF THE FIELD, HELPING US TO DEVELOP. IT IS NOT POSSIBLE FOR ALL POLICIES AND PROCEDURES TO APPEAL TO ALL SUPPORTERS OF THE CLUB; HOWEVER, ALL CONSTRUCTIVE FEEDBACK IS WELCOMED.

SHOULD A SUPPORTER HAVE COMMENTS, SUGGESTIONS, IDEAS, QUERIES OR COMPLAINTS RELATING TO THE #CAMARMY. THEY CAN CONTACT:

EMAIL: HEADOFOPERATIONS@CAMBRIANUNITED.CO.UK

POST: CAMBRIAN UNITED; THE LAKESIDE; CLYDACH VALE; RCT: CF40 2XX

THE VAST MAJORITY OF SUPPORTER AND CUSTOMER COMPLAINTS ARE SUCCESSFULLY BROUGHT TO A CONCLUSION BY THE CLUB. HOWEVER, IF A SUPPORTER IS NOT COMPLETELY SATISFIED WITH THE OUTCOME OF THEIR COMPLAINT; THEY SHOULD REFER THE MATTER DIRECTLY TO THE FOOTBALL ASSOCIATION OF WALES (FAW) ON 02920 460000

FOR FURTHER INFORMATION ON THE FAW, PLEASE VISIT THE WEBSITE WWW.FAW.CYMRU OR CONTACT THEM USING THE DETAILS FOUND ABOVE.

STAFF CONDUCT

ALL STAFF MEMBERS ARE AWARE OF THEIR ROLES AND RESPONSIBILITIES AS CLUB AMBASSADORS. WE EXPECT OUR STAFF TO CARRY OUT THEIR



DUTIES PROFESSIONALLY AND TO COMMUNICATE WITH SUPPORTERS AND STAKEHOLDERS IN A RESPECTFUL, COURTEOUS AND EFFICIENT MANNER AT ALL TIMES. IF PROBLEMS ARISE, WE EXPECT OUR STAFF TO MAKE EVERY REASONABLE EFFORT TO SOLVE THEM ON THE SPOT; HOWEVER, WE APPRECIATE THIS IS NOT ALWAYS POSSIBLE AND FURTHER ENDEAVOURS MAY BE NECESSARY.

DIVERSITY & EQUALITY

CAMBRIAN UNITED IS COMMITTED TO PROMOTING EQUALITY BY TREATING PEOPLE FAIRLY AND WITH RESPECT; BY RECOGNISING INEQUALITIES EXIST; BY TAKING STEPS TO ADDRESS THEM; AND BY PROVIDING ACCESS AND OPPORTUNITIES FOR ALL MEMBERS OF THE COMMUNITY.

THE CLUB'S COMMITMENT IS TO ELIMINATE DISCRIMINATION ON THE BASIS OF AGE, DISABILITY, SEX, GENDER REASSIGNMENT, MARITAL OR CIVIL PARTNERSHIP STATUS, PREGNANCY OR MATERNITY, RACE, RELIGION OR BELIEF, OR SEXUAL ORIENTATION.

WE WILL ENSURE THAT WE TREAT PEOPLE FAIRLY AND WITH RESPECT, AND THAT WE WILL PROVIDE ACCESS AND OPPORTUNITIES FOR ALL MEMBERS OF THE COMMUNITY TO TAKE PART IN, AND ENJOY, OUR ACTIVITIES.

THE CONTENT OF THIS STATEMENT APPLIES EQUALLY TO THE TREATMENT OF OUR STAFF, CUSTOMERS, SUPPORTERS, CLIENTS, PARTNERS AND SUPPLIERS AND IS FULLY SUPPORTED BY THE BOARD OF DIRECTORS OF THE #CAMARMY.

TACKLING DISCRIMINATION

WE OPERATE AN UNEQUIVOCAL ZERO TOLERANCE POLICY TOWARDS DISCRIMINATION IN ANY FORM, WHETHER THAT BE ON THE PITCH, WITHIN THE STANDS OR IN THE DAILY WORKING ENVIRONMENT. WE HAVE REPORTING MECHANISMS AND PROCEDURES IN PLACE WITHIN THE CLUB TO OFFER SUPPORT TO ANYONE WHO WISHES TO REPORT AN INCIDENT OR JUST FIND OUT MORE INFORMATION ABOUT OUR ANTI DISCRIMINATION INITIATIVES. ALSO, WE WORK CLOSELY WITH OUR PARTNERS SUCH AS THE FAW & SHOW RACISM THE RED CARD IN TAKING ACTION TO TACKLE DISCRIMINATION. FOR MORE INFORMATION, PLEASE CONTACT KELLY SIMKISS (SECRETARY@CAMBRIANUNITED.CO.UK)



SAFEGUARDING

CAMBRIAN UNITED IS COMMITTED TO SAFEGUARDING THE WELFARE OF CHILDREN AND VULNERABLE ADULTS WHO ENGAGE IN CLUB ORGANISED ACTIVITIES.

WHETHER IT IS AT THE GROUND FOR GAMES OR AT ACADEMY TRAINING THE CLUB WILL STRIVE TO KEEP CHILDREN AND VULNERABLE ADULTS SAFE AND FREE FROM HARM.

THE CLUB TAKES ITS RESPONSIBILITIES SERIOUSLY IN THIS AREA AND WE ARE COMMITTED TO:

- GETTING THE RIGHT PEOPLE INVOLVED THROUGH SAFE RECRUITMENT AND TRAINING
- CREATING A SAFE ENVIRONMENT FOR ALL VISITORS, PARTICIPANTS AND STAFF
- HAVING AND PROMOTING CLEAR SYSTEMS TO DEAL WITH ANY ISSUES OR CONCERNS. SAFEGUARDING CHILDREN AND VULNERABLE ADULTS' POLICIES AND PROCEDURES

THE CLUB HAS IN PLACE COMPREHENSIVE SAFEGUARDING POLICIES AND PROCEDURES FOR ALL STAFF AND VOLUNTEERS, WHICH MEET THE REQUIREMENTS OF THE FOOTBALL ASSOCIATION OF WALES / FAW TRUSTS GUIDANCE ON SAFEGUARDING CHILDREN AND YOUNG PEOPLE, THE FAW/FAW TRUST SAFEGUARDING CHILDREN RULES AND WELSH GOVERNMENT LEGISLATION.

SAFEGUARDING IS EVERYONE'S RESPONSIBILITY AND ALL STAFF AND VOLUNTEERS HAVE A DUTY TO SAFEGUARD THE WELFARE OF CHILDREN AND OTHER VULNERABLE GROUPS. IF YOU REQUIRE A FULL VERSION OF THE CLUB'S SAFEGUARDING POLICIES, YOU CAN CONTACT THE DEDICATED SAFEGUARDING OFFICER (SEE CONTACT DETAILS BELOW) IF YOU HAVE A CONCERN.

WE HAVE A NUMBER OF PEOPLE TRAINED AND READY TO DEAL WITH MATTERS OF ABUSE, HARASSMENT OR BULLYING INVOLVING VULNERABLE GROUPS. IF YOU HAVE A CONCERN ABOUT YOUR OWN SAFETY OR THE SAFETY OR WELFARE OF A CHILD OR VULNERABLE ADULT WHO ENGAGES IN CLUB ACTIVITIES, YOU CAN SPEAK TO THE SAFEGUARDING TEAM:

SAFEGUARDING OFFICER
KELLY SIMKISS –
EMAIL: SAFEGUARDING@CAMBRIANUNITED.CO.UK



IF YOU ARE WORRIED ABOUT THE IMMEDIATE SAFETY OR WELFARE OF A CHILD OR VULNERABLE ADULT YOU CAN ALSO CONTACT:
THE POLICE / AMBULANCE SERVICE – (DIAL) 999
THE NSPCC CHILDLINE- 0808 800 5000

TICKETING

WE ALLOW A WALK IN PAY BY ENTRY SYSTEM AND ONLY PRODUCE TICKETS FOR SPECIAL MATCHES WHERE WE PERCEIVE DEMAND FOR ENTRY TO BE CLOSE TO MAXIMUM CAPACITY OR THE FOOTBALL ASSOCIATION OF WALES REQUEST US TO ISSUE TICKETS THROUGH THEIR TICKETING SYSTEMS. WE MAKE THE ABILITY TO WATCH THE #CAMARMY AT ALL LEVELS, AS QUICK AND AS EASY AS POSSIBLE.

FANS CAN ALSO PURCHASE TICKETS FOR OUR HOME GAMES, AS WELL AS OTHER CLUB EVENTS USING EVENTBRITE.
WWW.EVENTBRITE.COM

PRICES PER GAME START FROM:

- £5 FOR ADULTS
- £3 FOR SENIORS 61+ (WE REQUEST THE RIGHT FOR PROOF OF AGE)
- £3 FOR STUDENTS (UPON DISPLAY OF A LEGITIMATE IDENTIFICATION)
- £2 FOR U18S (WE REQUEST THE RIGHT TO ASK FOR IDENTIFICATION)
- £2.50 FOR PARENTS OF PLAYERS WITHIN OUR ACADEMY
- FREE ENTRY FOR ACADEMY/DEVELOPMENT PLAYERS

RETURNS AND REFUNDS

TICKETS ARE NON-REFUNDABLE. PLEASE BE AWARE THAT ALL FIXTURES ARE SUBJECT TO CHANGE. IN THE CASE OF AN ABANDONED OR POSTPONED FIXTURE, TICKET HOLDERS ARE ENTITLED TO USE THEIR ORIGINAL TICKET TO ACCESS THE REARRANGED GAME. HOWEVER, IF YOU ARE UNABLE TO ATTEND THE REARRANGED FIXTURE, ONLY 50% OF THE FACE VALUE OF THE MATCH TICKET MAY BE REFUNDED. THE CLUB RESERVES THE RIGHT TO MOVE A MATCHDAY TICKET IF DEEMED NECESSARY (E.G. SYSTEM ERROR RESULTING IN A SEAT ISSUE). THERE IS NO COMPENSATION OR REFUND ISSUED IN THIS INSTANCE..

THE PURCHASE OF A TICKET SIGNIFIES ACCEPTANCE OF THE OFFICIAL GROUND REGULATIONS AND ALL SUPPORTERS ARE EXPECTED TO COMPLY WITH THEM.



ACCESSIBILITY & DISABLED SUPPORTERS

MATCHDAY DETAILS – PARKING ACCESS

THERE ARE 3 CAR PARK SPACES DESIGNATED FOR DISABLED SUPPORTERS IN THE VICINITY OF THE STADIUM. WHEELCHAIR SUPPORTERS HAVE PRIORITY FOR THESE SPACES. CONTACT THE DISABLED LIAISON OFFICER SEVEN WORKING DAYS PRIOR TO MATCH DAY FOR DETAILS OF AVAILABILITY AS PRIOR BOOKING IS ESSENTIAL. ONLY TELEPHONE BOOKINGS ARE ACCEPTED. PLEASE CALL DISABILITY OFFICER DEON REWBURY ON 07931554811.

IF REQUIRED, WHERE CAR PARK SPACES ARE FULLY TAKEN UP, THE CLUB WILL ALLOW DROP OFF SO THAT DISABLED SUPPORTERS CAN BE DRIVEN TO THE STADIUM AND LEAVE THE VEHICLE WHILST IN THE CAR PARK. THE CAR MUST THEN LEAVE THE STADIUM CAR PARK TO PARK ELSEWHERE.

PLEASE NOTE THAT THERE WILL BE NO ACCESS INTO THE CAR PARK 30 MINUTES PRIOR TO KICK-OFF.

WHEELCHAIR SUPPORTERS

ENTRY FOR WHEELCHAIR SUPPORTERS IS THROUGH THE DOUBLE GATES LOCATED TO THE RIGHT OF THE MAIN ENTRY TURNSTILE. THE DESIGNATED AREA FOR BOTH HOME AND AWAY SUPPORTERS IN WHEELCHAIRS IS LOCATED IN THE SHOPEZY STAND, LOWER TIER. WHILST THIS AREA IS AT PITCH LEVEL, THERE IS THE RISK OF BEING HIT BY THE BALL OR GETTING WET IF IT RAINS, THERE IS A GOOD VIEW WITH SEATS FOR PERSONAL ASSISTANTS. ONE PERSONAL ASSISTANT IS ADMITTED WITHOUT CHARGE WITH THE WHEELCHAIR USER AND IS REQUIRED TO SIT WITH THE WHEELCHAIR USER TO PROVIDE SUPPORT AND SERVICE TO THEM AND ENABLE THEM TO ACCESS OUR FACILITIES. CONTACT THE CLUB TO OBTAIN A SPACE AS PRIOR BOOKING IS ADVISABLE.

TOILETS

THERE ARE THREE (3) DESIGNATED SUPPORTER TOILETS SITUATED AT THE STADIUM

REFRESHMENTS AND CATERING

BASIC CATERING FACILITIES ARE LOCATED ON THE GROUND FLOOR IN THE CABIN LOCATED NEXT TO THE SHOPEZY STAND AT THE SOUTH END OF THE GROUND. THIS



FACILITY IS OPEN FOR THE DURATION OF PRE-MATCH/ 1ST HALF AND DURING HALF TIME.....ALTHOUGH THE FACILITIES DO GET EXTREMELY BUSY AT HALF-TIME. DURING MAJOR MATCHES WITH EXPECTED HIGH CROWDS, WE DO OPEN OUR OTHER CATERING FACILITY WHICH IS IN THE FAR SOUTH EASTERN CORNER OF THE GROUND SITUATED NEXT TO THE PENNANT WALTERS STAND,

VISUALLY IMPAIRED

VISUALLY IMPAIRED SUPPORTERS CAN PURCHASE TICKETS FOR ALL PARTS OF THE STADIUM SO LONG AS THEY CAN GET TO AND FROM THEIR CHOSEN SEAT WITHOUT DIFFICULTY. VISUALLY IMPAIRED SUPPORTERS THAT WISH TO BRING A PA CAN DO SO AND THE PA WILL BE ADMITTED FREE.

HEARING IMPAIRED

HEARING IMPAIRED SUPPORTERS CAN PURCHASE TICKETS FOR ALL PARTS OF THE STADIUM. PLEASE EMAIL SECRETARY@CAMBRIANUNITED.CO.UK TO RESERVE A SPACE AT ONE OF OUR MATCHES.

AMBULANT DISABLED SUPPORTERS

AMBULANT DISABLED SUPPORTERS CAN PURCHASE TICKETS FOR ALL PARTS OF THE STADIUM SO LONG AS THEY CAN GET TO AND FROM THEIR SEAT WITHOUT DIFFICULTY.

EMERGENCY PROCEDURES

IN THE EVENT OF AN EMERGENCY, THE ACTION TO BE TAKEN WILL BE GIVEN OUT OVER THE PA SYSTEM. PLEASE FOLLOW INSTRUCTIONS GIVEN OVER THE SYSTEM AND ALSO BY STEWARDS IN THE AREA.

MATCH ABANDONED / POSTPONED

INFORMATION WILL BE CIRCULATED USING THE CLUB'S SOCIAL MEDIA OUTLETS AS SOON AS POSSIBLE AFTER A FIXTURE HAS BEEN POSTPONED OR ABANDONED. PLEASE REFER TO THE CLUB'S WEBSITE WWW.ONECAMBRIAN.CYMRU OR CONTACT JOSHUA EVANS – HEAD OF OPERATIONS HEADOFOPERATIONS@CAMBRIANUNITED.CO.UK FOR MORE INFORMATION.



GROUND REGULATIONS

A COPY OF THE GROUND REGULATIONS CAN BE FOUND ONLINE. THEY ARE ALSO AVAILABLE TO VIEW OUTSIDE EACH SET OF TURNSTILES WHEN ENTERING THE GROUND.

GROUND REGULATIONS / MISCONDUCT BRINGING THE CLUN INTO DISREPUTE

ANY FAN THAT BREACHES THE GROUND REGULATIONS SHALL BE WARNED/ EJECTED AND/OR BANNED DEPENDING ON THE NATURE OF THE OFFENCE. THE LENGTH OF BAN SHALL BE DETERMINED BY CAMBRIAN UNITED FOOTBALL CLUB. THROUGH ITS BOARD OF DIRECTORS. BANS EXTEND TO ALL HOME GAMES.

ANY FAN THAT BY HIS/HER CONDUCT BREACHES GROUND REGULATIONS, BRINGS THE CLUB INTO DISREPUTE OR DISRUPTS THE CLUB FROM ITS NORMAL PROCEDURES WILL, DEPENDING ON THE NATURE OF HIS/HER CONDUCT BE BANNED FOR A PERIOD OF TIME AS DETERMINED BY THE CLUB.

THE LENGTH OF BAN WILL NORMALLY BE AS FOLLOWS:

- FOLLOWING WARNINGS FOR MINOR OFFENCES/BREACHES OF GROUND REGULATIONS - 3 GAMES
- FOLLOWING SIGNIFICANT OFFENCES OR FURTHER DISRUPTION OF CLUB PROCEDURES - 5 GAMES
- FOLLOWING CONTINUED DISRUPTION OF CLUB PROCEDURES - MINIMUM 1 SEASON
- SUPPORTERS THREATENING OR INTIMIDATING CLUB STAFF CAN EXPECT TO RECEIVE AN IMMEDIATE CLUB BAN OF AT LEAST 12 MONTHS
- ANY DISCRIMINATORY BEHAVIOUR A MINIMUM BAN OF 5 YEARS WILL BE ISSUED.

THE APPEALS PROCEDURE FOR THE ABOVE WILL BE AS FOLLOWS:

- LESS THAN 5 GAMES - NO APPEAL
- MORE THAN 5 GAMES - WRITTEN REPRESENTATION WILL BE CONSIDERED. WHERE APPROPRIATE. SUPPORTERS WILL BE INVITED INTO THE CLUB FOR AN INTERVIEW WITH A SENIOR MEMBER OF STAFF/MEMBER OF THE BOARD.

ANY PERSON ISSUED WITH A CLUB BAN WILL NOT BE ELIGIBLE FOR ANY REFUNDS OR DISCOUNTS IN RELATION TO TICKET PURCHASES.



PYROTECHNICS

ANY PERSON FOUND TO BE IN POSSESSION OF ANY PYROTECHNIC DEVICE OR IDENTIFIED AS USING A DEVICE WITHIN THE STADIUM WILL SUBJECT TO ARREST / EJECTION. A CLUB BAN OF 1 YEARS WILL BE ISSUED AUTOMATICALLY.

BANNERS AND FLAGS POLICY

WE WELCOME FAN SUPPORT THROUGH HOMEMADE SIGNS AND BANNERS. TO ENSURE THESE ARTICLES DO NOT UPSET OR DISTRACT OTHERS. WE ASK THAT SUPPORTERS

ADHERE TO THE FOLLOWING GUIDELINES:

BANNERS SHOULD NOT BE MORE THAN 8FT X 4FT

- BANNERS SHOULD HAVE AN APPROPRIATE FIRE CERTIFICATE
- BANNERS ARE NOT PLACED IN THE EYESIGHT OF OTHER FANS
- BANNERS DO NOT OBSTRUCT ANY SIGNAGE OR ADVERTISING
- BANNERS SHOULD NOT BE OF A DISCRIMINATORY, COMMERCIAL, POLITICAL, CONTENTIOUS OR OBSCENE NATURE.
- BANNERS THAT ARE LIKELY TO CAUSE ALARM OR DISTRESS TO OTHER GROUPS OF SUPPORTERS AND/OR EITHER PARTICIPATING CLUBS, IT'S DIRECTORS AND/OR STAFF WILL NOT BE ALLOWED

STAFF RESERVE THE RIGHT AND SOLE DISCRETION TO ALLOW OR REMOVE BANNERS AT THE STADIUM.

MUSICAL INSTRUMENTS

UNDER NORMAL OPERATING PROCEDURES, MUSICAL INSTRUMENTS ARE NOT PERMITTED INTO ANY AREA OF THE GROUND WITHOUT THE EXPLICIT AUTHORITY OF THE SAFETY OFFICER. INDIVIDUAL REQUESTS FROM VISITING SUPPORTERS WILL BE CONSIDERED ON A CASE-BY-CASE BASIS. UNDER NO CIRCUMSTANCES WILL MEGAPHONES BE ALLOWED INTO THE STADIUM.

STEWARDING

THE CLUB HAS A DEDICATED POOL OF MATCHDAY STEWARDS WITH VARIOUS SKILL SETS. MANY OF WHOM HAVE BEEN WITH THE CLUB FOR A NUMBER OF YEARS. THE PRIMARY FUNCTION OF STEWARDS IS TO ENSURE THAT ALL SUPPORTERS HAVE A SAFE AND ENJOYABLE VISIT TO THE STADIUM. THIS TASK OFTEN REQUIRES STAFF TO ENFORCE THE GROUND REGULATIONS.

ALL STEWARDS ARE REQUIRED TO BE CONSIDERATE AND ENSURE THAT ANY TASKS UNDERTAKEN ARE DONE SO IN A RESPECTFUL MANNER SO AS NOT TO DETRACT FROM THE CUSTOMER EXPERIENCE. NEVERTHELESS, STADIUM MANAGEMENT HAS THE RIGHT TO REFUSE ENTRY OR BAN ANY SUPPORTERS WHO DO NOT ADHERE TO THE



GROUND REGULATIONS. A COPY OF THE REGULATIONS CAN BE FOUND OUTSIDE EACH SET OF TURNSTILES.

SMOKING AND VAPING POLICY

AS STATED WITHIN THE GROUND REGULATIONS, SMOKING OR VAPING IS NOT PERMITTED WITHIN THE STADIUM. WE DO ALLOW SUPPORTERS TO EXIT AT HALF TIME FOR A SMOKING BREAK. GATES WILL CLOSE FIVE MINUTES AFTER THE START OF THE SECOND HALF. AFTER THIS POINT, ENTRY TO THE GROUND WILL NOT BE PERMITTED.

CAR PARK

THE CLUB CAR PARKS WILL CLOSE 30 MINUTES PRIOR TO KICK-OFF AND WILL REMAIN CLOSED TO MOVING TRAFFIC UNTIL 15 MINUTES AFTER THE MATCH. STEWARDS WILL BE DEPLOYED WHERE POSSIBLE TO ENSURE THE SAFETY OF ALL SUPPORTERS ARRIVING AND LEAVING THE STADIUM.

SUPPORTER ENGAGEMENT

THE CLUB CONSULTS WITH IT'S SUPPORTERS ON A REGULAR BASIS THROUGHOUT THE YEAR. SUPPORTERS REPRESENTATIVES LIAISE WITH SENIOR MEMBERS OF CLUB STAFF REGULARLY THROUGHOUT THE SEASON AND THE CLUB WILL EXPLORE ALL AVENUES TO INCREASE THIS ENGAGEMENT WITH A WIDER SUPPORTER BASE.

DATA PROTECTION

WE COMPLY WITH THE DATA PROTECTION ACT 1998 AND ALL OTHER RELEVANT LEGISLATION. ALL PERSONAL DATA HELD FOLLOWING COMMUNICATION WITH THE CLUB IS ONLY USED FOR THE PURPOSE IT IS COLLECTED AND IS KEPT FOR AS SHORT A TIME AS POSSIBLE. WE ARE COMMITTED TO THE SAFE HANDLING, USE, STORAGE, RETENTION AND DISPOSAL OF PERSONAL DATA.

DIGITAL & SOCIAL MEDIA CHANNELS

OUR DIGITAL PRESENCE IS CONSTANTLY EVOLVING AND EXPANDING IN ORDER TO ENSURE WE PROVIDE THE CONTENT OUR SUPPORTERS WANT. THESE ACCOUNTS ARE OUTLETS BOTH TO PROVIDE OFFICIAL INFORMATION AND NEWS ON THE CLUB AND THROUGH WHICH WE CAN ENGAGE WITH SUPPORTERS.

THIS IS THE CLUB'S MOST RECENT CHARTER AND WILL BE REVIEWED AND RENEWED WHERE APPROPRIATE AT THE START OF EVERY SEASON.