



Customer/Supporters Charter

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CUSTOMER/SUPPORTERS CHARTER

The Customer/Supporters Charter sets out the commitment of a football club to give the supporter a safe and enjoyable experience of football.

Auchinleck Talbot Football Club will: -

- Set out and publish service and safety standards, giving a framework by which, its performance can be judged by themselves and others.
- Act if service or safety performance falls short of the published standards.
- Provide a forum by which supporters may raise their comments or concerns.
- Review its standards annually.
- Commit to keep the supporter informed of activity at the club.
- Publish its charter and make it freely available to all.

THE CHARTER

TICKET SALES

Auchinleck Talbot Football Club will: -

- Publish details of the availability and pricing policy of all tickets.
- Publish amendments at the earliest possible opportunity.
- Publish its policy for returned and unwanted tickets.
- Publish its tickets return policy for abandoned matches.
- Provide a range of ticket prices.
- Offer an appropriate concessionary ticket policy.
- Publish its policy on visiting support ticket allocation.
- Publish details of any membership, loyalty, bond, debenture, or similar scheme.

MERCHANDISING

- All merchandise can be bought online or directly from the club.
- The club undertakes to keep its supporters informed on a regular basis by whatever means it decides are appropriate and cost effective. The club will publish its position on major policy issues.

PERSONS WITH A DISABILITY

- The club will publish details of the ticket availability of and pricing policy for persons with a disability and their companions. These details will be published at the earliest possible opportunity.

FIXTURE LISTS

- The club undertakes to keep the supporters informed as to fixture changes by whatever means it decides is the most cost effective.

PARK

- The club undertakes to provide a clean and safe park with the appropriate facilities.
- The club undertakes to provide access for those with a disability.
- The club undertakes to encourage an environment free of sectarian and racial abuse.

CATERING

- The club undertakes to provide appropriate catering service.

SUPPORTERS CONTACT

- The club will respond to any reasonable contact from a supporter within seven days, by the most appropriate method, unless under extreme circumstance which renders the club administration unable to respond.

COMMUNITY STRATEGY

- The club shall communicate its designated strategy and activities aimed at establishing or reaffirming its position in the community.

STANDARDS OF PERFORMANCE

- The club will set service level targets, wherever possible and appropriate.
- The club will strive to achieve the targets and publish its performance against the service level targets.

The Club has made this policy available on the club's official website and keeps this policy under review, with additions or amendments made where deemed appropriate by the club, or under the advice of governing bodies or other relevant bodies.

