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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.

**Glenafton Athletic 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.
- Take action 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**

**Glenafton Athletic 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**

- Details of the next intended change of kits will be available from the club and can be bought from a local Sports shop in New Cumnock and Cumnock.
- 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.