



## GARTCAIRN WOMEN F.C.

### CUSTOMER CHARTER

Gartcairn Women Football Club (“the Club”) as a member of the Scottish Professional Football League accepts its role of providing guidance for its customers whether as supporters, sponsors or visitors. The Club acknowledges the role its supporters, sponsors and visitors play in the success of the Club and respects each and everyone for their invaluable contribution.

The Club has a duty to ensure that its policies and practices are open, accessible and communicated as effectively as possible to all. These policies and practices will be reviewed from time to time and any changes required in connection with guidance from the relevant governing bodies will form part of this Charter.

#### Key Policies

1. Ticket Sales and Admissions
2. Away Support
3. Community Involvement
4. Information and Consultation
5. Shop
6. Conduct of Staff
7. Customer Service

#### 1. TICKET SALES and ADMISSIONS

The Club presently does not offer Season Tickets for Adults, Concessions (over 65), Juveniles (under 12s) and Juveniles (13 – 16 years). Admission for most matches is “pay at the gate” albeit from time to time all ticket match arrangements will apply.

Some matches will be subject to segregation arrangements.

Concessions are currently available for senior citizens over the age of 65 years, for junior supporters, for disabled supporters plus carers, as appropriate.

In the event of a game being abandoned, the Club usually offers free or reduced admission to replays. If a match is abandoned having kicked off you may be entitled to a refund of the cash admission charge paid at the turnstile in the determination of the Club/Chief Executive Officer. If a match is abandoned before the expiry of the first half admission vouchers for the rearranged fixture may be issued to those who attend the abandoned match. The Club shall exercise its discretion as to whether vouchers may be issued where a match has been abandoned after the commencement of the second half.

Agreement regarding the sale of Cup Competition or Play-Off Tickets will be between the Clubs involved.

## 2. AWAY SUPPORT

The Club does not charge admission prices to supporters of visiting clubs which are higher than those charged to our own supporters for comparable accommodation. The rates for concessions and junior supporters apply to supporters of a visiting team. The Club offer tickets for disabled supporters plus carers and visually impaired visiting supporters on the same terms as those offered to home supporters.

The Club accepts and abides by the SPFL rules governing the allocation of tickets to supporters of visiting Clubs.

## 3. COMMUNITY INVOLVEMENT

The Club organises and accompanies mascots for most home fixtures.

The Club provides Matchday Experience for young people from the local academy and schools in which they take part in football practice, meet the Coaches and players.

The Club supports and works with outside agencies, including the unemployed, disabled and disadvantaged.

The Club supports the aim of “Show Racism the Red Card”

#### 4. INFORMATION AND CONSULTATION

The Club will consult with Supporters Clubs and all supporter groups on matters affecting the Club and will provide accurate information on its policy issues in the Match Day Programme, on the Club website, press and media where appropriate.

The Club consults with the Police, local authority and other parties in relation to the conduct and regulation of games, where necessary.

#### 5. SHOP

The club shop is run by an external party and is only available online.

Club ties, scarves, hats and other items are available from the Shop.

Refunds on merchandise will be offered in accordance with legal obligations.

The Club will not knowingly buy goods from a supplier or manufacturer who does not comply fully with the labour, safety and other relevant laws of the countries of manufacture with respect to minimum wages, hours of work, overtime, sick pay and holiday entitlement.

6. The Club policy is one of equal opportunity for all. This applies to external recruitment, internal appointments, terms and conditions of employment, training and promotion opportunities regardless of sex, marital status, creed or religion, colour, race, age, disability, sexual orientation or ethnic or national origin. The Club will promote such equality and this applies to our customers, clients and suppliers.

## 7. CUSTOMER SERVICE

Gartcairn Women Football Club strives to provide value for money in all areas of its business.

Seeks to provide a high level of service

Will treat all customers with respect and courtesy.

In the event of any complaint from a supporter, customer or sponsor the Club would wish to receive such a complaint in writing and will respond in similar fashion. The Club will acknowledge any such complaint within five working days and respond via the Chairperson within fourteen working days.