



East Fife F.C.

Supporters Charter

## **EAST FIFE FOOTBALL CLUB** **SUPPORTERS CHARTER**

### **Introduction**

East Fife Football Club acknowledges the continued and valued support that individuals, families and groups bring to the club and sport, in recognition of this we endeavour to work in a way that ensures that all possible actions by the club reflect this by:

- Providing access to games of East Fife for non-season ticket holders and in the event of the match being all ticket, non-season ticket holders will be able to purchase tickets after the requirements of the season ticket holders have been met.
- By keeping cost of tickets within an affordable price range as decided by the Board.
- By ensuring the facilities offered by the club are kept to a standard that is suitable for all participants.
- Concessions for junior supporters, **(UNDER 16)** senior citizens **(OVER 60 yrs)** and students who are in full time education and can support this with a student identity card / Fife Council Card.
- Free or reduced admission to replays of abandoned games.

If a match is abandoned after spectators are admitted to the ground but before kick-off or half-time, ticket holders are entitled to free admission to the rearranged match. If a match is abandoned after kick-off in the second half, supporters **MAY BE** entitled to reduced admission charges for the rearranged match, subject to discussion / agreement between participant teams.

- Support for disabled supporters and their personal assistants.

Any disabled person and their personal assistant/s are very welcome at East Fife Football Club. In cases where the disabled person is only able to attend a game when accompanied by a personal assistant, the cost of the ticket purchased will include entry to the stadium for the personal assistant. Every effort will be made to accommodate disabled customers in comfort in the stadium and to ensure their match day experience is trouble free.

### **Visiting Supporters**

The club does not charge supporters of a visiting club admission prices which are higher than those charged to our own supporters.

Any allocation of concessionary tickets offered to senior citizens and junior supporters will be parallel for supporters of a visiting club.

## **Facilities**

- To offer a range beverages at reasonable prices
- To offer the use of the facilities for personal usage (special occasions).
- Will provide stewarding to provide the security to supporters in a way that ensures the safety of all
- The Club supports local and National Charities e.g. Children in Need.
- Will provide corporate hospitality which can be designed to meet identified requirements.
- Will support the community and schools events with organised player visits according to availability, bearing in mind that the players are part-time.
- The Club seeks to provide the best possible service and will treat all supporters and customers with respect and courtesy. This is reflected in the club policies, Equal opportunity, Child protection, Supporters charter, Anti-discrimination etc.

## **Merchandise**

- The club offers refunds on merchandise in accordance with its legal obligations
- Future details of the next intended change of kit will be made available from the club shop.

## **Communication**

- The club consults customers and supporters on a regular basis through forums, questionnaires and fan surveys.
- To ensure that all correspondence between supporters and the management is answered to the best of our ability
- Will provide a communication system to all spectators to ensure all information is disseminated to the best of our ability