



## **Tayport Football Club Customer Charter**

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### **Customer / Supporters Charter**

The Customer/Supporters Charter sets out the commitment of Tayport Football Club to give the supporter a safe and enjoyable experience of football. The charter will be made freely available to all.

### **Admission**

- Spectators will gain entry to matches by either paying at the gate on the day of the match or with a pre-purchased club season ticket.
- Admission and discounted season tickets will be made available to Senior Citizens (65 years of age and over), teenagers (from 13 years of age to 19 years of age) and students (student cards must be presented). Children (12 years of age or under) will receive free entry to matches.
- Admission prices and season ticket prices will be announced before the start of each season along with discounted prices.
- Season ticket admission will be available for all league matches only.
- If a match is postponed after spectators have been admitted to the ground but before the match has kicked off, ticket holders and any spectators having entered the ground will be offered free admission to the re-arranged game.
- If a match kicks off but is abandoned before commencement of the second half spectators in attendance at the match will be offered free admission to the rearranged game.

### **Merchandising**

- Details of the next intended change of kits will be available from the club and can be bought from an on-line shop via the Club Website.

### **Special Needs**

- The Club will facilitate access for disabled customers and their carers.

- Disabled car parking is available onsite.

### **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 & Communication**

- 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.
- The Club keep its supporters informed with news and changes through the following means: club website, club social media channels, supporters WhatsApp group and the club's matchday programme.
- The Club will provide supporters with information as to its position on major policy issues.
- To assist in shaping policy, the Club will consider undertaking appropriate surveys as and when there are issues on which the securing of supporters' views is considered important.

### **Community Strategy**

- The Club commits to develop and expand its activities to further enhance its position within the local community.
- The Club will support and work with outside agencies, to ensure disadvantaged groups are not discriminated.
- We support the aims of leading initiatives such as "Show Racism the Red Card" to tackle problems of racism within the game.
- Whenever possible, the Club will support local charities and causes.
- To increase participation in football and active recreation.
- To support the development of individuals and groups within our community regardless of their race, culture, religion, gender, ability, sexual orientation, ethnicity, or social status.

### **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.

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