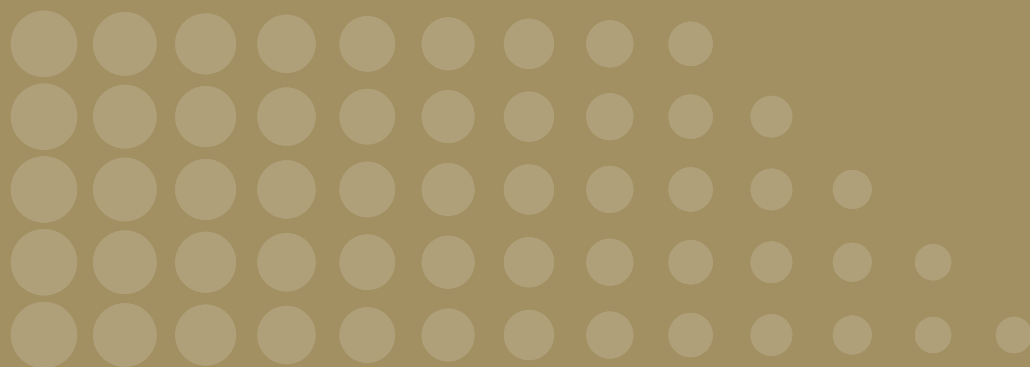


NOTTS COUNTY FOOTBALL CLUB

Customer Charter

June 2011





Notts County Football Club

The World's Oldest Football League Club

Meadow Lane, Nottingham NG2 3HJ

t: 0115 952 9000

f: 0115 955 3994

CUSTOMER CHARTER

Founded in 1862, Notts County Football Club holds a special place in the history of World Football, as the World's Oldest Football League Club. This is something that we are incredibly proud of as a club and it is a title that we look to promote with pride through our development and our day-to-day dealings with supporters, sponsors and our staff.

As we approach our 150th Year Anniversary in 2012, Notts County are keen to build upon our reputation as one of the most progressive and innovative clubs in the Football League, whilst also looking to further improve standards of customer service and supporter experience both matchday and non-matchday.

OBJECTIVES FOR THE 2011/12 SEASON

The club are proud of the progress that has been made in improving customer services and supporter experience over the past year and this is something that we are keen to continue the development of throughout the 2011/12 season. We consider ourselves to be a family club who are willing to listen to input from fans and give due consideration to any concerns raised about any issues, something that we have already demonstrated a desire to expand upon over the past 12 months.

The telephone system at Meadow Lane, in particular the Ticket Office, has been a going-concern at the club and this is something that we are keen to address during the early stages of the 2011/12 season to ensure that the club are better equipped to take as many calls as possible during peak times and to better assist with relevant information to those held in a queue when calling during peak times.

Celebrations for the club's 150th Year Anniversary begin in January 2012 and the club is committed to making the year of celebration an open and embracing series of events that promote Notts County Football Club and will see the club open its doors to visitors from around the world.

1. CUSTOMER SERVICE

1.1 Customer Service

Initial contact regarding any query or complaint should in the first instance be made to the head of the appropriate department. However, should the customer not be satisfied after so doing or in any event wish to address the designated customer service contact at the Club, this is:

Miss Kate Lovett
Tel: (0115) 952 9000
Fax: (0115) 955 3994
Email: office@nottscountyfc.co.uk

Contact may be made by telephone, fax, letter or email via the various numbers and addresses detailed above.

1.2 Response

The club undertakes to respond to any contact from any customer, normally within a maximum of seven working days. Every effort will be made to respond as soon as possible and particularly so if the nature of any communication warrants an urgent or early reply. Response may be by telephone, fax, letter or email as deemed appropriate.

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VAT No. 828477978 Company No. 4789632

1.3 Football League Customer Service

Should any correspondent be dissatisfied with the club's response, they are advised to contact the Football League Customer Services Department on:

The Football League Customer Services Department,
Operations Centre,
Edward VII Quay,
Navigation Way,
Preston,
Lancashire
PR2 2YF
Email: enquiries@football-league.co.uk
Telephone: 0844 335 0183

2. STAFF CONDUCT

The club undertakes to communicate with its customers in a courteous and helpful manner. We would appreciate details of any breach of this policy. Furthermore the club operates an anti-discrimination policy.

3. CONSULTATION AND INFORMATION

- 3.1** The club consults supporters on a regular basis through various official and independent bodies, including: Notts County Football in the Community, The Notts County FC Supporters Club, Team Magpies and Mini Magpies.
- 3.2** In addition, supporters' views are periodically solicited via the club's official matchday programme, the issue of questionnaires and leaflets, invitation through local newspaper and radio broadcasts and occasional forums.
- 3.3** The club publishes its position on major policy issues via the official club website as well as the official matchday programme and in press releases and agreed articles in the local media.
- 3.4** Importantly, the club corresponds by mail and e-mail on a regular basis with various groups, including season ticket holders, Team Magpies and Mini Magpies Club members, sponsors and commercial clients in an effort to continue to develop dialogue on matters of mutual interest and concern.
- 3.5** The club gives the earliest possible notice of any changes and offers in respect of ticketing policy and prices and endeavours to publicise any such changes via a wide variety of means including the local media, the club's official website and various social media.

4. TICKETING

4.1 Pricing

The club continues to strive for wider access to matches by offering a broad range of ticket prices, initiatives and offers. The club operates a scheme to enable supporters to pay for season tickets by instalment either free of or at a reasonable rate of interest.

4.2 Allocation

At least 10 per cent of tickets to each game will be made available to non-season ticket holders.

4.3 Concessions

Concessionary prices are available to junior supporters, senior citizens and the unemployed (match day tickets only). Details of such schemes are published periodically, copies of which may be obtained from the club's general offices. The club reserves the right to insist upon 'proof of age' in respect of reduced admission prices. In particular, access to very low rates of admission may require 'proof of age' by means of identification bearing date of birth and a current photograph. Note: For the purposes of clarification, the club has set the age of 60 as that when any person may take advantage of its senior citizen rates.

4.4 Family Groups and Junior Supporters

The club provides an area of the ground exclusively for the use of family groups and junior supporters. The area given over for this purpose is the whole of the Haydn Green Family Stand.

4.5 Disabled Spectators

The club has designated areas for disabled persons. For details contact the Ticket Office on Nottingham (0115) 9557 204. On matchdays the contact number is (0115) 9557 210.

4.6 No Smoking

The club operates a 'No Smoking' Policy in most parts of the ground, with designated smoking areas identified locally. This applies particularly in the Haydn Green Family Stand. Those persons attending matches in 'no smoking' areas will be required to adhere to this policy or leave the designated area.

4.7 Away Matches

The club will not normally issue tickets for away matches, except in the following circumstances:

- On safety grounds following advice from the Police or the host club
- Where limited availability of tickets determines that issue by Notts County will facilitate fair and efficient distribution
- Where tickets are not issued for away matches, fullest information available, as supplied by the host club, will be publicised.

Please note that the host Club sets ticket prices at away League matches. Notts County FC have no input into this issue.

4.8 Cup Competitions

Ticket prices for cup competitions vary and will be based on the competition and stage of that competition, the nature of the opposition and other variable circumstances. However, the club undertakes to endeavour to limit charges except in unusual circumstances to those charged for League games. Indeed it is more than likely and has proven to be the case in recent years that ticket prices for cup competitions have often been below (and on occasions well below) those set for League matches. Should the availability of tickets be limited due to potential demand, full details of allocation and availability are well publicised in advance of the game.

4.9 Returns/Refunds

The club's policy on the return and distribution of unwanted tickets is as follows:

- If any ticket(s) purchased and paid for are returned unwanted, the club will use its best endeavours to re-sell the ticket(s) in question. If successful, the club will return the money obtained from the re-sale to the customer, less an administration fee of 10 per cent. The club cannot, however, guarantee success and the risk is entirely with the customer.
- The club will not make a refund in respect of any unwanted or unused ticket returned to the club after the match for which it has been issued.
- If a match is postponed before kick-off, tickets issued will be valid for the re-arranged fixture. Alternatively the club will refund the face value of the ticket when next the Ticket Office is open.
- If a match is abandoned after kick-off but before or at half time, the club will issue a voucher entitling the spectator to half-price admission to the re-arranged match. If a match is abandoned after half time, the club reserves the right not to offer a refund or reduced price admission to a re-arranged match.

5. ACCOMODATING AWAY SUPPORTERS

The Club abides by Football League Regulations governing the allocation of tickets to visiting clubs. The club does not charge admission prices to supporters of a visiting club, which are higher than those charged to our own supporters for comparable accommodation. In particular our concessionary rates offered to senior citizens and junior supporters apply to supporters of a visiting club.

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6. MERCHANDISE

Replica strips may have a lifespan of only one season. Factors involved include the change of main sponsors and kit suppliers. The club append swing tickets to replica kit. Details of the next intended change of kit are made available and well publicised at the earliest possible date. The club carries out its obligations under Football League Regulations to prevent price fixing in relation to the sale of replica strip. The club offers refunds on merchandise in accordance with its legal obligations and in accordance with its stated policy, which is posted in the Club Shop.

7. COMMUNITY ACTIVITIES

The club operates a dedicated community initiative through its Football in the Community scheme which can be contacted on (0115) 9557 201. A Mission Statement and further information is appended to this Charter.

Jamie Dixon, Head of Media, Communications & Ticketing
June 2011

ANTI-DISCRIMINATION POLICY

1. As a professional football club, Notts County FC is committed to the confrontation and elimination of discrimination whether by reason of sex, sexual orientation, race, nationality, ethnic origin, colour or disability.
2. Notts County FC is an equal employer. We are committed to equal opportunity within our own organisation and encourage similar commitment from those working with, for or on behalf of the club.
3. Equality of opportunity at Notts County FC means that in none of our activities will we discriminate against or in any way treat less favourably, any person on grounds of sex, sexual orientation, race, nationality, ethnic origin, colour or disability. This includes:
 - The advertisement of jobs
 - The selection of candidates
 - Job location or working environment
 - Pay and employment terms and conditions
 - Internal training and developments activities
 - External education activities and awards
 - Football development activities
 - Selection for representative teams
 - Appointments to honorary positions
4. Notts County FC will not tolerate sexual or racial based harassment or other discriminatory behaviour, whether physical or verbal, and will work to ensure that such behaviour is met with appropriate disciplinary action in whatever context it occurs.
5. Notts County FC supports the Football League and the Football Association in their commitment to develop a programme of ongoing training and awareness - raising events and activities in order to promote in eradication of discrimination.