

NOTTS COUNTY FOOTBALL CLUB | CLUB CHARTER 2017-18

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

The club appreciates and is keen to strengthen its links with the local community, who not only support the club, but also help promote the development of the game at grassroots level and nurture the future of football on and off the pitch. Our Football in the Community (FITC) organisation is one of the very best in the country.

FITC is a key contact for developing relationships with the local community, working as a conduit between the club and local groups to ensure everyone in and around Nottingham has the chance to feel part of the club and can contribute to its development and progress.

Notts County are keen to build upon our reputation as one of the most progressive and innovative clubs in the English Football League (EFL), while also looking to further improve standards of customer service and supporter experience both on matchday and non-matchday.

The commercial team oversee all aspects of ground catering here at Meadow Lane, on matchdays and non-matchdays, while the team of Supporter Liaison Officers (SLO) help promote and develop communication between the club and the supporters as we continue to strive for greater links to those that support the club commercially and from the stands.

The club are keen to make supporting Notts County as affordable as possible through our pricing structures, regular offers and the continued development of dialogue with supporters via our SLO team.

Our ethos is very much geared towards making history together, as everyone associated with Notts County continues to write the next chapter in the story of the world's oldest Football League club.

OBJECTIVES FOR THE 2017-18 SEASON

The club is committed to making it more affordable for supporters to attend matches at Meadow Lane. Ahead of the season, pricing has been restructured to ensure it is consistent in all areas of the ground. The club have also introduced new pricing for juniors, with tickets for under 7s available free of charge when purchased with an adult and season tickets for under 12s equating to just £1 per game.

In addition to improved pricing across the stadium, the 2017-18 season will see a concentrated focus on junior and family support, beginning with the two key appointments of a junior supporters coordinator and a fan engagement executive, whose responsibilities will focus on the development and improvement of our junior facilities and overall offering. Both staff are in place ahead of the 2017-18 season.

The commitment to improving communication between the club and supporters has been evident since the takeover of Alan Hardy, who actively communicates with the fanbase via social media, in January 2017. The season ahead will see us further strengthen our communication channels, with the SLO team actively working with supporter groups and inviting dialogue with the Board, while the club's media output will continue to strengthen following the provision of a new website, the active use of iFollow and direct email communications and the appointment of a multimedia editor.

1. CUSTOMER SERVICE

1.1 Customer Service Contact

Where possible, 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 be unable to contact the relevant head of department, or should they not be satisfied after so doing, the designated customer service contact at the club is:

Name: Kate Lovett
Address: Notts County FC, Meadow Lane Stadium, Meadow Lane, Nottingham, NG2 3HJ
Tel: 0115 955 7218
Email: kate.lovett@nottscountyfc.co.uk

Contact may be made by telephone, letter or email as detailed above.

1.2 Response

The club undertakes to acknowledge receipt of any complaint or query within 24 hours, or one working day, of receiving any correspondence. We endeavour to respond to any contact from any supporter, 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, letter or email as deemed appropriate.

1.3 The Independent Football Ombudsman

Should any correspondent be dissatisfied with the club's response, they can refer the matter straight to the IFO.

The Independent Football Ombudsman
Suite 49, 33 Great George Street
Leeds
LS1 3AJ
Tel: 0800 588 4066
Email: contact@theifo.co.uk

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 at all levels and in every area of its work. If a customer feels they have been treated unfairly, with a lack of due respect or in a discriminatory manner, they are asked to report this to the club at their earliest convenience so the matter can be investigated and disciplinary action taken, if deemed necessary.

3. CONSULTATION AND INFORMATION

3.1. In accordance with EFL regulation 111, the Executive of the club will hold at least two meetings during the season, to which its officially recognised supporters' association representatives are invited to discuss significant issues relating to the club. Furthermore, the club also consults supporters on a regular basis through various official and independent bodies, including: Notts County Football in the Community, Notts County FC Official Supporters Association, YOUng PIES and direct communication with season ticket holders.

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, occasional forums and via the SLO team, who can be contacted directly via the following information:

Mr Dougie Pullen, Miss Sarah Gooding or Mr Rob Holland

Tel: 0115 955 7213

Email: slo@nottscountyfc.co.uk

3.3. The club publishes its position on major policy issues via its website, matchday programme, press releases and agreed articles in the local media.

3.4. Importantly, the club corresponds by mail and email on a regular basis with various groups including season ticket holders, YOUng PIES 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, including a voucher for every season ticket holder enabling them to bring a friend or family member to one of 10 pre-selected games free of charge.

4.2 Allocation

At least 10 per cent of tickets for 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 (matchday tickets only). Details of such schemes are published periodically, copies of which may be obtained from the club's ticket office. 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 0115 955 7210.

Information regarding ground accessibility and much more can be found on the club website, here: <https://www.nottscountyfc.co.uk/fans/disabled-supporters/>

4.6 No Smoking

The club operates a no smoking policy in all stands, but we have identified designated smoking areas in the near vicinity. The Haydn Green Family Stand is very restrictive as to where supporters can smoke, but provision is made for supporters who wish to do so outside the Broken Wheelbarrow, under the supervision of a steward during the half-time interval. Any supporters attending matches are expected to abide by the policy. If they fail to do so they may be liable to ejection from the ground.

4.7 Away Matches

The club will issue tickets for away matches 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 set ticket prices for away League matches. Notts County have no input regarding 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 endeavours 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 rearranged 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 rearranged 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 rearranged match.

5. ACCOMMODATING AWAY SUPPORTERS

The club abides by EFL 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.

6. STADIUM PARKING

Supporters can reserve matchday parking at Meadow Lane, ensuring prime locations around the stadium.

Parking spaces are available for the season and details of prices can be obtained by calling 0115 952 9000. Spaces are not available on a match-by-match basis.

The club has six parking spaces allocated to its disabled supporters.

Car parking for away disabled supporters is situated in the Meadow Lane car park which is 25 meters from the Jimmy Sirrel Stand.

Home disabled supporters can request spaces in the Derek Pavis or Iremonger road car parks strictly on a first come, first served basis. Please note – spaces in these car parks are taken up very quickly.

Applications should be made to the club on a seasonal basis but can be booked for individual matchdays at least 48 hours in advance.

Supporters are required to display a blue badge when using a parking space allocated to a disabled supporter.

The club ask supporters to recognise there is a limited number of places available and it will not be possible to accommodate everyone who has a blue badge.

7. CLUB & STADIUM INFORMATION

Full Name: Notts County Football Club
Address: Meadow Lane Stadium, Meadow Lane, Nottingham, NG2 3HJ
Switchboard: 0115 952 9000
Nickname: The Magpies
Founded: 1862
Capacity: 19,841

8. CATERING AND HOSPITALITY FACILITIES

Notts County Football Club, an excellent sports and leisure venue, is the premier conference and events venue in Nottingham.

Our superb team ensures guests make the most of their event at Meadow Lane, enjoying fabulous food, a fun atmosphere and amazing service. This great value-for-money location is fast becoming Nottingham's venue of choice for a multitude of events, including conferences, exhibitions, parties and weddings.

Full information can be found at <https://www.nottscountyfc.co.uk/commercial/ce/>

9. MERCHANDISE

Replica kit 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 EFL regulations to prevent price fixing in relation to the sale of replica kit.

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.

10. COMMUNITY ACTIVITIES

The club operates a dedicated community initiative through its Football in the Community scheme. FITC can be contacted on 0115 955 7215. All community activities involving players and club staff will be administered through Kate Lovett (contact details as above) and donation of tickets for community events and local charitable activities are handled by our commercial team, who are contactable by email at charity.requests@nottscountyfc.co.uk.

11. CHARITY POLICY

Notts County receive many requests to help raise funds for charities and individual causes.

It is in our policy to only accept online requests for fundraising assistance. Please visit the 'Charity Requests' page under the 'Club' tab on the club website to complete the online form. Please note that all online requests will also need to be supported by confirmation from the charity/local organisation that you are fundraising for.

Due to the number of requests, it is our policy to support local organisations and charities within a 40-mile radius of Meadow Lane.

Merchandise, signed or unsigned, cannot be provided free of charge. We are happy for charities and individuals to purchase items from our club shop to be signed by our current team of players. Please visit www.theclubshop.co.uk/nottscounty for related costs.

If you have any further questions, please contact the commercial team:

Tel: 0115 952 9000

Email: charity.requests@nottscountyfc.co.uk

ANTI-DISCRIMINATION POLICY

1. As a professional football club, Notts County 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 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 development activities
 - External education activities and awards
 - Football development activities
 - Selection for representative teams
 - Appointments to honorary positions
4. Notts County 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 supports the EFL and the Football Association in their commitment to develop a programme of ongoing training and awareness - raising events and activities in order to promote the eradication of discrimination.

SAFEGUARDING POLICY

Notts County Football Club acknowledges its responsibility to safeguard the welfare of every child and young person who has been entrusted to its care and is committed to working to provide a safe environment for all members.

A child or young person is anyone aged 18 or below engaged in any club football activity. We subscribe to the EFL's Safeguarding Children Policy and Procedures and endorse and adopt the Policy Statement contained in that document.

Notts County Football Club's Safeguarding Policy:

The key principles of the EFL's Safeguarding Children Policy are that:

- The child's welfare is, and must always be, the paramount consideration
- All children and young people have a right to be protected from abuse
- regardless of their age, gender, disability, culture, language, racial origin, religious beliefs or sexual orientation
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately
- Working in partnership with other organisations, children and young people and their parents or carers is essential

We acknowledge that every child or young person who plays or participates in football should be able to do so in an enjoyable and safe environment and be protected from poor practice and abuse.

Notts County recognises that this is the responsibility of every adult involved in our club.

Notts County has a role to play in safeguarding the welfare of all children and young people by protecting them from physical, sexual or emotional harm and from neglect or bullying. It is noted and accepted that the EFL's Safeguarding Children Regulation applies to everyone in football whether in a paid or voluntary capacity. This includes those who are volunteers, match officials, helpers on club tours, football coaches, club officials or medical staff.

DATA PROTECTION POLICY

During the course of our activities we, Notts County Football Club, will process personal data (which may be held on paper, electronically, or otherwise) about our staff and customers and we recognise the need to treat it in an appropriate and lawful manner in accordance with the Data Protection Act 1998 (DPA). The purpose of this notice is to make you aware of how we will handle your personal data.

Data protection principles

We will comply with the eight data protection principles in the DPA, which say that personal data must be:

1. Processed fairly and lawfully.
2. Processed for limited purposes and in an appropriate way.
3. Adequate, relevant and not excessive for the purpose.
4. Accurate.
5. Not kept longer than necessary for the purpose.
6. Processed in line with individuals' rights.
7. Secure.
8. Not transferred to people or organisations situated in countries without adequate protection.

"Personal data" means recorded information we hold about you from which you can be identified. It may include contact details, other personal information, photographs, expressions of opinion about you or indications as to our intentions about you. "Processing" means accessing, disclosing, destroying or using the data in any way.

Fair and lawful processing

We will usually only process your personal data where you have given your consent or where the processing is necessary to comply with our legal obligations. In other cases, processing may be necessary for the protection of your vital interests, for our legitimate interests or the legitimate interests of others. The full list of conditions is set out in the DPA.

We will only process "sensitive personal data" about ethnic origin, political opinions, religious or similar beliefs, trade union membership, health, sex life, criminal proceedings or convictions, where a further condition is also met.

Usually this will mean that you have given your explicit consent, or that the processing is legally required for employment purposes. The full list of conditions is set out in the DPA.

How we are likely to use your personal data

We will only process your personal data for the specific purpose or purposes notified to you or for any other purposes specifically permitted by the DPA.

Adequate, relevant and non-excessive processing

Your personal data will only be processed to the extent that it is necessary for the specific purposes notified to you.

Accurate data

We will keep the personal data we store about you accurate and up to date. Data that is inaccurate or out of date will be destroyed. Please notify us if your personal details change or if you become aware of any inaccuracies in the personal data we hold about you.

Data retention

We will not keep your personal data for longer than is necessary for the purpose. This means that data will be destroyed or erased from our systems when it is no longer required.

Processing in line with your rights

You have the right to:

- a) Request access to any personal data we hold about you.
- b) Prevent the processing of your data for direct-marketing purposes.
- c) Ask to have inaccurate data held about you amended.
- d) Prevent processing that is likely to cause unwarranted substantial damage or distress to you or anyone else.
- e) Object to any decision that significantly affects you being taken solely by a computer or other automated process.

Data security

We will ensure that appropriate measures are taken against unlawful or unauthorised processing of personal data, and against the accidental loss of, or damage to, personal data.

We have in place procedures and technologies to maintain the security of all personal data from the point of collection to the point of destruction. We will only transfer personal data to

a third party if the individual concerned agrees to comply with those procedures and policies, or if the individual puts in place adequate measures themselves.

Maintaining data security means guaranteeing the confidentiality, integrity and availability (for authorised purposes) of the personal data.

Providing information to third parties

We will not disclose your personal data to a third party without your consent unless we are satisfied they are legally entitled to the data. Where we do disclose your personal data to a third party, we will have regard to the eight data protection principles.

Subject access requests

If you wish to know what personal data we hold about you, you must make the request in writing, with an accompanying fee of £10.

Breaches of data protection principles

If you consider that the data protection principles have not been followed in respect of personal data about yourself or others you should raise the matter with the club customer service contact. Any breach of the DPA will be taken seriously and may result in disciplinary action.