

Bristol Rovers Football Club

**Memorial Stadium, Filton Avenue, Horfield,
Bristol BS7 0BF**



Customer Charter

2009

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DEFINITIONS

The Club	=	Bristol Rovers Football Club Limited
The Website	=	www.bristolrovers.co.uk
E-mail address	=	admin@bristolrovers.co.uk
The Match-day Programme	=	The official publication on sale at The Memorial Stadium and authorised retail outlets on first team match-days.
The Strip	=	Replica shirts on sale at official Bristol Rovers outlets

CLUB INFORMATION

Registered Offices	=	The Memorial Stadium, Filton Avenue, Horfield, Bristol, BS7 0BF
Telephone number	=	0117 909 66 48
Fax number	=	0117 907 43 12

WHO'S WHO AT THE CLUB

Chairman	-	Nick Higgs
Directors	-	Ron Craig, Geoffrey M H Dunford, Barry Bradshaw, Rodney King, Edward Ware, Kenneth Masters, David Brain
Finance Director	-	Toni Watola ACA
President	-	Denis H A Dunford
Honorary Vice-Presidents	-	Bob Andrews, Arthur Holmes, Roy Redman, Vernon Stokes
Director of Football	-	Lennie Lawrence
First Team Coach	-	Paul Trollope
Head of Youth	-	Darren Patterson
Centre of Excellence Manager	-	Stuart Naughton
Chief Scout	-	Paul Molesworth
Physiotherapist	-	Phil Kite
Club Doctor	-	Dr Tim Jenkinson
Kit Manager	-	Roger Harding
Club Secretary	-	Rod Wesson
Football Administration	-	David Sams
Stadium General Manager	-	Ian Holtby
Safety & Liaison Officer	-	Dave Harper
Catering Manager	-	Robert Lawrence
Community Officer	-	Peter Aitken
Programme Editor	-	Keith Brookman
Public Relations Officer	-	Kirsty Pugh
Club Chaplin	-	Rev David Jeal

CUSTOMER SERVICE

Contact - Club Secretary, Rod Wesson

Hours - Monday to Friday - 9.00 am - 5.00 pm
Saturday First team match-days - 10.00 am - 2.00 pm
Midweek First team match-days - 5.00 pm - 6.30 pm

- The Club Secretary is the principal customer services contact at the Club for questions, complaints and concerns. The Club Secretary is not necessarily based at The Memorial Stadium and is not always available for personal callers without prior appointment. However, in his absence the matter will be dealt with by the Administration staff, who will report to the Club Secretary at the earliest available opportunity. The Club Secretary may then choose to re-direct the enquiry to the Head of the Department under whose jurisdiction the matter refers. Nevertheless.
- The Club will endeavour to respond to any letter, fax or e-mail within seven days of receipt of such communication (exclusive of weekends and Bank Holidays). *If* it is not possible to provide a full response within that time, an acknowledgement will be sent and a detailed reply will follow within twenty-one days of receipt of the original communication.
- The Club will respond by letter, telephone, e-mail or fax. A customer may request a response in writing provided that a full address including postcode is supplied.

STAFF CONDUCT

- We will continue to be committed to a policy of equality of opportunity and non-discrimination on the grounds of disability, sex, marriage, race, colour or religion and to the principle that our employees should be free to work in an environment free from harassment of any kind. We require our staff, in their dealings with individual or corporate clients to conduct themselves in accordance with the highest ethical standards and to be helpful and courteous at all times.

CONSULTATION AND INFORMATION

- The Club consults supporters on a regular basis through the Bristol Rovers Supporters Club, Bristol Rovers Presidents Club and the Young Pirates.
- The Club publicises its position on major policy issues in the match-day programme or on the official club website - www.bristolrovers.co.uk
- The Club gives the earliest possible notice of any changes to its ticketing policy and the reasons for change. In normal circumstances, match-day admissions and season ticket prices for the forthcoming season are published prior to 15th June annually.
- The Club undertakes research on the design and number of new strips.

TICKETING

Pricing

- The Club continues to strive for wider access to matches by offering a broad range of ticket prices.

- The Club operates a scheme to enable supporters to pay for season tickets by instalment at a reasonable rate of interest.

Allocation

- At least 5% of tickets to each game will be made available to non season ticket holders.

Concessions

- Concessionary prices are available to juveniles under the age of sixteen on 1st August in the season of the match, to those aged sixty five and over on the same date, and to students and senior pirates.

Please refer to appendix for conditions of membership of the student scheme/senior pirates

Under 11's Scheme

- All applicants must be a member of the Young Pirates and under the age of eleven on 1st August in the season of the match. There is a £10.00 admin fee for all applications, which must be accompanied by a full-paying adult (season ticket holders included) and a passport sized photo. Passes are valid for home matches in all areas subject to availability.

Families

- Reduced priced season tickets & Family Enclosure tickets are available for families. Particular emphasis will be given to encourage young people and their families to The Memorial Stadium. We will always provide an area of the ground for the exclusive use of family groups and junior supporters.

Please see appendix for conditions relating to family season tickets

Wheelchair users, ambulant disabled and carers

- We offer a system of concessionary ticket prices tailored for disabled supporters. Separate designated areas are set aside and seats/bays can be purchased as a season ticket or on a match-day basis. All applicants must register proof of their disability in advance with the Club. The Club reserves the right to retain 30% of the available space for wheelchairs for match-day purchase, including 15% for visiting supporters. Where the need for personal support has been identified the club will admit the personal assistant free of charge on the understanding that they are providing a service to the disabled supporter to enable them to access match day facilities. For details on disabled application forms contact David Sams: dave@bristolrovers.co.uk or 0117 9096648.

Away matches

- When the Club's supporters are allocated tickets for away matches the home club determines the cost of these tickets in accordance with the regulations of the Competition in which the match is played. Details of admission prices and availability for forthcoming away matches are published in the match-day programme and on the official club website.

Returns/Refunds

- The Club will refund a pre-purchased match ticket provided that it is presented to the match-day ticket office at least thirty minutes prior to the advertised kick-off time. Only in exceptional circumstances will a refund be granted after this time and only by written application to the Director of Administration giving the

full reasons why the refund is requested. Any such request must be received within two days of the match (exclusive of Sundays and Bank Holidays).

- For season ticket holders who lose or forget their ticket on a match-day, they must obtain a duplicate from the Ticket Office at the full match day admission price. A refund will be provided on production of the relevant season ticket match voucher.
- Season ticket holders who have their tickets stolen must report the circumstances to the Police and obtain a crime reference. A duplicate ticket will then be issued. The turnstiles are regularly monitored for stolen tickets subsequently being fraudulently used to gain admission.

Matches with limited ticket availability

- An established priority for sale of tickets for both home and away matches is published in the appendix.

Postponed/Abandoned matches

- Pre-purchased tickets for a match, which is subsequently postponed, will be accepted when the match is eventually played.
- For a match postponed after the turnstiles have opened, or abandoned during the first half, spectators will be handed a voucher on departure. This will enable them to gain free admission to the match when it is eventually played.
- For a game abandoned in the second half, spectators will be handed a voucher on departure, which will enable them to gain admission at half price when the game is eventually played.
- For cup matches abandoned after the normal ninety minutes of match-play, no refunds will be available.

ACCOMMODATION OF VISITING 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 visiting club, which are higher than those charged to our own supporters for comparable accommodation. In addition the concessionary rates offered to juveniles under the age of sixteen and those who are over sixty- five years of age apply to supporters of a visiting club.

MERCHANDISE

- All replica strip designs shall have a minimum life span of one season.
- The Club will aim to provide a label to the replica Strip stating its launch date.
- Details of the next intended change of kit are available from Pirate Leisure or any other authorised outlet retailing the strip.
- The Club carries out its obligations under Football League 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.

RACISM

The Club fully and actively supports the aims and objectives of the *Let's Kick Racism Out of Football campaign*. It is a condition of entry that spectators do not take part in racist abuse or chanting.

APPENDIX

Student Scheme

The scheme is open to students of all ages who are in full-time education. Evidence must be provided to receive discounts on ticketing in the form of a NUS card or similar.

Senior Pirates

A Senior Pirate is a sixteen/seventeen/eighteen year old in full time education. A passport-sized photograph and £7 fee must accompany all applications. Qualifying dates run from 1st August to 31st July within the three-year age-period.

Family Terrace

Adult males (including male pensioners) are not allowed onto the Family Enclosure unless accompanied by a juvenile or a female. Occasions may arise when an adult male season ticket holder for this area is unaccompanied. If this occurs, he should exchange his season ticket for another ticket in an alternative area

Family Season Tickets and Match-day Purchases -Terms and Conditions

The following criteria will apply in determining what constitutes a 'family'

1. Husband and/or wife plus child(ren) under 16 all with the same surname and residing at the same address.
 2. Partner(s) with child(ren) under 16 all residing at the same address but with different surnames.
 3. Parent with child(ren) under 16 living at a different address but with the same surname.
- Proof will be required for any other requests or combinations and these must be submitted with photocopies of documentary evidence to the Director of Administration for consideration.
 - There will be no upgrades on match-days of the juvenile portion of a Family Enclosure season ticket to an adult, with the holder paying the difference.
 - This scheme is intended to assist *bona fide* families with children who, through cost, would not normally be able to attend. If an instance is found that there has been deception in obtaining the ticket, the holder(s) will be banned from the stadium for the remainder of the season and no compensatory refund made.
 - Supporters are asked to enter into the spirit of the concession and discovery of any widespread contravention could seriously jeopardise continuation of the scheme, causing genuine supporters to be deprived of what we consider is an initiative which is welcomed by all.
 - Although individual match-day and season ticket prices are the same for under 16's as well as for the 65+ group, it will only be under 16's who are classified with the Family Ticket criteria.

- There will be occasions where a grandparent may wish to accompany a grandchild aged under 16 to a match. The one adult male per under 16 child criteria will still apply.

PRIORITY FOR TICKETED MATCHES

- Dependent upon the length of time before the game, the days may not run consecutively i.e. Group 1 could cover three days.
- Full details of ticket allocations will be announced on the official club website and will be available from Pirate Leisure (0117 9096648) and the Supporters Club (0117 961 1772) after the draw (for league matches, this will be one month prior to the date of the match). These details will also be given to local media.
- Group 3 may not be utilised.
- Once a ticket has been purchased no exchange will be considered.
- The appropriate voucher must be redeemed at the time of purchase.
- Telephone bookings may be made through 0117 909 66 48 or by fax on 0117 907 43 12 or through the official club website although tickets will not be despatched until the appropriate voucher is received. (There may be times that the Club may choose to use a call centre when demand/volume is likely to be high). When using these systems, please quote the cardholder's name and address, card number, expiry date and daytime telephone number. There will be a booking fee of 50p per transaction and 50p for postage and packing.
- Young Pirates and Senior Pirates may only purchase juvenile tickets.

PRIORITY FOR ALL-TICKET MATCHES - HOME/AWAY - LEAGUE & CUP

Group One

Season ticket holders on production of a voucher (cup matches only)
 President Club members
 1883 Club Members {On production of respective membership card}
 Helpline Members
 Supporters Club Share Scheme
(Maximum one per membership)

Group Two

Supporters Club
 Young Pirates
 Senior Pirates {On production of respective membership card}
(Maximum one per membership)

Group Three

General Sale

DISABLED POLICY

The Club fully supports the principle of equal opportunities and opposes all forms of unlawful or unfair discrimination on the grounds of disability.

The Club operates a specific ticketing policy for disabled supporters and will ensure that the scheme does not discriminate between disabled people with differing impairments.

The Club recognises that not all of its facilities are fully accessible to disabled supporters and confirms that it is committed to making the necessary reasonable adjustments described by the Disability Discrimination Act and its relevant codes of practice to ensure full compliance with legislation.

Definition of Disability

As a fundamental principle the Disability Discrimination Act states that disabled people should not be treated "less favourably, without justification" and "reasonable adjustments should be made to make goods, facilities and services accessible".

For purposes of this policy only, the definition of a disabled supporter is: - "Any person who, because of their disability and impairment, is unable to use ordinary stand seating without contravening Health and Safety Regulations, Guidelines or Policy or where the club has provided a "reasonable adjustment" to enable that supporter to attend the venue. Any such person will be considered for use of the "designated areas" of the stadium in line with the procedures set out in this policy".

A "reasonable adjustment" in the context should include (but is not limited to), the need to use a wheelchair bay, the need to bring a "personal assistant" for either personal care or safety reasons, or use of and auxiliary service.

A "designated area" is any area (including specific seats around the stadium) that the club shall, in its sole discretion determine as being available for the disabled ticket price.

A person has a "disability" if he/she has a physical or mental impairment, which has a substantial and long-term adverse effect on his/her ability to carry out normal day-to-day activities.

Bristol Rovers Football Club reserves the right to request "proof of a disability" before issuing any concession.

Such proof shall include:

- Receipt of the middle or higher rate of the Disability Living Allowance (mobility or care component)
- Receipt of either the Severe Disablement Allowance or Attendance Allowance.
- A Personal letter from your GP.
- Receipt of an Orange/Blue badge will not be considered sufficient proof of disability.

COMMUNITY ACTIVITY

The club is committed in playing a full and active role within the local community. We provide Football in the Community coaches to work with a variety of young people to provide motivation and discipline through sport. We receive many requests for assistance with charities and fund-raising, preference will be given to organisations supporting the local community and young people in particular.

The club also has a very active Education Department, which works with a wide variety of schools, colleges, and community groups. During September of 2005 we opened a Government backed scheme known as Playing for Success which will be based in the IT Centre. Applications to take part in associated courses should be made to the club directly in the first instance.