

2019/20

BRISTOL ROVERS FC CLUB CHARTER 2019/20



Bristol Rovers Football Club
2019/20

INTRODUCTION

Welcome to the 2019/20 season edition of the Bristol Rovers Football Club Charter.

At Bristol Rovers Football Club we aim to provide an excellent match day experience for all fans, embracing inclusion, anti-discrimination and anti victimisation at the core of our values and beliefs. We are truly committed to creating an environment where all feel welcomed and respected no matter from what community they identify with. We are focused on promoting equality and diversity at the Memorial Stadium and other premises with which the Club are associated. As a Club we recognize and support the nine protected characteristics (age, sex, race, disability, sexual orientation, gender reassignment, pregnancy and maternity, religion or belief, marriage and civil partnership) under the Equality Act 2010 and have pledged at all levels of the Club to play an active role in supporting meaningful inclusion and so putting an end to discrimination and victimisation.

We strive to produce a club its supporters are proud of and support the local community.

This charter is designed to be informative; equipping supporters with an overview of our operations, key communication points and signposting individuals to further information or relevant contacts where this may be required.

The Bristol Rovers Football Club Charter is available in digital format on our website www.bristolrovers.co.uk or upon request via info@bristolrovers.co.uk

The Club consults supporters on a regular basis through the Bristol Rovers Supporters Club and the Young Pirates.

The Club publicises its position on major policy issues in the match-day programme, on the official club website - www.bristolrovers.co.uk and Twitter feed Official_BRFC

Registered Address:

Bristol Rovers Football Club Limited
Memorial Stadium
Filton Avenue
Horfield
Bristol
BS7 0BF

Telephone Number: 0117 909 66 48

CUSTOMER SERVICE CONTACTS

Department	Contact Name	Telephone	Extension	E-mail
Ticketing	Clare McDonagh, Ticket Office & SLO	0117 909 66 48	Option 1	claremcdonagh@bristolrovers.co.uk
Accounts	Linda Cross, Accountant	0117 909 66 48	Option 2	lincross@bristolrovers.co.uk
Administration	David Sams, Club Secretary	0117 909 66 48	Option 3	davidsams@bristolrovers.co.uk
Hospitality	Kerry Price, Commercial Assistant	0117 909 66 48	Option 4	kerryprice@bristolrovers.co.uk
Catering	Andy Lilley, Catering Manager	0117 909 66 48	Option 5	AndyLilley@bristolrovers.co.uk
Bar	Simon Bown, Bar Manager	0117 909 66 48	Option 6	simonbown@bristolrovers.co.uk
Conference & Banqueting	Cariad Silk, Commercial Sales	0117 909 66 48	Option 7	CariadSilk@bristolrovers.co.uk
Website	James Hayhoe, Website Manager	0117 909 66 48	Option 8	jameshayhoe@bristolrovers.co.uk
General Enquiries		0117 909 66 48	Option 9	info@bristolrovers.co.uk
Commercial	Tom Gorringe, Commercial Director	0117 909 66 48	Option 0	tomgorringe@bristolrovers.co.uk

OFFICE HOURS - Monday to Friday - 9.00 am - 5.00 pm

Our Supporter Liaison is Clare McDonagh. If Clare can't answer any questions you may have please direct your email to the appropriate member of staff. We will endeavour to respond to any queries within five working days for comment/response. If it is not possible to provide a full response to the issue raised within that time, an acknowledgement will be sent and a detailed reply will follow within 21 working days of receipt of the original communication. We will attempt to resolve all justifiable complaints within 28 working days. If, however, this cannot be done we promise to keep the complainant updated on the progress of the complaint.

The complainant does have the option of taking the complaint to IFO

If you are dissatisfied with the progress or way their complaint has been dealt with please contact The Independent Football Commission. Further details about the Independent Football Commission can be found at www.theifo.co.uk.

Details of all complaints are recorded and information will be provided to the Independent Football Commission as part of the reporting process.



STAFF CONDUCT

- We will continue to be committed to a policy of equality of opportunity and non-discrimination on the grounds of sex, sexual orientation, gender reassignment, age, race, disability, marriage and civil partnership, religion or belief, pregnancy and maternity, and to the principle that our employees should be free to work in an environment free from harassment and victimisation 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.
- The club will take steps to confront and eliminate discrimination and ensure that appropriate action is taken to those who behave in a manner that is likely to cause offense to others including the use of foul, abusive language or obscene chanting.

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.

Disability in support of Level Playing Field promoting good access for all fans.

SAFEGUARDING

Bristol Rovers Football Club is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The club has systems in place to ensure that the welfare of vulnerable groups is dealt with appropriately and sensitively.

All staff who work closely with children and young people receive appropriate training and are DBS checked where appropriate. Anybody with a concern about the welfare of a child, young person or vulnerable adult should contact Nikki Parker at the Club:

Email: nikkiparker@bristolrovers.co.uk

COMMUNITYACTIVITY & CHARITY WORK

COMMUNITY ACTIVITY

Bristol Rovers Community Trust works with a wide spectrum of the community offering social inclusion, health, education and sports participation projects to give people the opportunity of enhancing and improving their life choices. We aim to engage and inspire people of all ages as well as unite the communities in which they live.

Originally launched in 1992 as part of the PFA's nationwide Football in the Community initiative to encourage children to play football and support their local club.

The Community Trust has evolved, achieving charitable status in 2001, six years later coming under the governance of the Football League Trust and can now offer projects to people aged from 4 to over 80 years old.

Our aim

Promote social inclusion

Educate boys & girls of all ages

Increase sports participation in and around the community

Improve health of boys, girls, men and women

Enhance and improve life choices

For a more details of the work we undertake visit www.bristolroverscommunity.org.uk

CHARITY WORK

Bristol Rovers accept requests for charitable donations that are considered on a case by case basis. Requests can be made in writing to Clare McDonagh, Bristol Rovers FC, Memorial Stadium, Filton Avenue, Bristol BS7 0BF or e-mail clare@bristolrovers.co.uk

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 junior supporters (under-11s, under 16s and under 21s), senior citizens (over-65) and disabled supporters in possession of medium to high rate Disability Living Allowance or its equivalent.

FAMILY STAND

Reduced priced season tickets & Family Stand 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.

FAMILY STAND RULES

Adults (including pensioners) are not allowed onto the Family Stand unless accompanied by a juvenile. Occasions may arise when an adult season ticket holder for this area is unaccompanied. If this occurs, that person should exchange their season ticket for another ticket in an alternative area.

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 Ticket Office Manager 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). NO refunds will be given after the purchase of a season ticket.

For season ticket holders who lose or forget their season card on a match-day, they must obtain a duplicate ticket from the Ticket Office. A £5 charge is payable for any replacement paper tickets. If your season ticket is lost or stolen, please contact the ticket office as soon as possible to arrange a replacement. Please note there is a £5 charge payable to replace a season card.

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.

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 EFL 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.

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 the Club store (0117 9096648 option 1) 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 option 1 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 £1.00 for postage and packing.

Young Pirates may only purchase juvenile tickets.

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

Group One

Season card holders (cup matches only)

Helpline Members, Supporters Club Share Scheme, Executive Box Season Ticket Holders

Group Two

{On production of respective membership card - Maximum one per membership)

Supporters Club

{On production of respective membership card}

Young Pirates

(Maximum one per membership)

Group Three

Special Match Voucher

(Only applies for high priority games)

Group Four

General Sale

REMEMBRANCE & STEWARDS

REMEMBRANCE

In the event of the passing of a former Bristol Rovers player who has played 200 or more fixtures for the first team, the Club will hold a minute's silence or applause at the next convenient home fixture, based on the preference of the departed player's family. Any other former players who pass away will be acknowledged prior to the teams emerging from the tunnel via the PA system, with supporters offered a chance for reflection in whatever fashion they see fit.

Supporters who sadly pass away will also be acknowledged by the club on match days, if requested. Our preferred method is via a public announcement during the half-time interval, with the option for a tribute in the match day programme if a suitable message and photograph are supplied by the family or an official supporters' club. Though such tributes can be submitted by other third parties, we ask that they seek permission from the family of the deceased before sending the details to us.

The only other circumstance under which a minute's silence or applause will be held is if requested by one of the game's governing bodies, such as the Football Association or Football League, or at the Club's discretion if an individual who has represented the Club with distinction has passed away in an untimely manner.

STEWARDS

The Club deploys one steward per 250 of anticipated attendance to undertake a mobile role. This stewarding number is increased when participating in high profile fixtures.

In addition, a number of stewards are deployed at strategic points within the stands.

Stewards are clearly visible via their dress and their main tasks is to ensure the safety of all spectators and stewards follow a training programme aligned with the National Occupational Standards (NOS) for spectator safety:

- Prepare for spectator events
- Deal with accidents and emergencies
- Control the entry, exit and movement of people at spectator events

The Club undertakes an annual inspection of its premises, its ability to take reasonable precautions for the safety of spectators, review of policies and procedures and its effectiveness in communicating with the Police, Fire and Rescue and Ambulance services in line with the Safety of Sports Grounds Act 1975.

DISABLED SUPPORTERS

DISABLED TICKETS

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.

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 Equality Act 2010 and its relevant codes of practice to ensure full compliance with legislation.

DEFINITION OF DISABLED

As a fundamental principle the Equality Act 2010 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.

MERCHANDISE, HOSPITALITY & PARKING

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 the Club Store or any other authorised outlet retailing the strip.
- The Club carries out its obligations under EFL/FA 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.
- The Club undertakes research on the design and number of new strips.
- www.brfdirect.co.uk provides an extensive range of official merchandise.

HOSPITALITY / CATERING FACILITIES

The Memorial Stadium, one of the South West's most prestigious conference/hospitality venues offering a unique conference venue for all types of events. With its central location, less than two miles from the M32 we offer excellent facilities for special functions and business/networking events in Bristol. We look forward to ensuring the events we host are enjoyable, memorable and successful. The Memorial Stadium is not just a Football Club, we also host bespoke events. Whether you are organising a Christmas party, conference, funeral wake, special event, civil ceremony reception or a wedding reception you will find the perfect venue where you will find an in house chef who can cater for all your needs.

Please visit www.memorialstadium.co.uk for more details.

PARKING AT THE STADIUM

On non-match days we have over 350 free car parking spaces available on a first come first served basis.

From time to time you may give us some personal details about yourself, such as your email address. We store these details on a database where it may be used to contact you regarding club offers and news that we think you will be interested in.

Because we value your support, we make these promises to ensure that we use your data fairly, safely and securely:

Data Protection / GDPR

Bristol Rovers FC is committed to a policy of protecting the rights and privacy of volunteers, staff & customer in accordance with The Data Protection Regulation 2018 which regulates the way in which all personal data is held and processed. Any breach of The Data Protection Regulation 2018 is an offence and in that event, disciplinary procedures apply.

As a matter of good practice, other organisations and individuals working with the Club, and who have access to personal information, will be expected to have read and comply with this policy.

To operate efficiently Bristol Rovers FC needs to collect and use information about the people who work or volunteer for the club. This also includes past and prospective employees and volunteers and others with whom the club communicates.

Regulation 111

Following the Government's Expert Working Group (EWG) Supporter Ownership and Engagement discussions, the club will meet EFL regulation 111 by holding at least two fans' forums in each season to which its supporters are to be invited in order to discuss significant issues relating to the club. These will be held in one of the lounge facilities at The Memorial Stadium and be accessed on a ticket basis, first come, first served; details will be announced in advance with fans given at least two weeks to claim a ticket via the details announced.

STADIUM MAP



GROUND REGULATIONS

GROUND REGULATIONS

Notice: Entry to the Ground is expressly subject to acceptance by the visitor of these Ground Regulations and the rules and regulations of FIFA, UEFA, The Football Association, The Premier League and The English Football League (EFL) in respect of the relevant competition. The Ground Regulations incorporate the Club's Customer Charter (if any). Entry to the Ground shall constitute acceptance of the Ground Regulations.

"Ground" means this football stadium and all locations owned, occupied or utilised by the Club.

"Club" means this football club.

"Match" means any association football match (or any part or aspect of such a match) taking place at the Ground.

"Material" means any audio, visual and/or audio-visual material and/or any information or data.

"Football Authority" means each of The English Football League (EFL) League, The Premier League, The Football Association, the Football Association of Wales, FIFA, UEFA and any other relevant governing body of association football

1 Notwithstanding possession of any ticket the Club, any police officer or authorised steward may refuse entry to (or eject from) the Ground any person:

- 1.1 that fails (or in the Club's reasonable opinion is likely to fail) to comply with these Ground Regulations or any reasonable instruction issued by a police officer or authorised steward or officer of the Club; and/or
- 1.2 whose presence within the Ground is, or could (in the Club's reasonable opinion), constitute a source of danger, nuisance or annoyance to any other person.

2 On no account will admission be granted to a person who is the subject of a current Banning Order under the Football Spectators Act 1989 (as amended) or has been convicted of ticket touting offences under the Criminal Justice and Public Order 1994 (as amended).

3 The Club excludes to the maximum extent permitted by law any liability for loss, injury or damage to persons/property in or around the Ground.

4 No guarantees can be given by the Club that a Match will take place at a particular time or on a particular date and the Club reserves the right to reschedule the Match without notice and without any liability whatsoever, save only to the extent provided pursuant to paragraph 5.

5 In the event of the postponement or abandonment of the Match, refunds (if any) will be made in accordance with the Club's Customer Charter. The Club will have no further liability whatsoever, including (but not limited to) any indirect or consequential loss or damage, such as (but not limited to) loss of employment or travel costs.

6 All persons seeking entrance to the Ground acknowledge the Club's right to search any person entering the Ground and to refuse entry to or eject from the Ground any person refusing to submit to such a search.

7 The following articles must not be brought within the Ground - knives, fireworks, smoke canisters, air-horns, flares, weapons, dangerous or hazardous items, laser devices, bottles, glass vessels, cans, poles and any article that might be used as a weapon and/or compromise public safety. Any person in possession of such items will be refused entry to the Ground.

8 Further, you may not bring into the Ground:

- 8.1 any sponsorship, promotional or marketing materials save in respect of official club merchandise and/or other football related clothing worn in good faith;
- 8.2 any flags or banners larger than those maximum dimensions permitted by the Club from time to time (or, in the absence of such stipulations, 2 metres x 1 metre) and/or of an offensive nature;
- 8.3 nor may you offer (either free or for sale by any person) any goods (including literature) of any nature.

Without the express written approval of the Club's Management.

9 The use of threatening behaviour, foul or abusive language is strictly forbidden and will result in arrest and/or ejection from the Ground. The Club may impose a ban for one or more Matches.

10 Racial, homophobic or discriminatory abuse, chanting or harassment is strictly forbidden and will result in arrest and/or ejection from the Ground. The Club may impose a ban for one or more Matches.

11 The following acts are offences under the Football (Offences) Act 1991 (as amended):

- 11.1 The throwing of any object within the Ground without lawful authority or excuse.
- 11.2 The chanting of anything of an indecent or racialist nature.
- 11.3 The entry onto the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse.

Conviction may result in a Banning Order being made.

12 All persons entering the Ground may only occupy the seat allocated to them by their ticket and must not move from any one part of the Ground to another without the express permission or instruction of any steward, officer of the Club and/or any police officer.

13 Nobody may stand in any seating area whilst play is in progress. Persistent standing in seated areas whilst play is in progress is strictly forbidden and may result in ejection from the Ground.

14 The obstruction of gangways, access ways, exits and entrances, stairways and lift places is strictly forbidden. Nobody entering the Ground shall be permitted to climb any structures within the Ground.

15 EFL stadia are smoke-free and smoking is not permitted inside the Ground.

16 Mobile telephones and other mobile devices are permitted within the Ground PROVIDED THAT (i) they are used for personal and private use only (which,

for the avoidance of doubt and by way of example only, shall not include the capturing, logging, recording, transmitting, playing, issuing, showing, or any other communication of any Material for any commercial purposes); and (ii) no Material that is captured, logged, recorded, transmitted, played, issued, shown or otherwise communicated by a mobile telephone or other mobile device may be published or otherwise made available to any third parties including, without limitation, via social networking sites.

17 Under the Sporting Events (Control of Alcohol etc.) Act 1985 (as amended), the following are offences for which a person can be arrested by a police officer and conviction could result in a Banning Order being made:

- 17.1 Attempting to enter the Ground or being inside the Ground whilst drunk;
- 17.2 Being in possession of any intoxicating liquor, or bottle, can or other portable container and which could cause damage or personal injury, when entering the Ground or in a public area of the Ground from which the event can be directly viewed.

18 Any individual who has entered any part of the Ground designated for the use of any group of supporters to which he does not belong may be ejected from the Ground either for the purposes of his own safety or for any other reason.

19 Save as set out in paragraph 18 above, no person (other than a person who holds an appropriate licence) may capture, log, record, transmit, play, issue, show or otherwise communicate (by digital or other means) any Material in relation to the Match, any players or other persons present in the Ground and/or the Ground, nor may they bring into the Ground or use within the Ground (or provide to, facilitate or otherwise assist another person to use within the Ground) any equipment or technology which is capable of capturing, logging, recording, transmitting, playing, issuing, showing or otherwise communicating (by digital or other means) any such Material.

20 The copyright, database rights and any other intellectual property rights in and to all Material that you produce at the Ground in relation to the Match, any players or other persons present in the Ground and/or the Ground (whether produced in breach of paragraph 19 above, or pursuant to paragraph 18 above, or otherwise) is hereby assigned (including by way of present assignment of future copyright pursuant to section 81 of the Copyright, Designs and Patents Act 1988) to the Club and the EFL. You further agree (if and whenever required to do so by the Club and/or the EFL) to promptly execute all instruments and do all things necessary to vest the right, title and interest in such rights to the Club and the EFL, absolutely and with full title guarantee.

21 No goods (including literature) of any nature may be offered either free or for sale by any person within the Ground without the express written permission of the Club.

22 Tickets are not transferable and may not be offered for sale without the prior written permission of the Club or otherwise in accordance with the relevant ticket terms and conditions. Any tickets that are transferred are transferred subject to these Ground Regulations. Any tickets offered for sale may be confiscated by any steward, officer of the Club or any police officer. The Club reserves the right to refuse admission to or eject from the Ground, and/or "blacklist", any person who has offered for sale or transferred his/her ticket in contravention of the relevant ticket terms and conditions (and/or the holder of any ticket that has been transferred in contravention of the relevant ticket terms and conditions). Tickets remain the property of the Club at all times.

23 CCTV cameras are in use around and in the Ground. Body worn video cameras recording video and/or audio may also be used as appropriate, to record images or audio which identifies you as an individual, for example to record prohibited behaviours as referenced in paragraphs 9 and 10. The Club may itself use or pass to the police or any Football Authority or other clubs, any recordings for use in any proceedings.

24 At all times whilst present in the Ground, persons must comply with any and all instructions of any steward or officer of the Club and/or any police officer. Failure to comply with any instruction may lead to immediate ejection from the Ground.

25 By entering the Ground, all persons are acknowledging that photographic images (and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom)) may be taken of them and may also be used, by way of example and without limitation, in televised coverage of the game and/or for promotional, training, editorial or marketing purposes by the Club, the EFL or others (including commercial partners and accredited media organisations) and entry into the Ground constitutes consent to such use. You further acknowledge that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be used (by the Club or by a third party, such as a law enforcement body) to identify you as an individual, where permitted by data protection laws, for the purposes of preventing or detecting crime, or any breach of these Ground Regulations. Information about the Club's use of your personal data will be brought to your attention by the Club (see for example any applicable privacy policy, signage and/or other forms of announcement in or around the ground). For further information please contact the Club.

26 All ticket holders agree that the Matches for which the tickets have been purchased are public, and that their appearance and actions inside and in the perimeter of the Ground where a Match occurs are public in nature, and that they shall have no expectation of privacy with regard to their actions or conduct at Matches.

27 Further to paragraph 26, if such person is under 18 years of age, the parent, guardian, or responsible adult who is accompanying them into the Ground shall be deemed to have provided consent on their behalf.

28 Refused entry to (or ejection from) the Ground may lead to further action by the Club including, but not limited to, the withdrawal of any season ticket (without reimbursement), Club Membership and other benefits.