



## **Hastings United Football Club, Customer Charter 2016/2017**

### **The Club Believes:**

☑ Customer Care starts on the inside, with a good team of staff and work ethic. Most of our staff are volunteers but The Club expect our staff to always do their best.

☑ Our staff should remain courteous even in difficult situations. The Club and its staff know they are offering a service and that they would like every customer to return.

☑ We believe that people come first when offering a service.

☑ We expect our staff to be friendly and helpful and to know their job or be able to call upon someone that is able to respond to the needs of our customers.

☑ We expect our staff to give their full attention to a customer in any situation that arises.

### **In Addition**

☑ We expect our staff and volunteers to care about their job as this will ensure they care about our customers.

☑ We expect our staff and volunteers to treat every customer, as they would like to be treated themselves.

### **Ticketing and Pricing**

The Club charge admission to watch games at The Pilot Field for games involving our First Team, Under 21 Team and Under 18 Team. Prices are split in 3 categories, Adult, Concessions and Under 18. Tickets are normally only available on the day of the match from the turnstiles. In some circumstances tickets will be made available in advance and this will be communicated through Our website and the local press.

Ticket Prices for League games for season 2015/2016 are below. Prices may vary for cup competitions and friendlies and this will be made known through the Club's website and the local press.

	<b>Season Tickets</b>	<b>First Games</b>	<b>Team</b>	<b>Development Squad Games</b>	<b>Academy League Games</b>
<b>Adults</b>	<b>£172</b>	<b>£10</b>		<b>£3</b>	<b>Free</b>
<b>Concessions</b>	<b>£104</b>	<b>£6</b>		<b>£3</b>	<b>Free</b>
<b>Under 18s</b>	<b>Free</b>	<b>Free</b>		<b>Free</b>	<b>Free</b>

Season Tickets are valid for home first team, Under 21 and Under 19 Academy games including friendlies but are not valid for any cup matches.

Concessions The registered disabled, Students with an NUS card and men and women 65 and over. In all instances proof of eligibility must be shown when purchasing tickets.

### **Under 18**

Any person aged under 18. Proof of age must be shown when purchasing tickets.

### **Charge for Seating**

On most matches there is no additional charge for seating. For matches where a charge applies this will be made known on the Club's website and in the local press.

### **Cup Competitions**

Tickets for Cup competitions are priced at normal league admission prices unless stated or as mutually agreed with the visiting club. Season tickets cannot be used for cup games.

### **Abandoned Match Policy**

If a match has been 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 a full refund.

If a match kicks off but is abandoned before commencement of the second half spectators in attendance will be offered free admission to the re-arranged game on production of their original tickets. Should this occur supporters must have their tickets stamped or verified prior to leaving the ground at the time of the abandoned game.

If a match is abandoned at half time or after the commencement of the second half no refund shall be made.

The refund policy of any abandonment during a Cup match are subject to the Cup competition rules and are subject to both teams agreeing to any such policy in advance of the fixture being played.

### **Away Supporters**

The Club does not charge admission prices to supporters of a visiting club, which are higher than those charged to our own supporters. In particular our concessionary rates offered to senior citizens, students and junior supporters apply to supporters of a visiting club. However these reduced prices are only available on production of proof of eligibility.

### **The Pilot Field Opening Times**

The ground and its turnstiles will be open at the following time for the admission of spectators.

Kick Off Time First Team 3pm. Ground open 1.30pm

Kick Off Time Under 21 3pm, Ground open 1.30pm

Midweek Games Kick off 7.45pm Ground open 6.15pm

### **Smoking**

Hastings United Football Club has a Smoking Policy whereby smoking is not permitted within certain areas of the ground.

☒ The main Pavilion Stand ☒

The West Elphinstone Road End Stand

☒ In any internal area such as the bar, function room, toilets, club shop, offices and turnstiles

### **Catering & Bar Facilities**

Hastings United Football Club have facilities for supporters to purchase food and drink through a Food Bar, Youth Tea Bar and a two Licensed Bars inside the ground. From time to time additional facilities will be brought in. At all facilities The Club will ensure prices are published and ensure all catering facilities conform with legislation concerning health and hygiene.

### **Consultation and Information**

☒ The Club publicises its position on major policy issues in a user friendly manner via the Club's Match day Programme, Official website and through the local media

. ☒ The club gives the earliest possible public notice of any changes to its ticketing policy and the reasons for the change.

### **Merchandising**

☒ The Club endeavours to ensure that all replica shirt designs shall have a minimum life span of one season

. ☒ The Club offers refunds on merchandise sales in accordance with its obligations under the Sale of Goods Act.

### **Community Activities**

The Club is committed to developing a strong community partnership in Hastings and the surrounding area. Some of the activities that The Club, its Development Squad and Youth Section take part in are detailed below.

☒ Coaching Courses

☒ Football Skills Development Centres

☒ Football Fun Days

☒ Youth School Tournaments

☒ Participation and visits by the Team Manager, Coaches and Players

☒ After school clubs in primary schools

### **Anti-Discrimination Policy**

Hastings United Football Club is committed to confront and eliminate discrimination on the grounds of race, nationality, ethnic origin, colour, religion, disability, sex or sexual orientation. The Club does not condone any sexual or racially based harassment or other discriminatory behaviour, whether physical or verbal and works with others to ensure such behaviour is met with the appropriate action in whatever context it appears.

Hastings United Football Club does not condone the use of racist language or behaviour inside or outside The Pilot Field. Whether home or visiting supporters are responsible, the club seeks to eliminate unacceptable and anti-social behaviour. Any person found using such discriminatory language or behaviour may be banned by the club and the person concerned may be liable for arrest and subsequent prosecution. This in turn may lead to a banning order being served by the club.

### **Customer Service**

The Club would normally respond to any contact from a customer within a period of 14 working days. However, every endeavour will be made to address any concern raised by a supporter at the initial point of contact. The Club will respond by email, telephone or letter depending on the most appropriate means. If a Customer requests a written response, one will be provided.

The Club does have a Supporter's Liaison Officer for supporters that may wish to discuss any situations on a less formal basis. The details are provided at the end of this charter. The Liaison Officer is available on match days and can be contacted through the stewards.

Any customer with a complaint on any aspect of their visit to The Pilot Field should make their complaint known to a member of staff during their visit. Our staff will aim to put right any concerns immediately. Subsequently if a customer wishes to make a complaint in writing they should send this by post or by email to the main club details at the end of this charter

Disabled Policy Hastings United Football 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.

Definition of Disability As a fundamental principle the Disability Discrimination Act 1995 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 the purposes of this policy only, the definition of a disabled supporter is:- 'Any person who, has a physical or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities and because of their disability or impairment, is unable to use ordinary stand seating without contravening Health & 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 the need to bring a 'personal assistant' for either personal care or safety reasons. 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. Hastings United 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 car 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.

Hastings United Football Club, Customer Charter 2014/5 December 2014

### **Facilities for supporters using wheelchairs**

The Club has the following position specifically for wheelchair supporters and, if required, a carer:

Cole Warren Stand

In addition our staff and stewards will always be available to assist where possible with providing any disabled supporter with a viewing point from the ground that they require.

It is the Club policy that one helper with any disabled person using a wheelchair receives their admission to the ground free of charge. The wheelchair-bound fan is required to pay the normal admission price for that particular game.

In conjunction with the proof of disability (as previously mentioned) this concession will only be available to those people who meet the eligibility criteria described below:

Wheelchair using applicants must be largely confined to a wheelchair, or not capable of walking a distance further than that required to reasonably and safely access any other part of the stadium. Wheelchair using applicants should ideally, also be accompanied by a person who is capable of supporting the disabled person's needs in the event of an emergency. For this reason the Club strongly recommends that a carer is sixteen years of age or over and not be infirm.

## **Disabled Toilets**

The Club has a disabled toilet located in the bar area. If you experience any problems with the use of the disabled toilets please contact the nearest steward on the day or the Club Safety Officer after the match.

## **Conclusion**

Every reasonable adjustment is being made to all the services provided by the different departments at the club in order to comply with the provisions of the Disability Discrimination Act 1995.

## **Hastings United Football Club Contact Details**

Main Operating Address And Contact Details: Hastings United Football Club, The Pilot Field, Elphinstone Road, Hastings, East Sussex, TN34 2AX. Tel: 01424 444635.

Website: [www.hastingsunited.com](http://www.hastingsunited.com)

Email: [club@hastingsunited.com](mailto:club@hastingsunited.com) - Contact: Tony Cosens.

Match day Management Tel: 01424 444635. Email: [barrie.west@hastingsunited.com](mailto:barrie.west@hastingsunited.com) - Contact: Barrie West.

Supporter Liaison Contact - Stephanie McCrossan. Email: [stephaniemccrossan@hotmail.com](mailto:stephaniemccrossan@hotmail.com)

Safety Officer - David Russell. Email: [davidrussell881@hotmail.co.uk](mailto:davidrussell881@hotmail.co.uk)