



# HOLYHEAD HOTSPUR FOOTBALL CLUB

## Supporters Charter

**Holyhead Hotspur Football Club Supporters Charter sets out our club's commitment to give our supporters a safe and enjoyable experience of football at our club.**

### **Football Club:**

- Will set out and publish service and safety standards, giving a framework by which its performance can be judged by themselves and others.
- Take action if service or safety performance falls short of the published standards.
- Will review its standards annually.
- Will commit to keep the supporter informed of activity at the club by means of the Club's Web Site and Social Media.
- Will publish its charter and make it freely available to all.



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## The Charter Holyhead Hotspur

- **Standards of performance**

Our club will set service level targets wherever possible and appropriate. We will strive to achieve the targets and publish its performance against the service level targets.

- **Supporter information**

Our club undertakes to keep our supporters informed as to changes at the club by whatever means the Committee decides is the most cost effective.

Our club undertakes to keep our supporters informed on a regular basis by whatever means it decides are appropriate and cost effective.

Our club will publish its position on major policy issues.

- **Special needs**

Our club will publish details of the availability of and pricing policy for special needs seating and their carers. These details will be published at the earliest possible opportunity and will apply at all matches.

- **Ticket sales**

Our club:

- will publish details its pricing policy of all tickets.
- will publish amendments at the earliest possible opportunity.
- will publish its policy on visiting support ticket allocation (if appropriate)
- will publish details of any membership, loyalty or similar scheme.

- **Fixture lists**

The club undertakes to keep the supporters informed as to fixture changes by whatever means it decides is the most cost effective and appropriate.

- **Stadium**

The club undertakes to provide a clean and safe stadium with the appropriate facilities.

The club undertakes to provide access, a covered spectator area and necessary facilities for those with special needs

- **Equality**

The club undertakes to encourage an environment free of sectarian and racial abuse.



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- **Catering**

The club undertakes to provide and if necessary subcontract an appropriate catering service for all spectators at the ground.

- **Merchandising**

The Club shop will provide variety of items for sale including old team shirts.

- **Supporter Contact**

The club will respond to any contact from a supporter within seven days, by the most appropriate method, unless under extreme circumstances which renders the club administration unable to respond.

**This is the club's most recent Charter and will be reviewed and renewed where appropriate at the start of every season.**

**Holyhead Hotspur Football Club would welcome any suggestions or questions regarding this Charter. Should you wish to do so, please contact:**

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