Saint Cuthbert Wanderers FC Ltd SC866459
St Mary's Park
Castledykes Road
Kirkcudbright
Dumfries & Galloway
DG6 4AW

Customer/Supporters Charter

The Customer/Supporters Charter sets out the commitment of a football club to give the supporter a safe and enjoyable experience
of football.

The Club:

1. Will set out and publish service and safety standards, giving a framework by which its performance can be judged by themselves and others.
2. Act if service or safety performance falls short of the published standards.
3. Will provide a forum by which supporters may raise their comments or concerns.
4. Will review its standards annually.
5. Will commit to keep the supporter informed of activity at the club.
6. Will publish its charter and make it freely available to all

The Charter

Ticket sales The Club:

- Will publish details of the availability of and its pricing policy of all tickets.
- Will publish amendments at the earliest possible opportunity.
- Will publish its policy for returned and unwanted tickets.
- Will publish its tickets return policy for abandoned matches.
- Will provide a range of ticket prices.
- Will offer a method of installment payment for season tickets.
- Will offer reduced prices for restricted view seating.
- Will offer an appropriate concessionary ticket policy.
- Will publish its policy on visiting support ticket allocation.
- Will publish details of any membership, loyalty, bond, debenture or similar scheme.

Merchandising

- The date of introduction will be included on the garment tag.
- Details of the next intended change of kits will be available from the club.

Supporter information

- The club undertakes to keep its supporters informed as to changes at the club by whatever means it decides is the most cost effective.
- The club undertakes to keep its supporters informed on a regular basis by whatever means it decides are appropriate and cost effective.
- The club will publish its position on major policy issues.

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Special needs

- The 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.

Fixture Lists

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

Stadium

- The club undertakes to provide a clean and safe stadium with the appropriate facilities.
- The club will provide an area for the exclusive use of family groups and junior supporters.
- The club undertakes to provide access for those with special needs.
- The club undertakes to encourage an environment free of sectarian and racial abuse.

Catering

- The club undertakes to provide or subcontract an appropriate catering service.

Supporter Contact

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

Community Strategy

- The club shall communicate its designated strategy and activities aimed at establishing or reaffirming its position in the community. Standards of performance
- The club will set service level targets wherever possible and appropriate.
- The club will strive to achieve the targets and publish its performance against the service level targets.

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Document Control

Authorised for issue:-

St Cuthbert Wanderers Football Club Chairman: Ian McIntyre:

Ian McIntyre

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