

# RAITH ROVERS

## FOOTBALL CLUB LTD



## CUSTOMER CHARTER

The Customer Charter sets out the commitment of a football club to give all supporters a safe and enjoyable experience of football.

### **Raith Rovers Football Club: -**

1. Will set out and publish service and safety standards and policies, by which the club's performance can be evaluated by itself and others.
2. The club will take necessary action if its service or safety performance falls short of the published standards.
3. We will through a Fans Forum provide a platform by which supporters may raise their comments or concerns.
4. We will review our standards and policies annually.
5. Through our various media channels, we will keep the supporter informed of activity at the club.
6. We will publish our charter and make it freely available to all.

## **THE CHARTER**

### TICKET SALES

#### **Raith Rovers Football 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 publish details of any membership, loyalty, bond, debenture or similar scheme.

**STARK'S PARK, PRATT STREET, KIRKCALDY, KY1 1SA**

TEL: 01592 263514 FAX: 01592 642883 EMAIL: [COMMERCIAL@RAITHROVERS.NET](mailto:COMMERCIAL@RAITHROVERS.NET)

REGISTERED IN SCOTLAND No: 26287 VAT REG No 270 751 1 69

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### MERCHANDISING

- Details of the next intended change of kits will be made available from the club through its social media channels.
- 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 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.

### FIXTURE LISTS

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

### 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 an appropriate catering service throughout Starks Park

### SUPPORTERS CONTACT

- The club make known our supporter representatives and they along with the club will respond to any reasonable contact from a supporter within seven days, by the most appropriate method, unless under extreme circumstance which renders this not possible.

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