



## **St Mirren Football Club Supporters Charter**

The St Mirren Football Club Supporters Charter is available free of charge, from the Main Reception at St Mirren Football Club or can be downloaded from the Club's official website.

### **Customer Service**

The club's Customer Service contact is Lynn Watson who can be contacted, Monday to Friday either by telephone 0141-889-2558, by e-mail [info@stmirren.com](mailto:info@stmirren.com) or by fax 0141 887 9801

The Club will respond to any contact made from a customer within a period of 14 days either by email, telephone, fax or letter.

### **Staff Conduct**

The Club is committed to confront and eliminate discrimination whether by reason of gender, marital status, social class, race, ethnic origin, creed, religion or disability.

The Club is an equal opportunities employer and undertakes to fulfil its social responsibility towards its employees and the communities in which it operates.

In the area, it recognises its obligations under the Race Relations Act, the Sex Discrimination Act, the Equal Payments Act and the Equality Act of 2012

The Club will review periodically its selection criteria and procedures to maintain a system where individuals are selected, promoted and treated solely on the basis of their merits and abilities, which are appropriate to the job.

The Club will seek to give all employees equal opportunities and encouragement to progress within the organisation and will provide facilities for any employee who believes that inequitable treatment has been applied to him or her to raise the matter through the appropriate grievance procedure.

The Club will not tolerate sexual or racially based harassment or other discriminatory behaviour, whether physical or verbal, and will work to ensure that such behaviour is met with appropriate disciplinary action in whatever context it occurs.

### **Consultations and Information**

The Club encourages dialogue with its various supporters' organisations on a regular basis.

St Mirren Football Club now have 2 volunteer SLO's (Supporter Liaison Officers) in place whose role it is to provide continual communication in both directions between the authorities, the club and the fans.

The Club utilises its match day programme, its official website, twitter and facebook pages to publicise its position on major policy issues and to update supporters on a regular basis as to activities within the Club.

The Club also issues regular press releases to the local and national media to keep supporters fully informed.

The Club continues to develop ways of consulting with shareholders, sponsors, the local authority and other interested parties to ensure that the best interests of the Football Club and the local community are served.

The Club gives the earliest possible notice to its supporters of any changes to its ticketing policy, together with the reasons for any such change.

### **Conduct at Matches**

The Club has a policy of handling unacceptable conduct at matches which is displayed in prominent positions throughout the stadium and available within the match programme and Club's official website. The Club undertake to encourage notification of any unacceptable conduct from supporters and thereafter the Club will take action as is seen fit. The policy allows the Club to take sanctions against any supporter found to be breaching the unacceptable conduct policy.

### **Ticketing**

#### *Pricing*

The Club constantly reviews its ticketing policies and encourages special ticketing promotions subject to availability to various supporters groups throughout the season. The Club operates a scheme for supporters to pay for season tickets by monthly instalments at a reasonable rate of interest.

#### *Allocation*

The Club will always ensure that, whichever Division of the League it plays in, a minimum of 5% of tickets for each game are made available to non-season ticket holders.

#### *Concessions/Disabled/Restricted View Seats*

Senior Citizens, both male and female over the age of 65 years old, full-time students with valid ID, unemployed and other children aged over 16 who are still in full-time education can receive reduced price admission to home matches.

The Club provides the South Stand for the exclusive use of family groups/junior supporters.

The Club provides facilities for disabled supporters and their carers in all areas of the stadium. A disabled platform has now been created to house 10 wheelchair users and

carers – fans must be a member of the St Mirren Disabled Supporters Association to utilise this. Limited car parking is made available by prior arrangement.

St Mirren Ticket Office can be contacted at the Club (tel 0141 840 6130, or via email [tickets@stmirren.com](mailto:tickets@stmirren.com)) for details of our disabled facilities and arrangements for away matches.

The Club does not sell restricted view seats except in cases where a capacity crowd is expected. In such cases, restricted view seats will be sold only after all other seats have been allocated and at a concessionary price. Such tickets will be marked as restricted view and customers informed at the point of sale.

### **Away Matches**

For all ticket away games tickets will be allocated on the following basis, with restrictions on the number of tickets to each supporter dependent on the total allocation of tickets to the Club.

|                          |  |
|--------------------------|--|
| 1 <sup>st</sup> priority | Season ticket holders  |
| 2 <sup>nd</sup> priority | registered supporters on Club Ticketing website <a href="http://www.smfctickets.co.uk">www.smfctickets.co.uk</a> |
| 3 <sup>rd</sup> priority | Shareholders or (in certain circumstances) ticket stub holders from specified home or away games                 |
| 4 <sup>th</sup> priority | General Sale   |

The ticket prices, including concessions for away games are determined solely by the home club.

### **Cup Competitions**

Tickets for home cup ties will, in normal circumstances be the same as those charged for League games. On occasions, however, there may be instances when prices are increased or decreased according to the level of importance of the game. In such cases advance notice will be given together with the reasons for the decision.

In all cases, ticket allocation will be set out in “away matches” above.

### **Returns, Refunds**

Should a supporter purchase a ticket in advance and then find that he/she is unable to attend the game the Club will endeavour to ensure that an appropriate refund is made provided that notice is given, together with the relevant ticket details, to the Ticket Office either by telephone or in person prior to kick-off on the day of the game in question.

If a match is postponed before kick-off, ticket holders should retain their ticket with counterfoil(s) and will be entitled to free admission to the re-arranged game.

Details of the re-arranged game will be announced in the local media and via Club website and Twitter/Facebook pages.

### **Away Supporters**

The Club abides by the Scottish Premier League, the Scottish Football League and Scottish Football Association regulations governing the allocation of tickets to visiting clubs.

The Club does not charge admission prices to supporters of a visiting club, which are higher than those charged to our own supporters for comparable accommodation and facilities.

In particular, our concessionary rates offered to senior citizens and junior supporters apply to supporters of the visiting club.

### **Community Activities**

The Club is very active in the local community and this is operated by the Club's Community Department through schools and various community projects.

The Club also regularly contributes to local charities by way of offering raffle/auction prizes etc and provides complimentary tickets on a regular basis to charities, under-privileged causes and youth groups.

The Club is committed to working very closely with the local community and recognises the important role it has to play in this context.

The Club supports a Junior Supporters Club (Panda Club) who are given coaching and supervised home match admission to the South Stand (Family) at a charge of £3 per game.