

Harrogate Town Football Club Customer Charter 2020/21



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Club Policies

Bereavement Policy **[CLICK HERE](#)**

Charity Policy **[CLICK HERE](#)**

Equal Opportunities and Dignity at Work Policy **[CLICK HERE](#)**

Modern Slavery Statement **[CLICK HERE](#)**

Preserving Staff Dignity at Work Policy **[CLICK HERE](#)**

Safeguarding Policy **[CLICK HERE](#)**

Smoking Policy **[CLICK HERE](#)**

Work Experience Policy **[CLICK HERE](#)**

Family

We aim to further enhance the matchday atmosphere by making The Envirovent Stadium a vibrant and enjoyable place to visit for all supporters. Everyone is welcomed into the Harrogate Town family, whether you are first time fan or long standing supporter.

As the newest club in the EFL, we endeavour to continually improve our range of fan engagement projects that will be driven by the results of regular surveys which shall influence the decisions we make for the benefit of all Town fans.

As part of our fan engagement commitment, Harrogate Town Football Club promises to continue open and transparent communication between the supporters and the club via regular fans forums & supporters board meetings.

Guidance for adults bringing under 5's to matches

Whilst there is no lower age limit for children attending football matches, there are a range of factors that should be given consideration by both parents bringing young children to a match (or other event). Any young child has the right to enjoy their visit and should never experience discomfort, distress, or harm as a result of a visit to the stadium.

Getting Lost

Football stadiums are very big and busy places. They can also be confusing as much of it looks the same wherever you are around the spectator areas. Make sure that you:

- keep your child with you at all times;
- have a meeting point organised, on arrival in case you get separated (this can easily happen);
- show them who the staff are and tell them that they should go to a member of staff if they are lost or worried. People who are lost or displaced from their family will be assisted to the Club Office.

Club Office

Should any of your party or group get lost, please look out for the Club Office. This is a designated meeting point for lost/vulnerable supporters or anyone needing assistance. If you are unsure of where the Club Office is located, please ask a member of staff or look out for an SLO who will assist you.

Weather Conditions

Throughout the football season visitors are likely to experience all weather types:

- Early and late season may mean high temperatures and strong sunshine – parts of the stadium may be in full sun for long periods of time.
- Mid-winter games, especially at night, may mean sub-zero temperatures, rain, wind and snow.
- Frost and ice underfoot may also be an extra hazard for those carrying or walking with small children.

If you do choose to bring your child to a match remember to clothe them with layers, at least one more than you are likely to be wearing and they should really have an outer coat, hat and gloves. Check the weather forecast before you leave and be prepared for it to be colder or wetter than predicted. If in doubt they should wear extra clothes – you can always take a layer off.

[CLICK HERE](#) to see the 24hr forecast & 5 day forecast from the Met Office.

Noise

Football matches are noisy events:

- The noise levels go up and down throughout a match; please bear this in mind ahead of purchasing tickets. It would be beneficial to note the different sections/noisier areas. Please see Ticketing section for further information.
- Small children have thinner skulls and more sensitive hearing and thus are more prone to hearing damage than adults;
- Whilst long term damage from the noise at football grounds is unlikely, the peak sounds can reach the same levels experienced in a nightclub;
- Ear defenders, plugs or muffs may help to protect their hearing and earmuffs in particular may also help to keep them a little bit warmer;
- Music events are very loud and care should be taken to protect young children's hearing at these events.
- Ear defenders are the most suitable for protecting hearing and should:
- Have a protection level of SNR=27dB, which means they reduce the volume level by up to 27 decibels;
- Be tested and CE approved against the European Standard EN352-1:1993; Further guidance and to purchase please click [Link to Action on Hearing Loss Website](#)

Some children may also find the cheering, singing and chanting in some parts of the stadium a little frightening. You may also find some spectators occasionally using language that is inappropriate for young people to hear. The Club has a dedicated Family Stand where such concerns are lessened. You can find out more about joining our Junior Imps Club [HERE](#).

Footballs

Footballs are hard. If one hits you, it can hurt and even cause injury. In many of the lower areas of the spectator seating there is a risk of being hit by a ball from the pitch. This is even more so behind the goals or near the corner-flags We do place protective netting behind the goals when the teams are warming up to mitigate this risk, however some balls may still enter the stand. During the warmup there are multiple balls on the pitch that may come from any angle. Please ensure that you and your child stay alert to the possibility of a football heading your way whenever you are sat in your seat (and supporters tend not to concentrate on the on-pitch activities during the warmup).

Thoughts about emergencies

You should also think about emergencies – could you and your child cope in one? Would they be safe in the crowd trying to get quickly out of the stadium all at once? If you had to get out quickly how would you do that safely and together? Where is your nearest

emergency escape? Where is your alternative escape route? Where would you meet up outside the ground? All questions can be answered by our dedicated team of stewards and Supporter Liaison Officers.

And Finally

We want you and your child to enjoy your visit. If you are bringing a child to the stadium think about their needs first. If you can't guarantee their comfort or safety, then please think about getting a babysitter so you can relax and enjoy the game! Where the Club officials are concerned that a child may be suffering abuse or neglect we may decide that we have to refer our concerns to the local authorities.

If you have a concern about a child then contact the Club's Safeguarding Team at any time on daveriley@harrogatetownafc.com.

Community: Harrogate Town AFC Foundation

Harrogate Town AFC CIO is a registered charity in England 1186826 that mission is to motivate, educate, inspire and empower all people to achieve their potential and improve their quality of life.

We pride ourselves on playing an active and vital role in the local community, creating a healthy, happy and connected Harrogate and District. We are grateful to have the support of Harrogate Town Football Club, a professional team playing in the English Football League, who are also passionate about making a positive difference.

Our main areas of impact concentrate on improving, health and wellbeing, creating stronger, safer communities and increasing individuals life chances. Our Community Strategy (2020-2023) represents this. The key outcomes are as follows;

Improved health and wellbeing

If the work we deliver is successful, we will see:

- Reduced strain on local health and social services
- Reduced impact of socio-economic factors on health
- A reduction in preventable health-based issues based on poor life choices
- Improved mental wellbeing in the community

Stronger, safer and connected communities

If the work we deliver is successful, we will see:

- Reduced levels of anti-social behaviour and crime
- Improved quality of life.
- Improved community cohesion.
- An improved sense of belonging and togetherness in the community.

Enhanced Life Chances

If the work we deliver is successful, we will see:

- A reduction in the gap in life chances between communities.
- More people achieving their potential

To date we have delivered innovative programmes in local Primary Schools to inspire, excite and upskill young people and teachers. We have a thriving Active Programme that engages 100's of people each and every week in activities such as Walking Football, Running Groups and Sporting Reminiscence. Along with a passionate group of volunteers that assist us in our high quality delivery.

We are also work with local, regional and national partners to develop strong partnerships combatting some of the key social and economical issues within our local area.

For more details and community news, please visit our social media outputs.

Safeguarding

At Harrogate Town, safeguarding is everyone's responsibility and club personnel have a duty to safeguard the welfare of children and vulnerable adults.

Harrogate Town Football Club does have in place comprehensive safeguarding policies and procedures which meet the requirements of The Football League, The FA Safeguarding Children Rules and Government legislation to ensure the National Standards for safeguarding are met and implemented throughout the Club. Full details of our Safeguarding Policy, including our strategy and implementation, can be found on the Club website.

If you have a concern you should contact the club's Safeguarding Officer.

Senior Safeguarding Officer:

Name: Dave Riley

Email: daveriley@harrogatetownafc.com

01423 210600

Alternatively, you can write to the Club's Designated Safeguarding Officer:

Dave Riley

Harrogate Town Football Club

The Envirovent Stadium

Wetherby Road, Harrogate, HG2 7SA

If you are worried about the immediate safety or welfare of a child or vulnerable adult you can also contact:

- The Police (in an emergency): 999
- The NSPCC Child Line: 0800 1111
- Children's Assessment Team: 023 80 833336

Anti-Discrimination

Harrogate Town Football Club is committed to treating everyone with equal consideration regardless of age, disability, race, faith or beliefs, gender, sexual orientation, pregnancy & maternity, marriage & civil partnerships, gender reassignment. or any other unjustifiable reason. The Club, in association with its governing bodies (The Football Association and The English Football League) and all football authorities, is determined to eradicate prejudice in football by ensuring that no barriers exist to anyone playing/enjoying the national game. The Club will not tolerate any such form of discriminatory behaviour (physical or verbal), and will work to ensure that any such behaviour is met with appropriate disciplinary and/or legal action in whatever context it occurs.

Equal Opportunities

Harrogate Town Football Club is proud provide equal opportunities for both our employees and supporters. All employees and supporters will receive equal treatment regardless of age, disability, race, faith or beliefs, gender, sexual orientation, pregnancy & maternity, marriage & civil partnerships, gender reassignment or any other unjustifiable reason.

Our Badge – Our Brand

Harrogate Town is committed to equal opportunities to maintaining a working environment free from discrimination, victimisation, harassment and bullying. Unlawful discrimination, victimisation, harassment and bullying will not be tolerated by Harrogate Town.

Harrogate Town Football Club prides itself on having great supporters and we greatly appreciate your support.

We expect all supporters and staff to behave and equally, be treated in a manner appropriate to their surroundings.

Our Stadium – The Envirovent Stadium

Ground Regulations:

Notice: Entry to the Ground is expressly subject to acceptance by the visitor of these Ground Regulations and the rules and regulations of FIFA, UEFA, The Football Association, the Premier League and the English Football League (EFL) in respect of the relevant competition. The Ground Regulations incorporate the Club's Customer Charter (if any). Entry to the Ground shall constitute acceptance of the Ground Regulations.

"Ground" means this football stadium and all locations owned, occupied or utilised by the Club.

"Club" means this football club.

"Match" means any association football match (or any part or aspect of such a match) taking place at the Ground.

"Material" means any audio, visual or audio-visual material or any information or data.

"Football Authority" means each of the English Football League (EFL), the Premier League, The Football Association, the Football Association of Wales, FIFA, UEFA and any other relevant governing body of association football.

- 1 Notwithstanding possession of any ticket the Club, any police officer or authorised steward may refuse entry to (or eject from) the Ground any person:
 - 1.1 that fails (or in the Club's reasonable opinion is likely to fail) to comply with these Ground Regulations or any reasonable instruction issued by a police officer or authorised steward or officer of the Club; and/or
 - 1.2 whose presence within the Ground is, or could (in the Club's reasonable opinion), constitute a source of danger, nuisance or annoyance to any other person.
- 2 On no account will admission be granted to a person who is the subject of a current Banning Order under the Football Spectators Act 1989 (as amended) or has been convicted of ticket touting offences under the Criminal Justice and Public Order 1994 (as amended).
- 3 The Club excludes to the maximum extent permitted by law any liability for loss, injury or damage to persons/property in or around the Ground.
- 4 No guarantees can be given by the Club that a Match will take place at a particular time or on a particular date and the Club reserves the right to reschedule the Match without notice and without any liability whatsoever, save only to the extent provided pursuant to paragraph 5.
- 5 In the event of the postponement or abandonment of the Match, refunds (if any) will be made in accordance with the Club's Customer Charter. The Club will have no further liability whatsoever, including (but not limited to) any indirect or consequential loss or damage, such as (but not limited to) loss of enjoyment or travel costs.
- 6 All persons seeking entrance to the Ground acknowledge the Club's right to search any person entering the Ground and to refuse entry to or eject from the Ground any person refusing to submit to such a search.
- 7 The following articles must not be brought within the Ground - knives, fireworks, smoke canisters, air-horns, flares, weapons, dangerous or hazardous items, laser devices, bottles, glass vessels, cans, poles and any article that might be used as a weapon and/or compromise public safety. Any person in possession of such items will be refused entry to the Ground.
- 8 Further, you may not bring into the Ground:

8.1 any sponsorship, promotional or marketing materials save in respect of official club merchandise and/or other football related clothing worn in good faith;

8.2 any flags or banners larger than those maximum dimensions permitted by the Club from time to time (or, in the absence of such stipulations, 2 metres x 1 metre) and/or of an offensive nature;

8.3 nor may you offer (either free or for sale by any person) any goods (including literature) of any nature.

without the express written approval of the Club's management

9 The use of threatening behaviour, foul or abusive language is strictly forbidden and will result in arrest and/or ejection from the Ground. The Club may impose a ban for one or more Matches.

10 Racial, homophobic or discriminatory abuse, chanting or harassment is strictly forbidden and will result in arrest and/or ejection from the Ground. The Club may impose a ban for one or more Matches.

11 The following acts are offences under the Football (Offences) Act 1991 (as amended):

11.1 The throwing of any object within the Ground without lawful authority or excuse.

11.2 The chanting of anything of an indecent or racist nature.

11.3 The entry onto the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse.

Conviction may result in a Banning Order being made.

12 All persons entering the Ground may only occupy the seat allocated to them by their ticket and must not move from any one part of the Ground to another without the express permission or instruction of any steward, officer of the Club and/or any police officer.

13 Nobody may stand in any seating area whilst play is in progress. Persistent standing in seated areas whilst play is in progress is strictly forbidden and may result in ejection from the Ground.

14 The obstruction of gangways, access ways, exits and entrances, stairways and like places is strictly forbidden. Nobody entering the Ground shall be permitted to climb any structures within the Ground.

15 EFL stadia are smoke-free and smoking is not permitted inside the Ground.

- 16 Mobile telephones and other mobile devices are permitted within the Ground PROVIDED THAT (i) they are used for personal and private use only (which, for the avoidance of doubt and by way of example only, shall not include the capturing, logging, recording, transmitting, playing, issuing, showing, or any other communication of any Material for any commercial purposes); and (ii) no Material that is captured, logged, recorded, transmitted, played, issued, shown or otherwise communicated by a mobile telephone or other mobile device may be published or otherwise made available to any third parties including, without limitation, via social networking sites.
- 17 Under the Sporting Events (Control of Alcohol etc.) Act 1985 (as amended), the following are offences for which a person can be arrested by a police officer and conviction could result in a Banning Order being made:
- 17.1 Attempting to enter the Ground or being inside the Ground whilst drunk;
- 17.2 Being in possession of any intoxicating liquor, or bottle, can or other portable container and which could cause damage or personal injury, when entering the Ground or in a public area of the Ground from which the event can be directly viewed.
- 18 Any individual who has entered any part of the Ground designated for the use of any group of supporters to which he does not belong may be ejected from the Ground either for the purposes of his own safety or for any other reason.
- 19 Save as set out in paragraph 16 above, no person (other than a person who holds an appropriate licence) may capture, log, record, transmit, play, issue, show or otherwise communicate (by digital or other means) any Material in relation to the Match, any players or other persons present in the Ground and/or the Ground, nor may they bring into the Ground or use within the Ground (or provide to, facilitate or otherwise assist another person to use within the Ground) any equipment or technology which is capable of capturing, logging, recording, transmitting, playing, issuing, showing or otherwise communicating (by digital or other means) any such Material.
- 20 The copyright, database rights and any other intellectual property rights in and to all Material that you produce at the Ground in relation to the Match, any players or other persons present in the Ground and/or the Ground (whether produced in breach of paragraph 19 above, or pursuant to paragraph 16 above, or otherwise) is hereby assigned (including by way of present assignment of future copyright pursuant to section 91 of the Copyright, Designs and Patents Act 1988) to the Club and the EFL. You further agree (if and whenever required to do so by the Club and/ or the EFL) to promptly execute all instruments and do all things necessary to vest the right, title and interest in such rights to the Club and the EFL absolutely and with full title guarantee.
- 21 No goods (including literature) of any nature may be offered either free or for sale by any person within the Ground without the express written permission of the Club.

- 22 Tickets are not transferable and may not be offered for sale without the prior written permission of the Club or otherwise in accordance with the relevant ticket terms and conditions. Any tickets that are transferred are transferred subject to these Ground Regulations. Any tickets offered for sale may be confiscated by any steward, officer of the Club or any police officer. The Club reserves the right to refuse admission to or eject from the Ground, and/or “blacklist”, any person who has offered for sale or transferred his/her ticket in contravention of the relevant ticket terms and conditions (and/or the holder of any ticket that has been transferred in contravention of the relevant ticket terms and conditions). Tickets remain the property of the Club at all times.
- 23 CCTV cameras are in use around and in the Ground. Body worn video cameras recording video and/or audio may also be used as appropriate, to record images or audio which identifies you as an individual, for example to record prohibited behaviours as referenced in paragraphs 9 and 10. The Club may itself use or pass to the police or any Football Authority or other clubs, any recordings for use in any proceedings.
- 24 At all times whilst present in the Ground, persons must comply with any and all instructions of any steward or officer of the Club and/or any police officer. Failure to comply with any instruction may lead to immediate ejection from the Ground.
- 25 By entering the Ground, all persons are acknowledging that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be taken of them and may also be used, by way of example and without limitation, in televised coverage of the game and/or for promotional, training, editorial or marketing purposes by the Club, the EFL or others (including commercial partners and accredited media organisations) and entry into the Ground constitutes consent to such use. You further acknowledge that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be used (by the Club or by a third party, such as a law enforcement body) to identify you as an individual, where permitted by data protection laws, for the purposes of preventing or detecting crime, or any breach of these Ground Regulations. Information about the Club’s use of your personal data will be brought to your attention by the Club (see for example any applicable privacy policy, signage and/or other forms of announcement in or around the ground). For further information please contact the Club.
- 26 All ticket holders agree that the Matches for which the tickets have been purchased are public, and that their appearance and actions inside and in the perimeter of the Ground where a Match occurs are public in nature, and that they shall have no expectation of privacy with regard to their actions or conduct at Matches.
- 27 Further to paragraph 25, if such person is under 18 years of age, the parent, guardian, or responsible adult who is accompanying them into the Ground shall be deemed to have provided consent on their behalf.
- 28 Refused entry to (or ejection from) the Ground may lead to further action by the Club including, but not limited to, the withdrawal of any season ticket (without reimbursement), Club Membership and other benefits.

Smoking Policy

The stands, concourses, staircases, toilets and hospitality areas are all smoke free. Please note supporters will not be allowed to leave and return to the stadium, at any time during the duration of an event to smoke. Please note this rule also includes the use of E-Cigarettes. Any supporter caught using cigarettes and/or E-Cigarettes inside The Envirovent Stadium may be ejected.

Stewards

All our Event Stewards are accredited or working towards an NVQ Level 2 or HABC Level 2 Certificate in Event Security Operations. They will deal with all supporters in a friendly and professional manner at all times. Providing a first-class customer service is our aim while ensuring that all supporters comply with the Football League Ground Regulations.

Our stewards and match day staff will always do their best to ensure that everyone at the Envirovent Stadium has an enjoyable time in a safe environment.

Stadium Bans & Appeals

As a last resort Harrogate Town Football Club retain the right to issue stadium bans in the interest of safety and fairness to all staff and supporters. The club follows a formal incident investigation procedure for all reported incidents of potential disorder.

If a supporter is subject to a stadium ban but has not been issued a ban from football by the courts, or has already served a ban from the courts, he/she may appeal against a stadium ban from Harrogate Town.

All appeals should be sent to the Safety Office in writing within 14 days of a ban being served. Appeals will be lead by the Managing Director in consultation with the Safety Officer, North Yorkshire Police and other club senior staff.

The outcome of the appeal process will be final and not subject to further appeal.

Club Store

From the Club Store at The Envirovent Stadium, Harrogate Town's aim is to provide a range of quality products that will appeal to all fans.

All home and away replica strips will have a minimum lifespan of one year. This lifespan will be announced via our club media before the strip goes on sale.

We will continue to work with our kit and apparel partners, New Balance/EZ Teamwear to ensure all official merchandise products will exceed the minimum legal manufacturing standards.

Harrogate Town offer a 28-day money back exchange guarantee on purchases of merchandise on production of a valid receipt and all packaging providing the product is in a new and unused state. We will not refund the postage for any items bought online, or returned via mail.

Personalised products are excluded unless the item is faulty or delivered broken. A refund cannot be given if a player leaves the club or their squad number changes for any personalised products you may have bought.

To contact us with any suggestions or feedback on our Retail Department, email shop@harrogatetownafc.com

Ticketing

The club offers two options (season tickets & match by match tickets) enabling you to select a ticket to suit your personal budget. All standing areas of the stadium are priced the same, and all seated areas are priced the same (with the exception of restricted view seats).

Full details are available to view on the official club website – www.harrogatetownafc.com/tickets

For further information regarding prices please contact the Ticket Office, or see Tickets section on the website for prices and sales dates.

Allocation

Season Ticket holders have their own seats guaranteed for all Home League fixtures in the Sky Bet EFL League One competition for 2020/21 (unless otherwise stated in 'Terms & Conditions').

The Club will continue to operate a ticket-booking priority system which provides Season Ticket holders and membership holders with priority purchase periods for home and away matches where there are presales of tickets as well as home and away cup fixtures.

Club reserves the right to restrict the number of tickets which can be purchased under this priority if it is deemed necessary.

After such priority periods tickets will be available to all customers through general sale.

The Club reserves the right to operate a 'like for like' policy during priority purchase periods in respect of away match ticket purchases on any occasion when it deems appropriate to do so (for example; a Junior Season Ticket holder may only purchase an equivalent ticket for the Away fixture).

The Club may also (in accordance with EFL Regulations) offer ticket promotions to customers from time to time.

Club Policy On Restricted View Seats

A seat is classed as a restricted view if the view of one or both of the goals is impaired without reasonable movement in the seat. Stanchions, dugouts or handrails may interrupt the supporters view. All seats Harrogate Town deem to be restricted view will be sold online and in the Club Store at The Envirovent Stadium. No discounts will be attached to restricted view prices but the purchaser will be notified in advance that they are purchasing a restricted view ticket.

Very Restricted View – The Club will only release **very** restricted seats when all other seats have been exhausted, these seats will be sold online at a discounted rate and are clearly defined as such during the purchase process. These seats are situated in the Main Stand.

Concessions

Season Tickets are offered at concessionary prices to Juniors under the age of 18, citizens aged 65+ and above, the 1st August being the date which determine if the supporter for the various types of concession rates. Supporters with a disability with proof of Medium-High rate of DLA or enhanced rate of PIP also are entitled to the concessionary rate. Carers tickets will be issued free of charge upon receipt of a high rate of DLA or enhanced rate of PIP if required.

Age related match by match tickets are determined by the date of birth at the time the fixture takes place.

Harrogate Town encourages supporters of all ages to attend its matches but strongly recommends that children of primary school age are accompanied to matches at all times by adults. In accordance with this recommendation, box office staff will exercise discretion in the sale of tickets to anyone under the age of 12 years.

The club also offer babies in arms tickets meaning if they are aged between 0 and 5 years old, they do not require a seat and therefore will not be charged.

Refunds

Home - Refunds are issued on unwanted tickets provided they are returned to the Club at least 24 hours in advance of the advertised kick-off time of such game, during opening hours. Visiting supporters should seek refunds from their respective Clubs and refunds will only be issued at the discretion of the visiting Club prior to taking tickets off sale.

Away - Refunds in respect of Away fixtures may only be granted if the ticket is returned to the Ticket Office before tickets are taken 'Off Sale'.

Season Ticket - Refunds on Season Tickets may only be granted at the discretion of the Club in extenuating circumstances. Customers requesting such a refund must apply in writing to the Club, stating the reason for the request, and enclosing any supporting documentation.

Abandoned Fixture

Once it is determined the abandoned game will be replayed the following policy will be applied.

1. If the game is played but abandoned before half time, the person keeps their ticket for the rescheduled fixture;
2. If the game is abandoned during half time, the person keeps their ticket for the rescheduled fixture;
3. If the game is played but abandoned after half time, the person has to purchase another ticket for the rescheduled fixture.

Season ticket holders will be exempt from payment should point 3 apply.

All details will be announced via the Club Website in the weeks following this eventuality.

EFL Regulation

Rules 33.2 states: Duration of Matches. All League Matches shall be of 90 (ninety) minutes duration but any League Match which from any cause whatever falls short of 90 (ninety) minutes duration may be ordered to count as a completed fixture or be replayed in full or in part on whatever terms and conditions the Board shall in their absolute discretion determine and shall be played in compliance with these Regulations and the Football Association Rules respectively and under the Laws of the Game as approved by the International Football Association Board. In the event of conflict between any such Rules, Regulations and Laws as aforesaid, the Football Association Rules shall prevail.

External Events

In the event of the cancellation of an event by the organiser/promoter (i.e. a cancellation due to circumstances beyond the promoters' control, including Acts of God, power failure and flooding, we will only refund the face value of the ticket. We will use best endeavours to contact purchasers either by phone, email or in writing (using the details provided at the time of ordering) and advise them to return the tickets. Please note, however, it is the customer's responsibility to check whether the event is going ahead at the scheduled date, time and venue and we cannot guarantee that we will be able to inform each individual customer of any changes to the event date, time or venue.

Data Protection

Harrogate Town Football Club recognises its responsibility with reference to all customer information on our databases. All such information is stored confidentially in accordance with the Data Protection Act (1998) and GDPR (2018), and no data is issued or sold without prior consent.

Full details of the privacy policy are available to view on the official club website.

Supporter Liaison Officers (SLOs)

Harrogate Town's Supporter Liaison Officer is Ben Sadler. We are looking to also recruit and appoint a number of fans to become additional Supporter Liaison Officers and as such they will be available on matchdays to communicate with fellow supporters and assist in resolving any issues by contacting key personnel at the club quickly and effectively.

Your Supporter Liaison Officers (SLOs) will also be on hand to assist with issues such as, directions, travel information and general supporter related enquiries from all supporters. You will be able to find one of your SLOs on a matchday in and around the footprint of the stadium or by asking your nearest steward to contact an SLO on your behalf.

We also have a designated Disabled Liaison Officer, (DLO) to supporters with disabilities who may need assistance.

For all supporter queries, contact SLO@harrogetownafc.com. Any supporters with disabilities who have any queries, should contact dlo@harrogetownafc.com

Facilities for Disabled Supporters

We have facilities for supporters with disabilities in a neutral area of the stadium. We have also installed an accessible toilet within the AON stand. We do not have lowered counters at catering points. If you require assistance we have SLO's, a DLO and stewards that are available to help.

The Car Park at Kingswood Doctors Surgery is available to purchase on a match by match basis, on arrival at the entrance and we have a limited number of bays specifically for wheelchair users (including visiting supporters). These bays will be sold on a 'first come first served' basis and will be very limited. If parking for supporters with disabilities is sold out, there is a drop off area for supporters to gain access to the stadium footprint.

Visiting Supporters

The Club welcomes and values all supporters of visiting clubs, and makes tickets available to them in accordance with English Football League regulations.

Admission prices for visiting supporters will be no higher than those charged for home supporters in comparable areas. Concessionary prices are available to visiting supporters in line with those available to home supporters. The club offers tickets for visiting disabled supporters at the same admission prices. Away clubs are provided with an allocation of tickets, this allocation will include wheelchair disabled tickets, the visiting club will handle any queries in regards to their allocation. All ticket information for visiting supporters will be shared by the visiting club in the first instance.

Creating an atmosphere

Harrogate Town are committed to assist supporters in generating a fantastic matchday atmosphere; creating a lot of noise and backing the team. Therefore we recommend that any supporter wishing to locate in the AON Stand should be aware that this is the main area where supporters generate noise and create a vibrant matchday atmosphere. If you'd rather not be in this environment, we would not recommend purchasing a ticket within this block.

Hospitality

Harrogate Town offer a range of match day packages for hospitality guests involving a pre-match meal in the Corporate Suite. Any dietary requirements can be met, however, any requests must be made no later than five days ahead of your visit to The Envirovent Stadium.

For more information please see our corporate brochure or contact our commercial team via email: garryplant@harrogatetownafc.com

Stadium Catering

Harrogate Town is working in partnership with Eat @ Catering to provide match day catering.

The club and Eat @ Catering will continue to work closely with the fans, our tenants and the businesses that use the stadium to tailor the match day offering specifically to suit Harrogate Town fans and will continue to survey you to understand your preferences and requirements so that these can be reflected in the types and mix of food kiosks we install.

Online Content & Communication

The club continues to value communication with you and understand that through the current digital culture there is a growing interest in the club.

Social media enables us to have direct communication with you and is a fantastic tool to grow our support locally, nationally and internationally.

The club will continue to enhance the content of the official club website and will also be active on social networks such as Facebook, Twitter, Instagram and YouTube.

We constantly review content on all platforms and will continue to work with all fans to continuously improve content.

You can also communicate with key personnel within the club through phone, letter or email. Contact details are provided via the who's who page on the club website.

Feedback

Providing an excellent customer service is important to all staff at Harrogate Town and in the vast majority of cases this is exactly what you will receive.

However, just occasionally, if something goes wrong and a supporter has an issue that needs to be resolved please feedback your issue to the Supporter Services Department via email to: enquiries@harrogatetownafc.com

The Supporters Services Department will endeavour to acknowledge receipt of your enquiry/complaint within 5 working days of receipt, and aim to bring a satisfactory resolution within 10 working days.

Independent Football Ombudsman - Alternate Dispute Resolution Status

In the event that you are dissatisfied with the response from the club, you can ask the Independent Football Ombudsman to adjudicate.

The IFO can be contacted via

www.theifo.co.uk

The Independent Football Ombudsman
Suite 49
33 Great George Street
Leeds
LS1 3AJ
0800 588 4066
Contact@TheIFO.co.uk

The Football Supporters' Federation

The Football Supporters' Federation (FSF) are also able to offer advice and support fans

The FSF can be contacted via www.fsf.org.uk

Football Supporters' Federation,
1 Ashmore Terrace,
Stockton Road,
Sunderland,
Tyne & Wear,
SR2 7DE
0330 44 000 44
Emailinfo@fsf.org.uk

Club Promise

Harrogate Town Football Club prides itself on its high standards and commitment to customer service. The club expects and requires all its members and employees to conduct themselves in a courteous and responsive manner and is committed to deliver a service level that goes beyond your expectations.

Whether you are a loyal supporter or a first-time fan, everyone is made welcome at Harrogate Town. We will strive to make it easy to become part of the Harrogate Town family by working with supporters and the wider community to create experiences that bring our values to life and that creates lifelong memories that grow your affection for the club.

You can trust us to do the right thing, when things go wrong. Togetherness and compassion are among the club's key values, so when we let you down, make a mistake, or things don't turn out the way they are planned, we will work especially hard to restore your pride in the club. All our staff, including matchday staff, are trained to be attentive and to help supporters wherever possible. The club aim to respond to every letter or email within 5 working days of receipt and we will endeavour to bring a satisfactory resolution within a 10 day period.

Harrogate Town also recognises that its activities impact upon the environment both through its routine internal operations, its infrastructure development, and through its influence and effects on the wider community. It acknowledges a responsibility for, and a commitment to, protection of the environment at all levels.

Business Promise Charter

Harrogate Town Football Club has launched an initiative to support the North Yorkshire business community by pledging to work with the local marketplace as our preferred suppliers wherever possible.

As a widely recognised organisation within the heart of the Town, we make this commitment in the hope that others follow suit and do the same.

What is our 'Business Promise'?

Our Business Promise commits Harrogate Town to favouring North Yorkshire based businesses by seeking quotes and offering tendering opportunities locally. We aim to build sustainable working relationships which will benefit both parties.

Who will our Business Promise Charter include?

We aim to partner with as many North Yorkshire based sole traders, independents and SMEs as possible. The business promise will also include large employers of North Yorkshire residents who have offices based in the County.

Fan Engagement

Harrogate Town are extremely proud of the level of engagement with our fans. However, we will strive to make further improvements as the club continues to grow as an EFL club.

We will continue to take steps to ensure that all supporters are informed, wherever possible, of any decision that will directly affect them through a variety of communication channels including the club's official website, official social networking sites, the Supporter Liaison Officers, the matchday magazine, the public-address system on matchdays, and local newspaper and radio.

We are committed to continually improving the communication with you our fans. Club officials will continue to regularly meet with supporters, via Supporters Club Meetings and Fans' Forums that will take place at least twice annually. We will discuss Club issues and policies as appropriate. Through these channels of consultation, the Club encourages supporters' viewpoints and constructive feedback on a wide range of topics.

The Team

You can find more details of who is who, and their contact details via the official website.

<https://www.harrogatetownafc.com/the-club/our-people/>

Whilst Harrogate Town employ a range of team members to carry out a host of key duties, it is our minimum expectation that all staff work towards a set of common responsibilities.

They are to:

- Carry out duties in accordance with all relevant company policies, including, but not exclusive to, the Health and Safety at Work Act, Code of Conduct, Diversity & Equality Policy, Equal Opportunities Policy, Financial Regulations Policy & Social Media Policy
- Safeguard and promote the welfare of all children, young people and adults at risk
- Be vigilant and support all safety and security operations
- Recognise commercial opportunities across all products within Harrogate Town
- Promote the brand identity and increase Harrogate Town fanbase throughout
- Support the Harrogate Town 'green' energy saving strategy and meet all requirements including but not exclusive to recycling, waste reduction, energy efficiency
- Act always with utmost good faith to the Club and the Company
- Devote full attention and ability to fulfilment of the duties required by the role
- Work closely with partnership organisations, to maintain good relationships and collaborative working practices
- Work with colleagues throughout Harrogate Town FC to extend knowledge and skills in order to identify and develop best practice

- Deal with enquiries and general day-to-day liaison with customers, colleagues and partners
- Actively participate on continuing professional development and the appraisal process
- Undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job.
- Maintain the quality of service provision, regularly evaluating work and seeking to make improvements
- Present a professional image when dealing with both internal and external contacts and partners, acting in a professional manner always.

Contact Us

Email Us

Please email enquiries@harrogetownafc.com

Contacts

Club Store / Ticket Office 01423
210600

shop@harrogetownafc.com

tickets@harrogetownafc.com

Bar & Catering 01423

210600

hospitality@harrogetownafc.com

[wnafc.com](mailto:hospitality@harrogetownafc.com)

Harrogate Town Community

Foundation 01423 210600

community@harrogetownafc.com

Commercial, Marketing & Sales 01423

210600

Find Us

Harrogate Town AFC

The Envirovent Stadium

Wetherby Road

Harrogate

HG2 7SA