



Harrogate Town AFC Customer Charter

Harrogate Town Association Football Club (HTAFC) enjoys a unique relationship with its loyal and dedicated fans. It recognises and respects the invaluable contribution made by each and every supporter to the ongoing success of the club.

The Club's greatest asset is its passionate and committed fan base and everyone is a valued member of the Harrogate Town family, whether a loyal, life-long fan or a one-off visitor to the Stadium.

HTAFC are committed to making sure that equality, diversion, inclusion, and health & wellbeing are central in everything we do, and with the help of our stakeholders, we will use our powerful voice to make this happen.

We are committed to providing equality of opportunity and anti-discriminatory practice for all players, officials, staff, fans, members of the community, partners, and other stakeholders according to their individual needs.

We are all responsible for upholding Harrogate Town AFC's values by ensuring others feel included and valued, championing equality and health & wellbeing, and challenging all forms of discrimination.

All members of staff, from employment to our volunteering opportunities and to the provision of services to all service users, at Harrogate Town AFC, are committed to implementing this policy and to promoting its aims. We are continuously working towards a society where everyone is treated equally.

We endeavour to be open and accessible to all supporters, including visiting fans, communicating information via the appropriate channels in a clear and effective manner.

This is your Club and we are delighted to deliver this detailed document as your Customer Charter to improve the communication channels between ourselves and our supporters. Thank you for your unwavering support. *Irving Weaver.*