



## **FRASERBURGH FOOTBALL CLUB**

Bellslea Park, Seaforth Street, Fraserburgh, AB43 9BB

Tel: (01346) 518444

Email: [finlay.noble@fraserburghfc.co.uk](mailto:finlay.noble@fraserburghfc.co.uk)

**Reviewed July 2020**

### **CUSTOMER CHARTER**

Fraserburgh Football Club acknowledges the continued and valued support that individuals, families and groups bring to the club. In recognition of this we will endeavour to work in a way that ensures that all possible actions by the club reflect this by :

- Providing access to games at Bellslea Park for non-season ticket holders and in the event of the match being all ticket, non-season ticket holders will be able to purchase tickets after the requirements of the season ticket holders have been met.
- By keeping the cost of tickets within an affordable price range as decided by Directors.
- By ensuring that all facilities offered by the club are kept to a standard that is suitable for all participants.
- Concessions for young supporters (Under 16), Senior Citizens and Students.
- Free or reduced admission to replays of abandoned games.

If a match is abandoned after spectators are admitted to the ground but before kick off or half time, ticket holders are entitled to free admission to the re-arranged match.

If a match is abandoned after kick off in the second half, supporters MAY BE entitled to reduced admission charges for the re-arranged match subject to discussion / agreement between participating clubs.

- Support for disabled supporters and their carers where the carer (1 person) will be admitted free of charge.

### **Visiting Supporters**

The club does not charge to supporters of a visiting club admission prices which are higher than those charged to our own supporters.

Any allocation of concessionary tickets offered to senior citizens and junior supporters will be parallel for supporters of a visiting club.

### **Facilities**

- To offer a range of beverages at reasonable prices.
- To offer the use of the facilities for personal usage (special occasions).
- Will provide stewarding to provide the security to supporters in a way that ensures safety of all.
- The Club supports local charities.
- Will support the community and schools events with organised players visits according to availability.

Fraserburgh Football Club is the trading name of Fraserburgh Football Club Limited.

Registered in Scotland (No SC187738).

Registered Office 83 Broad Street, Fraserburgh, AB43 9AX



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- The club seeks to provide the best possible service and will treat all supporters and customers with respect and courtesy.

### **Merchandise**

The club offers refunds on merchandise in accordance with its legal obligations.

### **Communication**

- To ensure that all correspondence between supporters and management is answered to the best of our ability.
- Will provide a communication system to all spectators to ensure all information is circulated to the best of our ability.