



Customer Charter

Huntly Football Club recognises and respects the special relationship between the Club and its supporters, the customers and the invaluable contribution they make to the continuing success of the Club. As such, the Club makes every effort to ensure that it:-

- Strives to provide value for money in all areas of its business.
- Seeks to achieve the highest level of customer service.
- Will treat all customers with respect and courtesy.
- Club Policies are accessible and communicated as effectively as possible with its customers
- The Club responds promptly to any contact from a customer

CONSULTATION & INFORMATION

The Club publicises its position on major policy issues in a concise format through the official Club website, and through press releases. The Club is in regular consultation with stakeholders, sponsors, the local authority, and other interested parties. The Club consults supporters on a regular basis through Supporters' Club meetings.

TICKET PRICING

The Club offers a broad range of ticket prices, from single match tickets through to corporate packages, these ticket prices will be published prior to any new season commencing. 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.

Concessions are available for supporters over 65 years of age, and for supporters who are under 17 years of age, and also for supporters with additional needs.

No seating offers a restricted view to supporters. (Our meaning of "restricted view" is where you have to physically move to gain an unrestricted view. Movement of the head to the side to gain a view is not considered a restricted view.)

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

TICKET ALLOCATION

Tickets for cup competitions shall be announced to supporters following discussions and agreement between the clubs. Sale of allocated tickets shall be as follows: Tickets go on sale to Season/Executive club Ticket Holders and official Supporter Clubs in the first instance, and then if any remain, to the general public.

The Club abides by the SFA/SFL rules governing the allocation of tickets to visiting Clubs.

SUPPORTERS WITH PHYSICALLY RESTRICTING CONDITIONS

Supporters with physically restricting conditions, who may have difficulty reaching seats in some parts of the Stadium, should advise Huntly FC, in advance of any special needs/requirements, and arrangements will be made to ensure an easily accessible area of Christie Park is reserved.

There are dedicated wheelchair accessible viewing areas in the stadium.

SUPPORTERS WITH SPECIAL NEEDS

Supporters with impaired sight or hearing are accommodated in ordinary stand seating within Christie Park. There are currently no specific arrangements in place for these supporters and they should contact the club in advance to make suitable arrangements.

Visually impaired people wishing to attend a Huntly FC match, aided by their Guide Dog, should contact Huntly FC main office for all relevant information.

If, for whatever reason, any person with special needs feels that ordinary stand seating would be unsuitable for them, or they wish to be accompanied to, during and from the match, they should contact Huntly Football Club for further information and advice.

MERCHANDISE

Both home and away replica strip designs will normally have a life span of at least two seasons, unless changes are enforced due to contractual obligations.

The Club will communicate with its supporters regarding new replica strip designs and prospective launch dates. The Club shall carry out its obligations to prevent price fixing in relation to the sale of replica strip. The Club offers refunds on merchandise in accordance with its legal obligations.

COMMUNITY ACTIVITY

The Club seeks to promote close links between the Club and its community and to introduce young people, male and female, to football as Players and spectators.

COMMENTS / COMPLAINTS PROCEDURE

In the first instance we encourage customers to contact the club in writing by email, fax or letter; the club is committed to acknowledge any letter within 5 working days of receipt and will endeavour to provide a full response within 10 days. Club contact details are as follows:

The Board of Directors
Huntly FC
Christie Park
East Park Street
Huntly
AB54 8JE



M Maclean, Director

Date 3 May 2019