

HARROGATE TOWN ASSOCIATION FOOTBALL CLUB



Customer Charter 2022/23

Your Charter

Harrogate Town Association Football Club 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. 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.

Proud to be Town!

Irving Weaver

Irving Weaver
Chairman, Harrogate Town AFC





Contents

- 2 / Your Charter**
- 4 / Club Promise**
- 8 / Our Values**
- 10 / Family**
 - Guidance for Under 5's
- 14 / Safeguarding**
- 16 / Community**
 - Harrogate Town AFC
 - Community Foundation
- 18 / Our Home - The EnviroVent Stadium**
- 20 / Ground Regulations**
 - Smoking Policy
 - Stewards
 - Smoking Policy
- 24 / Ticketing**
 - Allocation
 - Restricted View Policy
 - Concessions
 - Refunds
 - Season Tickets
 - Abandoned Fixture
 - External Events
 - EFL Regulations
 - Disabled Supporters
 - Creating an Atmosphere
 - Visiting Supporters
- 26 / Matchday Enrichment**
 - Hospitality
 - Stadium Catering
- 30 / Club Shop**
- 32 / Fan Engagement**
 - Supporter Liaison Officers
- 34 / Online Content & Communication**
 - Data Protection
- 36 / Equality, Diversion & Inclusion**
- 38 / Our Team**
- 40 / Business Promise**
- 42 / Feedback and Resolving Issues**
 - Independent Football Ombudsman
 - The Football Supporters' Federation
- 43 / Useful Contacts**
- 44 / Ground Map**



Club Promise

We at Harrogate Town pride ourselves on our high standards and commitment to customer service above and beyond expectation. The Club requires all its employees to conduct themselves in a courteous and responsible manner.

Whether a loyal supporter or a first-time fan, everyone is made welcome at Harrogate Town. We will strive to work with supporters and the wider community to create experiences that bring our values to life and that create lifelong memories.

We seek to gain and keep your trust that we will do the right thing, particularly if things go wrong. Trust, respect and honesty are among the Club's key values, so if we let you down, make a mistake or if things don't turn out the way they are planned, we will work hard to restore your confidence in us and your pride in the Club. All our staff, whatever their role, are trained to be attentive and to help supporters wherever possible. We aim to respond to every letter or email within five working days of receipt and to bring a satisfactory resolution within ten days.

Harrogate Town recognises the impact its routine internal operations have on our neighbours and the town and how our infrastructure development influences and affects the wider community. We acknowledge our responsibility to protect the environment at all levels and we are committed to upholding this responsibility.





GUE

Our Values

Our values are designed to maintain a one-team ethos. From playing our part, to doing the right thing, they influence our choices and actions, and they communicate what we stand for as a club.

Integrity

Being part of something recognised and admired means we can feel a sense of pride in what it means to be part of Harrogate Town. Being genuine and reliable and doing the right things means providing support to our people and fans. At Harrogate Town, we encourage a culture that entrusts our people to take responsibility and lead by example to ensure the club's integrity is maintained.

Pride

We set and maintain the highest standards both individually and collectively to achieve positive results and to instil a sense of pride in everything we do. We will go that extra mile for the mutual benefit of the whole team. We all play a part in driving the club forward, promoting a workplace environment in which people are not afraid to ask for help and to utilise the experience and knowledge of colleagues.

Trust

We strive to build and maintain relationships to create mutual trust, to understand each others' roles and responsibilities, to work efficiently as a team to get things done. We are brave enough to take risks and to think 'out-of-the-box' whatever challenges face us, so as to take the Club to new levels.

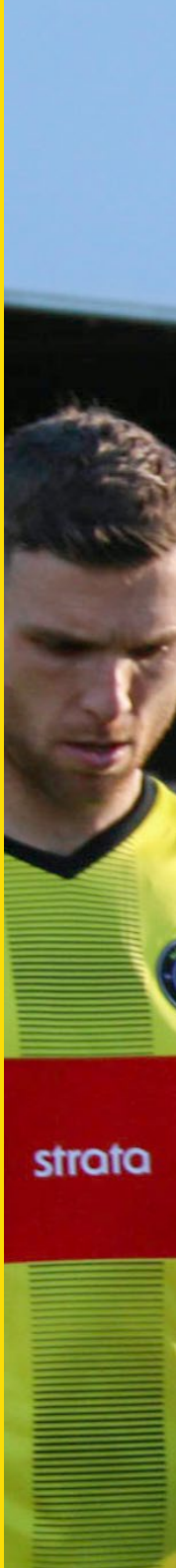
Respect

We treat people fairly and impartially, respecting their opinions and beliefs. We will always listen to both sides of the story, whilst maintaining a positive outlook and providing honest feedback, setting clear boundaries and trusting in others' judgements and abilities.

Honesty

We seek to be open-minded and not overly judgemental or critical towards others. We try to communicate clearly, never being afraid of being honest with our opinions, but first ensuring we are honest with ourselves. We will discuss problems openly, considering all opinions and contributions. We accept that we can agree to disagree on occasions, whilst always maintaining the 'one-team' ethos.

PROUD TO BE
TOWN
#PTBT



strata



sky bet
LEAGUE TWO
TODAY
TODAY

sky bet
LEAGUE TWO

strato



Family

We aim to enhance the match-day atmosphere by making The EnviroVent Stadium a vibrant and enjoyable place to visit for all supporters. Everyone is welcome, whether as a first time fan or long-standing supporter.

We endeavour continually to improve our range of fan engagement projects. We will listen to fans' views to influence the decisions we make for the benefit of all Town fans.

Harrogate Town promises to maintain open, transparent and regular communication with supporters through regular Fans' Forums.

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 to be considered by parents and guardians bringing young children to matches and to other events at the stadium. Young children should enjoy their visit to Harrogate Town and not experience discomfort, distress or harm as a result.

A football stadium is a big and busy place. Different spectator areas can look the same at different points around the stadium. This can be confusing for younger children.

Please make sure you:

- Keep children with you at all times;
- Agree a meeting place with them as soon as you arrive in the stadium in case you get separated;
- Point out the stadium staff and stewards to them and tell them to go to a member of staff or a steward if they are lost or worried. Children separated from their family or carer will be taken to the Club Office.





AF
ALS

Kappa

Kappa

strata

strata

Kappa



Meeting Point

In the event of any of your party or group getting lost, please go to the **Club Office**, the designated meeting point for lost or vulnerable supporters or anyone needing assistance. For help in locating the Club Office, please ask a member of staff, a steward or a Supporter Liaison Officer (who will be recognisable in high-vis jackets).

Weather Conditions

At different times throughout the football season visitors are likely to experience a variety of weather conditions, ranging from high temperatures and strong sunshine (parts of the stadium may be in full sun for long periods of time) through to rain, wind and snow with sub-zero temperatures and icy conditions underfoot.

Check the weather forecast beforehand and be prepared for it to be colder or wetter than predicted. If in doubt, wear layers – you can always take a layer off.

Noise

Football matches can be very noisy events. Noise levels go up and down throughout a match and vary in different sections of the stadium. Please bear this in mind when buying match tickets. The Club Office can advise accordingly.

Please also bear in mind that:

- Small children with their thinner skulls have more sensitive hearing and are thus more prone to hearing damage
- 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 help keep ears warm in cold

weather). Ear defenders provide the most suitable protection and should:

- i) have a protection level of SNR=27dB (reducing the volume level by up to 27 decibels);
- ii) be tested and CE approved against the European Standard EN352-1:1993;

Visit www.rnid.org.uk for further guidance or to purchase ear defenders at the 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. Please ask the Club Office for further information.

Footballs

Footballs are hard. In many of the lower areas of the terraces and spectator seating, there is a risk of being hit by a ball from the pitch. It can hurt and may cause injury.

The risk of being struck by a ball is highest behind the goals or near the corner flags.

Protective netting is placed behind the goals when the teams are warming up to mitigate this risk, but some balls may still enter the stand. During the warm-up many balls are in use on the pitch and they may come at you from any angle.

Please ensure that you and your child stay alert to the possibility of a football hitting you during the match and the pre-match warm-up.



Emergencies

Please be aware of the possibility of an emergency when you are at the stadium. Could you and your child cope? Give some thought as to how you and your group, including children, would cope:

- Would they be safe in a crowd quickly trying to get out of the stadium all at once?
- If you had to get out quickly, how would you do so safely and together?
- Where is your nearest emergency escape?
- Where is your alternative escape route?
- Where would you meet up outside the ground?

If in doubt, seek advice from our stewards and Supporter Liaison team.

Report It

Harrogate Town Football Club operates a zero tolerance philosophy to racist, homophobic or discriminative chanting. On matchdays, please report any incident you see or hear - **TEXT REPORT** to **07763 933248** along with the Stand, Position and Exact Location of the offender or email **matchday@harrogatetownafc.com** with the information.

And Finally...

We want you to enjoy your visit. If you are bringing a child or children to the stadium think about their needs first. If you feel uncertain about guaranteeing their comfort and safety, then please think about getting a babysitter so you can relax and enjoy the game! If Club officials are concerned that a child may be suffering abuse or neglect, we may refer our concerns to the appropriate local authorities.

If you are concerned about the wellbeing of **any** child, please contact the Club's **Safeguarding Team** at any time on **daveriley@harrogatetownafc.com**.

Safeguarding

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

We have comprehensive safeguarding policies and procedures in place to meet the requirements of government legislation, the English Football League and the Football Association.

Full details of our **Safeguarding Policy**, including strategy and implementation, can be found on the Club website.

If you have a concern, please contact the Club's **Senior Safeguarding Officer**:

Dave Riley
Senior Safeguarding Officer

daveriley@harrogatetownafc.com
01423 210600

Alternatively, you can write to him at:

Harrogate Town AFC
The EnviroVent Stadium
Wetherby Road
Harrogate HG2 7SA

If you are worried about the immediate safety or well-being of any child or vulnerable adult, you can also telephone:

- **999** - Police (emergencies only)
- **0800 1111** - The NSPCC Child Line
- **02380 833336** - Children's Assessment Team





Community

Harrogate Town AFC CIO (Charitable Incorporated Organisation) is a registered charity (No. 1186826 in England). Its 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. The Community Foundation enjoys the full support of Harrogate Town AFC itself.

Our main areas of impact, as outlined in our Community Strategy for 2020-23, concentrate on improving health and wellbeing, creating stronger, safer communities and increasing individuals' life chances.

If successful, the key outcomes of the work we deliver will be:

Improved Health & Wellbeing

- 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 Communities

- 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

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



HARROGATE TOWN AFC
**COMMUNITY
FOUNDATION**





To date we have delivered innovative programmes in local Primary Schools to inspire, excite and upskill young people and teachers. We have a thriving Activity Programme that engages hundreds of people each and every week in activities such as Walking Football, Running Groups and Sporting Reminiscence. A passionate group of volunteers assist in ensuring high quality delivery.

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

For more details and community news, please visit our social media outputs or www.harrogatetownafc.com/the-club/community/

Our H
THE **envirovent**

envirovent.

Welcome to the env

LACK SHEEP
BREWERY



MYRINGS
Management Training & Events Agency

Clear TEAM. Clear DREAM.
Management Training & Events Agency



LANCASHIRE
Football Association

World Leading Organizational System
Schools, Colleges, Parents & Professionals



HARROGATE TOWN AFC



env

Home vent[®] STADIUM

envirovent. stadium

envirovent

envirovent EXPERTS IN VENTILATION
ENVIROVENT.COM

sky bet

sky bet

BOWMAN RILEY



Ground Regulations

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. Entry to the Ground shall constitute acceptance of the Ground Regulations.

"Ground" means our 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 with or are 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 whilst ensuring 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 Association Football Club retains the right to issue stadium bans in the interest of safety and fairness to all staff and supporters. The Club follows a formal 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 heard by the Club's Managing Director in consultation with the Safety Officer, North Yorkshire Police and other senior staff at the Club.

Ticketing

The Club offers two options to suit personal budgets - season tickets and tickets for individual matches.

Regardless of location within the stadium, all standing areas are priced the same, as are all seats other than those with a restricted view.

Please contact the Ticket Office for comprehensive ticketing details, including prices and sale dates or visit www.harrogatetownafc.com/tickets

Allocation

Season Ticket holders' selected seats are guaranteed for all home League fixtures in the Sky Bet EFL League Two competition for 2022/23 (unless otherwise stated in 'Terms & Conditions').

A ticket-booking priority system will be operated whereby Season Ticket holders will be granted priority to purchase tickets for away League matches and home and away cup fixtures. The club reserves the right to restrict the number of tickets which can be purchased under this priority if 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.

In accordance with EFL Regulations the Club may also offer ticket promotions from time to time.





Restricted View Policy

A seat is classed as having a “restricted view” if the view to one or both goals is impaired by stanchions, dugouts or handrails without reasonable movement in the seat. All seats Harrogate Town deem to be “restricted view” will be available for purchase online, in the Club Shop on Commercial Street and at The Envirovent Stadium. No discounts will be available for “restricted view” seats, but notification of the “restricted” view will be given before the transaction is completed.

*The Club will only release **very** restricted seats when all other seats have been sold. Such seats will be sold online at a discounted rate and will be clearly defined as such during the purchase process. All very restricted view seats are situated in the Main Stand.*

Concessions

Tickets are offered at concessionary prices to:

- Those aged under 18 and over 65 on August 1st of the current season
- Those with medium-high rate of DLA or enhanced rate of PIP. Carers of supporters with a high rate of DLA or enhanced rate of PIP will be issued with free-of-charge tickets if required.
- Blue Light Card Holders and Military personnel

Eligibility for age-related price concessions for tickets for individual matches will be determined by the age of the applicant on the date of the fixture.

Harrogate Town encourages supporters of all ages to attend matches, but strongly recommends children under the age of 12 years must attend with an adult as per safeguarding rules.

The Club offers free-of-charge tickets for infants aged up to 5 providing they do not require a seat.

Refunds

Refunds will be issued on unwanted home match tickets provided they are returned to the Club during Club Office opening hours at least 24 hours in advance of the advertised kick-off time.

Visiting supporters should seek refunds from their respective Clubs. Refunds will only be issued at the discretion of the visiting Club prior to taking tickets off sale.

Refunds for unwanted away match tickets will only be granted if the tickets are returned to the Ticket Office before tickets are taken off sale.

Season Tickets

Refunds on Season Tickets may only be granted at the discretion of the Club in extenuating circumstances. Applications for such refunds must be made in writing to the Club, stating the reason for the request and enclosing any supporting documentation.

Abandoned Fixtures

Once it is determined the abandoned match will be replayed, the following will apply:

1. If the match had kicked-off but was abandoned before or during half time, the ticket should be retained to gain entry to the re-scheduled fixture
2. If the match had started but was abandoned after half time, another ticket has to be purchased for the re-scheduled fixture.

Season ticket holders will be exempt from payment should point 2 apply for League fixtures only.

All details regarding the re-scheduled fixture and its ticketing arrangements will be announced on the Club website in the weeks following the abandonment.

External Events

In the event of the cancellation of an event by the organiser/promoter due to circumstances beyond their control, including 'Acts of God', power failure and flooding, only the face value of the ticket will be refunded. The Club will use its best endeavours to contact ticket-holders by phone, email or in writing (using the details provided at the time of ordering) to advise that tickets should be returned.

Please note: It is the customer's responsibility to check whether the event is going ahead. The Club cannot guarantee being able to inform each individual customer of any changes to the event date, time or venue.

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.

Disabled Supporters

We have facilities for disabled supporters in the home end of the stadium. An accessible toilet is located within the AON stand.

The catering points do not have lowered counters, but if assistance is required, the Supporter Liaison team and stewards will help.

Although we do not offer parking, there is a drop off area close to the stadium at the bus stop near Willow Tree Primary School on Wetherby Road (A661).

Creating an Atmosphere

Harrogate Town is committed to assisting supporters to generate a vibrant match-day atmosphere to support their team. Harrogate Town supporters should be aware that the noisiest area within the stadium is the AON Stand.

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 tickets, including for those with disabilities, are available to visiting supporters in line with those available to home fans.

Away clubs are provided with an allocation of tickets, including specifically for wheelchair users. The visiting club will handle any queries regarding their allocation. Ticketing queries from visiting supporters should be addressed to the visiting club in the first instance.

Matchday Enrichment

Hospitality

A range of match-day hospitality packages, including a pre-match meal in the Corporate Suite, are available at Harrogate Town. All dietary requirements can be met, providing the Club is notified of such needs no later than five days ahead of your visit.

For more information please refer to our Corporate Brochure or contact commercial@harrogatetownafc.com

Stadium Catering

Harrogate Town works closely with supporters, sponsors and corporate hospitality guests to identify catering preferences and to tailor food offerings accordingly in the various catering points around the stadium.





Club Shop

We aim to provide a range of appropriate, quality products that will appeal to all fans. Club-related merchandise can be bought at the Club Shop on Commercial Street in Harrogate town centre or at www.harrogatetownafc.com/online-store/

All home and away replica strips have a minimum lifespan of one year. This lifespan will be announced on our various 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 exceed the minimum legal manufacturing standards.

Providing the product is in a new and unused state, Harrogate Town gives a 28-day money back exchange guarantee on merchandise purchases on production of a valid receipt and all packaging.

Postage for any items bought online or returned via mail will not be refunded.

Personalised products are excluded unless the item is faulty or delivered in poor condition. Refunds will not be given for products personalised to a specific player if the player leaves the club or if squad numbers change.

To contact us with suggestions or feedback on our merchandise offering, or for more information, please email shop@harrogatetownafc.com





WARRINGTON
TOWN AFC
19

5.50

LIGUE
FINAL WINNERS
WEMBLEY STADIUM - 02.0

WARRINGTON
TOWN AFC
19

Fan Engagement

Harrogate Town is extremely proud of the level of engagement we have with our fans. We will strive to make further improvements as the Club grows and as we consolidate our position in the football pyramid.

Wherever possible we will do our best to keep all supporters informed of decisions that will directly affect them. These communication channels include the Club's official website **www.harrogatetownafc.com** and social networking platforms, the Supporter Liaison Officer, match-day programmes, the public-address system in the stadium and local press and radio.

Club officials will meet regularly with supporters, at meetings of the Harrogate Town AFC Supporters' Trust and the Supporters Club.

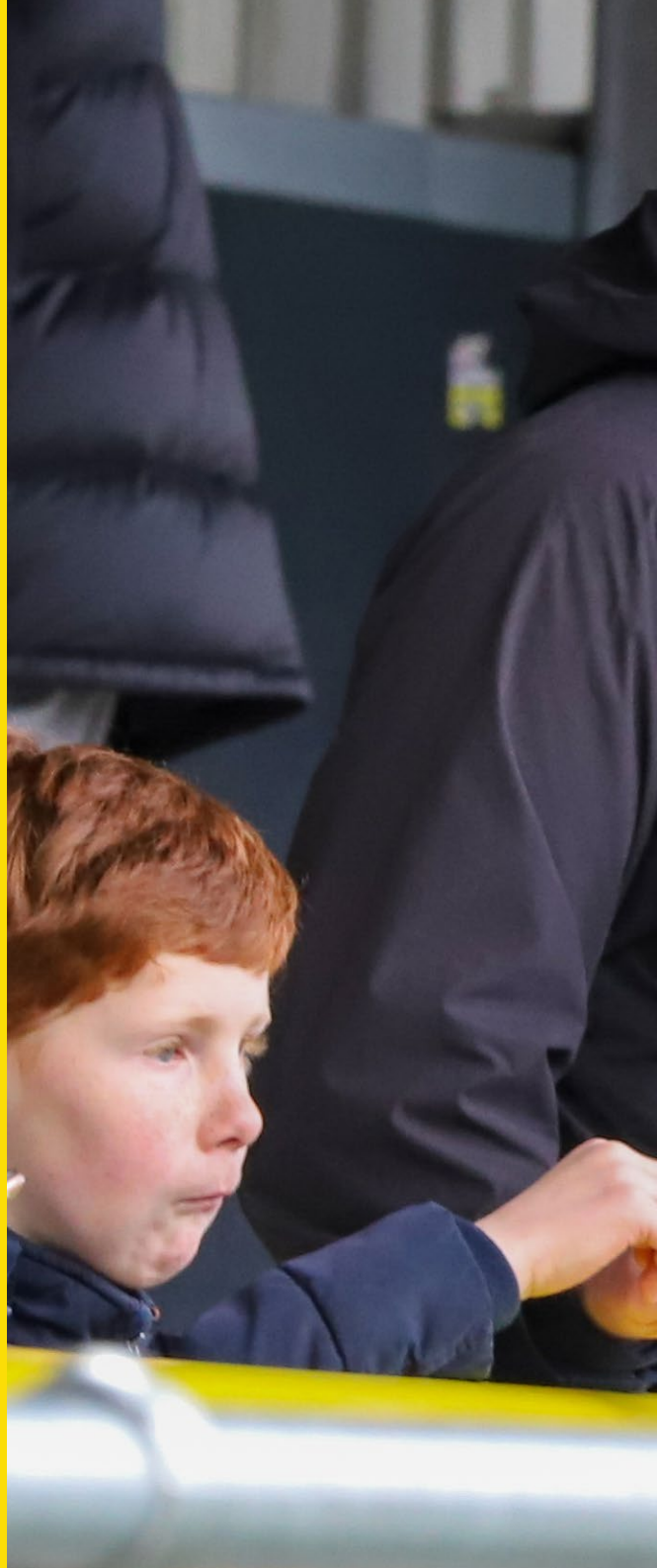
Fans' Forums will take place at least twice annually when Club issues and policies will be discussed as appropriate. Through these channels of consultation, the Club welcomes supporters' viewpoints, feedback and suggestions.

Supporter Liaison

Harrogate Town's Supporter Liaison Officer (SLO) is Phill Holdsworth. He leads a team of volunteer supporters at home and away matches available to deal with questions and enquiries about the stadium and to assist in resolving supporter-related issues. The team will also be on hand to help supporters with disabilities or special needs.

The members of the Supporter Liaison team will be clearly visible on match-days in and around the stadium. If you cannot locate them, please ask the nearest steward to contact the SLO on your behalf.

For more information about the activities of the Supporter Liaison team or if you want to volunteer, please email **phillholdsworth@harrogatetownafc.com**



Online Content & Communication

Social media and the digital culture enable us to maintain regular and direct communication with fans and supporters and to grow our support locally, nationally and internationally. Harrogate Town will continue to enhance our official website content and to be active on social networks such as Facebook, Twitter, Instagram and YouTube.

We invite and welcome communication by phone, letter or email with key personnel at the club listed in match programmes and at www.harrogatetownafc.com/the-club/our-people/

Data Protection

Harrogate Town Association Football Club recognises its responsibilities in relation to personal information and contact details held on our databases. Details are stored confidentially in accordance with the Data Protection Act (1998) and GDPR (2018). No data is issued or sold to third parties without prior consent. Full details of the privacy policy are available to view on the Club website at www.harrogatetownafc.com/system-pages/privacy-policy/





ANNARUP
RECRUITMENT



Equality, Diversion & Inclusion

Harrogate Town Association Football Club is committed to treating everyone, including employees, supporters, sponsors, suppliers and other stakeholders with equal consideration regardless of age, disability, race, religious faith, beliefs, gender, sexual orientation and marital status.

Together with football's governing bodies (notably The Football Association and The English Football League), the Club is committed to eradicating prejudice in football by ensuring that no barriers exist to anyone playing and enjoying the national game. The Club will not tolerate any form of discrimination, victimisation, harassment or bullying, whether physical or verbal.

We will work vigorously to ensure that any such behaviour is met with appropriate disciplinary and legal action.





Our Team

Our employees are trained to ensure compliance with our stated policies including those concerned with the safeguarding of children and vulnerable adults, the workplace environment (smoking, dignity at work, bereavement, equal opportunities, work-experience) and modern slavery.

As well as fulfilling their specific key personal, it is our minimum expectation that all members of staff work towards a set of common responsibilities requiring them to:

- carry out duties in accordance with all relevant company policies, including, but not exclusive to, the Health and Safety at Work Act and our policies on Code of Conduct, Diversity & Equality, Equal Opportunities, Financial Regulations & Social Media
- 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 our brand identity to increase the Harrogate Town fan base
- support our 'green' strategy to meet all requirements related to recycling, waste reduction and energy efficiency
- act always with utmost good faith to the Club
- devote their full attention and ability to the fulfilment of the duties required by their role
- work closely with partnership organisations in order to maintain good relationships and to develop collaborative working practices
- engage with colleagues throughout Harrogate Town to extend knowledge and skills in order to identify and develop best practice



Business Promise

Harrogate Town AFC is committed to supporting the North Yorkshire business community by working with and inviting tenders from locally-based suppliers wherever possible.

Our aim is to build sustainable working relationships to the mutual benefit of all parties.



ENT EXPERTS IN VENTILATION

ENVIRONMENT



Feedback & Resolving Issues

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 let us know about your concerns by emailing enquiries@harrogetownafc.com

We will endeavour to acknowledge receipt of your enquiry or complaint within 5 working days and to bring the matter to a satisfactory conclusion within 10 working days.

Independent Football Ombudsman

In the event that you are dissatisfied with the response from the Club, you can ask the Independent Football Ombudsman (IFO) to investigate complaints and to adjudicate. The IFO is accredited as an Approved Alternative Dispute Resolution (ADR) Body and can be contacted at:

Independent Football Ombudsman
Premier House
1-5 Argyle Way
Stevenage
SG1 2AD

☎ 0800 588 4066
✉ contact@theifo.co.uk
www.theifo.co.uk

Football Supporters' Association

The Football Supporters' Association (FSA) is able to offer advice and support to fans. It is an independent organisation working with supporters, governing bodies, leagues and clubs to drive positive change in football through supporter engagement:

Football Supporters' Association
1 Ashmore Terrace
Stockton Road
Sunderland
SR2 7DE

☎ 0330 44 000 44
✉ info@fsa.org.uk
www.fsa.org.uk

Club Useful Contacts

General Enquiries

☎ 01423 210600

✉ enquiries@harrogetownafc.com

Ticket Office

☎ 01423 210600

✉ tickets@harrogetownafc.com

Club Shop

☎ 01423 210600

✉ shop@harrogetownafc.com

Bar & Catering

☎ 01423 210600

✉ hospitality@harrogetownafc.com

Commercial & Sales

☎ 01423 210600

✉ commercial@harrogetownafc.com

Media & Marketing

☎ 01423 210600

✉ media@harrogetownafc.com

Harrogate Town AFC Community Foundation

☎ 01423 210600

✉ community@harrogetownafc.com

Supporter Liaison Officer

Phill Holdsworth

☎ 07825 137617

✉ phillholdsworth@harrogetownafc.com

Chief Executive Officer

Sarah Barry

☎ 07485 432016

✉ sarahbarry@harrogetownafc.com

Equality, Diversion & Inclusion Iain Service (EDI Lead)

☎ 07465 290222

✉ iainservice@harrogetownafc.com

Baljit Singh (EDI Volunteer)

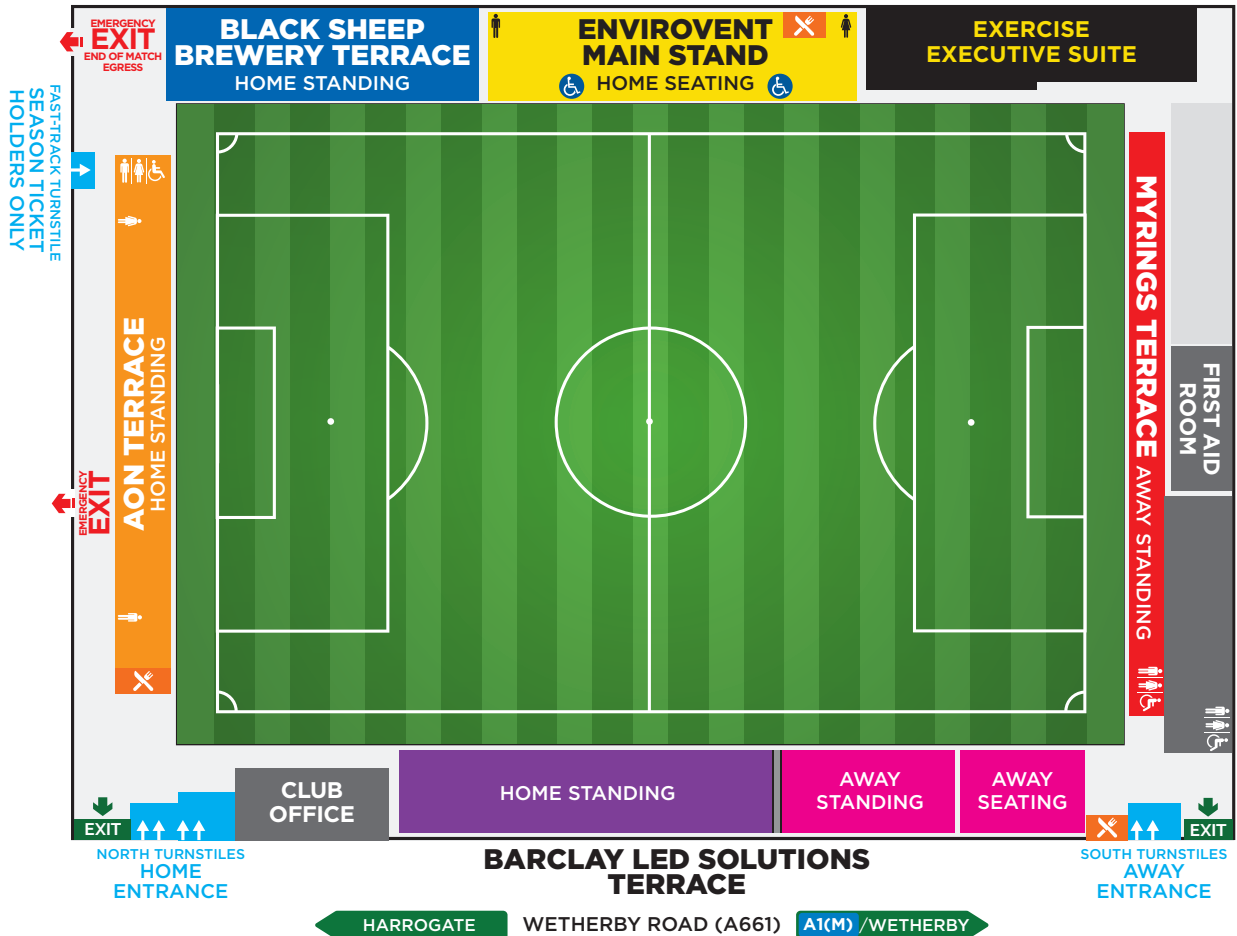
✉ baljitsingh@harrogetownafc.com

Claire Streeter (EDI Volunteer)

✉ clairestreeter@harrogetownafc.com

THE **envirovent** STADIUM

Harrogate Town AFC
The EnviroVent Stadium
Wetherby Road
Harrogate HG2 7SA





KNAUF

McARDLE

23

KNAUF

ARMSTRONG

29

KNAUF

KERRY

17

PATTS

ANNAPURNA
RECRUITMENT

ANNAPURNA
RECRUITMENT

ANNAPURNA
RECRUITMENT



Harrogate Town AFC
The EnviroVent Stadium
Wetherby Road
Harrogate
HG2 7SA

www.harrogatetownafc.com

 HarrogateTown  HarrogateTownAFC  harrogatetownafc