

STOCKPORT COUNTY FOOTBALL CLUB

CUSTOMER CHARTER



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Stockport County Customer Charter – 1 January 2006

Stockport County Football Club is owned by the Stockport County Supporters Society Limited (the Trust), takes great pride in its reputation as the friendly football club, and is committed to offering all its supporters and customers the very highest standard of customer service associated with an organisation in possession of that reputation. This Customer Charter is designed to outline how Stockport County Football Club delivers this commitment.

All Football League Clubs are required to have a Customer Charter (Section 4, Paragraph 4 of Football League Rules) and to publish it in order to ensure that supporters and customers are aware of its existence. Such is the culture and ethos of a football club owned by a Supporters Trust, that the Customer Charter for Stockport County goes much further than the League's minimum requirements.

This Charter is reviewed each year, a process in which the supporters of Stockport County are actively involved.

THE AMBITION OF STOCKPORT COUNTY FOOTBALL CLUB

Stockport County's ambition is to create a successful Championship Football Club, which is fully accountable to and involved with its community, with clear and agreed objectives, offering value for money and professional service whilst engaging its supporters, customers, local business, local authorities and community groups in a collective drive to bring success and respect to the town of Stockport.

1. CLUB OWNERSHIP

Shareholders of Stockport County AFC Limited (SCFC) own Stockport County Football Club. A majority shareholding of 98% is held by the Trust, a democratic organisation whose Board is made up of up to 15 members (10 of whom are elected by the membership of the Trust, further members being co-opted by the elected Board members as required). 4 members of the Supporters Trust Board represent the Trust on the Board of SCFC. The Board of SCFC is responsible for the running of Stockport County Football Club.

The 4 members of the Trust Board who sit on the SCFC Board represent the interests of the Trust as owners of SCFC and strive to ensure that the vision of SCFC as owned by a supporters trust is delivered as well as fulfilling their other legal duties as directors of the company.

A document called "A Manifesto for the future of Stockport County at Edgeley Park" details the strategic approach that is being adopted in respect of running SCFC. This covers governance, roles, management structure and responsibilities, and is available from the Trust upon request. The Manifesto is also available via the Trust's website at www.stockportcountytrust.com.

SCFC adheres to the Football League's rules regarding the "Fit and Proper Persons" test for Club Directors. It is a breach of Football League regulations for the following to be a director or hold a majority interest in a football club:

- anyone subject to a ban from a Sports Governing Body relating to the administration of that sport;
- anyone with an unspent conviction relating to fraud or dishonesty;
- anyone that is disqualified from acting as a director of a UK registered company; or
- anyone who has been a Director of a club that has been in administration twice during a five-year period or a Director of two different clubs that have each gone into administration in a five-year period.

All Football League Club directors are required to provide the Football League with a declaration that they meet the above criteria.

The Members of the Trust elect the Trust Board, who run the Trust, which is an Industrial and Provident Society striving to meet the following objectives:

- to encourage and promote the principle of supporters' representation on the Board of SCFC and ultimately to be the vehicle for democratic elections to the Board of the Club;
- to encourage the Club to take proper account of the views and interests of its supporters and of the community which it serves, in its decisions;
- to help raise the profile of the Club and encourage new support within the community;
- to obtain from the Club a commitment to provide and maintain facilities for the enjoyment of professional football within the area;

Stockport County Customer Charter – 1 January 2006

CLUB OWNERSHIP (continued)

- to strengthen the bonds between the Club and the community which it serves and to represent the interests of the community in the running of the Club;
- to support and encourage the further development of the Club's Centre of Excellence and its promotion of and involvement in Football In The Community;
- to benefit present and future members of the community served by the Club by promoting, encouraging and furthering the game of football as a recreational facility, sporting activity and focus for community involvement; and
- to be an inclusive democratic organisation that seeks to represent the views of all supporters of the Club through open, affordable membership, and consultation and liaison with all supporters and supporters groups, regardless of whether they are members.

Trust Membership costs £12 per annum for everyone 16 and over. Under-16s can become as associate member for a one-off joining fee of £1 until they are old enough to become a full member. Full details of how to join the Supporters Trust can be found on their website at www.stockportcountytrust.com.

2. CUSTOMER SERVICE

Stockport County Football Club (SCFC) is firmly committed to delivering the highest possible standards of customer service to its supporters and customers.

Employees of SCFC and their representatives will strive to resolve any customer grievance or dissatisfaction at the earliest possible opportunity, i.e. as soon as they become aware of it. Customers who are unhappy with the service they receive can initially ask to speak to the head of the department with which they are dealing.

However, in the event of remaining unsatisfied, SCFC encourage supporters and customers to contact Norman Beverley who is the member of the SCFC Board responsible for customer relations (and also a member of the Supporters Trust Board) who will then contact the relevant department. Norman is available by:

- e-mailing (fans@stockportcounty.com);
 - telephone on 07989 375 773 (09:00 – 18:00 Monday to Friday, 09:00 – 15:00 weekend match days);
 - by fax on (0161 286 8900); or
 - writing to Fans Post-box, Stockport County F.C., Edgeley Park, Hardcastle Road, Stockport SK3 9DD.
- SCFC are committed to responding to all customer enquiries within a maximum period of 7 days (14 days during the close season).
- If it is not possible to respond within 7 days, an acknowledgement will be sent and a detailed reply will follow within 21 days.
- SCFC are committed to responding to all enquiries via the same method used by the supporter/customer contacting the Club unless requested otherwise, e.g. a telephone enquiry will be responded to via telephone unless there is a request for a written response.
- SCFC welcome both positive comment and constructive criticism.

In the event of timescales not being met, supporters have the option of taking their complaint to the Football League. The Football League has a Customer Charter that states they aim to respond within 7 working days, and to resolve any justifiable complaints within 28 days.

The Football League's website can be found at www.football-league.co.uk and they can be contacted by:

- e-mailing fl@football-league.co.uk;
- telephone on 0870 443 9222;
- fax on 0870 442 1188; or
- writing to, The Football League, Customer Services, Edward VII Quay, Navigation Way, Preston PR2 2YF

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CUSTOMER SERVICE (continued)

Finally, in the event of supporters not being satisfied with the response from the Football League, they may take their grievance to the Independent Football Commission who are the relevant Regulatory Body.

The Independent Football Commission's website can be found at www.theifc.co.uk and they can be contacted by:

- e-mailing contact@theifc.co.uk;
- telephone on 0870 0601 610;
- fax on 0870 0601 611; or
- writing to, The Independent Football Commission, Victoria Court, 82 Norton Road, Stockton-on-Tees TS18 2DE

3. STAFF CONDUCT

Employees of Stockport County Football Club (SCFC) and their representatives will deal with other employees, supporters, customers and suppliers in a friendly, efficient manner designed to enhance the image of SCFC in both local and national communities.

SCFC are dedicated to ensuring that all its staff and their representatives conduct themselves in a manner befitting a professional football club owned by a Supporters Trust and in accordance with the guidelines set out in the Club's anti-discrimination policy (see Appendix 1).

Customers who are unhappy with the conduct of any employee or their representative can initially ask to speak to the head of the department with which they are dealing. Also, please refer to "Customer Service" above, for details of how SCFC strive to deal with customer complaints.

4. CONSULTATION AND INFORMATION

Stockport County Football Club (SCFC) are determined that its supporters/customers are consulted and advised on all major policy issues.

SCFC will:

- consult widely with supporters in forming its policies and engage with supporters with maturity and respect, e.g. via liaison meetings (see below) and through an extensive market research programme;
- inform its supporters on a regular basis through such media such as 'fans forums';
- publicise its position on major policy issues in all relevant media, such as the Matchday Programme, the Club's Official Website, local press and local radio;
- consult with all shareholders in SCFC, supporters, customers, local authorities and other interested parties, and grant all reasonable requests to meet with them as required if they so wish;
- ensure that the earliest possible notice is given of any changes to fixtures and ticketing policy and the reasons for these changes via all relevant media; and
- give due consideration to all feedback, comments and reasonable suggestions and implement changes where it is in the best interests of SCFC and/or its customers and supporters (See above – Customer Service, for details of how to contact the club). SCFC welcome and encourage supporters to come forward with suggestions as to how the club could improve.

Whilst it is not possible to solicit supporters' views on every topic, SCFC is committed to doing the right things, and employing the right people with the proper skills, in pursuance of achieving the short, medium and long term goals of the Club. In addition, those people will work in an atmosphere in which the views of supporters are afforded consideration and respect.

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CONSULTATION AND INFORMATION (continued)

Liaison Meetings

If requested, representatives of Stockport County Football Club (SCFC) will attend Liaison Meetings, which are held at least every 6 weeks with all recognised supporters groups; including (but not exclusive to) Fingerpost Travel Club, Hatters Independent Supporters Club, Peels on Wheels, Stockport County Disabled Supporters Club, Stockport County Juniors and Stockport County Supporters Club.

Whilst Liaison Meetings are primarily for the benefit of recognised supporters groups, and the onus is on them to organise and run such meetings, SCFC may also request agenda items, e.g. the Club may wish to discuss ideas in advance of implementing them. Broadly, Liaison Meetings will be organised as follows:

- Each supporters group recognised by SCFC is entitled to be represented by a maximum of 2 of its members;
- Supporters groups will arrange such meetings, i.e. date, time and venue, and will nominate a chairperson from their collective representation in advance of each meeting (typically at the previous meeting);
- The nominated chairperson will provide all attendees with an agenda at least 3 days in advance of any meeting (having sought agenda items from all those attending);
- If requested, SCFC will provide representatives at Liaison Meetings as required; and
- Supporters groups will nominate someone from their collective representation (ideally not the chairperson) to create records of each Liaison Meeting, i.e. minutes and assigned action-points, ensuring that these are circulated to all attendees and absentees within one week of the meeting being held.

5. TICKETING

Stockport County Football Club (SCFC) is totally committed to making its fixtures as accessible and its tickets as obtainable as possible.

Pricing

- SCFC will strive for wider access to matches for all supporters by offering a broad range of ticket prices.
- SCFC will adopt complete transparency and fairness in respect of the total cost of Season Tickets and related charges, e.g.
 - If there is a fee for paying by Credit/Debit Card, this will only be applied to those paying by Credit/Debit Card.
 - If there is a handling charge, supporters will be given the option to pay the charge or collect the Season Ticket themselves from the Edgeley Park Ticket Office during published opening hours.

Allocation

- At least five per cent of tickets to each home game will be made available to non-Season Ticket holders.
- Tickets for restricted view seats are clearly marked and any supporter purchasing a restricted view seat is informed of the view restriction at the point of sale.
- In the event of ticket stubs from a particular game qualifying a supporter for a ticket to a future game, e.g. a high demand game, or as part of a promotion being run by SCFC, sufficient notice will be provided to supporters advising them to retain their ticket stubs. Ticket stubs from such games where sufficient warning to retain them was not provided, will not be used in determining a supporter's right of access to tickets for future games.

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TICKETING (continued)

Concessions

SCFC will:

- offer a range of concessionary ticket prices to junior supporters, senior citizens, students and other groups;
- offer support to disabled spectators and their carers (Disabled Supporters Club co-ordinator Chris Williams can be contacted for details of the disabled facilities and ticket allocations which are available on 0870 766 9210 Monday - Friday 09:00 – 17:00 or 07967 44 00 62 on match days); and
- provide concessionary tickets for Community, Disabled, Junior supporter and under-privileged groups as well as local schools at its discretion.

Away Matches

- SCFC will allocate tickets for away matches in a manner that ensures loyal supporters receive priority. Season Ticket holders and supporters in possession of ticket stubs from specified home fixtures will be offered priority on limited ticket allocations and the Club will endeavour to fulfil all ticket requests, although the ability to achieve this is dependant upon the profile of the fixture.
- In the event of Stockport County being the away side, and the host club making cheaper advance tickets available than those available on the day of the match, SCFC will ensure that these tickets are available to their supporters on the same terms available to home supporters (postal costs excepted).

Cup Competitions and Play-Off Matches

- SCFC applies normal Matchday prices to home Cup fixtures and play-off matches. Any changes to this standard are publicised in advance of tickets going on sale.
- In the event of a high profile, potentially high demand cup game or play-off match, SCFC will ensure that non-Season Ticket holders are given fair access to available tickets. Sufficient tickets will be set aside to ensure that there are tickets available to meet the potential demand from the average non-Season Ticket home gate e.g. if there are 8,000 tickets available to home supporters and the average home gate is 5,000 (2,000 of which are non-Season Ticket holders) a maximum of 6,000 tickets will be sold to the 3,000 Season Ticket holders in advance, i.e. in this example, Season Ticket holders would be entitled to a maximum of 2 tickets each prior to tickets being made available to non-Season Ticket holders.
- See above "Allocation" for details of qualifying for tickets to future games through retained ticket stubs.

Returns/Refunds

- SCFC will offer full refunds of the ticket price on unwanted tickets up until the day of the fixture, and in exceptional circumstances on unwanted tickets after the fixture has kicked off, at the discretion of the SCFC Chief Executive.
- In the event of an abandoned fixture, then SCFC will offer refunds on the following basis:
 - If a match is postponed prior to kick-off then ticket holders will be entitled to free admission to the re-arranged fixture or a full refund of the ticket price;
 - If a match is abandoned during the first half then ticket holders will be entitled to half price admission to the re-arranged fixture; and
 - If a match is abandoned during the second half, then refunds/reduced admission for the re-arranged fixture will be at the discretion of the SCFC Chief Executive.
- Refunds/reduced price admission will only be offered to supporters who are able to produce their ticket stubs from the original fixture.

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6. ACCOMMODATING AWAY SUPPORTERS

Stockport County Football Club (SCFC) is committed to ensuring that all visiting supporters to Edgeley Park are afforded the same high standards of customer service that home supporters receive.

- SCFC abides by Football League regulations governing the allocation of tickets to visiting clubs.
- SCFC do not charge admission prices to visiting supporters that are higher than those charged to home supporters for comparable accommodation.
- SCFC is committed to offering concessions to visiting junior supporters, senior citizens and students.

7. MERCHANDISE

Stockport County Football Club (SCFC) will consult its supporters/customers regarding their preferences and wishes for the Club's retail and merchandising operation (e.g. via Liaison Meetings – see above).

SCFC will:

- endeavour to ensure that all replica strip designs shall have a minimum lifespan of two seasons;
- ensure that details relating to changes in replica strip and associated products are available;
- carry out its obligations under Football League regulations to prevent price fixing in relation to the sale of replica strips; and
- offer refunds on merchandise in accordance with its legal obligations.

8. COMMUNITY ACTIVITIES

Stockport County Football Club (SCFC), owned by the Stockport County Supporters Trust, is committed to upholding and extending its reputation as a football club active in its community.

SCFC will:

- expand and enhance its Football In The Community (FITC) programme wherever practical by employing community coaches and visiting more schools to deliver curriculum coaching in primary and secondary schools in Stockport, Cheshire, Tameside and the High Peak. The FITC scheme will also continue to offer a broad spectrum of activities such as;
 - School activities including health related projects, skills coaching and fund raising,
 - Childcare Courses,
 - After School Clubs,
 - Holiday Soccer Courses,
 - Junior Football Club tournaments,
 - School tournaments,
 - Ball boy/girl opportunities,
 - Ticket initiatives,
 - Schools Workforce Reform provision,
 - Teacher Training Day Soccer Courses,
 - Player appearances in local schools, and
 - Weekly clubs and sessions for children & adults with learning difficulties and disabilities.
- build on the success of the Study Centre and look to expand this facility even further in the future. The Study Centre is arguably the most successful of its type in the country and SCFC together with the Study Centre will seek to increase the number of learning opportunities for both adults and children at the centre as well as continuing the important work currently being done with both disaffected and under-privileged youngsters;

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COMMUNITY ACTIVITIES (continued)

- further develop its Centre of Excellence for Girls;
- support its representative Ladies' teams;
- work with local young people at risk and try to help them reform using football as a focus;
- provide coaching, and organise tournaments in conjunction with the local authority; and
- develop its senior citizens club for local residents and provide a focal point for the local community in general.

9. AVAILABILITY OF THE CHARTER

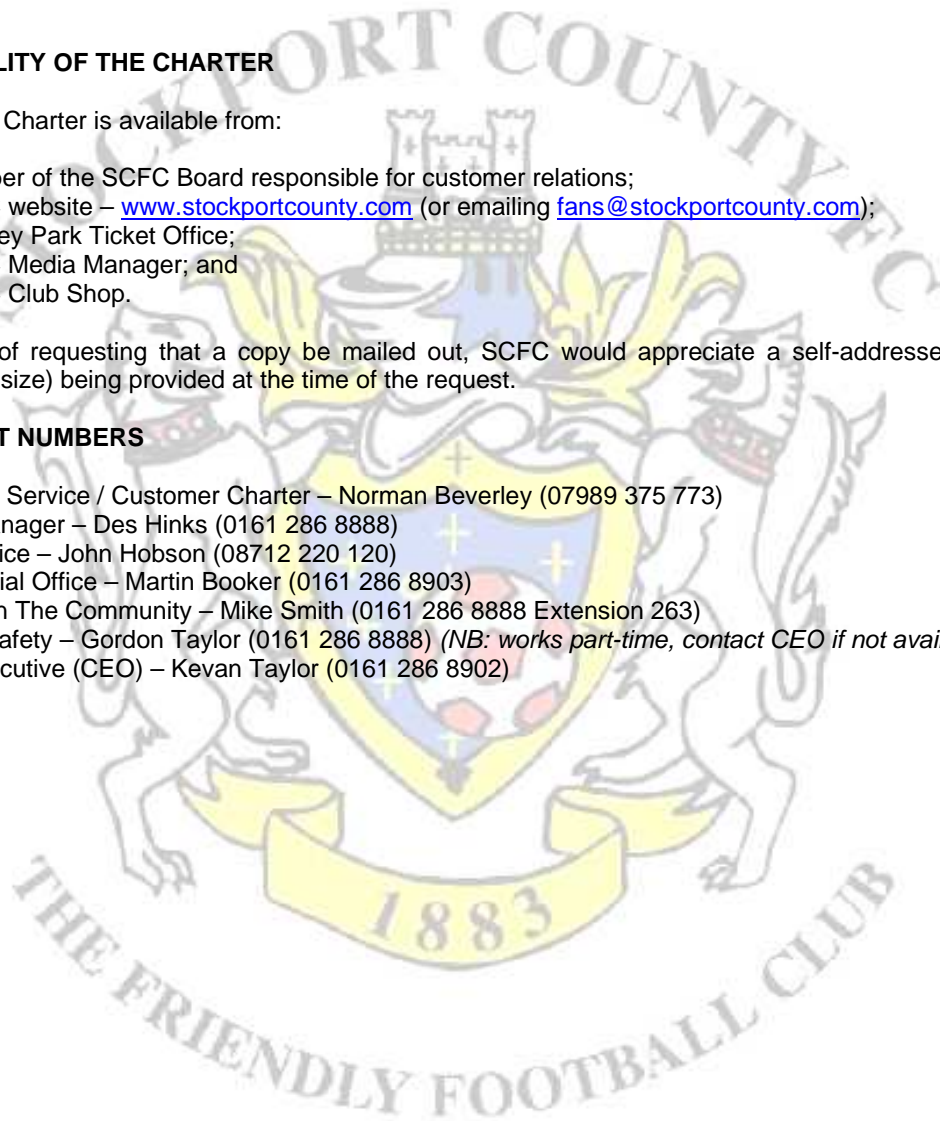
A copy of this Charter is available from:

- the member of the SCFC Board responsible for customer relations;
- the SCFC website – www.stockportcounty.com (or emailing fans@stockportcounty.com);
- the Edgeley Park Ticket Office;
- the SCFC Media Manager; and
- the SCFC Club Shop.

In the event of requesting that a copy be mailed out, SCFC would appreciate a self-addressed stamped envelope (A4 size) being provided at the time of the request.

10. CONTACT NUMBERS

- Customer Service / Customer Charter – Norman Beverley (07989 375 773)
- Media Manager – Des Hinks (0161 286 8888)
- Ticket Office – John Hobson (08712 220 120)
- Commercial Office – Martin Booker (0161 286 8903)
- Football In The Community – Mike Smith (0161 286 8888 Extension 263)
- Ground Safety – Gordon Taylor (0161 286 8888) (*NB: works part-time, contact CEO if not available*)
- Chief Executive (CEO) – Kevan Taylor (0161 286 8902)



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APPENDIX 1 – Stockport County Football Club (SCFC) Anti-Discrimination Policy

SCFC is proud of its reputation as the Friendly Football Club and consequently does not tolerate discrimination on the basis of sex, sexual orientation, race, nationality, ethnic origin, religion, disability or any other unjustifiable reason, and will actively seek to confront and eliminate it.

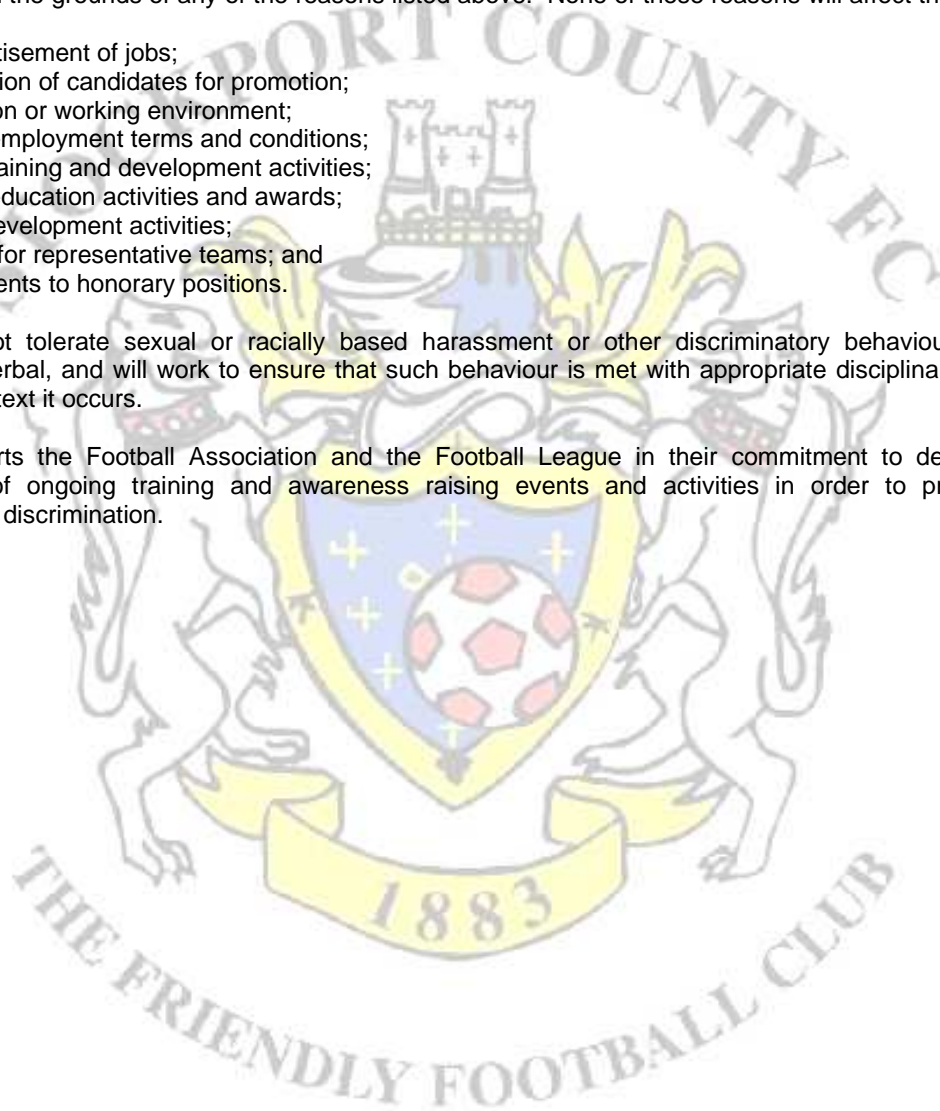
SCFC will have special regard to the duties laid upon them by the Sex Discrimination Act 1975, the Race Relations Act 1976, the Disability Discrimination Act 1995, and the Code of Practice on the Employment of Disabled People.

SCFC is an equal opportunities employer and is committed to ensuring that no prospective employee is discounted on the grounds of any of the reasons listed above. None of these reasons will affect the following:

- the advertisement of jobs;
- the selection of candidates for promotion;
- job location or working environment;
- pay and employment terms and conditions;
- internal training and development activities;
- external education activities and awards;
- football development activities;
- selection for representative teams; and
- appointments to honorary positions.

SCFC will not tolerate sexual or racially based harassment or other discriminatory behaviour, whether physical or verbal, and will work to ensure that such behaviour is met with appropriate disciplinary action in whatever context it occurs.

SCFC supports the Football Association and the Football League in their commitment to developing a programme of ongoing training and awareness raising events and activities in order to promote the eradication of discrimination.



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APPENDIX 2 –Policy Regarding Ejecting and Banning Supporters from Edgeley Park

The Ground Regulations at Edgeley Park (see Appendix 3) give SCFC the right to eject any supporter (or group of supporters) from the Ground, and/or ban them from the Ground. In addition, this could lead to further action including the confiscation of Season Ticket(s) without reimbursement.

This section of the Charter explains how SCFC commits to deal with these sensitive situations.

- SCFC is committed to the general principle of taking the severe action of banning a supporter (or group of supporters) from Edgeley Park only in the event of serious anti-social behaviour (see Appendix 3) witnessed and/or captured on CCTV, i.e. a breach of the Ground Regulations, rather than in the event of disagreement.
- SCFC will adhere to and enforce any ban set in place by a Court of Law (e.g. a Banning Order).

Ground Safety Personnel

SCFC has a duty to steward every specified event taking place at Edgeley Park. The method of fulfilling this duty is set out in 3 documents:

- The Safety Certificate issued by Stockport Metropolitan Borough Council under the Safety of Sports Ground Act 1975 (as amended);
- The guide to safety at Sports Grounds published by the Home Office (the “Green Guide”); and
- The Ground Regulations published by the Football League (displayed in all areas of Edgeley Park).

Ground Safety Personnel include the Ground Safety Officer, Ground Safety Supervisors and a team of Stewards, who endeavour to ensure that all spectators, regardless of age, gender, ethnic origin, disability or the team they support, are able to enjoy the Edgeley Park experience in complete safety, comfort and security. The Ground Safety Personnel operate a policy of firm, fair and friendly stewarding.

Ground Safety Personnel are subject to regular visits from representatives of:

- Stockport Metropolitan Borough Council;
- The Football Association;
- The Football Licensing Authority; and
- The Football League,

who observe Ground Safety Personnel during events, and inspect relevant records (e.g. Ground Safety Personnel training and assessment records).

An approach of high profile stewarding and low profile policing is adopted. Trained Ground Safety Personnel take responsibility for crowd management and the maintenance of a safe environment.

Ground Safety Personnel, as ambassadors of SCFC, will be polite, courteous and helpful to all supporters at all times, and adhere to a code of conduct. In line with conduct required of all football stewards nationwide, Ground Safety Personnel will never:

- wear SCFC colours;
- be seen eating, drinking or smoking in view of the public;
- consume alcohol before or during their tour of duty;
- celebrate SCFC scoring a goal;
- show hostility towards supporters;
- use obscene or offensive language to any supporter; or
- act in a way likely to bring discredit on the reputation of SCFC.

All Ground Safety Personnel are issued with the SCFC Stewards Handbook, which details Ground Regulations, their duties and responsibilities, and provides information helping them to perform their duties properly and efficiently.

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APPENDIX 2 –Policy Regarding Ejecting and Banning Supporters from Edgeley Park

Ground Safety Personnel (continued)

SCFC have been awarded accreditation for “Excellence in Steward Training and Assessment” by the Football Stewarding Qualification (FSQ) office.

All Ground Safety Personnel are provided with detailed and comprehensive training specifically designed for Ground Safety Personnel at football grounds by the Football League, the Football Association and the Football Safety Officers Association, in consultation with the Football Licensing Association. This training makes up the FSQ, and aside from general responsibilities, covers:

- Maintenance of a safe environment;
- Responses to spectators;
- Emergency aid and fire procedures;
- Stadium evacuation procedures;
- Dealing with racism and disability; and
- Conflict management, including escort and safety ejection techniques.

Regular ongoing assessments are conducted, and refresher training is held as required.

If a supporter is unhappy with the conduct of any member of Ground Safety Personnel, they should immediately report the incident to a Steward Supervisor, who can be easily identified via their distinctive blue and red jackets with the word “supervisor” on them. The Supervisor will assess the situation, consult the Ground Safety Officer if appropriate, and take action as required.

Ejecting Supporters from the Ground

The Police may, on occasions, eject supporters without discussion with Ground Safety Personnel, and this may also include arrest in the event of an offence having been committed, e.g. throwing an object or encroaching onto the pitch.

Prior to Ground Safety Personnel ejecting any supporter from Edgeley Park, Ground Safety Personnel will strive to:

- give supporters fair warning that a continuation of their behaviour will lead to ejection, thereby providing them with an opportunity to change their behaviour;
- advise supporters threatened with ejection specifically what it is about their behaviour that is unacceptable;
- check whether any supporter being ejected is responsible for anyone else’s safety, e.g. guardians to minors, carers for disabled supporters etc.; and
- ensure that an explanation is provided by a senior official prior to ejection (typically, this would be provided by the Ground Safety Officer inside Ground Control).

All ejections will be recorded in SCFC’s incident log.

Banning Supporters from the Ground

Prior to any supporter(s) being banned from Edgeley Park by SCFC, SCFC will:

- advise supporters of the specific reason(s) for the ban, prior to being ejected from the Ground;
- provide written confirmation of the ban to the supporter(s) as soon as possible after the incident(s) that led to the ban, detailing:
 - the incident(s) and/or behaviour that led to the ban;
 - the duration of the ban (usually a specific number of games); and
 - the process whereby the supporter(s) can appeal against the decision (see below)

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APPENDIX 2 –Policy Regarding Ejecting and Banning Supporters from Edgeley Park

Banning Supporters from the Ground (continued)

All bans will be recorded in SCFC's incident log, and sanctioned by a member of the SCFC Board as soon as possible after the final whistle. The following bans can be imposed by SCFC (all include confiscation of Season Ticket without reimbursement):

- a ban for a specified number of games;
- a ban for the remainder of the current season; or
- a life ban.

Appealing Against Bans from the Ground

SCFC will consider appeals from supporters who have had a ban imposed on them.

Such appeals must be made in writing (letter or email) to the Chief Executive of SCFC, who will then assess if it is appropriate to hold an Internal Hearing to consider whether or not the ban should be applied.

In order to assist the Chief Executive in deciding whether an Internal Hearing is warranted, supporters appealing against a ban that has been imposed on them, are required to explain in writing why they feel the decision is inappropriate.

The Chief Executive will respond to all written appeals against bans being imposed in writing (where practical, prior to any ban imposed coming into effect), advising whether or not an Internal Hearing is to be held. In the event of an Internal Hearing being granted, the date and time of the Hearing will be advised, and an explanation of the process provided.

Internal Hearings

It is anticipated that Internal Hearings will only be required in exceptional circumstances.

In the event of an Internal Hearing being held, SCFC will strive, where practical, to ensure that it is held prior to any ban being imposed coming into effect.

Internal Hearings in respect of banning supporters from the Ground will be conducted as follows:

- The only people permitted to be present shall be:
 - the member(s) of Edgeley Park Ground Safety Personnel who witnessed the alleged behaviour that led to the ban;
 - the supporter(s) against whom the ban has been imposed and their nominated representative;
 - witnesses to the event as agreed in advance of the meeting by a member of the SCFC Board;
 - the Ground Safety Officer;
 - a member of the SCFC Board who will consider the evidence and decide what action to take; and
 - an official of SCFC to prepare a written record of events (who is not otherwise involved).
- All Internal Hearings shall be held at Edgeley Park except with the consent of all the participants in the hearing including the supporter who is the subject of the ban.

The member of the SCFC Board attending the Internal Hearing can consider the following courses of action at its conclusion:

- not imposing the ban;
- upholding the ban imposed;
- reducing the duration of the ban imposed; or
- increasing the duration of the ban imposed.

The outcome of the Internal Hearing will be notified in writing to the supporter(s) concerned. All decisions made at Internal Hearings shall be final.

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APPENDIX 3 – Ground Regulations

The Ground Regulations, published by The Football League Limited and The FA Premier League Limited in August 2005 (and displayed around the Ground) are reproduced here (word for word).

For the purpose of this Charter, guidance regarding the evacuation procedure in the event of an emergency has been included, although this is not technically part of the 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 FA Premier League and the Football League in the 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 taking place at the Ground.

1. Permission to enter or to remain within the Ground, notwithstanding possession of any ticket is at the absolute discretion of the Club, any police officer or authorised steward. On no account will admission be granted to a person who is the subject of a current Banning Order.
2. 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.
3. No guarantees can be given by the Club that a Match will be 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.
4. 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.
5. 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.
6. 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.
7. 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.
 - 7.1 Racial 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.
 - 7.2 The following acts are arrestable offences under the Football (Offences) Act 1991, as amended:
 - 7.2.1 The throwing of any object within the Ground without lawful authority or excuse.
 - 7.2.2 The chanting of anything of an indecent or racist nature.
 - 7.2.3 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.

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APPENDIX 3 – Ground Regulations

8. All persons entering the Ground may only occupy the seat allocated to them by their ticket and must not move from any part of the Ground to another without permission or instruction of any steward, officer of the Club and/or any police officer.
9. Nobody may stand in any seated 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.
10. 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.
 - 10.1 Smoking in No-Smoking areas is strictly forbidden.
11. Mobile telephones are permitted within the Ground, provided that they are used for personal and private use only.
12. Under the Sporting Events (Control of Alcohol etc) Act 1985, the following are offences for which a person can be arrested by a police officer and conviction could result in a Banning Order Made:
 - 12.1 Attempting to enter the Ground or being inside the Ground whilst drunk;
 - 12.2 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.
13. Any individual who has entered any part of the Ground designated for the use of any group of supporters to which he/she does not belong may be ejected from the Ground either for the purposes of his/her own safety or for any other reason.
14. No person (other than the person who holds an appropriate license) may bring into the Ground or use within the Ground any equipment, which is capable of recording or transmitting (by digital or other means) any audio, visual or audio-visual material or any information or data in relation of the Match or the Ground. Copyright in any unauthorised recording or transmission is assigned (by way of present assignment of future copyright pursuant to section 91 of the Copyright Designs and Patents Act 1988) to the Club.
15. No goods (including literature) of any nature may be offered for sale without the express written permission of the Club.
 - 15.1 Tickets are not transferable and may not be offered for sale without the prior written permission of the Club. Any tickets offered for sale may be confiscated by any steward, officer of the Club or any police officer.
16. CCTV cameras are in use around and inside the Ground and the Club may itself use or pass to the police or any Football Authority, any recordings for use in any proceedings.
17. 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.
18. **The Club reserves absolutely the right to eject from the Ground any person failing to comply with any of the Ground Regulations or whose presence within the Ground is, or could, reasonably be construed as constituting a source of danger, nuisance or annoyance to any other person. This could lead to further action by the Club including, but not limited to, the withdrawal of any season ticket (without reimbursement) and other benefits.**
 - 18.1 **Entry to the Ground shall constitute acceptance of the Ground Regulations.**

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APPENDIX 3 – Ground Regulations

Evacuation Procedure

Edgeley Park has a clear procedure for emergency situations arising and has ensured that all Safety Stewards are trained to deal with any situation.

In the event of an emergency situation it is important that supporters follow the instructions of the Ground Safety Personnel and listen to all PA announcements. By following these instructions, supporters will facilitate a smooth and safe outcome for everyone.

Supporters' co-operation if an emergency situation arises would be greatly appreciated.

