



East Stirlingshire Football & Athletic Club Ltd

Firs Park, FirsStreet
FALKIRK
FK2 7AY



Tel 01324 623583 Fax 01324 637862
Chief Executive/Secretary: L G Thomson
Mobile No: 07739 209 648

CUSTOMERS / SUPPORTERS CHARTER

East Stirlingshire Football Club recognise the bond between the Club and its supporters, especially the young supporters who are the future of the Club, and appreciates the invaluable contribution they make. As such, the Club makes every effort to be open and honest regarding their policies and practices and ensures good communication with supporters.

Accessibility

1. Season tickets are offered to Senior Citizens, Juveniles and Students at a reduced rate.
2. To encourage families to games, we offer a Family season ticket.
3. All tickets games – these are always pre-arranged with the visiting team and we offer tickets to season ticket holders first before selling to the general public.
4. No seating is offered with a restricted view, i.e. where you physically have to move to acquire a full view of the pitch.
5. In the event of a game being abandoned before kick-off or before half-time, free tickets will be issued to supporters.

Away Support

1. The Club does not charge higher admission prices for Away Supporters.
2. The Club abides by SFL and SFA rules regarding allocation of tickets to visiting Clubs.

Loyalty and Membership

1. The Club offers a 10% discount on merchandise to members of our supporters club.

Consultation and Information

1. Supporters are updated on club information via our website and open discussions are held approximately twice a year with the management team.
2. Major issues are addressed in the matchday programme.



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Community Activity

1. The Club have a close link with all local schools providing after school football classes.
2. We work with Scotland Against Drugs and promote healthy living through correct diet encouraging young people away from drug misuse.
3. The Club supports "Show Racism the Red Card" and other schemes to eradicate racism from football.

Merchandise

1. Unless forced to change due to contractual obligations, home and away replica shirts will have a lifespan of at least 2 seasons.
2. The proposed date for the sale of replica shirts is communicated through the Club website.
3. The Club offers refunds on merchandise in accordance with its legal obligations.

Customer Service

East Stirlingshire Football Club will;

1. Strive to provide value for money in all areas of its business.
2. Seeks to achieve the highest level of service.
3. Will treat all customers with respect and courtesy.
4. Will respond promptly to any contact from a customer.
5. Will deal promptly with any complaint from a customer.
6. If a complaint has not been resolved to the customers' satisfaction, contact can be made to our Secretary who will investigate the matter further.

Contact details:

Mr Les Thomson
Chief Executive/Secretary
East Stirlingshire Football Club
Firs Park
Firs Street
Falkirk
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