



## **EAST STIRLINGSHIRE SUPPORTERS CHARTER**

**The Supporters Charter maps out the commitment of East Stirlingshire Football Club to give our supporters a safe and enjoyable experience of football.**

### **East Stirlingshire Football Club**

- Will set out and publish service aims, giving a framework by which performance can be judged by the Club and others.  
Will take action if service or safety levels fall short of the published aims  
Will provide a forum by which supporters may raise their comments or concerns.  
Will review its aims annually.  
Will commit to keep the supporters informed of activity at the Club.  
Will publish its charter and make it freely available to all.

### **THE CHARTER**

#### **STANDARDS**

East Stirlingshire Football Club will set service standards. East Stirlingshire Football Club will strive to achieve the standards and discuss at the end of season supporters meeting.

#### **SUPPORTER INFORMATION**

East Stirlingshire Football Club undertakes to keep its supporters informed as to changes at the Club by whatever means it decides is the most cost effective.  
East Stirlingshire Football Club undertakes to publish its position on major policy issues.

#### **SPECIAL NEEDS**

East Stirlingshire Football Club will publish details of the availability of, and pricing policy for, special needs and carers' seating. These details will be published at the earliest possible opportunity.

## **TICKET SALES**

East Stirlingshire Football Club:

- Will publish details of the availability and pricing policy of all tickets.  
Will publish amendments at the earliest possible opportunity.  
Will provide a range of ticket prices.  
Will offer an appropriate concessionary ticket policy.

## **FIXTURE LISTS**

- East Stirlingshire Football Club undertakes to keep supporters informed as to fixture changes by whatever means it decides is the most cost effective.

## **STADIUM**

- East Stirlingshire Football Club in line with Falkirk Football Club undertakes to provide a clean and safe stadium with the appropriate facilities  
East Stirlingshire Football Club undertakes to provide access for those with special needs and their carers.  
East Stirlingshire Football Club undertakes to encourage an environment free of sectarian and racial abuse.

## **MERCHANDISING**

- East Stirlingshire Football Club will produce and sell through official club outlets replica strips and associated team wear. All official club garments will be of good quality and be of similar style and design as the items worn by the first team players and management.  
The club reserves the right to change the design and style of replica team wear on a regular basis.  
The club will endeavour to introduce incentive and loyalty schemes to reward regular retail customers. Details of any such schemes will be advertised on the club web site and in the official retail outlets.  
The date of introduction will be included in the club shop catalogue.  
Details of the next intended change of kits will be available from the Club, and communicated to supporters at the earliest possible date.

## **SUPPORTER CONTACT**

- East Stirlingshire Football Club will respond to any reasonable contact from a supporter, by the most appropriate method, unless extreme circumstances make the Club unable to respond.