



ATWFC Supporters Charter

Aberystwyth Town Women's Football Club Supporters Charter sets out our club's commitment to give our supporters a safe and enjoyable experience of football at our club.

Aberystwyth Town Women's Football Club:

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

The Charter

Standards of performance

- Our club will set service level targets wherever possible and appropriate. We will strive to achieve the targets and publish its performance against the service level targets.

Supporter information

- Our club undertakes to keep our supporters informed as to changes at the club through website updates and / or our social media platforms.*
- Our club undertakes to keep our supporters informed on a regular basis through website updates and / or our social media platforms.*
- Our club will publish its position on major policy issues where relevant.*

Special needs

- Our club will publish details of the availability of and pricing policy for special needs seating and their carers. These details will be published at the earliest possible opportunity.



Ticket sales

Our club will:

- publish details of the availability and pricing of all tickets*
- publish amendments at the earliest possible opportunity*
- publish its policy for returned and unwanted tickets*
- publish its tickets return policy for abandoned matches*
- provide a range of ticket prices*
- offer an appropriate concessionary ticket policy*
- publish details of any membership, loyalty, bond or similar scheme.*

Fixture lists

- The club undertakes to keep the supporters informed as to fixture changes through website updates and / or our social media platforms.*

Stadium

- The club undertakes to provide a clean and safe stadium with the appropriate facilities.*
- The club will provide an area for the exclusive use of family groups and junior supporters.*
- The club undertakes to provide access for those with special needs*

Equality

- The club undertakes to encourage an environment free of discriminatory abuse.*

Catering

- The club undertakes to provide or subcontract an appropriate catering service for all spectators at the ground.*

Merchandising

- All replica strips will have a lifespan of at least two seasons from the date of introduction.*
- The date of introduction will be included on the garment swing ticket*
- Details of the next intended change of kits will be available from the club.*

Supporter Contact

The club will respond to any contact from a supporter within seven days,



by the most appropriate method, unless under extreme circumstances which renders the club administration unable to respond.

This is the club's most recent Charter and will be reviewed and renewed where appropriate at the start of every season.

Aberystwyth Town Women's Football Club would welcome any suggestions or questions regarding this Charter. Should you wish to do so, please contact:

Ray Hughes

Club Secretary

Aberystwyth Town Women's FC

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