



SUPPORTERS CHARTER

TICKETING AND ENTRY

1. Briton Ferry Llansawel is governed by FAW regulations and our ground regulations for supporters are clearly displayed on the entrance of the ground.
2. The club allows any age of supporter to enter the ground with 16 and under free and any age over 16 entry is £5.
3. The club provides the option of a season ticket offer to allow savings for loyal supporters with an early bird offer available to save extra money over the season if wanted.
4. Match day programmes are always produced along with team sheets for any supporters to purchase at the turn style (subject to availability).

DISABLED SUPPORTERS

1. The Club provides appropriate facilities to assist disabled supporters and we annually survey the needs of these supporters and strive for improvement of facilities and feedback and suggestions for improvement are always welcomed.
2. A designated covered Disabled Seating Area is available with disabled access at the front of the Old Road Terrace with seating also available for carers.
3. A disabled toilet and access ramp is also available in the clubhouse for disabled supporters.

4.The club will try to arrange disabled car parking as close as possible to the disabled seating area, if anyone would like to contact us regarding this prior to a match please contact our Disabled Access Officer.

4.Any enquiries, concerns, or suggestions for improvement to our facilities for disabled supporters are welcomed and should be addressed to our Disability Access Officer who can be contacted here- [Karen Jones 07860 885993/Karen.Baker7@ntlworld.com](mailto:Karen.Baker7@ntlworld.com)

ABONDONEMENT

1.In the event of abandonment of a Match supporters will be entitled to receive an equivalent ticket for the subsequent re-arranged Match via such application procedure as the Club stipulates.

2.Season Card holders shall be entitled to free admission to the re-arranged Match with their Season Ticket Card. If a friendly or pre-season match is abandoned after spectators have been admitted to the Ground, but any time before half time, a full refund of the face value of the match ticket shall be made by the Club on production by the spectator of the applicable match ticket via such application procedure as the Club stipulates .

3.The Club shall have no further liability whatsoever, including but not limited to, any indirect or consequential loss or damage, loss of enjoyment or travel/accommodation costs.

AWAY SUPPORT

1.The Club does have a designated away supporters area if needed for a match or if stipulated by the FAW, a stewarding policy is also in place for this.

2.Away supporters can otherwise enjoy access to all areas of the ground apart from designated season ticket holder seats in the Macron Stand.

3.The Club always abides by the FAW rules governing the need for away supporters.

CONSULTATION AND INFORMATION

1.The Club strives to consult with supporters on a regular basis through a variety of formats.

2.These include regular meetings and dialogue between the committee and Supporters Liaison Officer.

3.Feedback is always encouraged at matches and on Social Media and any issues supporters are encouraged to contact the Supporters Liaison Officer here - **Craig Matthews 07894 306000.**

4.In addition to Supporters the Club engages in and welcomes opportunities to consult and discuss relevant topics with all stakeholders including sponsors, partners, members or anyone having an interest in the activities of the Club.

MERCHANDISE

1.The club has a supporters club shop online via Macron Store Neath with a number of items for supporters to purchase.

2.Details of the next intended change of kit will always be announced via the Club website and social media.

3.The club provides pin badges, beanies, scarves etc throughout the season at the ground on the turn style(subject to availability).

4.For further information on products available from Macron Store Neath please visit here-

<https://macronstoreneath.co.uk/shop/club-shops/briton-ferry-llansawel-fc/>

CUSTOMER & SUPPORTERS SERVICES

1.The Club actively encourages supporters' feedback, comments and views about the Club, its staff or activities. Supporters can contact the Club via the details below about any issues.

2.Our primary contact details for supporter feedback are:

Supporters Liaison Officer- Craig Matthews 07894 306000

Post: Old Road Ground, Old Road, Briton Ferry, Neath Port Talbot, SA11 2HA

Telephone: 01639 821925/07515405025

3.All contact from supporters or customers will be responded to by a representative of the relevant person.

The response may be by letter, email and/or telephone and shall be made within a maximum of ten working days.

It is hoped the relevant person can resolve the issue to the supporter or complainant's satisfaction.

However, in the event that a supporter or complainant is still not satisfied with the outcome the matter may be escalated during a specific timescale directly to the FAW for resolution.

www.bflafc.com