

2018-19

CUSTOMER CHARTER



Nottingham Forest Football Club makes the following commitment in striving to deliver a high quality of service, and to maintain and develop its good relationship with supporters and all other visitors to The City Ground:

1. Ticketing information

1.1 A broad range of ticket prices will be offered by the club in order to provide wider access to home matches for as many people as possible.

1.2 At least 10% of matchday tickets will be made available to non-season ticket holders for each game at The City Ground.

1.3 Concessions will be made available at home matches for junior supporters, youths, students and senior citizens. Any such concessions will be clearly defined and made public whenever they are created or altered.

1.4 Warnings will be given in advance when selling seats with a restricted view of the pitch at The City Ground.

1.5 Areas of The City Ground will be made available for the exclusive use of family groups and junior supporters.

1.6 A range of facilities and support will be provided for disabled supporters and their carers at The City Ground.

1.7 If a game is abandoned after spectators

have been admitted to The City Ground but before the game has kicked off, admission to the rearranged game (on production of the original ticket stub) or a total refund up to 48 hours before that match will be offered. A fair and reasonable decision will be made on refunds or admission prices based on the individual circumstances when a home game is abandoned after the kick-off and taking into account the rules of the football authorities pertaining to abandoned matches.

1.8 The club will only refund money paid for tickets up to 48 hours prior to the kick-off of the match.

1.9 Allocated tickets for away matches will be made available when practicable by the club to away season ticket holders, away members and home season ticket holders (in order of priority decided by the club). The price of these tickets will be determined by the home club.

1.10 The club will abide by the decisions and respect the advice of any governing organisations or bodies authorising or regulating the use of The City Ground or any football ground in which the club is represented.

2. Stadium parking

2.1 For all information on stadium parking please click [here](#).

3. Ground regulations

3.1 Please click [here](#) to access a full description of the ground regulations at The City Ground.

4. Supporter consultation

4.1 The club will consult its supporters on an occasional basis and invites people to express their opinion via the official website, by contacting club officials directly or (particularly if anonymity is preferred) by asking Supporters Club officials to raise any issues on their behalf. The club reserves the right to disregard abusive or unreasonable comments.

4.2 The club will aim to inform supporters of any major policy decisions in an easily understood format through the official website, the club's matchday programme and other publications.

4.3 The earliest possible notice will be given concerning any changes to ticketing policy.

4.4 One senior member of staff from the club will meet representatives from the Supporters Club on a monthly basis in order to gain feedback and listen to any recommendations.

5. Community activity

5.1 The club recognises that it has an important role to play in the local community



and will endeavor to fulfil its responsibilities and obligations with a wide range of activities.

5.2 At The City Ground and in the locality, the club will offer facilities for use by an extensive range of groups, especially local schoolchildren.

5.3 The club will actively support projects and initiatives set up by organisations which help to improve the quality of life and education of local people.

6. Merchandise

6.1 The club offer an extensive range of official merchandise at affordable prices.

There are two ways of purchasing official merchandise: by visiting the megastore (NG2 5FJ) located next to the ticket office, or by shopping online at shop.nottinghamforest.co.uk.

Open six days a week (plus all matchdays), the recently refurbished megastore offers in-store shirt personalisation at the point of sale as well as a superb range of products and

souvenirs for all ages and budgets. There are also activity sheets available free of charge on a matchday to entertain young supporters.

Shop.nottinghamforest.co.uk allows the club to offer their customers complete flexibility with the method and place of purchase 24 hours a day, 7 days a week.

Phone orders can be made by calling 0115 982 4444.

DELIVERY

The club also offer an online delivery or collection service to make sure supporters receive the service they want when they want it.

UK mainland deliveries will be fully tracked and delivery notifications via SMS and email are provided by the carrier. Any UK mainland order over £75 will qualify for free delivery. Forest also ship internationally with a standard delivery time of 4-10 days, however some more remote addresses may incur longer transit times.

RETURNS

Items purchased in-store can be returned for a refund or exchanged with an item of equivalent value within 14 days of purchase. Provided the item is still in its original condition and accompanied by an itemised receipt, in the absence of proof of purchase the club can only offer an exchange to the item's current value. Personalised items, including football shirts, are exempt from the refund policy, as is jewellery and underwear. The product must be returned in an acceptable condition to warrant resale and exchanges are subject to stock availability. This does not affect normal statutory rights.

For items purchased via shop. nottinghamforest.co.uk, please email retailenquiries@nottinghamforest.co.uk with an order number, name and address, details of the product, and reason for return. The club will then provide details of how to proceed. Shipping charges for the return of the goods will be paid for by the customer (unless the item was faulty) and the club suggest the use a service that requires proof of delivery (eg. a signature) as they cannot be responsible for



returns that go missing in transit and are not received.

For refunds, please allow 5 - 10 working days for the money to appear in your bank account. This timeframe is dictated by your bank or card issuer and is outside of the club's control. The refund will be credited to the same card with which you made your original purchase

For more information on anything retail, please email retailenquiries@nottinghamforest.co.uk and we will endeavour to come back to you as soon as possible.

Megastore opening hours:

Monday - Thursday: 9am - 5pm
Friday in season: 9am - 6pm
Friday close season: 9am - 5pm
Saturday: 9am - 5pm
Sunday: Closed

The megastore will remain open for an hour after all first-team home matches.

7. Information on stewards, crowd control and first aid procedures

7.1 The club's aim is to welcome everyone, football supporter or otherwise, to a friendly atmosphere and a safe environment at

The City Ground and at the Nigel Doughty Academy.

7.2 The club will maintain high standards of safety for everyone who comes to The City Ground.

7.3 The club will help to maintain the standards of behaviour expected by the vast majority of people coming to The City Ground.

7.4 The club's staff will deal with matters in a polite, clear and appropriate manner. Appropriate disciplinary action will be taken when supporters are violent, use foul and abusive language, act in an intimidating manner or behave in a manner likely to cause offence to others, including any abuse of the club or its staff and officials both in-person or in the public domain.

7.5 The club will commit itself to confronting and eliminating discrimination and anti-social behaviour of any kind whether by reason of age, colour, disability, ethnic / national origin, gender, gender reassignment, marital / civil partnership status, pregnancy / maternity, race, religion or belief, sexual orientation, or any other legally protected characteristic. The club will work to ensure that such behaviour, including obscene chanting, is met with appropriate disciplinary action.

7.6 Where a spectator's conduct fails to meet these standards of safety and behaviour, he/she will be warned about their actions. In situations that the club's staff or officials regard as serious, the club reserves the right to suspend or cancel a season ticket or to ban someone from the ground for any period. Following such a ban, a person can appeal to the club's Head of Safety and Security and the Board of Directors, whose decision will be final.

7.7 The club supports the Football Association and the Football League in their commitment to develop a programme of ongoing training and awareness-raising events and activities aimed to eradicate discrimination.

8. Staff conduct and equal opportunities

8.1 The club expect its staff, stewards and representatives to be courteous, helpful and well informed. Any person who feels that any of the club's personnel are failing to meet the standards they expect should notify the club's Board of Directors as soon as possible.

8.2 The club's staff will be properly trained to deal sensitively with issues of safety, misbehaviour and other stadium regulations and will use discretion where required if standards or regulations are abused or ignored by spectators or other visitors.



8.3 The club will aim to provide the highest possible standards of courtesy, consideration and service to everyone coming into contact with the club and within the ground itself.

8.4 The club will endeavour to be fair and efficient in all matters, where issues are drawn to its attention and in setting out its offers to customers. The club will aim to provide tickets, merchandise and information to supporters in good time.

8.5 Should a supporter feel unsatisfied by the club's response and manner in which he/she's complaint has been dealt with then they should contact the Independent Football Ombudsman; details for which are;

The Independent Football Ombudsman
Suite 49
57 Great George Street
Leeds
LS1 3AJ

9. Complaints

9.1 The club will respond to a complaint or request from a customer within a minimum of ten working days, where the contact is by letter, telephone, email, fax or a visit to The City Ground. The club will respond, where possible, by the same medium through which it was conducted, and a member of staff for

communication will be named.

9.2 If it is not possible for the club to provide a substantive reply within ten working days, the club will contact the customer to explain why and let that person know when to expect the appropriate response.

9.3 The club will not necessarily respond to general comments or unanswerable communications that, in the judgement of the appropriate member of staff, do not require a reply.

Complaints should be made in writing to:
NFFC supporter feedback
The City Ground, Nottingham, NG2 5FJ

Email: feedback@nottinghamforest.co.uk

10. Safeguarding

10.1 The club are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Please report any safeguarding-related issues to besafe@nottinghamforest.co.uk.

11. Access and disabled supporters

11.1 Wheelchair users are accommodated on

the front rows of the Bridgford, Brian Clough and Trent End stands, which allow the personal assistant to sit behind them. There are elevated sections in the Bridgford and Trent End stands for home supporters.

11.2 Supporters suffering from temporary mobility restrictions that may affect access to the stadium or seating areas should contact the ticket office prior to the game to arrange alternative seating (subject to availability).

11.3 Any supporter wishing to attend the stadium with an assistance dog must contact the safety office prior to the match they wish to attend.

11.4 Please note that accessible toilets are located around the stadium and these are clearly signed. Should you require assistance, please seek advice from the nearest steward. All accessible toilets operate using a 'radar' access key.

11.5 The club currently has high demand for accessible parking bays and therefore operates a waiting list for disabled supporters who require one. The club has a dedicated car parking area within the east car park for home and away disabled supporters (blue badge holders only).

11.6 Further information can be provided by contacting the concessions supervisor on



0115 9824341.

12. Charity policy

12.1 The club is contracted to one seasonal charity partner to raise money and awareness throughout the course of the campaign.

12.2 For information on how to apply for a charitable donation, follow this link: nottinghamforest.co.uk/club/prcharities.

13. Hospitality

13.1 The club tailors events to suit every requirement and budget, offering a wide range of hospitality packages, conference facilities and commercial opportunities. Follow this link for more information: nottinghamforest.co.uk/commercial/hospitality.

14. Supporter liaison

14.1 The club's supporter liaison officer is Ben White.

Ben can be contacted in the following ways: ben.white@nottinghamforest.co.uk

Ben White
The City Ground
Nottingham
NG2 5FJ

15. Data protection policy

15.1 The club will ensure that all customer data is used safely and securely under the Data Protection Act 1998.

15.2 The club will not share any personal information with any third parties unless consent has been given. Customers have the option to opt out of receiving correspondence from the club and its partners.

16. Useful contacts

Main Switchboard - 0115 982 4444

Ticket Office
Phone - 0115 982 4388
Online - tickets.nottinghamforest.co.uk
Email - tickets@nottinghamforest.co.uk

Young Supporters
Enquiries - 0115 982 4400
Purchase - 0115 982 4388
Email - sherwood@nottinghamforest.co.uk

Hospitality
Phone - 0115 982 4450
Online - nottinghamforest.co.uk/commercial/hospitality/
Email - hospitality@nottinghamforest.co.uk

Advertising

Phone - 0115 982 4312
Online - nottinghamforest.co.uk/commercial/advertising/

Conference & Banqueting - 0115 982 4332

Press
Email - press@nottinghamforest.co.uk

Press Accreditation - Football DataCo iPBS

Public Relations
Email - pr@nottinghamforest.co.uk

Safety Office
Phone - 0115 982 4390/1

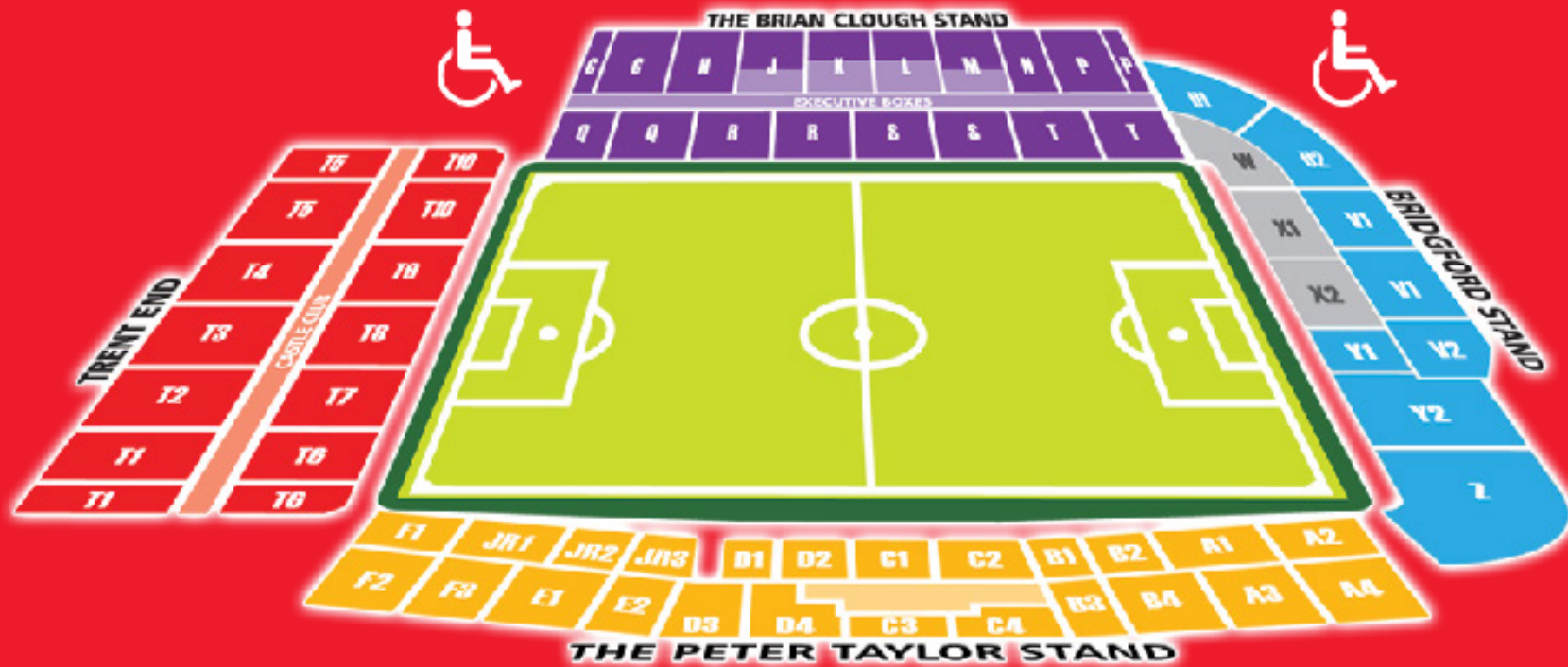
Forest in the Community
Phone - 0115 982 4328
Email - graham.moran@nottinghamforest.co.uk

Forest Foundation
Phone - 0115 982 4317
Email - foundation@nottinghamforest.co.uk

Forest Lottery
Email - fada@nottinghamforest.co.uk

Safeguarding
Email - besafe@nottinghamforest.co.uk

17. Map of the City Ground



Nottingham Forest Football Club
The City Ground
Nottingham NG2 5FJ

Forest Academy
Gresham Close
West Bridgford
Nottingham
NG2 7RQ