



Deveronvale Football Club Princess Royal Park, Banff Customer/Supporter Charter

Introduction

Deveronvale Football Club is a full member of the Scottish Football Association and a member of the Scottish Highland Football League.

Deveronvale Football Club acknowledges the continued and valued support that individuals, families and groups bring to the Club. In recognition of this we endeavour to work in a way that ensures that all possible actions by the Club reflect this by:

Providing access to games at Princess Royal Park for non-season ticket holders and in the event of the match being all ticket, non-season ticket holders will be able to purchase tickets after the requirements of the season ticket holders have been met.

By keeping the cost of tickets within an affordable price range as decided by the Directors.

By ensuring that all facilities offered by the Club are kept to a standard that is suitable for all participants.

By providing concessions for young supporters and senior citizens.

Support for disabled supporters and their carer (1 person) where both will be admitted for the current concessionary rate.

Visiting Supporters

The Club does not charge to supporters of a visiting club admission prices which are higher than those charged to our own supporters.

Any allocation of concessionary tickets offered to senior citizens and junior supporters will also apply to supporters of visiting clubs.

Facilities

To offer a range of snacks and beverages at reasonable prices.

The Club will supply stewarding to provide the security to supporters in a way that ensures safety of all.

The Club supports local charities.

The Club supports the community and schools' events with organised player and coach visits according to availability.

The Club seeks to provide the best possible service and to treat all supporters and customers with respect and courtesy.

Communication

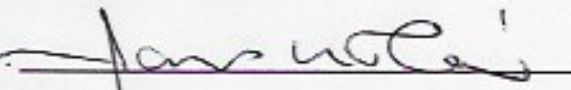
To ensure that all correspondence between supporters and the Club is answered to the best of our ability.

The Club will provide a communication system to all spectators to ensure all information is circulated through the Club website (www.deveronvalefc.co.uk), its Facebook page (Deveronvale FC News Page) and through the local press.

Document Control

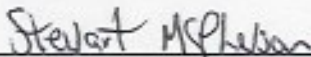
Authorised for issue:-

Deveronvale Football Club Chairman:

James H. Mair: 

Date: 1/6/17

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Deveronvale Football Club Executive Secretary:

Stewart McPherson: 

Date: 1.6.17

Mandatory Review Date (To be reviewed and published every year).

Review Date: 1st June 2018