



1938-2023

## 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 support.

#### Accessibility

By keeping the cost of ground and stand tickets within an affordable price range as decided by the Directors and by offering the option to purchase season tickets at a favourable price.

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

By providing concession entry prices for senior citizens of 65 years or older and for young people between the ages of 12 and 15. Young people under the age of 12 are allowed free ground entry if accompanying an adult paying the full entry price (maximum of 2 under 12s per adult).

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

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.

## **Visiting Supporters**

The Club does not charge 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, junior supporters and carers will also apply to supporters of visiting clubs.

## **Facilities**

The Club's "Pie Shop" offers supporters 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 seeks to provide the best possible service and to treat all supporters and customers with respect and courtesy.

## **Community Activity**

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

The Club supports local charities and community organisations.

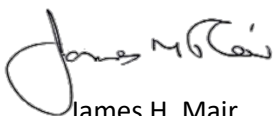
## **Communication and Response to Comments**

The Club will provide a communication system to all spectators to ensure all information is circulated through the Club website ([www.deveronvalefc.co.uk](http://www.deveronvalefc.co.uk)), through all social media used by the Club and through the local press.

The Club website also provides access to the Club Online Shop operated by Kitlocker where replica kit and other merchandise can be purchased.

The Club will hold occasional Fans' Forum meetings at Princess Royal Park to allow fans the opportunity of raising questions directly with the Club Management and/or the Board of Directors.

To ensure that all correspondence between supporters and the Club is answered to the best of our ability. Correspondence can be by email to [deveronvalefc@highlandleague.com](mailto:deveronvalefc@highlandleague.com) or by mail to Deveronvale FC, Princess Royal Park, 56 Airlie Gardens, Banff, AB45 1AZ.



James H. Mair  
Chairman

Date: 1<sup>st</sup> June 2023

(To be reviewed annually)