

Customer Charter

Newport County Association Football Club is committed to offering a high standard of customer service.

This charter explains how we intend to achieve and maintain those standards.

The customer charter has been reviewed in preparation for the 2023-2024 season.

CUSTOMER SERVICE POLICY

Newport County AFC endeavours to offer the highest level of customer service but there may be times when customers feel that we have not reached that standard. The club will respond to complaints and the relevant contact details can be found below.

If you wish to lodge a complaint or observation with our team, please include your name, address, email address and contact telephone number so that we can respond.

The Supporter Liaison Officer for the club is Donna Linton, who with Rob Parsons also acts as the Disabled Supporter Liaison officer. To contact our Liaison officers, please use the following options:

By Post:

Customer Feedback
Newport County AFC
Rodney Parade
Rodney Road
Newport
NP19 0UU

By Email: office@newport-county.co.uk for all enquiries

By telephone (during office opening hours): 01633 302012

In person at the offices at Rodney Parade

We aim to provide a response within 28 working days of receipt but will endeavour to reply as soon as possible.

Should a customer feel that a complaint has not been dealt with satisfactorily, they can refer the matter to The Independent Football Ombudsman (IFO) using the following details:

Independent Football Ombudsman

Premier House

1-5 Argyle Way

Stevenage

Hertfordshire

SG1 2AD

Tel: 0330 165 4223

Email: contact@theifo.co.uk

STAFF CONDUCT

Newport County AFC's representatives and employees will conduct themselves in a courteous manner at all times when dealing with the general public and customers. Any customer who feels that these standards have not been met may contact the Supporter Liaison Officer – see the complaints procedure above for more details.

SUPPORTER CONSULTATION & ENGAGEMENT

Newport County AFC. is committed to consulting supporters on a regular basis. News about club activity will be made public via the website, social media channels, fan forums and the matchday programme.

Newport County AFC has the following associated sub-groups which can be contacted through Equality@newport-county.co.uk

- Exiles Together (Anti-Discrimination Supporters' Group)
- County with Pride (LGBTQIA+ Supporters' Group)
- Disabled Supporters Association

As required by EFL regulation 128, at least two fan forum meetings will be held by the club each season, with supporters invited for a discussion on issues relevant to the football club. Meetings will be advertised on club media outlets.

Day-to-day supporter issues can be brought to the attention of the Supporter Liaison Officer via email (office@newport-county.co.uk) or in person at the stadium during office opening times.

POSTPONED / REARRANGED MATCH POLICY

If a home match is postponed or rearranged for another reason (for example, for live TV broadcast), the following policy will apply:

Ticket refunds will only become generally available after a rearranged date is announced. Earlier refunds may be made, at the discretion of the club, especially if the rearranged date is within two weeks of the original date. Should a postponed game be cancelled instead of rearranged, refunds will be available immediately following announcement of the cancellation.

To Claim a Refund:

For Tickets Purchased Online: Email the ticket office, stating your name and order number. It is advisable to send the refund request email from the account you used when purchasing your online tickets. We will confirm when your refund has been processed.

For Tickets Purchased from the Newport County AFC ticket office: Return the tickets to the ticket office during opening hours for a cash refund.

Please Note: Refunds for postponed match tickets will only be paid if requested prior to the date on which the rearranged fixture is played – see individual match details for refund claim deadlines. No refunds will be paid after the rearranged fixture is paid, except at the discretion of the club. No claims from supporters for travel or sundry expenses incurred for a game that is postponed or

rearranged will be accepted by Newport County AFC

ABANDONED MATCH POLICY

If a home match has to be abandoned for whatever reason the following club policy will apply:

- If a game is abandoned after spectators have entered the ground, but before kick-off, ticket holders are entitled to free admission to the rearranged fixture.
- If a game is abandoned after kick-off spectators are entitled to half price admission to the rearranged fixture.
- If a game is abandoned before the date of the fixture or before spectators have entered the ground, ticket holders are entitled to free admission to the rearranged fixture.

All supporters will be advised to retain their tickets as proof of their admission to the game.

LOST OR STOLEN SEASON TICKET CARDS

In the case of a season ticket being lost or stolen, replacement cards can be issued at a cost to be determined by the club. Supporters are asked to contact the ticket office as soon as possible after the loss of the card is noticed.

MERCHANDISE

The club carries out its obligations under EFL regulations to prevent price fixing in relation to the sale of replica strip.

The club will offer refunds on merchandise, deemed to be defective, purchased in its on-site retail outlet in accordance with its legal obligations.

Merchandise can also be refunded if the all the following criteria are met:

- Returned within 28 days of purchase
- Returned with a valid receipt
- Returned unused and in re-saleable condition
- Refunds will be made by cash (in person) or bank transfer.

ACCOMMODATING AWAY SUPPORTERS

Newport County AFC abides by EFL regulations governing the allocation of tickets to visiting clubs. Away supporters are accommodated in the Bisley Stand and South Stand.

All ticket prices for matches are available at www.newport-county.co.uk/tickets/

CHARITY PARTNERS AND REQUESTS

Newport County AFC supports the EFL's official charity.

The club is committed to supporting good causes, with local charities or established charitable partners a particular priority. Requests for signed merchandise, season tickets or match tickets will be judged on individual merit. No monetary donations will be considered and requests for signed merchandise will be at the discretion of the club.

All charitable requests should be made to the SLO via office@newport-county.co.uk.

MATCH DAY TRIBUTES

The only circumstance under which a minute silence or applause will be held at Rodney Parade

Stadium is in response to a request from the FA, EFL or at the club's discretion of an individual who has represented the club with distinction has passed away.

EQUAL OPPORTUNITIES, INCLUSION AND ANTI – DISCRIMINATION

Newport County AFC are committed to providing an inclusive environment for all and preventing discrimination. The club recognises the protected characteristics as defined by the Equality Act 2010 and will not discriminate on the terms of age, disability, gender reassignment, marriage of civil partnership, pregnancy and maternity, race, religion or sexual orientation.

Racism

Newport County AFC does not tolerate racist language or behaviour at Rodney Parade, or on its social media channels. Our anti-racism policy includes the following objectives:

- Issuing statements via the club website, social media channels, matchday programme and public address system regarding our policy of zero tolerance towards racist language and behaviour.
- The club will prevent the distribution of racist literature inside the ground and will take steps to prevent it in the immediate area of the stadium.
- Disciplinary action will be taken against players or club staff who engage in racial abuse.
- The club will continue to develop links with supporters, local residents, business and organisations, police and the PFA, with the aim of eradicating racially-based abuse and discrimination.

Disability Policy

Newport County AFC operates an equal opportunities policy and therefore opposes all forms of unfair or unlawful discrimination on the grounds of disability. A ticket policy for disabled persons (see Ticketing section).

Definition of Disability

One of the key requirements of the 2010 Equality Act is that people with a disability are not treated "less favourably, without justification" and that reasonable efforts should be made to make all of our services accessible. For the purpose of this policy only, the definition of a person with a disability is "any person who, because of their disability or impairment, is unable to use areas of stand seating or terracing without contravening Health & Safety regulations. Any such person will be allowed to occupy a place within the designated areas of the stadium, in line with the process set out in this policy."

Proof of Disability

Persons with appropriate, valid proof of disability shall be entitled to a free "carer" ticket should the following documentary evidence be provided:

- Current receipt of high-rate DLA (disability living allowance, mobility and / or care component) or the higher rate of PIP (Personal Independence Payment).

Proof of entitlement will be required when purchasing season tickets and match tickets.

Ticket Pricing for Disabled Supporters

A person with a disability will pay at the age / educational status rate appropriate to them (see the

Ticketing section above) with a carer admitted free of charge. The club reserves the right to request "Proof of Disability" before issuing the free carer ticket.
Season tickets are available for people with a disability with carers, if required.

THE STADIUM

The Peninsula Stadium Ground Plan displays all supporter locations and a copy of the EFL ground regulations are displayed at all points of ticket sale / admission around the stadium.

Spectator Behaviour and Banning Orders

Every spectator attending games at Rodney Parade is required to comply with the ground regulations. A spectator who breaches a ground regulation may be removed from the ground immediately and would then be required to sign an acceptable behaviour agreement before being allowed to attend further Newport County AFC home fixtures.

For more serious breaches of the ground regulations, or for persistent breaches, a fixed period stadium ban may be issued, with no refund for tickets already pre-purchased.

Any banning order that is issued will be reviewed by the club at the end of the fixed term. This review must be conducted before the subject of the banning order is allowed to purchase tickets or gain admission to games at Rodney Parade.

First Aid

Newport County AFC have paramedics and a crowd doctor present at all matches, and there is a first aid room situated at the eastern edge of the South Stand. Should medical care be required, please inform the nearest steward so that assistance can be provided.

Matchday Car Parking

There is limited on-site parking available for spectators at Rodney Parade.

A resident-only parking scheme operates around the ground, blue badge holders may park within the resident only zone within current regulations.

DATA PROTECTION

Newport County AFC may gather and hold personal information about customers that has been provided by the customer or gathered from web-based technology. All information gathered will be handled and stored in accordance with the General Data Protection Regulation (GDPR) (EU) 2016/79.

Newport County AFC will not use your data in any way that you would not expect from a privacy conscious organisation with a contact strategy founded on permission-based marketing. If compelled to do so, we will disclose information to law enforcement agencies.

SAFE GUARDING

Newport County AFC is committed to protecting the well-being of customers and employees. The club aims to maintain an environment that is safe, inclusive and welcoming for all.

Our specific aims in this area are:

Preventing and reducing the risk of significant harm, abuse or exploitation for children and vulnerable adults, and

Providing an effective response to reported incidents and concerns.

Further information regarding Safeguarding and our Whistleblowing process can be accessed in our policy found here: www.newport-county.co.uk/club/policies/

The Club's Safeguarding Team can be contacted via email – safeguarding@newportcounty.co.uk.

EFL GROUND REGULATIONS

Notice:

Entry to the Ground is expressly subject to acceptance by the visitor of these Ground Regulations and the rules and regulations of FIFA, UEFA, The Football Association, the Premier League and The English Football League (EFL) in respect of the relevant competition and the terms of the Supporter Code of Conduct (if any). The Ground Regulations incorporate the Club's Customer Charter (if any). Entry to the Ground shall constitute acceptance of the Ground Regulations.

"Club" means this football club.

"Football Authority" means each of The English Football League (EFL), the Premier League, The Football Association, the Football Association of Wales, FIFA, UEFA and any other relevant governing body of association football.

"Illegal Substance" means any drug which is not legally obtainable, or which is legally obtainable but has not been legally obtained. The term includes prescribed drugs not being used for prescribed purposes.

"Ground" means this football stadium and all locations owned, occupied or utilised by the Club.

"Match" means any association football match (or any part or aspect of such a match) taking place at the Ground.

"Material" means any audio, visual and/or audio-visual material and/or any information or data.

"Supporter Code of Conduct" means the code of conduct to be adhered to by all those attending the ground which can be found on or accessed via the Club's website or can be provided upon written request to the Club.

1 Notwithstanding possession of any ticket the Club, any police officer or authorised steward may refuse entry to (or eject from) the Ground any person:

1.1 that fails (or in the Club's reasonable opinion is likely to fail) to comply with these ground Regulations and/or the Supporter Code of Conduct and/or any reasonable instruction issued by a police officer or authorised steward or officer of the Club; and/or

1.2 whose presence within the Ground is, or could (in the Club's reasonable opinion), constitute a source of danger, nuisance or annoyance to any other

person.

2 On no account will admission be granted to a person:

2.1 who is the subject of a current Banning Order under the Football Spectators Act 1989 (as amended); or

2.2 who has been convicted of ticket touting offences under section 166 of the Criminal Justice and Public Order Act 1994 (as amended).

3. The Club excludes to the maximum extent permitted by law any liability for loss, injury or damage to persons/property in or around the Ground.

4. No guarantees can be given by the Club that a Match will take place at a particular time or on a particular date and the Club reserve the right to reschedule the Match without notice and without any liability whatsoever, save only to the extent provided pursuant to paragraph 5.

5. In the event of the postponement or abandonment of the Match, refunds (if any) will be made in accordance with the Club's Customer Charter. The Club will have no further liability whatsoever, including (but not limited to) any indirect or consequential loss or damage, such as (but not limited to) loss of enjoyment or travel costs.

6. All persons seeking entrance to the Ground acknowledge the Club's right to search any person entering the Ground and to refuse entry to or eject from the Ground any person refusing to submit to such a search.

7. The following articles must not be brought within the Ground – knives, Illegal Substances, fireworks, smoke canisters, air-horns, flares, weapons, dangerous or hazardous items, laser devices, bottles, glass vessels, cans, poles and any article that might be used as a weapon and/or compromise public safety. Any person in possession of such items will be refused entry to the Ground.

8 Further, you may not bring into the Ground:

8.1 any sponsorship, promotional or marketing materials save in respect of official club merchandise and/or other football related clothing worn in good faith;

8.2 any flags or banners larger than those maximum dimensions permitted by the Club from time to time (or, in the absence of such stipulations, 2 metres x 1 metre) and/or of an offensive nature;

8.3 nor may you offer (either free or for sale by any person) any goods (including literature) of any nature, without the express written approval of the Club's management.

9. The following activities are strictly forbidden and will result in arrest and/or ejection from the Ground. The Club may impose a ban for one or more Matches:

9.1 use of threatening behaviour, foul or abusive language;

9.2 attempting to enter the Ground or be inside the Ground whilst under the influence of an Illegal Substance; and /or

9.3 being in possession of an Illegal Substance when entering the Ground or inside the Ground

10. Racial, homophobic or discriminatory abuse, chanting or harassment is strictly forbidden and will result in arrest and/or ejection from the Ground. The Club may impose a ban for one or more Matches.

11. The following acts are offences under the Football (Offences) Act 1991 (as amended):

11.1 the throwing of any object within the Ground without lawful authority or excuse.

11.2 the chanting of anything of an indecent or racist nature.

11.3 the entry onto the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse.

Conviction may result in a Banning Order being made.

12. All persons entering the Ground may only occupy the seat allocated to them by their ticket (Including those who have tickets to the Licensed Standing In Seated Area pursuant to paragraph 15 below) and must not move from any one part of the Ground to another without the express permission or instruction of any steward, officer of the Club and/or any police officer.

13. Nobody may stand in any seating area whilst play is in progress (except those persons who have tickets to the Licensed Standing In Seated Area pursuant to paragraph 15 below). Persistent standing in seated areas, other than Licensed Standing Seated Areas, whilst play is in progress is strictly forbidden and may result in ejection from the Ground.

14. The obstruction of gangways, access ways, exits and entrances, stairways and like places is strictly forbidden. Nobody entering the Ground shall be permitted to climb any structures within the Ground.

15. Where the Club operates licensed standing in seated accommodation areas at the Ground as part of the UK Government's scheme on safe standing in conjunction with the Sports Grounds Safety Authority (the "Licensed Standing In Seated Areas"). Only ticketholders who have tickets to the Licensed Standing In Seated Areas are permitted to access the Licensed Standing In Seated Areas. Ticket holders who have tickets to the Licensed Standing In Seated Areas shall:

15.1 occupy the space in front of the seat allocated to them on their ticket only and must not move to different spaces within the Licensed Standing In Seated Areas or to different areas of the Ground;

15.2 expect that other spectators will be standing while play is in progress (although of course they may sit on their allocated seat before and after the activity, or during an interval or halftime break);

15.3 not sit or stand on the rails, or stand on the seats in the Licensed Standing In Seated Areas;

15.4 not be permitted to admit anyone who does not have a ticket to the Licensed Standing In Seated Areas to the Licensed Standing In Seated Areas;

15.5 be respectful towards staff, stewards, and other fans at all times;

15.6 behave appropriately in the Licensed Standing In Seated Areas – anti-social behaviour will not be tolerated;

15.7 unless needing to use facilities, not move around in the Licensed Standing In Seated Areas and shall stay in the designated space only as described on the relevant ticket and in accordance with paragraph 15.1;

15.8 not be permitted to stand in the gangways or on the steps in the Licensed Standing In Seated Areas to watch the Match and acknowledges that these are for accessing and leaving seats only; and

15.9 acknowledge that any failure to comply with the conditions set out in this paragraph 15 may lead to ticketholders being ejected from the Ground and/or banned from all Matches, and the Ground may lose the right to maintain the Licensed Standing In Seated Areas.

16. EFL stadia are smoke-free and smoking or the use of electronic cigarettes is not permitted inside the Ground.

17. Mobile telephones and other mobile devices are permitted within the Ground PROVIDED THAT (i) they are used for personal and private use only (which, for the avoidance of doubt and by way of example only, shall not include the capturing, logging, recording, transmitting, playing, issuing, showing, or any other communication of any Material for any commercial purposes); and (ii) no Material that is captured, logged, recorded, transmitted, played, issued, shown or otherwise communicated by a mobile telephone or other mobile device may be published or otherwise made available to any third parties including, without limitation, via social networking sites.

18. Under the Sporting Events (Control of Alcohol etc.) Act 1985 (as amended), the following are offences for which a person can be arrested by a police officer and conviction could result in a Banning Order being made:

18.1 attempting to enter the Ground or being inside the Ground whilst drunk; and / or

18.2 being in possession of any intoxicating liquor, or bottle, can or other portable container and which could cause damage or personal injury, when entering the Ground or in a public area of the Ground from which the event can be directly viewed.

19. Any individual who has entered any part of the Ground designated for the use of any group of

supporters to which they do not belong may be ejected from the Ground either for the purposes of their own safety or for any other reason.

20. Save as set out in paragraph 17 above, no person (other than a person who holds an appropriate licence) may capture, log, record, transmit, play, issue, show or otherwise communicate (by digital or other means) any Material in relation to the Match, any players or other persons present in the Ground and/or the Ground, nor may they bring into the Ground or use within the Ground (or provide to, facilitate or otherwise assist another person to use within the Ground) any equipment or technology which is capable of capturing, logging, recording, transmitting, playing, issuing, showing or otherwise communicating (by digital or other means) any such Material.

21. The copyright, database rights and any other intellectual property rights in and to all Material that you produce at the Ground in relation to the Match, any players or other persons present in the Ground and/or the Ground (whether produced in breach of paragraph 20 above, or pursuant to paragraph 17 above, or otherwise) is hereby assigned (including by way of present assignment of future copyright pursuant to section 91 of the Copyright, Designs and Patents Act 1988) to the Club and the EFL. You further agree (if and whenever required to do so by the Club and/or the EFL) to promptly execute all instruments and do all things necessary to vest the right, title and interest in such rights to the Club and the EFL absolutely and with full title guarantee.

22. No goods (including literature) of any nature may be offered either free or for sale by any person within the Ground without the express written permission of the Club.

23. Tickets are not transferable and may not be offered for sale without the prior written permission of the Club or otherwise in accordance with the relevant ticket terms and conditions. Any tickets that are transferred are transferred subject to these Ground regulations. Any tickets offered for sale may be confiscated by any steward, officer of the club or any police officer. The Club reserves the right to refuse admission to or eject from the Ground, and/or exclude any person who has offered for sale or transferred his/her ticket in contravention of the relevant ticket terms and conditions (and/or the holder of any ticket that has been transferred in contravention of the relevant ticket terms and conditions). Tickets remain the property of the Club at all times.

24. CCTV cameras are in use around and in the Ground. Body worn video cameras recording video and/or audio may also be used as appropriate, to record images or audio which identifies you as an individual, for example to record prohibited behaviours as referenced in paragraphs 9, 10 and 11. The Club may itself use or pass to the police or any Football Authority or other clubs, any recordings for use in any proceedings.

25. At all times whilst present in the Ground, persons must comply with any and all instructions of any steward or officer of the Club and/or any police officer (including without limitation any instructions regarding health and safety such as those in respect of communicable diseases (and such persons shall comply with any government guidelines in respect of the same). Failure to comply with any instruction may lead to immediate ejection from the Ground.

26. By entering the Ground, all persons are acknowledging that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be taken of

them and may also be used, by way of example and without limitation, in televised coverage of the game and/or for promotional, training, editorial or marketing purposes by the Club, the EFL or others (including commercial partners and accredited media organisations) and entry into the Ground constitutes consent to such use.

You further acknowledge that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be used (by the Club or by a third party, such as a law enforcement body) to identify you as an individual, where permitted by protection laws, for the purposes of preventing or detecting crime, or any breach of these Ground Regulations. Information about the Club's use of your personal data will be brought to your attention by the Club (see for example any applicable privacy policy, signage and/or other forms of announcement in or around the ground). For further information please contact the Club.

27. All ticket holders agree that the Matches for which the tickets have been purchased are public, and that their appearance and actions inside and in the perimeter of the Ground where a Match occurs are public in nature, and that they shall have no expectation of privacy with regard to their actions or conduct at Matches.

28 Further to paragraph 26, if such person is under 18 years of age, the parent, guardian, or responsible adult who is accompanying them into the Ground shall be deemed to have provided consent on their behalf.

29 Refused entry to (or ejection from) the Ground may lead to further action by the Club including, but not limited to, the withdrawal of any season ticket (without reimbursement), Club Membership and other benefits. Please read the applicable Terms & Conditions of Entry.

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