



# Broxburn Athletic Customer Charter



## **Club Customer Charter**

Broxburn Athletic is committed to delivering excellent customer service to its customers. We are proud of the sense of community which prevails at Broxburn Athletic and we want to do everything we can to harness and build on that for the good of the club and wider community.

The committee at Broxburn Athletic run the club at the behest of its supporters. Office Bearers and committee members are elected to serve in line with the rules laid down in the club's constitution. We do reserve the right to make amendments at short notice, but any matter which has serious implications for the running of the club is put to members via an EGM.

### *Entry to matches at Albyn Park*

Entry prices for East of Scotland matches are aligned to prices set by the respective governing body (Adults £6; Concessions £3).

Concessions are available for adults over 60 years of age and juveniles under 16 years of age.

Season tickets are also available to supporters.

At all times, Broxburn Athletic aim to provide a safe environment for all spectators. On match days our committee can be recognised by the wearing of club ties and for some, crested jackets.

We will provide food and drink for purchase by spectators; and gents, ladies and disabled toilets are available within the ground.

The club expects its supporters and visitors to behave in line with our Code of Conduct.

The club website provides information about the club and relevant points of contact. Broxburn Athletic also have a Twitter account and supporters are encouraged to inform us how we can improve our offering on social media.

Whenever possible, the club will promote issues such as anti-racism, drug and crime in consultation with the Local Authorities.

Broxburn Athletic merchandise is available and supporters are encouraged to discuss their requirements with any committee member.

### *Staff Conduct*

The club expects all players, officials and employees to adhere to the codes of conduct applicable to each group; and encourages supporters to contact us – by way of Club Secretary – if they observe a breach of standards. Supporters can expect a speedy response and resolution, unless further investigation is required.

### *Customer and Supporter Conduct*

The club has articulated its expectations of its supporters and customers within the Code of Conduct around the ground.

### *Friends of Broxburn Athletic*

This entity was set-up in recent years and is a completely autonomous body whose sole aim is to raise additional finance for the club through monthly direct debit.

27 November 2018