

Portsmouth Football Club Customer Charter 2020/21

This charter is a revised edition for the coming season in relation to the Football Task Force recommendations of 1998. It represents the club's policy in regard to the standards the general public can expect when dealing with all aspects and departments of Portsmouth Football Club. It is displayed at prominent areas of the club and also appears on the official club website.

CORONAVIRUS

Please note that this 2020/21 Customer charter has been updated where possible. Due to the Coronavirus pandemic sections such as match tickets, hospitality and stadium regulations display last season's policy until this can be updated when more information is known.

COMPLAINTS POLICY

Portsmouth Football Club seek to give its customers the highest standard of service possible in all areas. The club will do its utmost to resolve any dissatisfaction through departmental heads or by staff addressing any complaint or grievance. We recognise that all supporters and customers should be respected and treated with courtesy and efficiency by all staff members at Portsmouth Football Club. In the first instance, a complaint should always be made by phone, email or letter to the relevant head of department.

All departmental contacts' names, email addresses and telephone numbers are listed below. All of the club's staff are committed to acknowledging customer complaints/suggestions/enquiries within two working days of receipt. Should customers/fans not receive the minimum of an acknowledgement within this time frame they should contact Johnny Moore (Supporter Liaison Officer) at johnnymoore@pompeyfc.co.uk If after 10 working days the complaint is not resolved to the customers' satisfaction, it will be picked up by Johnny Moore or Ashleigh Emberson, PA to the

Chairman, CEO and Manager (ashleighemberson@pompeyfc.co.uk) who will be copied into and monitor all previous correspondence.

They will, if necessary, refer it on to the club's Chief Executive Mark Catlin (markcatlin@pompeyfc.co.uk) for final arbitration. This arbitration will be delivered to the complainant by letter, phone or meeting. If the initial complaint is made by phone but remains unresolved, then the head of department will inform the above staff of this and it will follow the same procedure through to arbitration. The club has closely reviewed its customer complaint procedure and the standards we attain will be closely monitored throughout the season and logged for accuracy, reliability and effectiveness.

INDEPENDENT FOOTBALL OMBUDSMAN

Should any fan not be completely satisfied with the way their email has been dealt with, their first point of contact is the Independent Football Ombudsman, whose contact details can be found below.

Post: Suite 49, 33 Great George Street, Leeds LS1 3AJ

Telephone: 0800 588 4006

Email: contact@theifo.co.uk

Website: www.theifo.co.uk

SUPPORTER CONSULTATION AND INFORMATION

The club has 20 recognised official supporter clubs both at home and abroad. The club maintains an excellent relationship with most of these and a Supporter Liaison Officer has been employed at the club for 22 years. Club officials, players and staff attend supporter club meetings as many times as possible. Supporter clubs outside the locality meet with club officials at the team hotel when the team has a match in their particular area.

From July 2019 to March 2020 there were 11 supporter club meetings and one supporter club dinner. Also our Northern supporters met with the manager and team at the matchday hotel before our game at Accrington Stanley. The club also has regular dialogue with our disabled supporters through the Portsmouth

Disabled Supporters' Association and there is disabled fan representation in the Supporters' Conference.

Over the course of the 2018/19 season, 15 players, the Chief Executive, Manager and assistant manager attended supporter meetings/functions in one or more of the above venues. Due to the Coronavirus several meetings have been carried out on Zoom and these have extended throughout the summer. The Supporters' Conference is made up of heads of our supporter clubs as an umbrella for all in accordance with satisfying Regulation 112. Meetings are held bi-monthly (five per season) and as well as the Chief Executive and Commercial Director attending four of these, heads of other departments from Marketing, Ticket and Matchday Security make themselves available to discuss significant and topical issues relating to the club.

The club has 20 supporter clubs, stretching as far as the USA and Australia, and the Supporter Liaison Officer knows most of these heads on a personal basis. In the past, both clubs in the USA and Australia have been visited by both the Chief Executive and Supporter Liaison Officer. In addition to all this, the club caters for the wider fan-base. Mark Catlin carried out regular question/answer sessions on the club's media channels, addressing questions sent by fans. This has proved to be immensely popular. There is also the local BBC radio station forum broadcast at the beginning of the season, which Mark Catlin, Kenny Jackett and a player were present at. This is in addition to our local community radio station Express FM, where players, management and the Chief Executive visit on various occasions throughout the season.

There are also regular interviews from all the above with the Portsmouth News. The club also has a dedicated complaints service, with all complaints/queries monitored and responded to within 48 hours of a working week. Though this has continued there has been lengthened time of response due to the virus regards furloughed staff. For the 2020/21 season, the club will strive to excel on all the above in the same framework to further satisfy Regulation 115.

Contact

Supporter Liaison Officer: Johnny Moore

Phone: 0345 646 1898

Email: johnnymoore@pompeyfc.co.uk

ENGLISH FOOTBALL LEAGUE (EFL) CUSTOMER SERVICE

The EFL has its own Customer Services Department, which can be contacted at:

Supporter Services, EFL House, 10-12 West Cliff,

Preston, PR1 8HU

Phone: 0844 335 0183

Fax: 0844 826 5188

Email: enquiries@efl.com

MEDIA

Official statements from the club are released via the website and social media channels, with local and national media also informed. Press conferences are typically held on a Thursday afternoon prior to a weekend match or on a Monday afternoon prior to a midweek match.

Upon receipt of accreditation for matches, all accepted individuals will be sent an information sheet, containing answers to the most common questions regarding a visit to Fratton Park. Please note that only accredited members of the media will be accepted and all requests must be received no later than 48 hours before the match. Portsmouth Football Club consistently strives to build on what is already a strong relationship with both local and national media organisations.

For match accreditation, requests should be made online through the DataCo's i-PBS system.

Contact

Media Manager: Neil Weld

Phone: (023) 9277 8568

Email: neilweld@pompeyfc.co.uk

TICKETS AND ACCESSIBILITY

Portsmouth Football Club will continue to strive to provide a quality, value for money operation, accessible to as many as circumstances allow.

The policy for home and away match ticket sales is as follows:

1. Season ticket holders are given first priority with regard to the purchase of tickets for league and cup matches.
2. Subject to availability, remaining tickets will go on sale to members and then general sale.
3. The club reserves the right to determine the number of tickets given to one individual, depending on the number available or the attractiveness of the fixture.
4. Up-to-date ticket information is published in our matchday programme, on our official website and through the local media.
5. Portsmouth Football Club offers discounted prices for juniors and provides an allocated family area in the stadium (Nelson's Family Zone). Adults and seniors sitting in this part of the stadium must be accompanied by a junior.
6. Tickets will not be sold to unaccompanied juniors aged 12 or under in any part of Fratton Park.
7. For games that are rescheduled (eg, for television coverage) after supporters have made travel plans and incurred costs, the club accepts no such responsibility for financial loss.
8. The club provides our disabled supporters with facilities for home matches (subject to availability).
9. The club have regular consultation meetings with the Pompey Disabled Supporters' Association and are in the process of upgrading and extending disabled facilities.

10. The club will make up to 2,196 tickets available to visiting supporters in compliance with the FA rule which states that away teams must be offered 10 per cent of ground capacity. For operational reasons, when the away support is in the region of 980 or more, the entire Milton End will be allocated to the away club.

11. Portsmouth Football Club will charge the same price to visiting supporters as home supporters for comparable areas, except for home promotions.

Abandoned Match Policy

Portsmouth Football Club has in place a policy in respect of abandoned home matches:

1. If a fixture is postponed before the match has kicked off, all match tickets will remain valid for the rescheduled fixture
2. If the fixture has been in progress for less than 60 minutes, a replacement ticket will be offered to all spectators.
3. If a fixture is abandoned after 60 or more minutes of play, then no such arrangement will apply. In all instances, ticket holders will be advised over the PA system to retain their tickets as proof of their admission to the game.
4. All details of the rearranged fixture, including details of how to claim new tickets, will be displayed on the club's official website and relayed to the local media.
5. Information for visiting fans will be forwarded to the visiting club. Please note that in the event of away games being rescheduled after supporters have made travel plans and incurred costs, the club accepts no such responsibility for financial loss.

Ticket Refund Policy

Match Tickets are non-refundable. Any requests are only considered in exceptional circumstances and on a discretionary basis via written confirmation no later than 72 hours prior to kick off of the match (change of date and/or kick-off time is not an exceptional circumstance).

The methods for obtaining tickets are as follows:

Phone: 0345 646 1898

Fax: (023) 9273 4129

Post: Ticket Office, Portsmouth FC, Frogmore Road, Fratton Park, Portsmouth, Hampshire, PO4 8RA

Email: tickets@pompeyfc.co.uk

Website: <https://www.eticketing.co.uk/pompeyfc/>

Ticket Office opening hours

Monday-Friday: 9am-5:30pm

Saturday Games: 9am – Half Time

Sunday: Closed

Afternoon Games: 9am-half time

Evening Games: 9am-half time

Contacts

Ticket Office Manager: Courtney Hollier

Phone: 0345 646 1898

Email: courtneyhollier@pompeyfc.co.uk

STAFF CONDUCT

All staff are made fully aware of their responsibilities to uphold the good name of Portsmouth Football Club, both in their general conduct and dealings with the general public. Matchday staff are also fully trained and briefed with their responsibility to provide a safe and pleasant environment for spectators when they visit the club. Portsmouth Football Club is fully committed to equal opportunities for all individuals regardless of race, colour or creed.

We are also committed to our policy of non-discrimination in dealings with all individuals and to uphold their rights. The club has a written Equal Opportunities Policy as outlined below.

PORTSMOUTH FC EQUAL OPPORTUNITIES POLICY

Portsmouth Football Club recognises that discrimination is unacceptable and although equality of opportunity has been a longstanding feature of our employment practices and procedure, the club has broadened its commitment by adopting an Equality Policy which covers a range of matters including anti-discrimination, diversity and inclusivity.

Breaches of the policy will lead to disciplinary proceedings and if appropriate disciplinary action. The policy summary is as follows:

- 1. The Equality Policy aims to ensure no job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of race, ethnic or national origin, religious belief, political opinion or affiliation, gender, marital status, sexual orientation, gender reassignment, age or disability.*
- 2. In addition the club will strive through its practices to ensure the staff population reflects as far as possible the demographic make-up of our community.*
- 3. We will ensure that the policy is circulated to any agencies responsible for our recruitment and a copy of the policy will be made available for all employees and made known to all applicants for employment.*
- 4. The policy will be communicated to all private contractors reminding them of their responsibilities towards the equality of opportunity.*
- 5. The policy will be implemented in accordance with the appropriate statutory requirements and full account will be taken of all available guidance and, in particular, any relevant Codes of Practice.*
- 6. We will maintain a neutral working environment in which no employee or worker feels under threat or intimidated. The full*

Equality Policy is available on request from the Head of HR or the Head of Safeguarding & Inclusion.

Contact

Head of Human Resources Manager: Laura Bridger

Phone: (023) 9277 8510

Email: laurabridger@pompeyfc.co.uk

Head of Safeguarding & Inclusion: John Slater

Email: johnslater@pompeyfc.co.uk

SAFEGUARDING AT PORTSMOUTH FC

Portsmouth FC is committed to the highest standards of safeguarding children and young people in its charge or who attend matches at Fratton Park. The club's safeguarding policy is underpinned by six key aims:

- 1. The child's welfare is paramount.*
- 2. All children have a right to be protected from abuse regardless of age, gender, disability, culture, language, race, religious beliefs (or none) or sexual orientation.*
- 3. Any suspicion or allegation of abuse will be taken seriously and responded to in a timely and appropriate manner.*
- 4. If a child discloses a safeguarding issue to a club staff member, an assurance of confidentiality cannot be given.*
- 5. Good staff training is vital to ensure staff protect both children and themselves effectively.*
- 6. Partnership working with other relevant organisations, the child itself, parents and carers is essential.*

The club recognises ensuring these principles are followed is the responsibility of every adult involved in the club.

Contact

Head of Inclusion & Safeguarding: John Slater

Phone (023) 9273 1204

Email: johnslater@pompeyfc.co.uk

POMPEY IN THE COMMUNITY

Pompey in the Community (PitC) is the charitable arm of Portsmouth Football Club (Charity Number 1126118)

Last season, across Portsmouth and the surrounding area, more than 36,500 people directly benefited from their programmes.

During term-time, they deliver to between 6 and 7,000 youngsters each week. The work that Pompey in the Community deliver on behalf of the club was recognised this year with Portsmouth winning the EFL's 2020 League One Community Project of the Year Award.

The club is the heartbeat of the city, so PitC's work is vital. Many clubs talk of being 'community clubs' but this is truly the case with Pompey, who offer an innovative range of coaching, inclusion, health and disability programmes. They recognise that through the power of football, and more specifically Pompey, they can really impact the lives of local people.

Their ethos is to use the motivational power of Pompey to promote education, healthy living and sporting participation and achievement among people of all ages. Pompey's inclusion projects enable, promote and encourage the social, emotional and physical development of children and young people primarily aged 8-19. The provision of opportunities, combined with a comprehensive programme of support, promotes young people's positive contribution to the local community.

Pompey are widely recognised as having innovative and imaginative programmes that make a real impact and over the coming years, the plan is for many more initiatives to work with the community in new and exciting ways.

A wide range of sports-related projects and educational programmes are delivered throughout Portsmouth, Gosport and Fareham, Leigh Park and Havant, West Sussex, Petersfield and Liphook and the Isle of Wight – meeting and exceeding the standards usually expected of a professional football club.

During the 2020/21 season, PitC will be working with partner organisations to design and deliver projects that offer opportunities for all, targeting those who feel alienated from mainstream provision by ensuring they develop accessible and affordable projects, while ensuring every opportunity is open to all regardless of background.

Contact

Director of Community Projects: Clare Martin

Phone: (023) 9277 6822

Email: clare.martin@pompeyitc.org.uk

PORTSMOUTH FC CHARITY POLICY (Pre Coronavirus)

As a community club, we are committed to helping local charities wherever we can. The club receives thousands of requests each season, from both local and national organisations, and there are limitations to how we can assist. We will be further discussing our charity policy for 20-21 when a full compliment of staff return.

Charity requests should be made to Ashleigh Emberson (ashleighemberson@pompeyfc.co.uk) and Johnny Moore (johnnymoore@pompeyfc.co.uk). All bucket collections on a matchday are dealt with by Pompey in the Community and requests should be directed to Clare Martin (clare.martin@pompeyitc.org.uk).

PORTSMOUTH FC PLAYER APPEARANCE POLICY (Pre-Coronavirus)

The club is committed to providing players to make personal appearances whenever and wherever possible. The club receives a significant number of requests each season. Our policy on player appearances is:

- 1. The club prioritises requests for player appearances from its regional supporter clubs and for its own community schemes.*
- 2. Outside organisations requesting a player appearance should contact the club with full details of the date, time, location and*

purpose of the appearance with a notice period of at least three weeks.

3. Subject to availability, the club will endeavour to allocate a player and will inform the organisation in good time of the player allocated or, in the event of no player being available, an acknowledgement the club is unable to help on this particular occasion.

4. Once an appearance has been confirmed, any requested changes in timings, requirements or location must be made within 48 hours of that confirmation. Due to work schedules, the club cannot guarantee the player/staff member will still be able to attend after late timing changes.

5. We strive to ensure that players are present at the requested time, save for unforeseen circumstances, but should events start later than requested there is no guarantee that the player will be able to stay to fulfil the purpose of visit.

6. Player appearance requests should be made to Ashleigh Emberson whose contact details are below.

7. It is not possible to arrange player appearances on a Friday, Saturday or Sunday or the Monday prior to an evening game during the season, or at any time in May and June.

Wednesdays are usually a day off for players and therefore also unavailable.

Contact

Player Appearance Coordinator: Ashleigh Emberson

Email: ashleighemberson@pompeyfc.co.uk

Phone (023) 9273 1204

MATCHDAY HOSPITALITY & EVENTS (Pre Coronavirus)

Here at Fratton Park we have a variety of welcoming lounges for you to enjoy matchday hospitality or a non-matchday event in style. Whether you are celebrating a birthday, special occasion or would like to sponsor the match, we have just the package for you!

We have a very dedicated and professional team who will cater for all your hospitality, conferencing and event enquires. Our catering team provide the highest quality service at competitive prices

throughout the stadium, be it for matchday or non-matchday events. The club regularly monitors feedback from our clients to enable us to be extremely competitive and offer the most unique experience within the region.

Contact

Hospitality & Events Coordinator: Emma Smith

Phone: (023) 9277 8558

Email: paulmaysey@pompeyfc.co.uk

GROUND REGULATIONS (Pre Coronavirus)

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 EFL in respect of the relevant competition. The Ground Regulations incorporate the club's Customer Charter. Entry to the Ground shall constitute acceptance of the Ground Regulations.

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

"Match" means any association football match taking place at the Ground. "Material" means any audio, visual and/or audio-visual material and/or any information or data. "Football Authorities" means the EFL, Football Association, the Football Association of Wales, FIFA, UEFA and any other relevant governing body of association football.

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 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 who is the subject of a current Banning Order under the Football Spectators Act 1989 (as amended) or has been convicted of ticket touting

offences under the Criminal Justice and Public Order 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 reserves 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, 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 use of threatening behaviour, foul or abusive language 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.

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 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. Persistent standing in 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 EFL stadia are smoke-free and smoking is not permitted inside the Ground.

16 Mobile telephones 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, issues, 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.

17 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:

17.1 Attempting to enter the Ground or being inside the Ground whilst drunk;

17.2 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.

18 Any individual who has entered any part of the Ground designated for the use of any group of supporters to which he does not belong may be ejected from the Ground either for the purposes of his own safety or for any other reason.

19 Save as set out in paragraph 16 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 any 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) and such Material.

20 The copyright, database rights and any other intellectual property rights 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 19 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.

21 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.

22 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 "blacklist" 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.

23 CCTV cameras are in use around and in the Ground. Body worn video cameras recording video and/or audio may 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 and 10. The Club may itself use or pass to the police or any Football Authority or other clubs, any recordings for use in any proceedings.

24 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. Failure to comply with any instruction may lead to immediate ejection from the Ground.

25 By entering the Ground, all persons are acknowledging that photographic images and/or audio, visual and/or audio-video 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 data 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.

26 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 and public in nature, and that they shall have no expectation of privacy with regard to their actions or conduct at Matches.

27 Further to paragraph 25, 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.

28 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.

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PORTSMOUTH FOOTBALL CLUB EJECTION AND BANNING POLICY

Portsmouth Football Club are committed to taking the appropriate action that will deter or prevent offences or acts of unacceptable behaviour being committed at home fixtures. Those supporters who are identified as having breached ground regulations, committed offences or behaved in a manner likely to harm the Club's reputation will be subject to the action as detailed below.

Arrests (home and away)

Any persons arrested for a football related offence which is an arrestable offence or is a breach of the ground regulations will have their season ticket/match ticket confiscated by the club without reimbursement. A club ban will be imposed until a further update has been received by the police. If the person is bailed to court, then the ban will remain in force until a decision has been made by the court. If the person is acquitted of all charges by the court, Portsmouth Football Club reserve the right to impose a club ban.

Convictions

Where a banning order has been made, the club reserve the right to impose an indefinite ban from attending Portsmouth Football Club fixtures. Upon expiry of the court ban, the offender may contact the club in writing to have the case reviewed.

Ejections (home fixtures) The club reserve absolutely the right to eject from the ground any person failing to comply with the ground regulations or whose presence within the ground is, or could reasonably be constructed as, constituting a source of danger, nuisance or annoyance to any other person. The Club will confiscate the season ticket/match Ticket, if applicable, without reimbursement. In addition, if a person is ejected they may receive a warning or a fixture ban, which will be for a minimum of one fixture and maximum of three fixtures per offence, and may include the purchase of tickets for away fixtures.

Ejections (away fixtures)

Any person ejected for a breach of ground regulations at an away fixture may be subject to a home fixtures ban, together with the purchase of tickets for away fixtures. Other acts of unacceptable behaviour The club reserve the right to refuse admission, withdraw tickets or ban any person who, through their actions, behaviour or opinion, bring the club's name or reputation into dispute. The penalties for their actions will be determined as appropriate depending upon the circumstances.

Appeals process

Any person appealing a club ban can apply in writing to the Safety Officer. Such an appeal will be heard by a four-person panel, made up of Chief Executive Mark Catlin, Security Manager Marie Stedman, Supporter Liaison Officer Johnny Moore and Head of Safeguarding & Inclusion John Slater. The club will be privy to using any video or witness evidence to substantiate the ban while the affected fan will be able to give their

account and produce any evidence supporting their appeal. Appeals should be made through the Safety Officer/Security Manager, whose details are below.

Acceptable Behaviour Contract (ABC)

An ABC will be issued to any supporter who has been ejected or arrested at either a home or away fixture prior to the person returning to Fratton Park or purchasing further tickets. The club also reserves the right to issue an ABC to any supporter whose actions/behaviour is considered anti-social.

An ABC is a contract issued jointly by Portsmouth Football Club and Hampshire Constabulary in agreement with a supporter to address any repeat unsatisfactory behaviour. The ABC is not a criminal record, therefore it does not need to be disclosed to any school, college or employer. The length and conditions of the ABC contract will be decided jointly between Portsmouth Football Club and Hampshire Constabulary.

If an ABC is required and there is a refusal to sign, the person will not be permitted to attend Fratton Park or purchase away tickets from the ticket office. If the conditions within the ABC are breached, Portsmouth Football Club and Hampshire Constabulary will consider seeking an official football banning order.

First Aid matchday cover

Cover consists of the following:

1x Emergency Care Practitioner

2x Command Officers

2x Paramedics

1x Technician

1x A&E Ambulance

12x first aiders and a Command Officer

Contact

Safety Officer/Security Manager: Marie Stedman

Phone: (023) 9277 8538

Email: maristedman@pompeyfc.co.uk

MERCHANDISE

All official kit and merchandise is managed by and under contract to the Just Sport Group. You can contact them at hello@justsportgroup.com or by writing to Unit 1-2 Enterprise City, Meadowfield Way, Spennymoor, Country Durham, DL16 6JF. More information about Just Sport Group can be found www.justsport-group.com