

Portsmouth Football Club Customer Charter 2022/23

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.

COMPLAINTS POLICY

Portsmouth Football Club seek to give its supporters 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 the supporter or customer not receive the minimum of an acknowledgement within this timeframe, they should contact Johnny Moore (supporter liaison officer) at johnnymoore@pompeyfc.co.uk

If after 10 working days the complaint is not resolved to their satisfaction, it will be picked up by Johnny Moore who will, if necessary, refer it on to the club's chief executive Andrew Cullen (andrewcullen@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 complaint or request has been dealt with, their first point of contact is the Independent Football Ombudsman.

Post: Independent Football Ombudsman, Premier House, 1-5 Argyle Way, Stevenage, Hertfordshire, SG1 2AD

Phone: 0330 165 4223

Email: contact@theifo.co.uk

Website: www.theifo.co.uk

SUPPORTER CONSULTATION AND INFORMATION

The club has 22 recognised official supporter clubs, located both at home and abroad. The club maintains an excellent relationship with them and a supporter liaison officer has been employed at the club for 24 years.

Club officials attend supporter club meetings as many times as possible. This included players prior to the Covid-19 pandemic and we await updated protocols for the 2022/23 season. Also before the pandemic, supporter clubs outside the local area met with club officials at the team hotel when the team has a match in their particular area.

Obviously, during the past two years, face-to-face supporter meetings have been less frequent, but bimonthly 'Zoom' meetings with the Supporters' Conference have continued, as have the chief executive's regular video interviews on the club website.

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.

The Supporters' Conference is made up of heads of our supporter clubs as an umbrella organisation in accordance with satisfying Regulation 127. Meetings are held bi-monthly (five per season) and as well as the chief executive and chief commercial officer attending four of these, heads of other departments from marketing, ticketing and matchday security make themselves available to discuss significant and topical issues relating to the club. The owners of the club also met twice with the Supporters' Conference – once on Zoom and the other in person – making it seven meetings in all throughout the season.

There were also face-to-face meetings last season, with chief executive Andrew Cullen and head coach Danny Cowley twice meeting with the Central Branch Supporters' Club at Fratton Park, twice with Chichester Supporters' Club in West Sussex and once with the Isle of Wight Supporters' Club on the island. There were also face-to-face meetings with the Pompey Independent Supporters' Club and a Zoom get together with London Supporters' Club members.

In addition to all this, the club caters for the wider fan-base and there is a local BBC radio fans' forum broadcast at the beginning of the season, which the chief executive and head coach are both present for. This is in addition to regular interviews from with the Portsmouth News.

This season a sub-group of supporters has been set up to work with the club on the matchday experience. Since November, two sub-groups were also set up for those affected by ongoing renovations to the ground to smooth the transition and disruption as much as possible and give these groups a voice throughout the process.

For the 2022/23 season, the club will strive to excel on all the above in the same framework to further satisfy Regulation 127.

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.

Post: 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 club's 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 strive 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 and then members are given first priority with regard to the purchase of tickets for league and cup matches. Depending on the demand and allocation for an away fixture, priority is given to season ticket holders with the most amount of loyalty points on their account, which can be redeemed by attending away and cup games.
2. Subject to availability, remaining tickets will go on 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 offer discounted prices for juniors and provide an allocated family area in the stadium. 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 11-17) 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 provide 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 continue to make the maximum number of tickets available to away fans in accordance with the FA rule offering 10 per cent of ground capacity. For operational reasons, when the away support reaches a specified level 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, valid ticket holders and any spectators who have already entered the ground will be offered a refund or use of their ticket to the rearranged game.
2. If the fixture has been in progress for fewer 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 social media channels, and be relayed to the local media.
5. Information for visiting fans will be forwarded to the visiting club.

The methods for buying tickets or contacting the ticket office are as follows:

Phone: 0345 646 1898 (option one)

Fax: (023) 9273 4129

Post: Portsmouth FC Ticket Office, 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 home games: 9am-6pm

Evening home games: 9am-7.45pm

Sunday: Closed

Contact

Ticket Office Manager: Sian Ellis

Phone: 0345 646 1898

Email: sianellis@pompeyfc.co.uk

POMPEY IN THE COMMUNITY

Pompey in the Community (PitC) is the charitable arm of Portsmouth Football Club. During Covid, PitC stepped up and, working with other local community organisations, became the main food delivery organisation for the city. The work they did was recognised with PitC being awarded the Freedom of the City of Portsmouth. They became the first charity to be honoured in this way.

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. PitC 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 the region – meeting and exceeding the standards usually expected of a professional football club.

During the 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.

Pompey in the Community have an exciting season ahead. In autumn 2022, the new John Jenkins stadium will be completed. Located in the middle of the city on the current Moneyfields FC site, the facility will comprise of two full-size 3G pitches, a five-a-side pitch, boxing gym, studio and classrooms, as well as a community café and bar.

The chief executive of Pompey in the Community, Clare Martin, was awarded an MBE for services to the community in the Queen's Birthday Honours list.

Contact

CEO: Clare Martin

Phone: (023) 9277 6822

Email: clare.martin@pompeyitc.org.uk

PORTSMOUTH FC CHARITY POLICY

Portsmouth FC are committed to helping local charities wherever possible. However, the club receive thousands of requests each season, from both local and national organisations, and there are limitations to how we can assist. Requests to get items signed for charities/good causes will be considered on a case-by-case basis, with two signed shirts or balls donated to local charities on a monthly basis throughout the season.

Match Tickets

Due to existing charity commitments, no match tickets will be donated to outside parties when requested as a raffle/auction prize.

The club reserve the right to check an organisation is a bona fide charity or fundraising organisation and refuse any request if it is not satisfied after any checks made. The club prioritise local charities or requests from organisations connected with the club (eg, regional and international supporter clubs). Charity requests should be made to 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@pompeyitc.org.uk

PORTSMOUTH FC PLAYER APPEARANCE POLICY

The club are committed to providing players to make personal appearances whenever and wherever possible, although though this has not been possible recently because of Covid protocols. In normal times, the club receive a significant number of requests each season.

Covid protocols allowing, our policy on player appearances is as follows:

1. The club prioritise 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 the visit.
6. We are in the process of nominating a staff member to oversee this process, following the previous one having moved on.
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.

MATCHDAY HOSPITALITY & EVENTS

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 monitor feedback from our clients to enable us to be extremely competitive and offer the most unique experience within the region.

Contact

Hospitality & Events Coordination Manager: Kayleigh Young

Email: kayleighyoung@pompeyfc.co.uk

Website: <https://www.portsmouthfc.co.uk/commercial/>

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 are fully committed to equal opportunities for all individuals and 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 Procedure as outlined below.

PORTSMOUTH FC EQUAL OPPORTUNITIES PROCEDURE

Portsmouth Football Club recognise 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 Statement and Equality Procedure which cover a range of matters, including anti-discrimination, diversity and inclusivity. Breaches of the procedure will lead to disciplinary proceedings and if appropriate disciplinary action. The procedure summary is as follows:

1. The Equality Procedure aims to ensure that no person connected with the club in any capacity is discriminated against either directly or indirectly on the grounds of race, ethnic or national origin, religious belief, gender, marital status, sexual orientation, gender reassignment, age or disability.
2. We will ensure that the procedure is circulated to any agencies responsible for our recruitment and a copy of the procedure will be made available for all employees and made known to all applicants for employment.
3. The procedure will be communicated to all private contractors reminding them of their responsibilities towards the equality of opportunity.
4. The procedure 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.
5. We will maintain a neutral working environment in which no employee or worker feels under threat or intimidated.
6. 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.

The full Equality Procedure is available on request from the Head of People and EDI or the Senior Safeguarding Manager.

Contact

Head of People and EDI: Lina Small.

Email: linasmall@pompeyfc.co.uk

SAFEGUARDING AT PORTSMOUTH FC

Portsmouth Football Club are committed to promoting the welfare of all children, young people and adults at risk and ensuring the safety and wellbeing of all staff.

We acknowledge that every child, young person or adult at risk who plays or participates in football should be able to take part in an enjoyable and safe environment and be protected from poor practice and abuse. Portsmouth Football Club recognise that this is the responsibility of every adult involved in our club.

Safeguarding applies to all aspects of our work and to everyone working within our organisation and any other person connected with the club in any capacity. Safeguarding is everyone's responsibility. If you are worried about a child, young person or adult at risk, it is important that you report these concerns. No action is not an option.

Our Safeguarding Children and Adults at Risk Policy is available on our website and upon request.

Contact

Senior Safeguarding Manager: Emma Smith

Phone: 07824 415959

Email: emmasmith@pompeyfc.co.uk or safeguarding@pompeyfc.co.uk

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 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 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. Published by The EFL – Season 2018/19.
Breach of terms and conditions

Portsmouth Football Club shall have the right in the case of any serious or persistent breach of the Ground Regulations, breach of ticketing terms and conditions or football related offences or behave in a manner likely to harm the Club's reputation, to cancel and withdraw a season ticket and to eject from the ground. In the event of such cancellation no refund will be paid.

Any supporter found to breach ground regulations at either home or away fixtures may be required to sign an Acceptable Behaviour Contract (ABC) prior to being permitted to attend or purchase a ticket for a Portsmouth FC fixture. An ABC is issued in conjunction with Hampshire Police and does not constitute to a criminal record and does not need to be disclosed to any school, employer, or college.

In the event of an ABC being breached Hampshire Police may seek a Football Banning Order. 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.

If a supporter is arrested a club ban may 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.

Portsmouth Football Club work closely with Hampshire Police and have worked alongside 'Pompey in the Community' (PitC) since 2015 to deliver educational programmes to under 18s who have been arrested, breached Ground Regulations or show signs of repeat anti-social behaviour at regulated football fixtures. The programmes have prevented many under 18s from going on to displaying behaviour that could potentially leave them with a criminal record.

Appeals process

Any person appealing a club ban can apply in writing. Such an appeal will be heard by a four-person panel, which will include chief executive Andrew Cullen, head of safety and stadium operations Marie Stedman, supporter liaison officer Johnny Moore. 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 head of safety and stadium operations Marie Stedman

Match Day Crowd medical cover

1x fully equipped first aid room
1x Emergency Care Practitioner
2x Command Officers
2x Paramedics
1x Technician
1x A&E Ambulance supplied by SCAS
12/16x first aiders and a Command Officer supplied by St John

Contact

Head of Safety and Stadium Operations: Marie Stedman
Phone: (023) 9277 8538
Email: mariestedman@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 at www.justsport-group.com