



Tynecastle Football Club Customer/Supporters Charter

The Customer/Supporters Charter sets out the commitment of Tynecastle Football Club to give all supporters a safe and enjoyable experience of football.

Tynecastle Football Club will:

- Set out and publish service and safety standards, giving a framework by which its performance can be judged by themselves and others.
- Take action if service or safety performance falls short of the published standards.
- Provide a forum by which supporters may raise their comments or concerns.
- Review our standards annually.
- Commit to keep supporters informed of activity at the club through a variety of communication channels.
- Will publish its charter and make it freely available to all.

The Charter

Ticket sales

The Club:

- Will publish details of the availability of and its pricing policy of all tickets.
- Will publish amendments at the earliest possible opportunity.
- Will publish its policy for returned and unwanted tickets.
- Will publish its tickets return policy for abandoned matches.
- Will offer an appropriate concessionary ticket policy.
- Will publish details of any membership, loyalty, bond, debenture or similar scheme.

Merchandising

Details of the next intended change of kits will be available from the club.

Supporter information

The club undertakes to keep its supporters informed as to changes at the club by whatever means it decides is the most cost effective.

The club undertakes to keep its supporters informed on a regular basis by whatever means it decides are appropriate and cost effective.

Special needs

The club will publish details of the availability of and pricing policy for special needs seating and their carers.

Fixture lists

The club undertakes to keep the supporters informed as to fixture changes by whatever means it decides is the most cost effective.

Stadium

- The club undertakes to provide a clean and safe stadium with the appropriate facilities.
- The club undertakes to provide access for those with special needs.
- The club undertakes to enforce an environment free of sectarian and racial abuse.

Catering

The club undertakes to provide an appropriate catering service.

Supporter contact

The club will respond to any reasonable contact from a supporter within seven days, by the most appropriate method, unless under extreme circumstances which renders the club administration unable to respond.

Community strategy

The club shall communicate its designated strategy and activities aimed at establishing or reaffirming its position in the community.

Standards of performance

The club will set service level targets wherever possible and appropriate. Eg crowds over 2000. The Club will strive to achieve the targets and publish its performance against the service level targets.

Reviewed 1st August 2021