



Customer Charter

2024-25

INTRODUCTION

Bo'ness Athletic Football Club recognises the special bond between the Club and its supporters. It further recognises and respects the invaluable contribution the supporters make to the life of the Club. As such, the Club makes every effort to ensure that its policies and practices are open, accessible, and communicated as effectively as possible with its supporters.

The Club will conduct an annual review of its Customer Charter and make changes as found appropriate, in line with the guidance from relevant governing bodies.

Key Issues:

- Accessibility
- Visiting Support / Away Matches
- Loyalty and Membership
- Consultation and information
- Community Activity
- Equality
- Customer Service

Accessibility

Bo'ness Athletic Football Club continues to strive for wider access to matches by offering Concession rate tickets to over 60s and disabled supporters. In addition, children aged 16 and under are permitted to attend Newtown Park free of charge.

Season Tickets can be purchased in person or by contacting the club online (Facebook, Twitter or Website).

Visiting Support / Away Matches

Operating in the East of Scotland League we recognise that most tickets are bought in person at the game. Should in future the Club participate in any home matches which are ticketed, the Club's allocation will be offered initially to season ticket holders.

As a policy, the Club will not charge admission prices to visiting supporters which are higher than those charges to home supporters. Our concessionary rates offered to senior citizens, and the disabled, are also available to the away support, as is free access to children aged 16 and under.

The Club will always adhere to the rules of the Scottish Football Association, East of Scotland Football Association and East of Scotland Football League when allocating ticket allocations to visiting clubs.

Loyalty and Membership

Bo'ness Athletic Football Club offers a season ticket package. Concessions season tickets and Adult season tickets are very competitively priced and offer a comparative discount to walk up prices.

The Club is currently developing a membership scheme, *The Athletic Club*, which will offer additional benefits, including voting rights at the Club's AGM.

Consultation & Information

The Club consults with season ticket holding supporters on a regular basis through supporter liaison and annual open meetings. Q&A sessions open to supporters may be organised and regular information disseminated via Official Club website and official social media pages. The club will publicise its position on major policy issues on the Official Website. The Club will give the earliest possible notice where changes are made to club policies. This will of course have been preceded by Board discussion and decision which will involve supporters.

The method and timing of this consultation process will be determined by the Board.

Community Activity

The Club supports activity both in the local community and the wider football community. The Club looks to bring football to the community whilst tackling important social issues such as disability, racism, discrimination of all kinds and general social inclusion.

As a integral member of the Newtown Park Association Stakeholder Group, the Club works in collaboration with Newtown Park Association and its other members to attract and facilitate community access and events.

Equality

It is the policy of the Club that there is equal opportunity for all, regardless of sex, marital status, creed or religion, colour, race, age, disability, sexual orientation, ethnic or natural origin.

The Club is committed to the development and promotion of equality.

This policy also applies to the treatment of customers, clients, and suppliers.

The club has a Disability and Equality Policies, which are published on the Club website.

Customer Service

Bo'ness Athletic Football Club strives to achieve and provide good value for money in all areas of its business. All Customers will be treated with courtesy and respect. The Club will respond promptly to any contact from customers. For the avoidance of doubt, the club would prefer that any complaints are made in writing by email or letter and will be responded to in the same form. We will always seek to acknowledge any complaint within 3 working days of receipt and will endeavour to provide a full response within 10 working days.

If you feel your complaints has not been dealt with speedily and within the timescales above, please contact the Secretary who has overall responsibility for customer service.

Email: Secretary@BonessAthletic.com