



east stirlingshire

SUPPORTERS' CHARTER

East Stirlingshire Football Club is 46% owned by the club's Supporters Trust, effectively giving its own fans a controlling stake in the future direction of the club.

As such, the Club has a clear interest in ensuring that its policies and practices reflect the will and desires of those people who hold the club closest to their hearts; the supporters.

There is a clear and direct link between the people who make the day-to-day policy decisions and the people who buy a season ticket or pay to attend matches on a game-by-game basis.

The majority of the directors of the club are members of the Supporters' Trust, who are elected to the Trust committee by its members.

Membership of the Trust is open to all supporters of East Stirlingshire Football Club and taking up membership is openly encouraged by Trust committee members and, indeed, by those Trust representatives on the Club's board of directors.

By taking up membership of the Trust the fans of the Club have a clear pathway to ensuring their views are taken into consideration when policies are being formed or changed.

There are other ways in which the Club aims to ensure all supporters are treated with respect, fairness and honesty.

ACCESSIBILITY

Season Tickets are offered to Senior Citizens, Juveniles and Students at a reduced rate. Under 16's Season Tickets are priced at just £10 to encourage the next generation of Shire fans.

Season Ticket holders are given preference in purchasing tickets for all-ticket matches.

No seating is offered with a restricted view.

Should a game be abandoned before half-time, free tickets will be offered to all spectators for a re-scheduled date.

The Club does not charge higher admission prices for visiting supporters.

The Club offers concessionary admission prices for disabled supporters and admits any carers free of charge.



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COMMUNICATION

The Club uses a variety of ways to communicate with its own supporters. The primary method of communication is through its website (www.eaststirlingshirefc.co.uk) which is constantly updated with a whole range of information on all aspects of the Club's activities.

The Club also maintains its own Facebook and Twitter pages which are important communication tools with fans from further afield.

The Club aims to host at least one open meeting with the board of directors each season where supporters can come and ask questions face-to-face.

The Club, in liaison with the Official Supporters Club, organises at least one Meet The Coach evening each season, where fans can come and ask questions of the Head Coach.

MERCHANDISE

The Club offers a range of merchandise for sale through its official website and at each of its home matches.

The Club offers a policy of complete refunds to customers on any merchandise purchased, in accordance with its legal obligations.

In all matters the Club strives to provide value for money and the highest level of customer care in all areas of its business.

Should there be any complaint the Club will endeavour to resolve this in a satisfactory manner and where this has not been possible the Club Secretary can investigate the matter further.

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Secretary

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