



CUSTOMER CHARTER

1. CUSTOMER SERVICE

1.1 Customer Service Contact - Initial contact regarding any query or complaint should in the first instance be made to the head of the appropriate department. However, should the customer not be satisfied after so doing or in any event wish to address the designated customer service contact at the Club, this is: -

Bob Symns (Chief Executive Officer)
Telephone: Peterborough (01733) 563947
Fax: Peterborough (01733) 344140
e-mail: bob@theposh.com

Peterborough United Football Club
London Road Stadium
London Road
Peterborough
PE2 8AL

Contact may be made by telephone, fax, letter or e-mail via the various numbers and addresses detailed above.

1.2 Response - The Club undertakes to respond to any equitable contact from any customer, normally within a maximum of seven working days. Every effort will be made to respond as soon as possible and particularly so if the nature of any communication warrants an urgent or early reply. Response may be by telephone, fax, letter or e-mail as deemed appropriate.

Please be aware that not all written and/or verbal communication reach their intended destination due to technical, human error or distribution anomalies.

2. STAFF CONDUCT

2.1 The Club undertakes to communicate with its customers in a courteous and helpful manner. We would appreciate details of any breach of this policy. Furthermore the Club operates an Equality Policy.

3. CONSULTATION AND INFORMATION

3.1 The Club consults supporters through various official and independent bodies.

3.2 In addition, supporter's views are periodically solicited via the Club's official matchday programme, the issue of questionnaires and leaflets, invitation through local newspaper and radio broadcasts and occasional forums.

3.3 The Club publishes its position on major policy issues via the official matchday programme as well as on its web site and in press releases and agreed articles in the local media.

3.4 Importantly, the Club will strive to correspond with various groups, in an effort to continue to develop dialogue on matters of mutual interest and concern.

3.5 The Club gives the earliest possible notice of any changes and offers in respect of ticketing policy and prices and endeavours to publicise any such changes via a wide variety of means including the local media.

3.6 The Club undertakes research on the design and issue of new strips. Wherever possible and appropriate this will include soliciting input from official and independent supporter groups and the general public also.

4. TICKETING

4.1 Pricing - The Club continues to strive for wider access to matches by offering a broad range of ticket prices, initiatives and offers. Such prices and offers will be subject to periodic change and are available at the sole discretion of the Club.

4.2 Allocation of at least 10% of tickets to each game will be made available to non season ticket holders.

4.3 Concessions - Concessionary prices are available to junior supporters and senior citizens. Details of such schemes are available on the Club's website. The Club reserves the right to insist upon 'proof of age' in respect of reduced admission prices. In particular, access to very low rates of admission may require 'proof of age' by means of identification bearing date of birth and a current photograph.

4.4 Family Groups and Junior Supporters - The Club provides an area of the ground exclusively for the use of family groups and junior supporters. The area given over for this purpose is The Family Stand (South).

4.5 Disabled Spectators - The Club has designated areas and special rates for disabled persons (subject to availability). For details contact the Ticket Office Manager, on (01733) 563947.

4.6 Away Matches - The Club will publicise the fullest information available, as supplied by the host Club. Please note that the host Club sets ticket prices and availability at away League matches. Peterborough United have no input into this issue.

4.7 Cup Competitions - Ticket prices for cup competitions vary and will be based on the competition rules and stage of that competition, the nature of the opposition and other variable circumstances. Should the availability of tickets be limited due to potential demand, full details of allocation and availability are well publicised in advance of the game.

4.8 Returns/Refunds - The Club's policy on the return and distribution of unwanted tickets is as follows:

- Refunds on tickets are given at the discretion of the Club.
- The Club will not make a refund in respect of any unwanted or unused ticket returned to the Club after the match for which it has been issued.
- If a match is postponed before kick-off, tickets issued will be valid for the re-arranged fixture. Alternatively the Club may, at its discretion, refund the face value of the ticket when next the Ticket Office is open.
- If a game is abandoned after spectators have been admitted to the stadium but before the game has kicked off, admission to the rearranged game (on production of the original ticket stub) or a total refund up to 48 hours before that match will be offered. A fair and reasonable decision will be made on refunds or admission prices based on the individual circumstances when a home game is abandoned after the kick-off and taking into account the rules of the football authorities pertaining to abandoned matches.

5. FOOTBALL LEAGUE INITIATIVES

5.1 The Club fully recognises and supports the following Football League Initiatives; 'Enjoy The Match', 'Respect The Ref', 'Fans of the Future', 'Show Racism The Red Card', 'Family Excellence Award' and 'Kick It Out'.

6. NO SMOKING

6.1 The Club operates a 'No-Smoking' Policy within the stadium in accordance with government laws. All bars, restaurants and stands (both seating and standing) are strictly no-smoking areas. Those persons attending matches in 'no-smoking' areas will be required to adhere to this policy.

The Club provide three designated smoking areas within the grounds which are clearly marked by signs. These are: 1) Behind the South Stand 2) Behind the London Road Terrace and 3) Behind the Moyes End Terrace.

The Club provide wall-mounted ash boxes for the purpose of stubbing out cigarettes or cigars safely, before entering the no-smoking areas.

No Smoking signs are placed around the stadium and stewards will enforce the policy on match days.

We thank you in anticipation of your co-operation and understanding.

7. ACCOMMODATING AWAY SUPPORTERS

7.1 The Club abides by Football League Regulations governing the allocation of tickets to visiting clubs. The Club does not charge admission prices to supporters of a visiting club which are higher than those charged to our own supporters for comparable accommodation. In particular our concessionary rates offered to senior citizens and junior supporters apply to supporters of a visiting club.

8. MERCHANDISE

8.1 The Club endeavours to ensure that all replica strips have a minimum lifespan of two seasons. However, this may not always be possible and changes after one season may be deemed necessary. Factors involved include the change of main sponsors and kit suppliers. Details of the next intended change of kit will be made available and well publicised at the earliest possible date.

The Club carries out its obligations under Football League Regulations to prevent price fixing in relation to the sale of replica Strip. The Club offers refunds on merchandise in accordance with its legal obligations and in accordance with its stated policy, which is posted in the Club shop.

9. NOMINATED CHARITIES

9.1 Due to unprecedented demand for external charitable support the Club has decided to nominate and work exclusively with the following three registered charities and their local branches:

- The Free Kicks Foundation
- Sue Ryder Care Thorpe Hall Hospice
- ASBAH.

9.2 The Club will review the nominated charities each season and understand any disappointment felt by other fundraisers.

Bob Symns
Chief Executive Officer
July 2009