



Customer Charter Season 2017/18



As One Club supporting 'One County,' we share the same vision; to build a sustainable professional Football League club that is integrated with its community and supporters. To achieve this vision we strive to demonstrate our three core values in everything we do:

Unity: We Are United As One.

Resilience: We Remain Strong At All Times.

Belief: We Believe In Ourselves & Each Other.

Our latest Customer Charter covers a variety of issues that we, as a club are passionate about. The Club is engaged in an ongoing process to thoroughly examine and update all customer touch-points. However, we invite you to take note of the Charter and, should you have any queries, please do not hesitate to contact us.



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Points of Contact

The primary contact is Head of Supporter Services, Paul Evans, who on a day-to-day basis will attend to any complaints requiring immediate resolution; collate all other complaints and forward them to the appropriate official for action and reply; maintain a record of complaints and ensure prompt and substantive replies.

Paul can be contacted in normal Club hours, 9am-5pm each weekday. In his absence, please contact Alex Tunbridge, on general matters, or Norman Parselle, if your query concerns County in the Community.

Paul can be contacted by telephone, 01633 481896 or alternatively by email, supporterservices@newport-county.co.uk.

If you wish to pass on a written communication, the clubs postal address is Newport County AFC, Rodney Parade, Rodney Road, Newport. NP19 0UU.

The Club will make its substantive reply via post or e-mail within 14 days. If circumstances dictate that this is not possible, an interim response will be made and a substantive response made as soon as possible thereafter.

A record of all comments will be retained and we will report the number received once a year and strive to improve on them annually.

Should a supporter be unsatisfied by the Club's response or failure to respond, they should contact the Football League's Customer Service Department at:
The Football League Limited, Edward VII Quay, Navigation Way, Preston. PR2 2YF

The Football League's Customer Service Department can also be contacted by telephone, 01772 325800 or email, enquiries@football-league.co.uk.

The Independent Football Ombudsman has been established to receive and adjudicate on complaints which have not been resolved at an earlier stage and can be reached at:

Suite 49, 57 Great George Street, Leeds. LS1 3AJ



What to expect from Newport County

Everyone associated to Newport County AFC is focused to providing exceptional levels of service. It is important to us if that in any instance we do not meet our standards of performance you can write to the relevant Manager or our Customer Care Team, as detailed in the Complaints & Grievance Procedure, in section 11 of this Charter. The feedback you provide will enable us to continue improving the service we can deliver going forwards, and similarly we would like to know if a staff member has done something particularly well for you. We will ensure your feedback and compliments are passed on to them and their Manager. We pride ourselves that all staff at NCAFC will:

- Where possible, acknowledge your letters and emails, and if they cannot due to whatever reason, will aim to publicise or inform you of this.
- Do all they can to make our services available, open and welcoming to all supporters, regardless of their age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, or sexual orientation (Protected Characteristics)
- Strive to ensure that your experience with us is a positive one.
- Introduce themselves to you over the phone.
- Be courteous and professional in their approach.
- Be well informed, so that they are able to assist you with any problems you may have or be able to put you in contact with the relevant member of staff.
- Call you back when they say they will.
- Provide facilities that are safe, clean and welcoming.

Our consultation process

We have in place processes which will allow our supporters to play a significant role in the governance of the Club.

We also continue to develop our relationship with sponsors, the media, Newport City Council and other stakeholders.

We will publicise our position on major policy issues in the match day programme, through mailings, or on our website, www.newport-county.co.uk.



Ticketing

We are committed to providing value for money to the widest spectator base, through our pre-match day purchase discounts, appropriate concessions, and occasional offers.

Young people (anyone under 21) senior citizens (60 years and over) and students will be among those entitled to a concessionary ticket price. In addition to these concessions, all children under the age of 6 will be admitted completely free of charge when appropriately accompanied.

In addition to this, we are proud to offer the same price for concessions based anywhere in the stadium allowing fans to sit or stand for the same price.

We will review ticket-pricing annually and give the earliest possible notice of any changes to our ticketing policy.

The Club's current policy to its disabled fans is posted on the Club website.

Away supporters in the appropriate category will enjoy the same concessions, and no away supporter will be subjected to any higher charge than that made to our fans.

To improve security and safety, away supporters are required to use the area of the stadium allocated to them.

Although each case will be considered on its merits, in general, refunds are only made in exceptional circumstances at the discretion of the Club.

Football League regulations will be followed in the event of postponed and abandoned matches. If a match has to be postponed before kick-off, ticket-holders will be entitled to free admission to the rearranged fixture, on production of a valid ticket. If the game is abandoned after kick-off, spectators will be entitled to half-price admission to the rearranged fixture, on production of a valid ticket.

For further information on our ticketing policy and a full breakdown of our ticketing prices for the 2017/18 season please follow the link below.

www.newport-county.co.uk/tickets/ticket-prices/



Accommodating Away Fans

Newport County AFC holds great pleasure in the positive reviews received regarding the visit to Rodney Parade by away fans. The Club abides by EFL Regulations governing the allocation of tickets to visiting clubs. The Club does not charge admission prices (subject to League initiatives) 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.

Commercial

As a club we continue to strive to be the best we can be in every area and our Commercial avenues are no different. We cover all areas of Commercial activities at Newport County AFC from match day hospitality to our sponsorship and advertising opportunities at Rodney Parade. We combine some of the best facilities in South Wales with warm friendly staff with the aim to make your experience an enjoyable one.

Our vision remains to be an outstanding community-owned club playing football at the highest sustainable level. We believe that we provide the perfect platform to promote your business, engage with customer, reward employees and meet your corporate social responsibilities.

Whatever happens on the pitch, you can always rely on Newport County AFC Commercial to deliver the finest match day experience whilst covering all of your business need.

Please find more information about all our Commercial Opportunities and Hospitality Packages [here](#).

Match Abandonment

In the unusual circumstance that a fixture is abandoned prior to the scheduled date, Newport County's Social Media channels will broadcast the news. We will also do our best to let the local media know.



In the unusual circumstance a match is abandoned during play the following points/policies will come into effect:

1. If the game is abandoned for any reason before half time, the spectators may be admitted to the re arranged fixture for 50% of the normal admission charge.
2. If the abandonment occurs after half time, the normal admission changes for the re arranged fixture will apply.
3. If the game is postponed prior to kick off, tickets purchased for that fixture will be valid for the rearranged fixture.

Official Membership

As a club, we are proud to be part of the minority of professional clubs in the football league pyramid to be owned by fans.

Newport County AFC is something that we all share in common. It is a club formed by supporters for the supporters, and we are determined to ensure that it continues to be a club that we can all be proud of.

The trust regularly communicate to members of the trust as well as general public through their [website](#), which primarily is here to provide supporters with details about their aims as a Trust. They also hope to keep you informed of any upcoming events and news relating to our Football Trust.

As owners of the club, the trust also run official memberships which are available [here](#). These memberships are available in different forms; Adults, OAP/ Concessions, juniors, Family's, Corporate and life memberships.



Supporter Consultation

We consult widely with supporters and welcome input on all aspects of our operations. Our Head of Supporter Services has regular meetings with representatives of the Supporters Club and Trust and attends their meetings wherever possible.

The club is committed to meeting Regulation 111, the Government's recent Expert Working Group (EWG) Supporter Ownership and Engagement discussions, which mean that senior executives at clubs will be required to, 'hold at least two meetings/fans forums per Season to which its supporters (or representatives) are to be invited in order to discuss significant issues relating to the club'.

Club Media Channels

Newport County AFC offers its supporters a broad and interactive range of communication, information and entertainment options across a portfolio of impressive online and offline platforms.

We continue to embrace evolving digital media technologies to ensure our service is best of breed and market leading, while we remain resolutely proud of our official match day programme.

The Club strives to maintain these different channels for Everton supporters across the globe, ensuring they are able to access the latest news, exclusive videos and an enhanced match day experience that comes directly from our training ground or at Rodney Parade. These Channels include:

[The Club Website](#)

The Official Match day Programme

[The Club Twitter](#)

[The Club Facebook page](#)

[The Club Instagram](#)

[The Club Youtube Channel](#)

Snapchat (Search Officialexiles)



Newport County Merchandise

Newport County AFC is proud to work alongside respected sporting brands across the world to create the best products, manufactured to the highest standards.

The Club shop, located at Rodney Parade, stocks a wide variety of Newport County AFC merchandise including replica shirts, leisurewear and accessories.

The shop opening hours can be found on our [website](#).

We also have an online shop that offers a home delivery service as well as an in-store collection option – <http://shop.newport-county.co.uk/>

All replica strip designs shall have a maximum lifespan of one season. Details of the next intended change of strips will be available via the shop, official website, and match day programme as quickly as possible.

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 on production of a valid receipt.

Our code of conduct

We pride ourselves on the excitement that can be generated at our games but request that supporters act in a controlled manor at all times. Supporters are welcomed to Rodney Parade from all walks of life irrespective of age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, or sexual orientation (Protected Characteristics) and to ensure the experience is enjoyed by all attending, we ask that supporters behave in a way that shows respect to and of their fellow supporters and the Club's Officials.

Our aim is to create a safe, positive and friendly atmosphere for all the family. With this in mind, we also ask that supporters familiarise themselves with and abide by our Ground Regulations. Behaviour at home and away games is governed by these regulations and the Conditions of Issue relating to the purchase and use of our

match tickets. Supporters who behave inappropriately and against these regulations and conditions can expect to receive a verbal warning or be ejected from the Stadium and in some cases may be subject to more serious sanctions such as banning orders.

Banning orders may be enforced after an incident has been reported to us, either directly or through the Police, and may vary in length dependent upon the nature of the incident. Each case will be dealt with on its own merits. Examples of unacceptable behaviour leading to banning orders include but are not limited to: violent or abusive behaviour towards the public or Club officials; drunken behaviour; racist chanting or comments; and encroaching on to the playing surface; bringing flares into the stadium; and throwing missiles onto the pitch. Banned supporters will have the opportunity to discuss their conduct with the Club before any ban is considered. Banned supporters are not entitled to any refunds.

In any instances where you feel any fans have not acted in a respectful manor or against ground regulations please see section one regarding 'Points of Contact' and contact relevant the relevant member of staff.

Please find our complete ground regulations here: www.newport-county.co.uk/club/ground-regulations

Customer Service

The club aims to deliver a welcoming a positive customer service experience, aimed at making a visit to Rodney Parade the best experience in world football. We are delighted to have been recognised by all types of fans for the level of service delivered by employees but we know that there's plenty of room for improvement. With this in mind, we try to uphold our values in everything we do. This includes;

- Providing a warm and friendly welcome to all supporters.
- Taking pride in our facilities and local environment.
- Ensuring safety is at the forefront of everything we do.
- Being prepared to go above and beyond where possible in order to ensure any trip to Rodney Parade is as positive as I can be.



Privacy Policy

Newport County respects the privacy of all its supporters, customers and website users very seriously and consciously ensures great care in order to protect the information of those who supports us.

The privacy policy explains what information we collect about you, how we may use it, and, the steps we take to ensure that it is kept secure. It also explains your rights and how to contact us. Our privacy policy will soon be updated to our website.

County in the Community

County In The Community Trust is one of 72 league clubs affiliated to The Football League Trust, delivering sporting projects and schemes for everyone in Newport, Monmouthshire and Torfaen.

It was formed in September 2013 and has endeavoured to deliver and increase participation for people from 3-83 years of age. Under the guidance of The Football League Trust, the Community team meet the five key themes of Sports Participation, Health and Education, Social Inclusion and the Environment. County In The Community Trust deliver mainly football sessions, projects and schemes in and around the Newport area to engage local people and create a positive experience through Newport County AFC.

Some of the projects the Community run include the Ladies Team, Futsal Team, Walking Football Team to the 'We Wear the Same Shirt' team.

We will endeavor to ensure management players and officials are available to support community programmes and events;

The Club is committed to assisting more people in gaining the benefits associated with football, both as participants and spectators of the sport.

More Information on the range of football sides we operate, members of our County In the Community team as well as the relevant contact details are available [here](#).



Our Academy

Our Academy, based at our Lliswerry School, is a source of great pride at Newport County Association Football Club. As well as sourcing local young talent and producing fine footballers, our Academy also provides a fantastic education for our fledgling players to ensure they can maximise their potential, on and off the pitch, through our educational programme.

On the field, our academy has proven a success at turning young potential into talented first team footballers. Over the last few years, this pathway has produced the likes of Manchester United's Regan Poole, Lee Evans - who is part of the Welsh first team set-up – and Aaron Collins who are both playing at Wolves, and current County first team player Tom Owen-Evans.

The Academy's success can also be seen in their own results as the 2016/17 Season saw the Club's under 18 side win the Youth Alliance Merit League by a massive ten points after going undefeated and only dropping points in one game – a draw against Stevenage.

Off the field, the Academy has always prided itself on developing not just young footballers but fine young men that will represent Newport County and themselves as individuals in the right way. This holistic approach forms the basis of our success when turning boys with potential into well-rounded professionals.

Our players are at the centre of everything the academy does – our focus is to help them reach their full potential. The academy coaching and support team are highly committed and professional while the club as a whole are optimistic about the future. Success in the past shows that an opportunity to play for the first team is waiting to be grabbed by these ambitious young players.



Charity Policy

Due to the high volume of requests from charities, Newport County AFC opts to not become exclusive to just one charity but alternatively assist many registered charities in the City of Newport and surrounding area.

All charity requests will be considered but cannot be met in every case.

If you have a charity request, please contact us at office@newport-county.co.uk.

Safeguarding Policy

As a club, we recognise and accept the responsibility to safeguard vulnerable groups (children, young people and vulnerable adults) who come into its care and to provide staff and volunteers with guidance and training on procedures they should adopt in the event that they suspect an individual may be experiencing, or be at risk of, harm or abuse. We achieve strive to achieve this by:

- Respecting and listening to them.
- Implementing safeguarding guidelines and best practice through procedures and a code of conduct for staff and volunteers.
- Recruiting staff and volunteers safely, ensuring all necessary checks are made.
- Sharing information about safeguarding and best practice.
- Sharing information about concerns with the appropriate agencies in a confidential manner.
- Supporting staff with regular supervision, support and training.
- We are committed to reviewing our policy and best practice on a regular basis.



Environmental Policy

We acknowledge that our activities impact the environment and strive to be environmentally friendly. We seek opportunities to minimise resources we consume, thereby ultimately limiting waste. We shall acknowledge environmental legislation and regulations, and aim to exceed them wherever possible. We shall document, communicate and educate employees, shareholders and investors our policy, and encourage them to participate. We shall encourage recycling in partnership with our Waste Disposal partners.

Smoking Policy

The Club operates a 'No-Smoking' Policy (including Electronic Cigarettes) 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.

For Guidance on the nearest smoking area, please contact the nearest steward.

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

This Season

- The primary objective of Newport County AFC is to ensure we continue to offer the highest possible standards both on and off the pitch. In order to achieve this we need to ensure that the long-term financial stability of the Club is at the forefront of everything we strive to do.
- In order to achieve our primary objective, it is vitally important that the facilities we offer at our home, Rodney Parade, are of the very highest standards. We have already carried out extensive work to improve both the drainage and the quality of our playing surface and we are determined to make further improvements to our facilities throughout the season. This will include working towards increasing the match day capacity at Rodney Parade to match the capacity allowed for Rugby matches played here. We intend to do this by increasing both the number of turnstiles around the ground as well



- as further increasing our away capacity by adding more demountable seats to the Purevans.com End of the ground.
- Newport County AFC is a club reborn by the passion and determination showed by a small group of supporters who reformed the new club back in 1989. It is our firm belief that the Club should always be run in the spirit of these local legends and therefore we are committed to working alongside the Supporters Trust to help improve both supporter consultation and community engagement.

Our Partners

Mr Tom- <http://www.showusyounuts.co.uk/>

FBT- <http://fbtsports.co.uk/>

Ponthir Suzuki and Honda- <http://www.ponthirroadservicestation.co.uk/>

Pure Vans- <http://www.purevans.co.uk/>

TigSupplies- <http://www.tigsupplies.co.uk/>

Standard Signs- <http://www.standardsigns.co.uk/>

Leisure Time- <http://www.leisuretime.co.uk/>

GMB- <https://www.gmb.org.uk/>

Henry Howard Finance- <http://www.henryhowardfinance.co.uk/>

Newport Live- <http://newportlive.co.uk/>

Sytner Newport- <http://www.sytner.co.uk/mini/dealer-locator/sytner-newport/>

Rougemont School- <http://www.rougemontschool.co.uk/>