

# CLUB CHARTER



Camelon Juniors Football Club recognises the bond between the Club and its supporters, especially the young supporters who are the future of the Club, and appreciates the invaluable contribution they make. As such, the Club makes every effort to be open and honest regarding their policies and practise and ensures good communication with supporters.

## **Accessibility**

Season tickets are offered to Concessions at a reduced rate.

The club allows free admission to Under 16's. More information is available in on the website.

No seating is offered with a restricted view (i.e. where you have to physically move to acquire a full view of the pitch).

In the event a game is abandoned before kick off or before half time, free tickets will be issued to supporters.

## **Community Activity**

Camelon Juniors FC actively supports a range of community organisations and activities. It recognises it is imbedded into a strong community and aims to celebrate and reflect that in all its activities.

## **Merchandise**

Any merchandise offered for sale by Camelon Juniors FC will be advertised clearly on its website including prices and postage charges.

The Club offers refunds on merchandise in accordance with its legal obligations.

## **Customer Service**

Camelon Juniors Football Club will;

- strive to provide value for money in all areas of its business.
- seek to achieve the highest level of service.
- treat all customers with respect and courtesy.
- respond promptly to any contact from a customer.
- deal promptly with any complaint from a customer.
- endeavour to resolve any customer complaints in a professional manner.

## **Racism**

Camelon Juniors Football Club adhere to the following UEFA 10 point plan against racism:

1. Issue a statement saying the club will not tolerate racism, spelling out the action it will take against those engaged in racist chanting. The statement should be printed in all match programmes and displayed permanently and prominently around the ground.
2. Make public address announcements condemning racist chanting at matches.
3. Make it a condition for season-ticket holders that they do not take part in racist abuse.
4. Take action to prevent the sale of racist literature inside and around the ground.
5. Take disciplinary action against players who engage in racial abuse.
6. Contact other clubs to make sure they understand the club's policy on racism.
7. Encourage a common strategy between stewards and police for dealing with racist abuse.

8. Remove all racist graffiti from the ground as a matter of urgency.
9. Adopt an equal opportunities' policy in relation to employment and service provision.
10. Work with all other groups and agencies, such as the players union, supporters, schools, voluntary organisations, youth clubs, sponsors, local authorities, local businesses and police, to develop pro-active programmes and make progress to raise awareness of campaigning to eliminate racial abuse and discrimination

### **Anti-Discrimination Policy**

Camelon Juniors Football Club's policy is not to discriminate or in any way treat anyone less favourably, on grounds of gender, sexual orientation, race, nationality, ethnic origin, colour, religion or disability. Camelon Juniors Football Club will not tolerate any such discrimination in any of the Club's activities.

The Club will apply this policy to:

- Advertisements for employment.
- Seeking volunteers.
- External coaching and external activities/awards.
- Team selection.
- Courses.
- Promoting football development.
- Appointments within the football club.

Camelon Juniors Football Club will not tolerate racist, sectarian, sexual or bigoted harassment or any other discriminatory behaviour, whether physical or verbal, and will work to ensure such actions are met with appropriate action in whatever context it occurs.

We are committed to challenging and dismantling all forms of discrimination by developing club practice that is sensitive to all and suitable for all, reflecting the fundamental equality and worth of everyone.

***Camelon Juniors Football Club  
Policy created 25 June 2018  
Review due 25 June 2019***