

Southampton Football Club



**SUPPORTER'S
CHARTER
11-12 SEASON**

OUR COMMITMENT
TO MEETING YOUR
EXPECTATIONS

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**I am delighted to present this year's
Supporter Charter for the forthcoming
Championship season.**

Our promotion back into this division has restored the feel-good factor at this great football club, and I, like you the supporters am convinced that even more success is just around the corner.

Fans' views and opinions are essential to how we operate, and using your feedback we continue to progress together.

We aim to show that we are dedicated to doing things in the right manner with a commitment to the charter that we have put in place based on your ideas and support.

I look forward to welcoming you all back to St. Mary's once more this season.

Best Wishes

Nicola Cortese
Executive Chairman



TICKETING

- In a continuing effort to strive for wider access to matches, the Club will offer:
 - A broad range of ticket prices and hospitality prices.
 - Junior prices to those supporters 16 and under on 6th August 2011 in all parts of the ground. This will be further broken down to supporters aged 11 and under to provide a competitive and cost effective pricing structure.
 - Senior prices to those supporters aged 65 or over on the 6th August 2011 in all parts of the ground.
 - A Young Adult Price to cover supporters aged 17 – 20.
 - A Student price to cover supporters who produce a valid student card when purchasing tickets.
 - An enlarged family enclosure for the use of families and juniors alike. This is discounted compared to other stands to encourage family attendance. Under 11's go free in the Family Enclosure when accompanied by a full paying adult.
 - Facilities for disabled supporters and their enablers. These can be booked at the ticket office in person or by telephone.
- If a match is postponed in advance of the scheduled match day, supporters will be entitled to use their ticket(s) for the rearranged match or to request a full refund. If a match is postponed after supporters are admitted to the ground, but before kick off, ticket holders will be entitled to free entry to the rearranged fixture. If a match is abandoned after kick off, ticket holders will be entitled to purchase tickets at half price for the rearranged fixture.
- Refunds for tickets will be granted in exceptional circumstances only, and such requests are considered on an individual basis and any such acceptance will not be considered as granting of a precedent.
- Ticket prices for cup competitions will be agreed with the opposing club and published fully using the available Club media.
- Tickets can be purchased for all home and away games via the Box Office at St Mary's, the telephone booking line and online. Tickets for all home league games can also be purchased at the WestQuay Store.
- Tickets for away fixtures: On occasions, where demand is likely to outstrip supply, the club will look to operate a loyalty system based on previous away fixture attendance. At this time, supporters will be required to submit a written application for tickets, although The Club reserves the right to vary this at any time.
- Travel is provided for home supporters to travel to away games.

To contact The Club with any suggestions or feedback on Ticketing, email SupporterCharter@saintsfc.co.uk, putting Ticketing as the subject.





Supporter Information

SAINTS
FOUNDATION



The Saints Foundation uses the passion for Southampton Football Club and professional football to inspire, support and deliver a wide range of educational and social projects in order to make a difference to people's lives.

The Foundation aims to reach a **£1 million** fund raising target year on year and introduce a number of specific projects to help the needs of community groups less fortunate than most. Funds raised during the 2011/12 season will contribute towards the deliver of the following:-

Saints Education Centre

Our aim is to raise £38 000 each year and offer a vibrant and unique learning environment for students, using the brand of Southampton Football Club to engage underachieving Key Stage two and three children who are struggling at school to attain Government targets on literacy, numeracy and ICT.

Saints Disability Programme

Our aim is to raise £55 000 to deliver an activity and education programme for young people and vulnerable adults with disabilities. The programme will deliver a range of coaching sessions, football festivals, Assistive learning projects and ensure the stadium experience for disabled supporters is 'Best in Class'.

Saints 4 Sport

Our aim is to raise £58 000 to offer vulnerable adults within Southampton the opportunity to use sport as a gateway to informal and formal education. The project will mainly focus on men that are service users of The Society St. James, which include areas such as Homelessness, Drug Rehabilitation and Mental Health. The project encourages social inclusion and reconnection to education through the impact of sport and in particular the brand of Southampton Football Club.

Funding will also support:

- Saints Youth projects
- The introduction of a Personal Bursary Scheme for young people
- Financial support for the development of Capital Projects in the local community

For further information on the aims and objectives of the Saints Foundation visit www.saintsfoundation.co.uk or call 0845 6889370

Supporter Information

ACCESS AND INCLUSION

Southampton Football Club and the Saints Foundation operate an inclusive approach promoting positive attitudes amongst everyone involved in football to achieve equality and fair treatment for people of all backgrounds.

Southampton Football Club will work with the Saints Disabled Supporters Association to ensure matchday experiences both home and away are accessible to disabled supporters offering a consistent and quality service.

For Further information Saints Foundation either visit www.saintsfoundation.co.uk or call 0845 6889370.



- The public concourse areas will be developed to improve the overall environment, speed of service and quality/variety of the products offered to supporters.
- We aim to make St Mary's a venue of choice for all Conferences and Events in the South. Our experienced Events team will help clients to develop and tailor their events to their own unique needs and requests, whilst offering them support and guidance along the way.

11/12 Season Targets: Reduce queue times and provide better quality products for our supporters.

MERCHANDISE

- All replica strips have a minimum lifespan which will be clearly marked on the swing tag. This lifespan will also be announced via our Club media before the strip goes on sale.
- The Club carries out its obligations under the Football League Rulebook to prevent price fixing in relation to the sale of replica strips.
- The Club offers exchanges and refunds on merchandise above its legal obligations.
- Our aim is to provide a range of quality products that will appeal to all fans. These products will exceed the minimum legal manufacturing standards.
- We aim to offer consistently high standards of customer service to all of our customers.

To contact The Club with any suggestions or feedback on our Retail Department, email SupporterCharter@saintsfc.co.uk, putting Retail as the subject.



Supporter Information

MATCHDAY HOSPITALITY



PLATINUM PACKAGE

The prestigious Platinum Package gives you the perfect place to entertain your guests in comfortable and stylish surroundings. Experience fine dining, fantastic service and stadium seats with panoramic views of our award winning pitch - an unforgettable experience.

The Platinum Package offers the following benefits:

- Each Executive Box caters for up to 10 guests
- The Executive Boxes open 2½ hours before kick off
- Pre match 3 course plated meal
- Wine, beer, soft drinks and selected spirits
- Matchday Programme for each guest
- Balcony seating for the match outside your box
- Half time refreshments including scones, mini savouries or soup
- Full time cheese & biscuits
- The opportunity to win signed Saints merchandise
- Seasonal box holders are entitled to year round access to their box to hold meetings
- Seasonal box holders will be allocated car parking for all 23 npower Championship league fixtures

EXECUTIVE BOX PRICES

Central Boxes	£34,500 + VAT for 10 people 23 npower Championship league games
Wing Boxes	£31,000 + VAT for 10 people 23 npower Championship league games
Wing Boxes	£25,500 + VAT for 6 people 23 npower Championship league games
Day of Game	£1,650 + VAT per box



GOLD PACKAGE

The Gold Package offers a truly memorable experience with exceptional service, dining and elegant surroundings. The indulgence continues when you step out and take your executive seats on the halfway line. Be entertained by what we have to offer on and off the pitch.

The Gold Package offers the following benefits:

- The lounge opens 2½ hours before kick off
- Pre match 3 course plated meal
- Wine and beer until kick off, cash bar thereafter
- Tea, coffee and soft drinks
- Matchday Programme for each guest
- Corporate centre stand seating
- Suite entertainment and guest speakers including Saints players
- The opportunity to win signed Saints merchandise

GOLD PACKAGE PRICES

Seasonal rate	£2,650 + VAT per person 23 npower Championship league games
Day of game	£150 + VAT per person



SILVER PACKAGE

Enjoy a brilliant meal before taking your executive seat, offering you an envious view of the immaculate St. Marys pitch. This is the perfect package for entertaining friends, family, guests and clients. Share the enjoyable experience and let yourself be entertained.

The Silver Package offers the following benefits:

- The suite opens 2 hours before kick off
- Pre match 2 course plated meal
- Wine and beer until kick off, cash bar thereafter
- Tea, coffee and soft drinks
- Corporate centre stand seating
- Suite entertainment and guest speakers including Saints players
- The opportunity to win signed Saints merchandise

SILVER PACKAGE PRICES

Day of game rate	£95 + VAT per person
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Supporter Information

STAFF CONDUCT

- Southampton Football Club expects and requires all Staff members to conduct themselves in accordance with the highest ethical standards. Staff members are expected to maintain these standards on or off club premises.
- All staff members, supporters and all applicants for employment will be given equal opportunities in all aspects of conduct irrespective of age, disability, gender reassignment, pregnancy, race, religion or belief or sex and sexual orientation.
- Supporters can expect to be dealt with in a friendly and professional manner at all times. Providing a first class customer service is our aim and appropriate staff training will be undertaken. The results and ongoing requirements will be monitored by The Safety Officer.
- Supporters can expect any member of staff to be knowledgeable in the product(s) that they are dealing in, and have the full back-up of experienced staff should problems occur. A manager will always be available for support either by the staff member or the supporter at all times.
- Southampton FC will endeavour to ensure its staff work in a professional, pleasant, illustrious and safe environment. Southampton Football Club will not tolerate its staff being either verbally or physically abused and/or harassed and will act to protect its staff on all occasions. Furthermore, Southampton Football Club will take an active stance on Anti-Social behaviour on Matchdays and Non-Matchdays to ensure we remain a safe environment where supporters can enjoy their football.

To contact The Club with any suggestions or feedback on Staff Conduct, please email SupporterCharter@saintsfc.co.uk with Staff as the subject.

HEALTH AND SAFETY

- The Club employs a number of highly qualified Health and Safety Professionals. The Club take a proactive attitude to all safety related issues and with this in mind has an internal Health and Safety committee who report directly to The Board.
- The Crowd Safety Management Team are led by the Safety Officer who will be qualified to the highest professional level. There will always be at least two qualified Safety Officers during any major event at St. Mary's Stadium.
- The Crowd Management Team then consists of Deputy Safety Officers, Chief Stewards, Supervisors, and Safety Stewards who are all fully qualified or working towards NVQ Level 2 or 3 in Spectator Safety. We pride ourselves in the standard of the training. All training is carried out by the St. Mary's Training Centre, the in-house training company which is an accredited training centre.
- The Crowd Safety Management Team will work consistently to promote a safe and friendly environment for all supporters.

To contact The Club with any suggestions or feedback on our Health and Safety policy, please email SupporterCharter@saintsfc.co.uk with Health and Safety as the subject.

Supporter Information

THE ENVIRONMENT

- As a responsible business and member of the local community, Southampton Football Club fully accepts its corporate social responsibility with regard to environmental policies.
- We aim to conserve natural resources by minimising the use of non-renewable materials, by recycling materials, by minimising energy use and by using recycled products and packaging. We will continually reduce wastes and losses by being efficient.
- We will regularly audit our compliance with legislation and with this policy measure progress and continually improve wherever economically practicable.

To contact The Club with any suggestions or feedback on our Environmental policy, please email SupporterCharter@saintsfc.co.uk with Environment as the subject.

CUSTOMER SERVICES

- If a supporter has a complaint about an issue covered by the Club's Supporter Charter, the complaint should be put in writing to:

Supporter Services Manager
Southampton Football Club
FREEPOST
St Mary's Stadium
Britannia Road
Southampton
Hants
SO14 5FP

- Supporters will also be able to complete the "Feedback" forms via the Club's website (www.saintsfc.co.uk). All such forms are directly appropriately.
- The Club will respond to any complaint within a maximum of 7 days of receipt.
- All emails must have a home address so the Club can respond to emails by letter.

Supporter Information

IN CONCLUSION

As Executive Chairman, I am delighted to be able to deliver this Supporter Charter to you.

It is our intention that your club becomes noticeably more aware and attentive to your desires and needs, and this Charter is the very first step in signalling our intentions. I would openly encourage every supporter to use the opportunity presented to them to communicate with their club.

As custodians of your club, we have defined clear plans to take it forward. It is our intention to take The Club back to The Premier League and ensure that at the same time it is competitive within the league in which it sits.



