TOWN.
TEAM.
TOGETHER.

OFFICIAL CHARTER OF CRAWLEY TOWN FOOTBALL CLUB

YOUR CLUB CHARTER.

Crawley Town Football Club is more than just a football club and is nothing without its fans.

Over the last few years the club have continued to develop and engage with supporters to ensure that the experience of you, the fan, is the best it can be.

The club has worked tirelessly to ensure that every fan feels valued, whether a long-time supporter or first-time visitor.

As a result of this, we continue to pride ourselves on our accessibility as well as the high levels of engagement between the club's board of directors & the fans.

Players and managers come and go, but we recognise that the supporters are the club's greatest and most loyal asset.

It means the club will continue to innovate and communicate with the fans to ensure that the club plays a pivotal role not only on Saturday afternoons, but also in the local community to provide memories wider than football, that will last a life time.

TOWN. TEAM. TOGETHER.

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TOWN. TEAM. TOGETHER.

The aims of Crawley Town Football Club Ltd are:

To build and sustain a successful, professional football club.

To strengthen the links between the club and the community which it serves.

To be a club that is trusted and recognised as a major contributor to the community in which it operates.

To benefit present and future members of the community served by the club by promoting and encouraging football as a recreational and sporting activity and a focal point for community involvement.

The club will continue to achieve this by:

Aspiring to excellence in everything that it does.

Work in partnership with our supporters, customers and the community to maintain the highest possible standards in an equal opportunities environment.

Follow a policy of prudent financial management to develop the club profitably over the medium and long term.

Recognise that in the world of professional football that the club must be dynamic, adaptable, ambitious and creative.

Remain actively involved in the local community to ensure the club's resources are used to our mutual benefit and monitor how we reach out to minority and disadvantaged groups in the community.

Continue to recognise the importance of the club's Football In the Community and youth development initiatives.

Crawley Town Football Club is proud of its heritage and will always seek to strengthen its ties with the community while continuing to represent West Sussex with pride on a national and international stage.

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EQUAL OPPORTUNITIES.

At Crawley Town Football Club we respect the diversity within the local community, take steps to interact with various groups, and are committed to challenging attitudes that promote discrimination.

Equal opportunities mean that the club will not discriminate against anyone on the grounds of sexual orientation, gender, ethnicity, disability, marital status, age or political or religious beliefs.

This includes:

Job Advertisements

Pay and employment terms and conditions

Development, training and educational activities

Crawley Town Football Club will not tolerate in any form sexual or racially-based harassment or discriminatory behaviour, whether physical or verbal, and will work to ensure that such behaviour will be met with appropriate action in whatever context it occurs.

DATA PROTECTION.

The club are committed to maintaining the privacy and security of the customer details held on record, in accordance with the 1988 Data Protection Act.

Football League Interactive, as the club's official website provider, is responsible for ensuring data protection is in place in respect of any user data collected via the official website.

CUSTOMER SUPPORT.

Customer support contact is Tom Allman (General Manager) who will deal with enquires, complaints and concerns.

Tom can be contacted on 01293 410 000 or by email to noreply@crawleytownfc.com.

The club will respond to any contact from a supporter within seven working days from receipt of the communication. If we cannot provide a full response within seven days the communication will be acknowledged and a reply given in 28 days.

If anyone with cause to complain to Crawley Town Football Club is not satisfied with their response they should contact the Independent Football Ombudsman;

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

STAFF CONDUCT.

Crawley Town FC staff will conduct themselves in a courteous and helpful manner at all times when dealing with the general public.

FOUNDATION ACTIVITIES.

Crawley Town Football Club Community Sports Foundation is operated from Crawley Town Football Club and organise various activities.

The Vision:

To use the power of sport to engage and inspire

The Mission of the Foundation:

The services we provide are based on the belief that engagement through sport can result in far more than developing sports skills. It can harness a sense of mutual respect and trust, widen horizons, raise aspirations and provide opportunities for people regardless of their background.

Using the power of sport and appeal of the club brand to engage and inspire, we are focused and committed to delivering a quality service and helping develop the community through a range of programmes and services based on themes in health and wellbeing, sports participation, education, equalities and inclusion, volunteering, training and employment, regeneration and community safety – working through local, regional and national partnerships.

For further details contact Darren Ford on 01293 410 000 or email darrenford@crawleytownfc.com.

SUPPORTERS LIAISON.

At Crawley Town we aim to provide the best match day experience possible for all our supporters. We're always looking to continue to improve our service based on feedback from supporters.

The Supporters Liaison Officer at the club is Jayme Ablitt. His role is also Commercial Manager at the football club, and Jayme will endeavour to assist supporters throughout the week and on match days.

He will be available on match-days to communicate with fellow supporters and assist in resolving any issues by contacting key personnel at the club quickly and effectively. He will also be available to assist with all general supporter related enquiries.

You will be able to find Jayme on a matchday around the stadium.

SUPPORTERS CONSULTATION.

The club is committed to regular dialogue with representatives of the Crawley Town Supporters Alliance.

The Club will hold at least two meetings/fans forums per season to which its supporters (or representatives) will be invited in order to discuss significant issues relating to the club.

Any club policy which directly relates to supporters will be intimated through the club website, social media channels and matchday programme or at the meetings held between the Football Club and the Supporters Alliance.

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TICKETS.

The club will continue to offer a broad range of ticket prices to enable wider access to matches for supporters. Tickets can be purchased online.

If a game is postponed tickets purchased for the new date will be valid. Supporters unable to attend a match on a new date will be offered tickets to an alternative fixture. If a supporter is unable to attend the re-scheduled game or an alternative match during the season a cash refund will be made.

If a game is postponed prior to kick off but after supporters have already entered the stadium they will be entitled to free admission to the re-arranged fixture.

If a match is abandoned after kick-off supporters will be entitled to reduced admission to the re-arranged game. Prices and ticket selling arrangements in such instances will be notified on the club's website. No refunds for tickets purchased for a match will be offered after the fixture has been played.

TICKETS FOR DISABLED SUPPORTERS.

Our disabled tickets policy is based on the levels of 'Disability Living Allowance' (DLA) that the supporter receives, as set out by the Government.

If you are in receipt of 'Middle Rate' or 'Highest Rate' you are entitled to a free ticket for a companion to assist you.

Ambulant disabled and wheelchair user tickets cannot be booked online. Please contact the Ticket Office on 01293 410 000 for information and to book tickets or email tickets@crawleytownfc.com Tickets for disabled supporters for the West Stand and People's Pension East Stand are available on a first-come-first-served basis. Away fans are accommodated in the East Stand.

All disabled seating is under cover.

CATERING.

The club is committed to providing the highest quality and best possible service in its hospitality areas and stadium food outlets.

Our food and drink are fair trade and ethically sourced where possible and all food is prepared to the highest possible standards of cleanliness and hygiene, as directed by the local authority.

MATCH DAY HOSPITALITY.

Why not sample the best seats in the house this season with our match day hospitality package?

Your package includes:

Superb three-course meal provided by our catering partners.

Best seats in the house in the Executive seating area.

Use of the Mayo Wynne Baxter Stadium Suite throughout the afternoon.

Half-time refreshments and access to bar.

Watch the man-of-the-match presentation.

Reserved car parking.

FAST SIGNS HOSPITALITY BOX.

Make the most of our new matchday hospitality space – the FASTSIGNS hospitality box in the south-east corner of The People's Pension Stadium.

Your package includes:

- Access to the box from 90 minutes before kick-off and a dedicated host
- Complimentary programmes and team sheets.
- Two complimentary beers or soft drinks per guest (alcohol cannot be consumed during the match)
- Flexible options on inclusive food package
- Watch the game from the box or from a seat in the East Stand - up to 15 tickets provided
- Hot drinks available throughout the game
- Opportunity to join other hospitality guests in the Mayo Wynne Baxter Suite after the game for the man of the match presentation
- Programme mention if the booking is made by a business
- We can be flexible on numbers (maximum 15). Prices on request. Over-18s only to be served alcohol, EFL and local licensing laws apply.

To enquire about hospitality at Broadfield Stadium, please email jaymeablitt@crawleytownfc.com

the people's pension

STADIUM REGULATIONS.

All persons attending the Broadfield Stadium must abide by the stadium regulations which are displayed on notice boards in high visibility positions at the entrances to the stadium and at point-of-sale areas.

A copy of the Stadium Regulations can also be sent upon request by emailing tomallman@crawleytownfc.com and are also on display at the turnstiles.

Crawley Town operate a zero tolerance policy on discrimination of any sort. Anyone found to be in breach of this may find themselves liable to a lifetime banning order.

Anyone anonymously wishing to report discrimination or inappropriate behaviour at Broadfield Stadium on matchdays can do so by emailing tomallman@crawleytownfc.com or calling 01293 410 000.

STADIUM PARKING.

The Broadfield Stadium car park has 350 spaces.

Season tickets for car parking are available to purchase from the Ticket Office.

The car park opens two hours before kick-off on a match day. There are places for disabled supporters available on a first-come first served basis, although these can also be reserved by away supporters by calling 01293 410000.

Free parking at various sites within walking distance of the stadium is also available. More details can be found on the club's website.

FAMILY EXCELLENCE.

The club were thrilled to be awarded with Family Excellence status for the previous 6 years.

In achieving the award the club has been recognised as offering superb entertainment for families at Broadfield Stadium, engaging with young fans and families.

Achieving excellence status reflects the hard work the club have completed to improve the experience for family and young fans attending matches at Broadfield Stadium, something we will continue to strive for.

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RETAIL & MERCHANDISE.

The club shop operates at the Broadfield Stadium during normal office hours.

On home match days the shop will open at 10am.

A full refund on any item purchased and returned within 30 days will be made on production of a receipt.

The club carries out its obligations, under Football League regulations, to prevent price fixing in relation to the sale of replica shirts.

If you have any complaints about the service received or quality of goods please refer them in the first instance to Retail Manager Katie Lampey by emailing tickets@crawleytownfc.com.

CHARITY REQUESTS.

Requests from charitable organisations for merchandise and tickets for fundraising activities are welcome and should be directed to Tom Allman by emailing tomallman@crawleytownfc.com.

r CLOSER
THE ACTION...
soccer schools
education
parties
football & community development
ctcommunityfoundation.com

ONLINE CONTENT.

The club highly values communication between the club and the supporters.

The club's official website **www.crawleytownfc.com** carries updated news and information including new signings, ticket details, match reports and interviews.

The club will continue to develop innovative content as well as behind the scenes content and match day highlights/ video reels.

Social media lets the club have direct contact with fans 24/7, 7 days a week, 365 days a year.

The club prides itself on engagement with fans and endeavours to respond to any fan enquiry made online as soon as possible.

Our social media accounts are as follows:

Facebook: *@CrawleyTown*

Twitter: *@crawleytown*

Instagram: *@officialcrawleytownfc*

Snapchat: *@crawleytownfc*

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SUPPORTERS BOARD.

The Crawley Town Supporters Alliance was formed on July 1st 2011.

The CTSA are a registered Supporters Trust and therefore have to act in a responsible, inclusive and accountable manner to our members, who each have a vote, with all of the elected representatives and executives acting in an unpaid, voluntary, part-time capacity.

The CTSA provides representation, travel, financial advantages and social activities to the benefit of fans, the club and our community. the CTSA provide an independent voice for supporters that is formally recognised by the club.

In addition to representing supporters, the CTSA also make life better for the fans of Crawley Town Football Club, through a number of practical means, which include:

- Discount on club merchandise
- Priority booking for Cup games
- Representing Crawley Town in the CTSA football team
- Raising funds for Crawley Town Community Foundation
- Supporting local charities
- Providing sponsorship
- Running the club mascot package
- Rewarding loyal away game regulars
- Holding social events

The club's board of directors frequently meet with CTSA board members and ensure that all fan enquiries / questions are discussed and implemented where possible.

CTSA MEMBERSHIP.

The CTSA always welcome new members.

Here are a few reminders of what the CTSA can offer you, as a Member.

Benefits to you:

- 10% discount on Club merchandise purchased through Club outlets subject to a minimum spend of £10 (not to be used in conjunction with any other offer or promotion)
- Priority booking for high category Cup games (after Season Ticket Holders)
- Entry into a weekly Family Ticket Draw (2 adults and 2 U18s) in the unreserved section of the East Stand.
- An independent voice for our Supporters
- The opportunity to represent Crawley Town, through the CTSA football team, against other supporters' teams playing in the IFA League.
- The opportunity to vote on CTSA matters (over 16 only).

For more information on the CTSA, please contact the CTSA chairman on chair@ctfcsa.co.uk.

COVID CODE OF CONDUCT

- You must not attend if you, or anyone attending with you, is suffering from COVID-19 symptoms, feels unwell, or is required to self-isolate.
- The Club cannot completely eliminate the risk of COVID-19 infection. Before purchasing a ticket, or travelling to a match, supporters must decide whether it is appropriate they attend, taking into consideration and associated risks based on their personal circumstances.
- In the event you develop COVID-19 symptoms whilst at the Stadium, please notify the nearest steward immediately, who will direct you to the appropriate medical facility.
- Plan your journey in advance and arrive at the stadium in plenty of time to go through all necessary entry procedures, ensuring you know where your stadium entry point is.
- Fans must follow current government guidelines in relation to face coverings inside our club shop, ticket office and hospitality areas.
- Upon entering the stadium please pay close attention to any signage, floor markings and instructions issued by stewards or via the club's PA system, this will help get you where you need to be in the most efficient way.
- When using the Stadium amenities, such as toilets and food and drink outlets, please avoid queues and follow the instructions of Club staff and stewards.
- Please be respectful to supporters and staff in your vicinity, avoid close contact with those not known to you, and take a responsible approach to others, whose circumstances may differ from your own.
- Always maintain good hand hygiene around the stadium – use any sanitiser dispensers provided and avoid touching your face or handles and railings whenever possible. The EFL's hygiene partner Lifebuoy have a dedicated 'Tips and Advice' portal on their website providing useful information on hand hygiene.
- Please avoid unnecessary movement away from your seat/standing location. Where possible wait until gangways are clear, and always follow signage and/or stewards' instructions.
- Please be patient when moving around and leaving the stadium, be considerate towards stewards, and listen to their advice, to help ensure the event is safely and efficiently managed.
- All other terms and conditions and Ground Regulations continue to apply and must be complied with.
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Thank you for your support and full co-operation. Please follow these guidelines and help us all enjoy the match safely.

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CLUB DIRECTORY.

Ownership: WAGMI United

Chairmen Eben Smith & Preston Johnson
Director of Football/ Acting CEO: Chris Galley
General Manager: Tom Allman
Club Secretary: Clare James
Commercial Manager: Jayme Ablitt
Ticket Office Manager: Katie Lampey
Media Officer: Sam Gadsdon & Tom Cameron
Club Video: Charlie Palethorpe
Operations Assistant: Harry Maynard
Safety Officer: Grant Ritchie
Head Steward: David Nightingale
Supporter Liaison Officer: Alex Watts
Disabled Supporters Liaison: Babara Robinson

FOOTBALL MANAGEMENT.

Manager: Scott Lindsey
Assistant Coach: Jamie Day
First Team Coach: Darren Byfield
Head of Medical: Paul Watson
Strength & Conditioning Coach: Vacant
Goalkeeping Coach: Vacant
Kit Manager: Matt Hayward & Adrian Jewell

To contact any of the above please email, name (no dots)@crawleytownfc.com e.g. tomallman@crawleytownfc.com

NOLI CEDERE.

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Crawley Town Football Club prides itself on the great support it receives week in week out, home and away.

Whilst we greatly appreciate your support, we expect all supporters to behave in a manner appropriate to the surroundings they find themselves in.

Should any supporter fail to comply with any rules at either the Broadfield Stadium or away from home they may be asked to leave.

This season promises to be an exciting season both on and off the pitch.

With a new management team in place and a new squad on the pitch a transition period is to be expected.

As supporters, we ask you to live by the motto on the club badge and continue to support the club in all that it does.

CRAWLEY TOWN FOOTBALL CLUB
BROADFIELD STADIUM
WINFIELD WAY
CRAWLEY
WEST SUSSEX
RH11 9RX

WWW.CRAWLEYTOWNFC.COM
MAIN SWITCHBOARD: 01293 410 000
NOREPLY@CRAWLEYTOWNFC.COM