



**Mansfield Town  
Football Club**

**One Call Stadium  
Quarry Lane  
Mansfield  
Nottinghamshire  
NG18 5DA**



# **Customer Charter**

## **2021-22**



## Customer Charter 2020-21

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## Charter Statement

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The club strives to play football at the highest possible standard, while continuing to represent the town of Mansfield, in a professional ambassadorial capacity, as such being a source of pride for those associated with the town.

Mansfield Town F.C. is totally committed to the creation of a sustainable community, family-friendly environment, making matchday experiences

more appealing to every individual. Furthermore, Mansfield Town F.C. is committed to the development of young individuals, both locally and further afield, in sporting areas, whilst allowing for equal and accessible opportunities for everyone.

Mansfield Town F.C. also prides itself on being a welcoming and open organisation, which is happy to listen to the concerns and complaints of our supporters, and those of other football clubs.

Supporters who wish to submit a complaint can do so directly to the club via the supporters' liaison officer Danielle Hett via e-mail ([danielle.hett@mansfieldtown.net](mailto:danielle.hett@mansfieldtown.net)) or telephone 01623 482 482. Alternatively, supporters can direct their complaint to the Independent Football Ombudsman, who can be contacted via [www.theifo.co.uk](http://www.theifo.co.uk).

Whether a loyal supporter or a first-time fan, everyone is a valued member of the Stags' family. We strive to work with supporters and the wider community to create lifelong memories built on values that matter most to you, our fans.

## Your Club

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To further enhance the matchday atmosphere, we aim to make One Call Stadium a vibrant and enjoyable place to visit for all supporters. Everyone is welcome whether first-time fan or loyal supporter, all we ask is that you adhere

to our Supporters' Conduct Rules to make the day enjoyable for all.

## Equal Opportunities, Inclusion and Diversity Statement

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We are determined to ensure everyone is treated with equal consideration regardless of age, disability, gender reassignment, marriage & civil partnership, pregnancy & maternity, race, religion or belief, sex, sexual orientation or any other unjustifiable reason.

The Club, in association with its governing bodies and all football authorities, are determined to eradicate racism in football by ensuring that no barriers exist to anyone playing/enjoying the national game, whatever their ethnic background. The Club will not tolerate any such form of discriminatory behaviour (physical or verbal), and will work to ensure that any such behaviour is met with appropriate action in whatever context it occurs.

In order to assist us to promote equal opportunities and diversity at

the Club we would ask you to adhere to our codes of conduct whilst at the Club and report any concerns to us.

To see the full equal opportunities policy, please visit: <https://www.mansfieldtown.net/club/equal-opportunities/>

## Safeguarding Statement

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At Mansfield Town, safeguarding is everyone's responsibility and club personnel have a duty to safeguard the welfare of children and vulnerable adults. The Club demands that all its staff, players and visitors share this commitment and report any concerns to the Club.

To see the full safeguarding policy, see pages 14-19 or visit: <https://www.mansfieldtown.net/club/safeguarding-policy/>

## Reporting Your Concerns - Contacts

Safeguarding Leader  
Neil Bainbridge  
T: 07958 032274  
Email: [neil.bainbridge@mansfieldtown.net](mailto:neil.bainbridge@mansfieldtown.net)

Equality Champion  
Lynn Millward  
T: 01623 482 482  
Email: [lynn.millward@mansfieldtown.net](mailto:lynn.millward@mansfieldtown.net)

Safety Officer  
Alan Lakin  
T: 01623 482 482  
Email: [safetyofficer@mansfieldtown.net](mailto:safetyofficer@mansfieldtown.net)

Kick It Out  
<http://www.kickitout.org/>  
or  
download the Kick It Out app

Crimestoppers  
<https://crimestoppers-uk.org/>



## Contact Details

Contact with the club can be made by the following methods:

By Post: Mansfield Town F.C.,  
One Call Stadium, Quarry Lane,  
Mansfield, Nottinghamshire,  
NG18 5DA

E-Mail: [info@mansfieldtown.net](mailto:info@mansfieldtown.net)

Telephone: 01623 482 482

Normal office hours are 10:00 to 17:00 (Monday to Friday). For weekend home matchdays with a 15:00 start, staff are available between 10:00 and 15:00.

We endeavour to respond to any letter, fax or e-mail within seven working days of receipt of such communication. If it is not possible to provide a full response to the issues raised within that time, an acknowledgment will be sent and a detailed reply will follow within 28 days of receipt of the original communication. For all justifiable complaints, in circumstances where this is not possible, we endeavour to keep the complainant informed of the progress.

The preferred medium for response to concerns and enquiries is either by telephone during office hours, or by e-mail. As such, a suitable phone number or e-mail address is requested to be included upon correspondence to the club, which can allow for the aforementioned contact.

Should any supporter be unsatisfied with the club's response to their complaint, then the Customer Services Department at the English Football League can be contacted either by sending an e-mail to [enquiries@efl.com](mailto:enquiries@efl.com), calling 0844 335 0183 or by writing to EFL House, 10-12 West Cliff, Preston, PR1 8HU.

In the event that a supporter wishes to take the matter even further, then The Independent Football Ombudsman can be contacted by sending a letter to Suite 49, 57 Great George Street, Leeds, LS1 3AJ.

## Staff Conduct

Every Mansfield Town F.C. employee is expected to conduct themselves in a courteous and responsive manner during all dealings with customers. The Club therefore expect that our customers treat our employees in a courteous manner as well.

Mansfield Town F.C. has equal opportunities, inclusion and diversity policies in place and it is our commitment to eliminate all forms of discriminatory behaviour. Under no circumstances will any type of discriminatory behaviour be deemed acceptable by Mansfield Town F.C.

The use of foul and abusive language, racism, homophobia, or threatening behaviour is strictly forbidden, and will result in arrest and/or ejection from One Call Stadium.

Mansfield Town F.C. also recognises its responsibility towards the safety and well-being of children and young persons, who participate in activities arranged by our 'Football in the Community' team. Therefore, a formal Safeguarding Policy is in place, which ensures that all employees adhere to it accordingly.



## Consultation

Mansfield Town F.C. regularly consults with its supporters through fan-liaison meetings and other meetings with representatives of fans' organisations.

Mansfield Town F.C. publishes its position on major policy issues in the club programme, and on its official website. In the event of any proposed changes to club policy, early notice of the proposed changes shall be published in the aforementioned mediums, to enable those supporters with concerns to express their views. Once this has occurred, a final decision on the proposed changes shall be made.





## Ticketing

Mansfield Town F.C. will seek innovative ways to widen the spectator access to our fixtures, which take place at One Call Stadium.

Mansfield Town F.C. shall offer an appropriate band of ticket prices, and also operates a scheme which enables supporters to pay for season tickets in instalments prior to the start of the season.

Supporters wishing to purchase home matchday tickets may do so either:

- In person at One Call Stadium, Quarry Lane, Mansfield
- By telephone on 01623 482482 (option 1)
- Online via [www.stagstickets.co.uk](http://www.stagstickets.co.uk)

Those supporters who purchase tickets by telephone can either collect their tickets at One Call Stadium or have them sent out by post to the address provided at the time of purchase, for an additional charge of £3.00.

For a weekend match, the latest time that tickets will be sent out by post is at 17:00 on Wednesday. For a midweek match, the latest time that tickets will be sent out by post is at 17:00 on Friday.

Mansfield Town F.C. intends to make at least 5% of tickets for every home match available to non-season ticket holders. However, the club reserves the right to vary arrangements at its discretion for individual matches, but as much notice as possible will be given.

## Ticket Office Details

The Ticket Office is located on Quarry Lane at the front of the club office facilities, which is adjacent to the club car park at One Call Stadium.

Normal office hours are 10:00 to 17:00 (Monday to Friday), but opening hours are extended until 19:45 for home midweek matches. For weekend matchdays with a 15:00 start, opening hours are 10:00 to 15:00. For both midweek and weekend matchdays, the ticket office will reopen for 30 minutes after the final whistle.

To see the full terms and conditions of season ticket purchases, please visit: <https://www.mansfieldtown.net/news/season-tickets/>



## Concessions

A Senior Citizen concessionary-rate ticket is available to supporters aged 65 or over, whilst discounts are also available to Young Adults aged between 18-21 and juniors aged between 7 and 17.

Mansfield Town F.C. provides an exclusive area for spectator use of family groups, which includes junior supporters. This exclusive area is located in the Family Block (In the Quarry Lane Stand) of the Ian Greaves Stand (Lower Tier). A family ticket allows a one adult and one child to watch a match for just £18.

The club also provides support for disabled spectators and their carers. Disabled spectators are admitted at a concessionary rate, when proof of their high-rate disability, or

enhanced rate (PIP) is shown. Carers are admitted for free, but only when accompanying the disabled person.

## Season Ticket Concessions

Season Tickets are available at a concessionary rate to a wide-range of supporters in the applicable age categories:

- Under 7s must be aged 6 or younger on 03/08/2020
- Senior Citizens must be aged 65 or over on 03/08/2020
- Young Adults must be aged 18-21 on 03/08/2020
- Juniors must be aged 7-17 on 03/08/2020

### Pre-Sales

Tickets for first team matches at One Call Stadium are available by pre-sale at least one week prior to the scheduled

date of the event. However, we aim to always try and have at least five first team matches on our ticketing system.

Tickets can be purchased from the Ticket Office, or, alternatively, by phone on 01623 482 482 (option 1). A fee will be charged for customers who purchase their tickets using a credit card.

### Away Fixture Pre-Sales

Tickets for some away fixtures may be sold in advance at One Call Stadium. However, this is only applicable when the pre-sale of tickets is requested by the host club. In this instance, tickets will be sold at the prices dictated by the host club.

### Duplicate Ticket Procedures

Should a Season Ticket Holder forget to bring with them their season ticket for any particular fixture, they would be required to visit the One Call Stadium

Ticket Office.

The supporter's Season Ticket would be cancelled for that particular fixture, and they would be issued with a paper ticket, which they could then use to gain entry into One Call Stadium.

## Ticketing Terms & Conditions

Tickets for matches at One Call Stadium are strictly non-transferable and cannot be re-sold to any third parties. In addition, tickets cannot be used as a prize in any lottery, competition, or newspaper, without the prior written consent of Mansfield Town F.C.

Spectators are not permitted to bring to, or use within One Call Stadium, equipment which is capable of recording material (either visual, audio or audio-visual) in relation to the event.

Spectators who wish to purchase, or who hold, a concessionary ticket, may be required to produce evidence of

their entitlement to such a ticket.

Spectators attending matches at One Call Stadium must comply with, and adhere to, ground regulations at all times. Spectators that are found to be in areas which are reserved for opposing supporters will be ejected from One Call Stadium, with no re-admittance or refund given. Furthermore, if any spectator is found to be in breach of any ground regulation, they will be ejected from One Call Stadium and may face a ban from club premises.

Refunds on tickets are only possible in the event of a fixture being re-arranged and when the original ticket is returned to One Call Stadium.

Mansfield Town F.C. accepts no responsibility for lost or stolen tickets.

### Abandoned Tickets

If a fixture is abandoned before half-time, a replacement ticket will

be offered to spectators for the re-arranged fixture. However, for any fixture that is abandoned after half-time, then no such arrangement will apply. Under these circumstances, spectators may be charged full price admission for the re-arranged fixture.

Replacement ticket arrangements are structured as follows:

Season Ticket Holders would be unaffected as their season ticket would be automatically validated for the re-arranged fixture.

Individuals who have purchased paper tickets would need to retain their match ticket for the re-arranged fixture.

In the event that social distancing measures are introduced on a match day at One Call Stadium, we will try to keep people as close to their original seats as possible, however, social distancing requirements will take priority.

# Safeguarding

## Application

These Procedures have been adopted by the Board of Mansfield Town and apply to the Football Club, Academy and Trust.

## Introduction

Mansfield Town Football Club acknowledges its responsibility to safeguard the welfare of every child young person and vulnerable individual who has been entrusted to its care and is committed to working to provide a safe environment for all members. A child or young person is anyone under the age of 18 engaged in any club football activity. We subscribe to The Football Association's (The FA) Safeguarding Children – Policy and Procedures and endorse and adopt the Policy Statement contained in that document.

## Principles

The key principles of The FA Safeguarding Children Policy are that:

- The child's welfare is, and must always be, the

paramount consideration

- All children, young adults and vulnerable individuals have a right to be protected from abuse regardless of their age, disability, gender reassignment, marriage & civil partnership, pregnancy & maternity, race, religion or belief, sex, sexual orientation or any other unjustifiable reason.
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately
- Working in partnership with other organisations, children, young people, vulnerable individuals and their parents/carers is essential.

## Our Commitment

We acknowledge that every child, young person or vulnerable individual who plays or participates in football should be able to take part in an enjoyable and safe environment and be protected from poor practice and abuse. Mansfield Town Football Club recognises that this is the responsibility of every responsible individual involved in our club.

Mansfield Town Football Club has a role to play in safeguarding the welfare of all children, young adults and vulnerable individuals by protecting them from physical, sexual or emotional harm and from neglect or bullying. It is noted and accepted that The Football Association's Safeguarding Children Regulations (see The FA Handbook) applies to everyone in football whether in a paid or voluntary capacity. This means

whether you are a volunteer, match official, helper on club tours, football coach, club official or medical staff.

- We endorse and adopt The FA's Responsible Recruitment guidelines for recruiting volunteers and we will:
- Specify what the role is and what tasks it involves
- Request identification documents
- As a minimum meet and chat with the applicant(s) and where possible interview people before appointing them
- Ask for and follow up with 2 references before appointing someone
- Where eligible require an FA

accepted Enhanced Criminal Record Check (CRC) with Barring List Check in line with current FA policy and regulations.

## Procedures

All current Football Club members working in eligible roles, with children, young adults and vulnerable individuals - such as managers and coaches are required to hold an in-date FA accepted Enhanced CRC with Barring List check as part of responsible recruitment practice1.

If there are concerns regarding the appropriateness of an individual who is already involved or who has approached us to become part of Football Club guidance will be sought from The Football Association. It is noted and accepted that The FA will consider the relevance and significance of the information obtained via the CRC Process and that all

suitability decisions will be made in accordance with legislation and in the best interests of children, young adults and vulnerable individuals.





It is accepted that The Club aims to prevent people with a history of relevant and significant offending from having contact with children, young adults or vulnerable individuals and the opportunity to influence policies or practice with children, young people or vulnerable individuals. This is to prevent direct sexual or physical harm to children, young adults or vulnerable individuals and to minimise the risk of 'grooming' within football.

1. Mansfield Town Football Club supports The FA's Whistle Blowing Policy.
2. Any adult or young person with concerns about an adult in a position of trust with football can 'whistle blow' by contacting The FA Safeguarding Team on 0800 169 1863, by writing to The FA Case Manager at The Football Association, Wembley Stadium, PO Box 1966, London SW1P 9EQ, by emailing [Safeguarding@TheFA.com](mailto:Safeguarding@TheFA.com) or

alternatively by going direct to the Police, Children's Social Care or the NSPCC. Mansfield Town Football Club encourages everyone to know about The FA's Whistle Blowing Policy and to utilise it if necessary.

3. Mansfield Town Football Club has appointed a Club Welfare Officer in line with The FA's role profile and required completion of the Safeguarding Children and Welfare Officers Workshop. The post holder will be involved with Welfare Officer training provided by The FA and/or County FA. The Club Welfare Officer is the first point of contact for all club members regarding concerns about the welfare of any child, young adult and vulnerable individual. The Club Welfare Officer will liaise directly with the County FA (CFA) Welfare Officer and will be familiar with the procedures for referring any concerns. They will

also play a proactive role in increasing awareness of Respect, poor practice and abuse amongst club members.

4. We acknowledge and endorse The FA's identification of bullying as a category of abuse. Bullying of any kind is not acceptable at our club. If bullying does occur, all players or parents/ carers should be able to tell and know that incidents will be dealt with promptly. Incidents need to be reported to the Club Welfare Officer in cases of serious bullying the CFA Welfare Officer may be contacted.
5. Respect codes of conduct for Players, Parents/ Spectators, Officials and Coaches have been implemented by Mansfield Town Football Club. In order to validate these Respect codes of conduct the club has clear actions it will take regarding repeated or serious

misconduct at club level and acknowledges the possibility of potential sanctions which may be implemented by the County FA in more serious circumstances.

6. Reporting your concerns about the welfare of a child, young adult or vulnerable individual. Safeguarding is everyone's responsibility if you are worried about a child, young adult or vulnerable individual it is important that you report your concerns – no action is not an option.

If you are worried about a child, young adult or vulnerable individual then you need to report your concerns to the Club Welfare Officer.

If the issue is one of poor practice the Club Welfare Officer will either:

- deal with the matter themselves
- seek advice from the CFA Welfare Officer

If the concern is more serious – possible abuse towards a child, young adult or vulnerable individual, where possible, contact the CFA Welfare Officer first, then immediately contact the Police or Children's Social Care.

If the child, young a or a vulnerable individual needs immediate medical treatment take them to a hospital or call an ambulance and tell them this is a child, young adult or vulnerable individual protection concern. Let your Club Welfare Officer know what action you have taken, they in turn will inform the CFA Welfare Officer.

If at any time you are not able to contact your Club Welfare Officer or the Welfare Officer or the matter is clearly serious then you can either:

- contact your CFA Welfare Officer directly
- contact The FA Safeguarding Team on 0800 169 1863 or [Safeguarding@TheFA.com](mailto:Safeguarding@TheFA.com)
- contact the Police or Children's Social Care
- call the NSPCC 24-hour Helpline for advice on 0808 800 5000 or text 88858 or email [help@nspcc.org.uk](mailto:help@nspcc.org.uk)



NB – The FA’s Safeguarding Children Policy and Procedures are available via – [www.TheFA.com/football-rules-governance/safeguarding](http://www.TheFA.com/football-rules-governance/safeguarding) – click on ‘Raising Awareness – Best Practice Downloads’, the Policy and Procedures document is within the resources area. The policy outlines in detail what to do if you are concerned about the welfare of a child, young adult or vulnerable individual and includes flow diagrams which describe this process. How to make a referral is also covered in the Safeguarding Children workshop.

Participants are given the opportunity to discuss how this feels and how best they can prepare themselves to deal with such a situation. For more information on this workshop contact your County Welfare Officer.

1. Further advice on Safeguarding Children matters can be obtained from:

Neil Bainbridge  
T: 07958032274  
Email:  
[neil.bainbridge@mansfieldtown.net](mailto:neil.bainbridge@mansfieldtown.net)

County Football Association’s Welfare Officer  
T: 01159837400  
E: [nottinghamshirefc.com](mailto:nottinghamshirefc.com)  
[www.TheFA.com/football-rules-governance/safeguarding](http://www.TheFA.com/football-rules-governance/safeguarding)

Emailing –  
[Safeguarding@TheFA.com](mailto:Safeguarding@TheFA.com)

The FA Safeguarding Children general enquiry line 0845 210 8080

To report an incident, please contact:

Safeguarding Leader  
Neil Bainbridge  
T: 07958032274  
Email:  
[neil.bainbridge@mansfieldtown.net](mailto:neil.bainbridge@mansfieldtown.net)

Equality Champion  
Lynn Millward  
T: 01623 482 482  
Email:  
[lynn.millward@mansfieldtown.net](mailto:lynn.millward@mansfieldtown.net)



## Visiting Supporters Information

Visiting supporters will be located in the covered North Stand. This is an all-seater stand that can accommodate 1,715 supporters. Facilities, such as toilets and refreshment kiosks, are available within the concourse of this stand for the use of visiting supporters.

Tickets for visiting supporters are sent to the visiting club at least two weeks prior to their fixture at One Call Stadium. Under no circumstances shall Mansfield Town F.C. sell tickets to visiting supporters for this, or any other, area in One Call Stadium. Tickets can only be purchased by away supporters prior to a matchday and will not be sold on the day of the game.

## Disabled Spectators Information

Mansfield Town F.C. provides support for disabled spectators and their carers. Disabled spectators are admitted at a concessionary rate, when proof of their high-rate disability or enhanced rate (PIP) allowance is shown. Carers are admitted for free, but only when accompanying the disabled person.

One Call Stadium has five specific disabled areas. These are located in 'Blocks D & E' of the Quarry Lane End, 'Blocks C & F' in the Ian Greaves Stand (Lower Tier) and 'Blocks B & D' in the North Stand.

Disabled toilets are available in the concourse area within each respective stand.

## Stewarding, Crowd Control and First Aid

Our stewarding operation will, at all times, reflect the very best professional standards so that control of situations is maintained as they arise. Training and development of our stewards is actively promoted in order that they gain the necessary skills required to respond calmly and knowledgeably in any emergency.

The safety and welfare of spectators, players and staff is of paramount importance to Mansfield Town F.C. and our stewards have an indispensable role to play. In accordance with the Guide to Safety at Sports Grounds ('Green Guide') and the Safety Certificate issued by Nottinghamshire County Council, events at the stadium require the attendance of Medical Services, specifically:

In the event of the expected crowd attendance being at capacity levels, these numbers may be reviewed and increased according with the Green Guide.

A skeleton First Aid service will be in attendance when the gates are opened for admission of the public, prior to a fixture.

Furthermore, audio descriptive commentary is available for visually impaired supporters. An audio description receiver can be collected from the Kevin Bird suite entrance 75 minutes before kick-off.

For more info for visiting supporters, please visit: <https://www.mansfieldtown.net/fans/first-time-guide/>





## Supporters' Conduct

The club wants every supporter to be part of the passion at One Call Stadium in a safe, secure and enjoyable environment. Therefore, we are committed to preventing people from behaving in a manner likely to jeopardise the safety or enjoyment of others, or to bring discredit on the club.

Anyone attending matches at One Call Stadium must abide by the stadium regulations which are displayed on notice boards at all entrances to the stadium and at other high visibility positions. A copy of the ground regulations can also be sent to anyone on request by telephoning the Club Reception on 01623 482 482 or e-mailing [info@mansfieldtown.net](mailto:info@mansfieldtown.net).

At Mansfield Town safeguarding is everyone's responsibility; we all have a duty to safeguard the welfare of all supporters including children and vulnerable adults. We would therefore ask you to pay due regard to the individuals around you and the environment which you are within and ensure your conduct and behaviour is appropriate exercising a higher duty of care where there are safeguarding concerns.

The Club will not tolerate behaviour such as:

- making threats
- physical violence
- shouting
- swearing at others
- persistent rudeness
- discriminatory behaviour
- isolating, ignoring or refusing to work with certain people or name calling
- displaying offensive material such as pornography, sexist/racist cartoons, or the distribution of such material via email/text message or any other format
- any other forms of harassment or victimisation

The items on the above list of unacceptable behaviours will lead to action being taken.

If the club becomes aware of any person having been convicted of or involved directly in a football related offence (whether at the club's ground or otherwise) or having been in serious breach of any Ground Regulations, it will, in consultation with Nottinghamshire Police, or the relevant Police Authority in the case of an away match, and representatives of the Club's Supporters' Group, make a decision as to whether that person should become subject to a club exclusion order. Each case will be judged on its own merits and the length of any ban will depend on the severity of the offence and with regard to any breach of the club's Ground Regulations.

To see the full list of ground regulations, please visit:

<https://www.mansfieldtown.net/club/ground-regulations/>

## Catering & Hospitality

Mansfield Town F.C. prides itself in both the quantity and quality of the catering provision at One Call Stadium. An in-house team of chefs and kitchen staff provide an excellent first-class catering service to all of our hospitality guests.

Within One Call Stadium, there are nine catering kiosks. These are situated as follows:

2x Quarry Lane End  
2x Ian Greaves Stand (Lower Tier)  
4x Ian Greaves Stand (Upper Tier)  
1x North Stand

Each food kiosk serves a wide variety of high standard, good value food and drink, including sausage rolls, pies, burgers and bottled soft drinks. Alcohol is also sold, but due to Ground Regulations, this cannot be consumed in sight of the pitch.

Our hospitality and commercial packages represent excellent value-for-money and we are committed to being able to tailor packages to suit the needs of all of our customers.

For more information about our matchday hospitality options, please contact our Commercial Dept. on 01623 482 482 (option 3).

## Smoke-free Policy

### Purpose

This policy has been developed to protect all employees, members, visitors, customers and supporters from exposure to second-hand smoke and to assist compliance with the Health Act 2006.

Exposure to second-hand smoke increases the risk of lung cancer, heart disease and other serious illnesses. Ventilation or separating smokers and

non-smokers within the same airspace does not completely stop potentially dangerous exposure.

There are four designated smoking areas inside One Call Stadium. The Quarry Lane End and the North Stand both have specialist smoking zones behind the seating and inside the gates of the stadium.

There are two smoking areas for supporters with a match ticket in the Ian Greaves Stand to use. Supporters are required to exit One Call Stadium

via the exit doors of the Ian Greaves Stand Lower Tier.

### Policy

It is the policy of Mansfield Town Football Club, One Call Stadium and conference facilities that all our covered areas are smoke-free, and all employees, members, visitors, customers and supporters have a right to enjoy the benefits of a smoke-free environment. This policy came into effect on 01 July 2007. Smoking is prohibited in all enclosed and substantially enclosed premises, this

includes company vehicles. This policy applies to all employees, members, visitors, customers and supporters.

### Implementation

Overall responsibility for policy implementation and review rests with the Chairman and Board of Directors. However, all staff are obliged to adhere to and support the implementation of the policy. The person(s) named above shall inform all existing employees, servants and agents of the policy and their role in the implementation and monitoring of the policy. They will also

give all new personnel a copy of the policy upon recruitment/induction.

Appropriate 'no-smoking' signs will be clearly displayed at the entrances to and within the premises, and in all smoke-free company vehicles.

### Electronic cigarettes

Electronic cigarettes are not permitted to be used on a matchday as they will give the wrong impression to supporters around the stadium. To allow their use would cause confusion and possible confrontation between

stewards and supporters. Monitoring their use would be hugely difficult throughout the stadium.

### Car Parking

Our club car park at the rear of the Quarry Lane End is reserved for the use of players, staff and match officials on matchdays. However, parking spaces in the car park adjacent to the Ian Greaves Stand can be booked on a match-by-match basis by calling 01623 482 482.





## Merchandise

Mansfield Town F.C. has a shop at One Call Stadium, which sells a wide range of club-related merchandise. Items are tailored to suit all age groups, whilst a broad pricing spectrum is also available within our retail outlet.



## Community Activities

Everyone at Mansfield Town F.C. embraces our hard-working Football in the Community department. Full details of our wide-ranging and varied community-based activities and initiatives can be found on Football in the Community's official website: [www.mansfieldtownfitc.net](http://www.mansfieldtownfitc.net).

The club will continue to co-operate on joint-ventures through local public authority's particular schools and colleges, business, commercial, charity and voluntary organisations.

We also ensure that management, players and officials support community programmes by attending various events throughout the course of the season.

Furthermore, the club launched an initiative during the 2013/14 campaign, whereby 100 free tickets are issued to Football in the Community per fixture, which are then distributed within local schools.







## Corporate Social Responsibility

Mansfield Town F.C. is committed to achieving best practice and being a good corporate citizen. This involves, but is not limited to, adherence to industry standards and reporting frameworks.

## Environmental Policy

Mansfield Town F.C. acknowledges that our activities impact the environment. Therefore, we strive to be environmentally friendly. We seek opportunities to minimise the resources that 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 about our policy, and encourage them to participate. We shall also encourage recycling in partnership with our Waste Disposal partners.

## Charity Policy

As part of the club's policy of serving the local community, Mansfield Town F.C. are pleased to support non-profit making organisations. The club wants to support charities and voluntary organisations and understands the importance of their fundraising efforts.

However, each year Mansfield Town F.C. receives a high volume of requests for worthwhile causes and events. Due to this demand, the club has an agreed limit on donations each season and cannot guarantee that all requests will be granted.

In order to make this process as fair as possible and to ensure that all requests have the opportunity to be processed, the club has compiled the following guidelines for organisations to follow:

Cash donations/sponsorship will not be considered. Development of Junior Football, school organisations or Community groups which benefit young people will be given preference.

We operate a policy of supporting requests within a reasonable geographical vicinity to Mansfield Town F.C.

Requests will be limited to one donation request per calendar year for each organisation.

The club gives preference to locations within which our Football in the Community team operate or organisations with whom the team already work with.

The donations cannot benefit specific individuals or families, and must be for a registered charity or UK-based charitable organisation.

All requests are subject to club approval, are not guaranteed, and will not be considered unless the above criteria can be met. Furthermore, all requests must be submitted in writing on the organisation's letter-headed paper, at least one month prior to the date of the event.

Requests should be sent to Main Reception, One Call Stadium, Quarry Lane, Mansfield, NG18 5DA or sent by e-mail to [info@mansfieldtown.net](mailto:info@mansfieldtown.net).

## Good Causes

Every year, the English Football League nominates a charity for that season. Mansfield Town F.C. commits to providing fundraising assistance to this charity for the duration of the football season. Occasionally, the club may choose to adopt their own charity for the season. Full details on this can be found on [www.mansfieldtown.net](http://www.mansfieldtown.net).

## Supporter Liaison Officer (Contact Details)

Our Supporter Liaison Officer is Danielle Hett. She can be contacted by calling 01623 482 482, or e-mailing [danielle.hett@mansfieldtown.net](mailto:danielle.hett@mansfieldtown.net).



## Data Protection

Mansfield Town F.C. may collect data on customers from postal enquiries, ticket enquiries and telephone enquiries. The information that would be retained is your name, address, contact number and e-mail address. This information would be retained by Mansfield Town F.C. in accordance with the Data Protection Act. As such, customers are entitled to request to view information about themselves which may be held by Mansfield Town F.C.

## Privacy Notice

We aim to be clear when we collect your data and not do anything you wouldn't reasonably expect with your data. We handle and process data in accordance with the General Data Protection Regulation 2018 ("GDPR") and the Privacy and Electronic Communications Regulations 2003.

### Information we may collect

You give us information when you contact us with an enquiry; use or register on the Website; forward an item to a friend; purchase a ticket or merchandise; fill out a survey or other form; request us to provide you with information; enter a competition or prize draw or engage in a promotion or survey; post information to public areas of the Website; book an event or hospitality, by phone or email or online via our Website or via our App; sign up a Digital Account or update preferences on our Website; contact us via email, mobile messaging or when posting on or communicating via our social medial platforms; become a sponsor or advertiser or provide content for our Match Day Programme or by communicating with us via any other channel.

The information we may collect, hold and process about you, provided by you, may include:

- Name
- Address
- Email address
- Telephone number (s)
- Bank details and/or payment details
- Gender
- Billing information
- Details of other people within your group booking including name and age
- Purchase/transaction and ticketing history
- Photographs
- Record of accidents and treatment received

We maintain a record of your transaction history, but we never store your payment card number (although we may keep a secure record of the last four digits only to help us identify transactions).

### How we keep your information safe

All personal information we hold is stored on our secured servers in the UK and EU.

Access to our information is strictly controlled. We may disclose your details to police, regulatory bodies, local authorities, football governing bodies and the Independent Football Ombudsman or legal advisors if so required. If any of the organisations to which we disclose your personal information is situated outside the European Economic Area (EEA) we would take reasonable steps to ensure that your information is properly protected including safeguards such as using contractual provisions to ensure your information is properly protected.

## Disclosure of your information

We do not share your information with any third party without your agreement unless we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use or terms and conditions of purchase and other agreements; or to protect the rights, property, or safety of Middlesbrough Football Club, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Any third-party providers used by us to fulfil our contractual obligations to you will only collect, use, store and disclose your information in the manner and to the extent necessary for them to provide their services to us. We have written agreements in place with each third party to ensure that your information is kept securely, is not used for any other purpose and is deleted when no longer required.

You also have the right to contact the Information Commissioners Office at:

<https://ico.org.uk/concerns/>