



**Penicuik Athletic Football Club**  
**Penicuik Park**  
**Carlops Road**  
**Penicuik**

# **Customer Charter**

## **INTRODUCTION**

Penicuik Athletic Football Club ('the Club') is committed to providing the best facilities and information sources for its supporters and the wider community by: -

- Publicising its position on major matters of interest in an easily digested format on the official club website, through its social media channels and where applicable the local press.
- Continuing to develop ways to consult with supporters, members, sponsors, the local authority, and other interested parties.
- Welcoming open consultation from its customers and welcomes all feedback, comments, and suggestions. This can be conveyed to any committee member, sent to the club in writing, or emailed.
- Continuing to maintain effective partnerships with all sectors of the media and will endeavour to make available for interview relevant club personnel and provide club and squad information regarding new signings and all other related articles of media interest through the club's official website and social media outlets.
- Not knowingly buy goods from any supplier or manufacturer who does not comply fully with labour, safety, and other relevant laws of the countries of manufacture with respect to minimum wages, hours of work, overtime, sick pay and holiday entitlement.
- Ensuring its suppliers must not use child or forced labour and must practice universal respect of human rights and freedom for all, without discrimination because of race, sex, language, or religion.

### **Accessibility**

- A current £5 concession (normal admission £8) for Over 65's and £3 for ages 13-17 (Youth)
- Free admission to U12s and all Players of PAYFC.
- Excellent value season ticket prices, with approximate 33% saving on walk up match day admission prices including a free match programme when produced. Season tickets and Half Season Tickets will be eligible for the appropriate number league games only in The East of Scotland Premier Division for season 2023/2024 and all friendlies played at Penicuik Park. Season Tickets are not valid for Cup ties or any Lowland League Play Off matches.
- The club offers reduced admission to replays of abandoned games.
  - If a match is abandoned after spectators are admitted to the ground, but before kick-off, spectators are entitled to free admission to the re-arranged match.
  - If a match is abandoned after kick-off and before half-time, spectators are entitled to reduced admission to the rearranged match.
  - Admission reductions will not be given if a game is abandoned after half time.
  - Refunds are not given under any circumstances.
- Home or visiting supporters will not be charged a supplement to the advertised entry fee for access to certain spectator areas of Penicuik Park, but the club

reserves the right to review this policy at short notice and will notify supporters where it is possible to do so.

- Admission prices will be the same for both home and visiting supporters for all games at Penicuik Park.
- The club will endeavour to make adequate catering facilities available for all home games.

## **Community Activity**

The club working relationship with Penicuik Athletic Youth Football Club which has achieved and maintained a SFA accredited Legacy Quality Mark award. Our club has achieved the entry Quality Mark award. We therefore understand and take our commitment to both the community club and wider community seriously, with the following commitments:

- Continue to work with local groups, charities and worthy causes and allow them to conduct matchday collections, on the provision that they have given the club advance notice of their intention to do so and it is not a cause that will potentially aggravate or offend those attending the ground.
- Support local community and schools' events that promote youth football and grass roots football. We will continue to make Penicuik Park available for SERIFA cup finals where practical.
- The club will support visits by charities carrying out events and make Penicuik Park available for use where practical, provided the approval of the club has been sought in advance of activities.
- Whenever possible and appropriate the club will promote issues such as anti-racism, anti-drug and prevention of crime initiatives. The club supports the aims of leading initiatives such as 'Show Racism the Red Card' to tackle problems of racism in the game and has its own Anti-Discrimination policy.
- The club will support community events through visits and appearances of the players and management where possible.

## **Customer Service**

All Penicuik Athletic Football Club committee members and personnel are responsible for ensuring that the very highest standards of customer service and customer care are maintained.

- The club respect the right of every supporter and customer to be always treated with the appropriate courtesy and respect by all Penicuik Athletic Football Club personnel.
- The club strives to provide value for money in all areas.
- The Club offers a 28-day money back or exchange guarantee on purchases of merchandise at Penicuik Park production of original purchase item. The product must be as originally sold. This offer does not affect your statutory rights.

- The club aims to respond promptly to any contact from a customer.
- To avoid confusion Penicuik Athletic Football Club would prefer that any complaints are made in writing by letter or email and the club will respond in like form. We will endeavour to provide a response within 14 days, but in extenuating circumstances this period may be longer.
- In the first instance all correspondence should be addressed to the Secretary, Douglas Penman and if the response is deemed unsatisfactory escalated to the President, Andrew Penman, who has overall responsibility for the charter.

Contact details:

Penicuik Athletic FC  
Penicuik Park  
Carlops Road  
Penicuik  
Midlothian

Email: [Penicuikathletic@outlook.com](mailto:Penicuikathletic@outlook.com)

### **Policy Review**

Penicuik Athletic Football Club has made this policy available on the club's official website and keeps this policy under review (at least annually), with additions or amendments made where deemed appropriate by the club, or under the advice of governing bodies or other relevant bodies.

### **Document Control**

Mandatory Review Date  
December 2022

Reviewed -1/12/2019 – update to Accessibilty on Season Tickets

Reviewed -1/12/2020 – addition of Appendix – Covid 19. Minor updates to 'Accessibility' section

Reviewed 31/12/2021 – Minor updates to 'Accessibility' section.

Reviewed 29/12/2022 – Minor updates to 'Accessibility' section

Reviewed 31/03/2024 – Club Officials updated and minor changes to tidy up.

## **APPENDIX CUSTOMER CHARTER – COVID 19**

The club recognises the impact of Covid 19 on the Football Club, its supporters and the wider community.

### **Ticketing**

The club have entered into a partnership with 'FANBASE' to provide online ticketing arrangements including season tickets.

### **Match Live Streaming**

The club through PenicuikAth TV have entered into a partnership with 'Infinity21' to provide live streaming of home matches at Penicuik Park. All season ticket holders will be provided with an access code to allow free viewing of live streams. Access to live streams, other than season ticket holders will be individual match purchase through the clubstore at [PenicuikAthleticstore.co.uk](http://PenicuikAthleticstore.co.uk). The price will not exceed the normal matchday admission charge to Penicuik Park.

### **Crowd Restrictions**

Where the capacity is reduced by legislation or instruction by the appropriate legislative bodies e.g. Scottish Parliament then priority will be given to Season Ticket holders and any 'public' sale or admission will be made up to the specified limits after Season Ticket holders have been accounted for.