#### **Customer Charter**

We at Manchester City Football Club are immensely proud of the steadfast support of our fans and we remain committed to working closely with them in order to further our footballing ambitions.

Our Customer Charter is available in a number of formats including Braille, large print and audiotape.

### **Ticket Information**

Ticket information, including details of pricing will be updated on a daily basis and made available via the Box Office, our match day programme, official website at <a href="https://www.mcfc.co.uk">www.mcfc.co.uk</a>, e-mail and local media. This information is also available by calling our main telephone line 0870 062 1894 and selecting option 0.

# **Ticket Policy**

Our ticketing policy meets the FA Premier League's rules regarding Ticketing and our aim is to exceed this level of service to our supporters.

### Pricing and accessibility

Prices for FA Premier League fixtures are split into three categories. Different rates apply for domestic cup games.

## Home supporters

The Club has reserved a section of the ground (North Stand Level 2) for the exclusive sale of tickets to family groups and junior spectators. In addition to this, reduced prices are available in all areas except West Stand Level 2 to supporters aged over 65 and junior supporters under the age of 16. Juniors under the age of 4 years will be admitted free of charge, providing the junior shares the seat of the accompanying adult. Additional Seasoncard discounts are offered to young adults aged between 16 and 21.

A minimum of 50 complimentary tickets are available to the City in the Community scheme for every home match.

Away supporters

A minimum of 1,000 and a maximum of 1,700 tickets will be made available to the visiting supporters on a sale or return basis. A further 1,146 tickets will be made available if ordered at least 4 weeks before the game, generally on a sale or return basis.

Admission prices for visiting supporters will be no higher than those prices charged to the home supporters in comparable accommodation. This policy extends to senior citizens and junior supporters.

Seasoncard holders will have priority for all Cup matches as well as away league fixtures.

Citycard members will benefit from a period of exclusive sale for home games in addition to the opportunity to apply for seats for Cup and away league games once the Seasoncard holders' priority period has passed.

After the period of sale to Citycard holders has passed, the balance of seats will be made generally available to Accesscard holders, subject to any restrictions advised by the police or licensing authorities.

Match attendance will be tracked and loyalty points will be issued. Loyalty points will be used as a means of allocating seats for high demand games.

Tickets for home games may be returned for a refund a minimum of seven days prior to a match day. Any such returned tickets will be resold through the normal channels.

Supporters wishing to return previously purchased away game tickets must do so, to the Box Office, a minimum of seven days prior to the date of the fixture in order to obtain a full refund.

The Club's policy on abandoned games is as follows:-

Spectators will be admitted to the rearranged fixture free of charge if a match is abandoned between spectators taking their seats and the game's publicised kick-off time.

Spectators will be admitted to the rearranged fixture for half price if a match is abandoned after kick-off.

Spectators will be admitted to the rearranged fixture for half price if a match is abandoned after half time.

### Facilities for supporters with disabilities

Disabled fans have the opportunity to either purchase a Seasoncard or to attend on a match by match basis. Such tickets are offered at a concessionary price and are tailored to the needs of the disabled supporter. Both options are subject to availability.

Where the need for personal assistance has been identified, the personal assistant is admitted free of charge. Assistants are seated next to the wheelchair spaces with the exception of level three where they will be seated in front of the disabled supporter. Proof of disability is required from supporters wishing to sit in any of the disabled areas This can be any of the following:-

- A statement of high mobility/living allowance as issued by the Department of Work & Pensions
- Receipt of either the Severe Disablement Allowance or Attendance Allowance
- Blind or partially sighted registration certificate
- In some circumstances a personal letter from your GP

Please note receipt of an Orange/Blue badge will not be considered sufficient proof of disability for the concessionary ticket price.

Match by match seats/spaces can be booked with Supporter Services on 0870 062 1894 option 2 then 1 or by visiting the stadium box office.. Supporters applying for away games need to call Supporter Services, tickets are subject to availability and loyalty point requirements.

Written applications must include the supporter's name, address, contact telephone number and payment. Applicants must also state whether they require a wheelchair space or an ambulant tickets and whether they require a ticket for a helper.

Tickets are dispatched approximately 3 to 4 weeks in advance of the fixture. Unsuccessful applicants will be notified by post.

### Seating and positions available

Wheelchair users:-

There are 187 home spaces available for wheelchair users:-

24 spaces on level three in the Colin Bell and East stands

40 spaces on level two in the Colin Bell and East stands 123 spaces on level one in the Colin Bell, East, South & North stands

There are 9 away spaces in the south stand level one.

Visually impaired supporters

There are 27 home spaces available for visually impaired supporters in the East stand with adjacent seats for assistants. For away supporters, there are 5 spaces available in the away section with adjacent seats for assistants. Complimentary headsets are provided to enable visually impaired supporters to listen to match commentary.

Ambulant disabled supporters

Ambulant supporters are able to sit anywhere in the stadium with their helper if required. We will discuss availability to suit each individual on booking.

Hearing impaired supporters

A loop system is in place on level one of all stands in the stadium.

Disabled toilets

There are 30 disabled toilets within the stadium; 10 toilets on level one, 8 toilets on level two, 8 toilets on box level two and 4 toilets on level three. All toilets are fitted with radar locks and keys are available from nearby stewards.

## **Parking**

Parking facilities for disabled supporters are plentiful, with 55 perimeter car parking spaces allocated to disabled Seasoncard holders, 47 further spaces around the CityStore and 219 spaces on North car park one which is just 250 metres from the stadium. We currently have a high demand for disabled parking bays and therefore operate a waiting list through the Box office and these are looked at in date order.

## **Conference and Events Department**

The City of Manchester Stadium is not only a football venue, but also an award winning Conference and Events venue. The facilities available are both extensive and versatile and are available for hire by supporters and non-supporters alike. A wide range of events can be catered for, including wedding banquets, dinner dances, product launches, business meetings and sportsmen's dinners. Any event booked at the stadium can be tailored to the exact requirements of the customer whether catering for 2 or 1200 people and our late licence enables guests to party until the early hours.

There are seven individually themed suites which cater for all tastes. The glass fronted Mancunian Suite and the Legends Lounge overlook the pitch, whereas the Commonwealth Suite reflects the passion of the games in 2002.

For larger presentations, the Citizens Suite and the East Executive Concourse are the ideal locations. In addition, the Stadium has 69 executive boxes offering full views of the pitch. These are particularly suitable for syndicate groups or smaller meetings.

The Stadium offers disabled access and facilities in all of the Conference areas.

Conference and Event enquiries can be made by telephone between 8.30a.m-5.30p.m, Monday to Friday on  $0870\ 062\ 4141$ , option 3. Alternatively, customers can e-mail the conference office at <a href="mailto:conference@mcfc.co.uk">conference@mcfc.co.uk</a>.

The special events calendar, along with any special offers available can be found on the website <a href="https://www.cityofmanchesterstadium.co.uk">www.cityofmanchesterstadium.co.uk</a>.

We continue to maintain and improve our customer satisfaction by:

- Post event calling. The team ensures that all event organisers are contacted by the conference office within a week of their event
- Customer satisfaction surveys. These are distributed on the day to delegates and after the event to the organisers

## **Hospitality**

Hospitality bookings and enquiries can be made by telephone during normal office hours, Mon to Fri 8.30am to 5.30pm and on a match day by calling 0870 062 4141, option 2. Alternatively, customers can e-mail us at <a href="mailto:sales@mcfc.co.uk">sales@mcfc.co.uk</a>.

Hospitality package information is available on the Club website, www.mcfc.co.uk where details of the latest special offers can also be found. This is updated on a regular basis.

There is a choice of six hospitality suites to meet a wide range of personal requirements, from five-star dining in the prestigious Boardroom Suite to the less formal atmosphere of the Commonwealth Restaurant.

Prices are based on a four tier system, A+, A, B and C categories, details of which can be supplied on request. All prices are also printed in our hospitality brochure. Junior places (between 5 and 15 years inclusive) are charged at half price, whilst the under 5s are admitted free of charge.

Charges will apply in the event of a booking cancellation. Terms and conditions including details of the cancellation policy will be issued at the time of booking confirmation. Seasonal customers are given priority for both home and away game ticket requests.

The hospitality department strives to deliver exceptional customer service at all times. We continue to maintain and improve our customer satisfaction by:

- Conducting and compiling a survey for all our seasonal customers in the last quarter of each season
- Distributing comment cards to our customers at all games to get essential feedback on their experience

All hospitality suites have full disabled access to all suites and disabled bays for wheelchair users are provided in certain hospitality areas.

# Merchandise

We will endeavour to consult with supporters as to the frequency of strip changes and its design and pricing through the fans committee/fans forums.

All replica home and away strip designs will have a minimum lifespan of one season, subject to sponsorship rules.

We will fulfil our obligations under the Premier League Rulebook to prevent price fixing in relation to the sale of replica strips.

We will endeavour to inform our supporters of changes in strips. Details will be available in the City store, on our official website and through our mail order service.

We will ensure that all replica strips will have a label or tag attached, which clearly states its launch season.

We will offer refunds on merchandise purchased from the City store, official website and mail order service in accordance with our legal obligations.

The Club offers a printing service at each of our retail outlets, whereby current team members' names can be printed on replica shirts. However, should any such player cease to be a member of our first team squad, we will be unable to offer a refund, exchange or make any alteration to the shirt.

### **Staff Conduct**

Manchester City Football Club expects and requires all personnel to conduct themselves in accordance with the highest ethical standards. Club personnel are expected to maintain these standards on and off Club premises.

The Club recognises the right of every individual to equality of opportunity, both in respect of its employees and its contractors, customers, supporters and members of the community. In addition, the Club will value, respect and promote all opportunities of cultural diversity and shall approach equality in spirit, in practice and with universal commitment.

### Our employees

All people employed by the Club are employed on the grounds of their ability and capabilities in respect of the role(s) they undertake and in the ongoing organisational development of Manchester City Football Club. Personal development and internal promotions are based on suitability for the task(s) and the measured (via appraisal) performance of all staff.

Manchester City Football Club, its staff, partners and contractors shall ensure that there is universal respect for all employees, customers, community groups and partners irrespective of:

- Colour
- Race
- Ethnic or national origin
- Nationality
- Religion or belief
- Age
- Gender
- Gender reassignment
- Sexual orientation
- Marital Status
- Disability

The Club enjoys positive and constructive relations across its communities as it has done for many years. This is achieved through the recognition of common ground and engagement with all people. However, it is recognised that the Club's employee base does not accurately reflect the make up of the Manchester community overall and efforts will be made to positively encourage applications for work and involvement from people drawn from all sections of our community.

# Communication

The Club will communicate with stakeholders, supporters and the general public on regular intervals through forums, questionnaires and focus groups and by the publication of current policies on major issues in a clear and precise manner.

We will endeavour to publicise changes to membership schemes, as they are known, via standard channels of communication including the Club reception, CityStore, official website, matchday programmes and direct mailings.

The Club is particularly proud of our relationship with supporters clubs and will continue to positively respond to branch requests for club officials to attend meetings.

### **Customer Service**

We will respond to any contact, including customer complaints whether by letter, fax or e-mail within a maximum of seven days. If there are justifiable reasons why a query cannot be answered fully within this time, the customer will be sent an acknowledgement indicating how long a full response will take.

We encourage customers to contact the relevant Head of Department. Every complaint will also be logged and the outcome monitored by the Customer Charter contact, Charlotte Miller. This procedure will ensure that the complaint is dealt with satisfactorily and will locate any area that may need improvement.

The Customer Charter is available throughout the following distribution points: the Club reception, general offices, Ticket Store, official website and on request by post.

### **Customer Service Contacts**

Manchester City Ltd. phone number: 0870 062 1894

City in the Community: Alex Williams 0161 438 7712 Disability ticket enquiries: 0870 062 1894 option 2 Security / Safety: Peter Fletcher 0870 062 1894 Public Catering: Lindley Catering 01782 573200 Corporate Catering: Lindley Catering 0161 438 7653

Manchester City e-mail addresses:

General enquiries - mcfc@mcfc.co.uk
Ticket enquiries - tickets@mcfc.co.uk
Mail order enquiries - retail@mcfc.co.uk
Hospitality - sales@mcfc.co.uk
Conference and Event enquiries - conference@mcfc.co.uk
Disabled ticket enquiries - disabledtickets@mcfc.co.uk

#### Postal address:

Manchester City Football Club City of Manchester Stadium Sportcity Manchester M11 3FF

# **Data Protection**

The club seeks to adhere fully with all Data Protection guidelines. Our full Data Protection policy is printed wherever we gather customer data and can be obtained from the Marketing Department, MCFC, FREEPOST NWW3611A, City of Manchester Stadium, SportCity, Manchester M11 3FF.