



BRISTOL ROVERS FOOTBALL CLUB 2023/24

SUPPORTERS CHARTER



INTRODUCTION

Welcome to the 2023/24 season edition of the Bristol Rovers Football Club Supporters Charter.

Bristol Rovers Football Club is a family club at the heart of our community.

At Bristol Rovers, we aim to provide an excellent match day experience for all fans, embracing inclusion, anti-discrimination and anti-victimisation at the core of our values and beliefs.

We are truly committed to creating an environment where all fans feel welcomed and respected, no matter what community they identify with. We are focused on promoting equality and diversity at the Memorial Stadium and other premises with which the Club are associated.

As a Club, we recognise and support the nine protected characteristics (age, sex, race, disability, sexual orientation, gender reassignment, pregnancy and maternity, religion or belief, marriage and civil partnership) under the Equality Act 2010 and have

pledged at all levels of the Club to play an active role in supporting meaningful inclusion and so putting an end to discrimination and victimisation.

We strive to be a club its supporters are proud of and feel a part of as well.

This charter is designed to be informative; equipping supporters with an overview of our operations, key communication points and signposting individuals to further information or relevant contacts where this may be required.

The Bristol Rovers Football Club Charter is available in digital format on our website www.bristolrovers.co.uk or upon request via; ticketing@bristolrovers.co.uk.

The Club consults supporters on a regular basis through the Bristol Rovers Supporters Club as well as holding our own fans forum events and undertaking two annual supporters feedback surveys.

Registered Address

Bristol Rovers Football Club Limited Memorial Stadium, Filton Avenue, Horfield, Bristol BS7 0BF

Telephone

0117 909 66 48



MISSION AND STRATEGY

Bristol Rovers Football Club ("the Club") aims to be a source of local pride in North Bristol and beyond. To achieve the above, we have set out the following strategic objectives that we will be working towards as a football club:

1. INFRASTRUCTURE IMPROVEMENTS

The Stadium project remains our priority. Finding a solution to this problem that has stifled the club for decades will be our most important task and one that we are working tirelessly on in the background. As soon as we are able to update supporters on this, we will do. We will also want to continue to push on with the training ground development so we can house the Academy, as well as develop the opportunities our new home brings.

2. SUSTAINABILITY

We understand the need for everyone within the game to look at their finances comprehensively to ensure for the sustainability of their club. This is a journey that we started at the Club over a year ago and all costs continue to be reviewed and all incomes need to be maximised.

3. YOUTH

Joey Barton has belief in the players we have training alongside the first team, we are developing the younger players, bringing them into the first team and giving them their opportunity within the game. We hope that we can play an exciting and attractive brand of football whilst doing this. Players developed within our own ranks understand better

than anyone what it means to represent the Club and we believe this will enhance the connection between the fanbase and the players.

4. DEVELOP THE FANBASE

The support that we have at the Club is undeniable, however, if we are to progress then this support needs to grow. To grow the fanbase we need to be doing all we can to improve the match day experience, continue the feedback and improvements that we have been making and entice the next generation of Rovers fans to attend matches.

5. COMMUNITY

This club is built on community foundations that continue to shine through - a strong relationship between the club and community trust allows us to help all of those in need. Moving forward, continuing and growing these efforts will play a vital part in our attempts to be a welcoming and inclusive club for all that doesn't just exist within our community, but plays a key role within it.

6. CONTINUAL IMPROVEMENT

We have plans in place to continue building and recruiting, with the overall aim of continual improvement within every area of the club. Whether that is the tone of our emails, or the welcome you receive in the shop, everyone within the club is being taken on the journey, with the aim of being unlocking the potential that this club has on and off the field.

TICKETING

Matchday Ticketing

Supporters wishing to purchase home matchday tickets may do so in a variety of ways.

Online sales are offered online and is available by clicking [HERE](#).

In person ticket sales are available at the Stadium Superstore (The Memorial Stadium, Filton Avenue, Bristol, BS7 0BF).

The Club reserves the right to vary arrangements at its discretion for individual matches, when as much notice as possible will be given.

When there is availability and security approval, tickets will be made available for sale in person at the stadium ticket office on the day of the match. These are sold from the match day ticket office.

At least 5% of tickets to each game will be made available to non-season ticket holders.

Visiting Supporter Allocations

All visiting clubs will be able to make use of our covered seating area within the South Stand. Additional space will be opened up on the Away standing terrace if there is suitable demand to allow it. The maximum allocation for a visiting team is 1,750.

Matchday Ticket Price Categories

The 65+ concessionary rate is available in all areas of the ground. The senior citizen season ticket concessionary rate is available to supporters who

have reached their 65th birthday before 1 July 2021. The under-21 concessionary rate is available in all areas of the stadium with the exception of Zone E. Anyone between the age of 18 and 20 may apply for a concessionary season ticket if they are under the age of 21 years on 1st July 2023.

The under-18 concessionary rate is available in all areas of the stadium with the exception of Zone E. A child under 18 may apply for a concessionary season ticket if they are under the age of 18 years on 1st July 2023.

The Club provides an area in the MKJ Family Stand for the exclusive spectator use of family groups with junior supporters under 18 years of age (Zone F). A Family Group must include at least one under-18 for every two adults attending. A child under 18 may apply for a concessionary season ticket in this area if they are under the age of 18 years on 1st July 2023.

Please also note that children under 14 are not permitted to attend a match at the Memorial Stadium unless accompanied by an adult 18 years and over.

Finally, Small children or babies under the age of two can enter for free under the Baby in Arms Policy.

Family Stand

Reduced priced season tickets are available for families, making it affordable to watch football at The Memorial Stadium. The Family Stand is a seated, covered and elevated space for families to enjoy the game together.



Adults (including senior concessions) are not allowed onto the Family Stand unless accompanied by a child. However, we appreciate that occasions may arise when an adult season ticket holder for this area is unaccompanied. If this occurs, that person should exchange their season ticket for another ticket in an alternative area.

Away Matches

When the Club's supporters are allocated tickets for away matches, the home club determines the cost of these tickets in accordance with the regulations of the Competition in which the match is played. Details of admission prices and availability for forthcoming away matches are published in the match-day programme and on the official club website in advance of the fixture.

Returns/Refunds

The Club's policy on the return and distribution of unwanted match tickets is that we do not offer refunds on matchday tickets unless under exceptional circumstances, or if the fixture has been rearranged and the supporter is unable to attend the new fixture date.

In order to obtain a refund for a rearranged fixture, the home match ticket must be returned to the Club's ticket office within seven days of the rescheduling announcement (which shall be made on the Club website) provided this is still more than seven days before the rescheduled date. After this time no refunds will be offered on match tickets.

Tickets that include hospitality are subject to their own terms and conditions.

It is the responsibility of the ticket holder to check the date and kick-off time of matches. A refund will only be

issued on production of identification, and the individual requesting the refund is the person to whom the home match ticket was originally sold.

For the avoidance of doubt, the final decision belongs to the Ticket Office Manager.

Season tickets are sold as packages and no part of those packages will be accepted by the Club for exchange or refund.

Fixture rearrangements are commonplace during a season and are dictated to the Club by the EFL, broadcasters and other outside influences. Supporters should bear this in mind and check the Club website and other communication channels regularly for fixture updates. The Club website offers a calendar sync option to download fixture on your smartphone or tablet device.

A game may also be postponed due to adverse weather conditions and other unforeseen circumstances. Please see the section on Abandoned/ Postponed matches for full details.

Issue Of Replacement Cards/Tickets

Lost season ticket cards may be replaced at a charge of £5. These will be issued on the day of a match and ONLY to the named season ticket holder who MUST produce matching photographic identification. This is exclusively at the Club's discretion.

Forgotten season tickets may be replaced for a single game with a paper match ticket at a cost of £5 per ticket. The season card will subsequently be cancelled for that match and the duplicate ticket, if issued, will take precedence. This is exclusively at the Club's discretion and no more than three duplicate matchday

tickets will be issued in any one season.

Lost/forgotten/unprinted matchday tickets may be replaced at a cost of £1.50 per ticket. The original ticket will subsequently be cancelled for that match and the duplicate ticket, if issued, will take precedence. This is exclusively at the Club's discretion and no more than three duplicate matchday tickets will be issued in any one season.

Abandoned/Postponed Matches

Season card holders will use their smartcards in the normal way for any rearranged fixture caused by postponement or abandonment of the original match. If a match is postponed prior to kick-off season ticket holders and match ticket holders are entitled to:

- Free admission to the rearranged game on production of their card or on the production of their complete original ticket.
- Match ticket purchasers may exchange their ticket for another home match of the same grade or lower, in the same season, subject to availability by calling our ticketing team within seven days of the rescheduling announcement.
- A full refund of the value of the seat less any booking fee by contacting the Ticket Office, within seven days of the rescheduling announcement. (Terms may vary for packages or special offers.)

If the match is abandoned after kick-off and before half-time, match ticket purchasers are entitled to half-price admission for the rearranged match provided that they contact the Ticket Office within seven days of the rescheduling announcement. (Packages and special offer T&Cs may vary.) If the game is abandoned after half-time, no compensation will be available.

Visiting Supporters

The Club abides by EFL regulations governing the allocation of tickets to visiting clubs. The Club does not charge admission prices to supporters of visiting club, which are higher than those charged to our own supporters for comparable accommodation. In addition, the concessionary rates offered to juveniles under the age of sixteen and those who are over sixty- five years of age apply to supporters of a visiting club.

Priority for all-ticket matches (Home and away / League & cup)

Group One

- Season card holders
- Helpline Members
- Supporters Club Share Scheme
- Executive Box Season Ticket Holders

Group Two

On production of respective membership card. Maximum one per membership:

- Supporters Club (on production of membership card)
- Young Pirates (Maximum one per membership).

Group Three

Special Match Voucher (only applies for high priority games)

Group Four

General sale

Service Standards & Complaints Policy

Complaints Process:

As a club, dealing with complaints in a prompt but thorough manner is important to us, therefore should you wish to make a complaint we will follow this process in hearing it.

1. Complaint made to member of Bristol Rovers Staff either in person, over the phone or via email.
2. Complaint will be acknowledged and if required an investigation will take place
3. Following the investigation a formal response will be issued with proposed actions if required.
4. We hope that at this stage the complaint would have been resolved, however should you still not be happy with the outcome your complaint can be heard directly by our CEO for their input and response.

Through any complaints processes we aim to learn from any feedback that has been given to avoid similar issues again in the future, whilst acting responsibly and reasonably to address all points raised.

Match Complaints

Whilst at the stadium, we want all fans and visitors to the stadium to have a first class experience, in a welcoming, friendly environment, and enjoy a fantastic atmosphere. Should this not be the case or should there be any issues that you feel need addressing, you can follow one of these processes;

- Anonymous complaints of any discrimination or anti social behaviour can be made via our helpline advertised on the club website
- Alternatively, we have a large number of stewards on site who are on hand to hear your complaint and take the necessary steps to deal with the issue at source.

Any supporters who are not adhering to our Ground Regulations and/or are acting anti-socially will be approached by the stewards to be reminded of what is expected of all visitors to the stadium. Should the behaviour persist then the club reserves the right to remove the supporter from the stadium, which will result in a ban from future matches until we are satisfied that incidents will not occur again. Any criminal activity will be referred directly to the police.

This season we have also introduced Gas View, our fan feedback form. Click [HERE](#) to provide feedback.

Banning/ Appeal Process

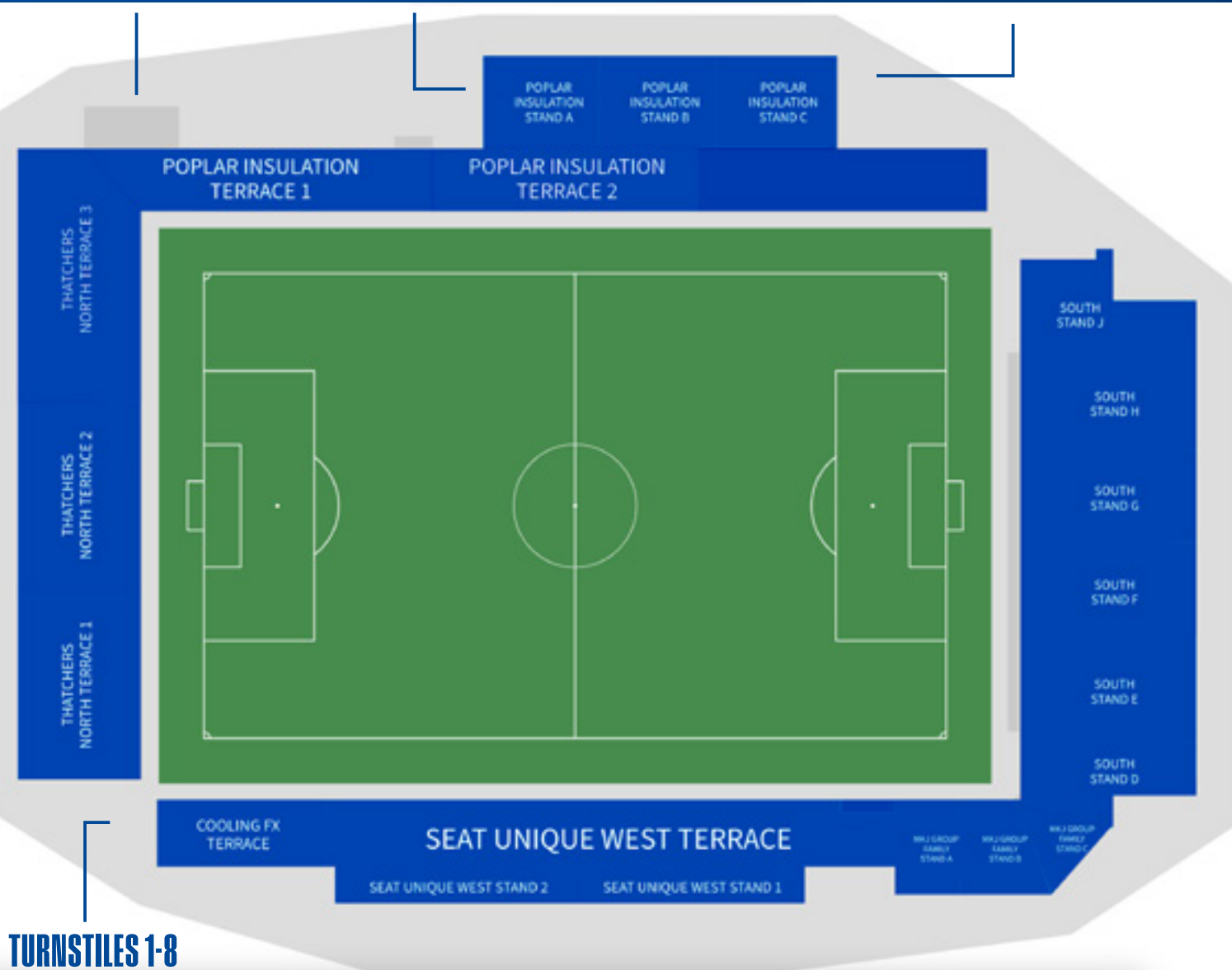
If a supporter is removed from the stadium or a ban is issued outside of a matchday then their details will be obtained and a banning letter will be issued from our Safety Officer outlining terms of ban and the options to appeal. Formal appeals will be heard by our CEO and can be made in writing. Should any formal ban be breached then the Police will take over the matter with a formal response given within 14 working days.

MEMORIAL STADIUM

TURNSTILES 9-15

TURNSTILES 18-23

TURNSTILES 24-29



TURNSTILES 1-8

DISABLED SUPPORTERS INFORMATION

Disabled Tickets

We offer a system of concessionary ticket prices tailored for disabled supporters. Separate designated areas are set aside and seats/bays can be purchased as a season ticket or on a match-day basis.

All applicants must register proof of their disability in advance with the Club. The Club reserves the right to retain 30% of the available space for wheelchairs for match-day purchase, including 15% for visiting supporters.

Where the need for personal support has been identified the club will admit the personal assistant free of charge on the understanding that they are providing a service to the disabled supporter to enable them to access match day facilities.

Disabled Policy

The Club fully supports the principle of equal opportunities and opposes all forms of unlawful or unfair discrimination on the grounds of disability.

The Club operates a specific ticketing policy for disabled supporters and will ensure that the scheme does not discriminate between disabled people with differing impairments.

The Club recognises that not all of its facilities are fully accessible to disabled supporters and confirms that it is committed to making the necessary reasonable adjustments described by the Equality Act 2010 and its relevant codes of practice to ensure full compliance with legislation.

Definition Of Disabled

As a fundamental principle the Equality Act 2010 states that disabled people should not be treated "less favourably, without justification" and "reasonable adjustments should be made to make goods, facilities and services accessible".

For purposes of this policy only, the definition of a disabled supporter is: - "Any person who, because of their disability and impairment, is unable to use ordinary stand seating without contravening Health and Safety Regulations, Guidelines or Policy or where the club has provided a "reasonable adjustment" to enable that supporter to attend the venue. Any such person will be considered for use of the "designated areas" of the stadium in line with the procedures set out in this policy".

A "reasonable adjustment" in the context should include (but is not limited to), the need to use a wheelchair bay, the need to bring a "personal assistant" for either personal care or safety reasons, or use of and auxiliary service.

A "designated area" is any area (including specific seats around the stadium) that the club shall, in its sole discretion determine as being available for the disabled ticket price.

A person has a "disability" if he/she has a physical or mental impairment, which has a substantial and long-term adverse effect on his/her ability to carry out normal day-to-day activities. Bristol Rovers Football Club reserves the right to request "proof of a disability" before issuing any concession.

Disability Liaison Officer

Our Disability Liaison Officer is Clare McDonagh. Phone: 0117 909 66 48 (Option 1) Email: claremcdonagh@bristolrovers.co.uk



TRAVEL & PARKING

Driving to the Mem

Parking At The Stadium

On non-match days we have over 350 car parking spaces available on a first come first served basis. On a match day, we have arrangements with local venues for parking, with the spaces on site reserved for club officials, players, match day staff and access for home and away coaches.

Directions by car

The Memorial Stadium is located on Filton Avenue, just off the Gloucester Road (A38) and is approximately 2 miles from the centre of Bristol. Memorial Stadium is well sign posted with brown and white signs from the main motorway junctions on the M32 (from M4) and M5 (junction 18).

Railway stations

The nearest railway station to the stadium is Filton Abbey Wood, however, supporters are advised that this station is around a 40 minute walk away from the stadium.

Bus networks

Getting to the Memorial Stadium by bus has never been easier, First Bus have a number of services which stop close to the ground and then it's just a short walk. First Group have created a handy guide to planning your trip to the Mem via local bus routes

https://www.firstgroup.com/bristol-bath-and-west/_plan-journey/places-interest/bristol-roversfootball-club



SUPPORTER SERVICES

Staff Conduct

Bristol Rovers Football Club staff will conduct themselves in a courteous and responsive manner in all dealings with supporters.

The Club has an equality policy that lays out its commitment to eliminate all discriminatory behaviour. A copy of this policy is attached to this Charter.

The Club recognises its responsibility to the safety and well-being of children and young persons who participate in the Football in the Community scheme's activities.

Club Liability

The Club is not liable for any loss, damage or injury sustained or incurred (howsoever arising) by any individuals or groups of individuals whilst on Club premises.

Supporter Consultation

Bristol Rovers Football Club regularly consults with its supporters through liaison meetings and through meetings with representatives of fans' organisations. This is a requirement under EFL Regulation 118.

A fan's forum takes place twice a season where supporters can ask questions and discuss important issues. These generally follow a club survey to allow us to gauge feedback and come up with solutions to key issues ahead of the meeting for debate.

The Club publishes its position on major policy issues in the Club programme and on its website at www.bristolrovers.co.uk.

The Club continues to consult with Bristol City Council, sponsors, local community organisations and other interested parties.

The Club meets with its neighbours both at the Memorial Stadium and our Almondsbury Training Ground to discuss matters affecting the area and to inform them of forthcoming activities.

In the event of any proposed changes to Club policy, early notice of the proposed changes will be published to enable those with concerns to express their views before a final decision to change policy is made.

Supporter Code of Conduct / Stadium Etiquette

All supporters must not only adhere to our ground regulations but also our supporters Code of Conduct whilst in the stadium. This can be found here and includes additional measures to ensure your safety whilst visiting us. The club will continue to update and communicate this document to reflect the Government Guidelines for stadia events.

CHARITY

Bristol Rovers Community Trust

Originally launched in 1992 as part of the PFA's nationwide Football in the Community initiative to encourage children to play football and support their local club.

The Community Trust has evolved, achieving charitable status in 2001, six years later coming under the governance of the English Football League Trust and can now offer projects to people aged from 4 to over 80 years old.

Bristol Rovers Community Trust works with a wide spectrum of the community offering social inclusion, health, education and sports participation projects to give people the opportunity of enhancing and improving their life choices. We aim to engage and inspire people of all ages as well as unite the communities in which they live.

Vision

Enhancing and elevating life choices through sport and community work.

Mission

To work with a wide spectrum of the community offering projects in four themes of work – sport participation, education, health and social inclusion.

Values

Selflessness, integrity, objectivity, accountability, openness, honesty and leadership.

To find out more about the work that the Bristol Rovers Community Trust undertake, please visit: <https://www.bristolroverscommunity.org.uk>.

Her Game Too

At Bristol Rovers we were delighted to be the first EFL club to partner with Her Game Too to help tackle sexism within the game.

Her Game Too was founded by 12 passionate female football fans; who are committed to growing the campaign with the aim of fostering an ethos in football in which women are welcomed and respected equally.

Their aims are;

- Create awareness
- Educate
- Research
- Develop a strong sense of community
- Create regular content to champion women in football (players, staff AND fans)
- Create strong relationships with clubs
- Create strong relationships with club trusts and communities
- Have a presence at football grounds and sports bars to build a more welcoming environment for young girls and women
- Continue to campaign against sexism in football
- Continue to campaign against online abuse

We are delighted to be working with them to tackle this issue within the game, if you would like to find out more about their work you can visit them at: <https://www.hergametoo.co.uk/about> or follow them online at @HerGameToo





CLUB STORE

Replica kit

All replica strip designs shall have a minimum life span of one season.

Details of the next intended change of kit are available from the Club Store or any other authorised outlet retailing the strip.

The Club carries out its obligations under EFL/FA regulations to prevent price fixing in relation to the sale of replica kit.

The Club offers refunds on merchandise in accordance with its legal obligations. The Club undertakes research on the design and number of new strips, which in recent times has seen record sales.

Through or recent partnership with The Terrace, the shop has been able to offer a wider range of non-match day items, and will continue to engage with the clubs fanbase when it comes to new items for development.

www.brfcdirect.co.uk provides an extensive range of official merchandise. You can follow a dedicated Twitter account for the Superstore - @BRFC_Shop

Opening Times:

General Opening Times Monday – Friday, 10am – 4pm
Saturday, 9am – 12pm Sunday, Closed Matchdays:
Saturday, 12pm – 5:30pm (closed during game)
Midweek Game, 10 – Kick Off

iFOLLOW

Staff Conduct

iFollow is a subscription service that offers fans of EFL clubs all over the world the chance to stream games live in high definition or listen to audio commentary.

EFL Trophy fixtures and Sky Bet League One fixtures (which aren't selected for live Sky TV coverage) are available to watch for both UK and overseas subscribers.

How much does it cost?

The cost of subscribing to the service depends on what package you decide to select. The various subscription options are listed below;

Monthly Audio Packages

Monthly subscribers pay £4.49 per month. Annual subscribers pay £45 per year. This includes access to live audio commentary and full-match replays the day after the fixture - to watch back all the action.

Match Passes

Match passes for games during the 2023/24 season are priced at £10. The Club receives 80% of the revenue generated by iFollow.

How do I access iFollow on a Matchday?

You can enjoy both the live commentary and video features of iFollow on both mobile devices and on a PC.

Below is a guide of following the action on an array of devices...

Laptop/PC

- Visit www.bristolrovers.co.uk

- In the build-up to kick-off, select the fixtures tab from the navigation bar at the top of the home page.

- On the fixtures page, you will be greeted by a header of the next first team fixture. From here you need to select the 'Live Match Centre' tab.

- Once in the match centre - the grey bar will house either 'watch live now' or 'listen live now', depending on your location - once clicked these will prompt you to login to enjoy the service.

Mobile/Tablet Device

iFollow can be streamed via the EFL's app, or through a web browser on a computer or device. To download the iOS app please click [HERE](https://apps.apple.com/app/id1517867717) (USE this link <https://apps.apple.com/app/id1517867717> for HERE). Android apps can be downloaded [HERE](https://play.google.com/store/apps/details?id=com.efl.ifollow) (Use this link <https://play.google.com/store/apps/details?id=com.efl.ifollow> for HERE).

Ahead of kick-off, click the 'Live on iFollow' tab and this will prompt you to sign in with your login credentials.

How do I Subscribe?

Simply visit www.bristolrovers.co.uk/ifollow/subscribe/.

How can I find out more information about iFollow?

The EFL has provided a useful mini-site to answer FAQ's that supporters have asked about the service. Click [HERE](#) (Use this link <https://ifollow.zendesk.com/hc/en-us/for-here>) to view.

I have a problem with my account - who do I contact?

There a number of ways to contact support services in regards to a problem you may be experiencing with your account.

Email: iFollow@efl.com

Phone: 0207 826 4577 (8am-10pm Monday to Friday, as well as three hours before and the final whistle) - billing and subscription enquiries only via this outlet.

Live chat: Use the chat tool in the bottom right-hand corner of the Rovers website (8am-10pm Monday to Friday, as well as three hours before and after the final whistle).

We recommend supporters test their login and redeem codes in ample time ahead of kick-off.





HOSPITALITY, CONFERENCE AND EVENTS

Hospitality / Catering Facilities

The Memorial Stadium, one of the South West's most prestigious conference/hospitality venues offering a unique conference venue for all types of events.

With 16 Executive boxes and a new and improved Seat Unique Suite with a match day capacity over 150, the club has one of the busiest hospitality offerings in the Football League.

With its central location, less than two miles from the M32 we offer excellent facilities for special functions and business/networking events in Bristol. We look forward to ensuring the events we host are enjoyable, memorable and successful. The Memorial Stadium is not just a Football Club, we also host bespoke events. Whether you are organising a Christmas party, conference, funeral wake, special event, civil ceremony reception or a wedding reception you will find the perfect venue where you will find an in house chef who can cater for all your needs.

Please contact lucyhusband@bristolrovers.co.uk to enquire about hospitality



DATA PROTECTION

From time to time you may give us some personal details about yourself, such as your email address. We store these details on a database where it may be used to contact you regarding club offers and news that we think you will be interested in.

Because we value your support, we make these promises to ensure that we use your data fairly, safely and securely.

Data Protection / GDPR

Bristol Rovers FC is committed to a policy of protecting the rights and privacy of volunteers, staff & customer in accordance with The Data Protection Regulation 2018, which regulates the way in which all personal data is held and processed. Any breach of The Data Protection Regulation 2018 is an offence and in that event, disciplinary procedures apply.

As a matter of good practice, other organisations and individuals working with the Club, and who have access to personal information, will be expected to have read and comply with this policy.

To operate efficiently Bristol Rovers FC needs to collect and use information about the people who work or volunteer for the club. This also includes past and prospective employees and volunteers and others with whom the club communicates.



SAFEGUARDING

Providing a safe and positive environment for every person involved in football or other activities at Bristol Rovers Football Club is vital.

To view the Club's Children Safeguarding Policy, click [HERE](#).

To view the Club Adult Safeguarding Policy please click [HERE](#).

To view the Club Complaints procedures please click [HERE](#).

We take our responsibilities to safeguard every individual very seriously.

We are totally committed to:

- Creating a safer environment for all visitors, participants and staff
- Encouraging the early reporting of safeguarding concerns
- Dealing with safeguarding issues and concerns proportionately and fairly
- Developing systems to prevent harm to children or adults at risk

If you have a concern about your own safety or the safety or welfare of a child or adult at risk who engage in Club activities please contact:

The person in charge of the activity they will refer to the Safeguarding Officer

Louise Smith, Safeguarding on 01 17 9096448

Or email: safeguarding@bristolrovers.co.uk



EQUALITY, DIVERSITY AND INCLUSION

The New Equality Code of Practice

The Equality Code of Practice continues to be an integral part of EFL Regulation (128) and achievement is mandatory for EFL Clubs. The Code requires Clubs to focus on priority groups in which under-representation exists, which are characteristics protected under the Equality Act 2010, which ensures that individuals are not discriminated against on the grounds of: Age, Disability, Gender reassignment, Marriage and civil partnership, Pregnancy and maternity, Race, Religion or belief, Sex, Sexual orientation. The Code also gives special emphasis toward Mental Health and Wellbeing and provides the opportunity for Clubs to focus on areas of under-representation which are key to their local demographic e.g., Social Economic, employment, education.

Bristol Rovers Football Club is committed to upholding the standards, values and expectations of The Football League's Code of Practice relating to equality, inclusion and anti-discrimination.

Bristol Rovers Football Club is committed to promoting inclusion and eliminating discrimination both from football and within our business; we take a zero-tolerance approach to any form of discrimination or bullying based on the grounds of age, disability, gender reassignment, marital status or civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation (these are known as the "protected characteristics" under the Equality Act 2010).

Bristol Rovers Football Club will ensure that it treats employees, officials, spectators, fans and visiting teams fairly and with respect. They can also be assured that

the Club is committed to providing an environment in which their rights, dignity and individual worth are respected, and in particular that they are able to work and watch football in an environment without the threat of intimidation, victimisation, harassment or abuse. It will also provide access and opportunities for all members of the community to take part in and enjoy its activities.

Bristol Rovers Football Club will act promptly to deal with any complaints or grievances raised in respect of any breach of this policy and take appropriate disciplinary action where breaches of this policy are deemed to have occurred.

Bristol Rovers Football Club is committed to raising awareness and providing training and education to promote inclusion and eradicate discrimination within football.

This Equality, Diversity & Inclusion Statement will be reviewed on an annual basis.

This Equality, Diversity & Inclusion Statement will be reviewed on an annual basis.

For the start of our work towards this, we have created a Rovers EDI (REDi) page, which can be found [HERE](#)

SUPPORT PLATFORMS

Children
Kooth.com Online
Mon-Fri 12noon-10pm Sat & Sun 6pm-10pm

Shout Textline – 85258 24/7

Young Minds Textline – 85258 24/7

Adult
Qwell.io Online
Mon-Fri 12noon-10pm Sat-Sun 6pm-10pm

Samaritans Call 116 123 24/7

The Mix (U25) Call 0808 808 4994 4pm-11pm

Mind Call 0300 123 3393 Mon-Fri 9am-6pm Text
86463

Samaritans Call 116 123 24/7

Child Line Call 0800 1111 24/7

Mind Call 0300 123 3393 Mon-Fri 9am-6pm Text
86463

Parents looking for support and advice or you are
worried about a child
Young Minds 080 802 5544 9am-4pm

Mind Call 0300 123 3393 Mon-Fri 9am-6pm Text
86463 NSPCC 0808 800 5000 24/7

Female Fans Her Game Too Online (hyper link Report |
#HerGameToo)





GROUND REGULATIONS

Notice: Entry to the Ground is expressly subject to acceptance by the visitor of these Ground Regulations and the rules and regulations of FIFA, UEFA, The Football Association, The Premier League and The English Football League (EFL) in respect of the relevant competition. The Ground Regulations incorporate the Club's Customer Charter (if any). Entry to the Ground shall constitute acceptance of the Ground Regulations.

"Ground" means this football stadium and all locations owned, occupied or utilised by the Club.

"Club" means this football club.

"Match" means any association football match (or any part or aspect of such a match) taking place at the Ground.

"Material" means any audio, visual and/or audiovisual material and/or any information or data.

"Football Authority" means each of The English Football League (EFL) League, The Premier League, The Football Association, the Football Association of Wales, FIFA, UEFA and any other relevant governing body of association football

1. Notwithstanding possession of any ticket the Club, any police officer or authorised steward may refuse entry to (or eject from) the Ground any person:

1.1 that fails (or in the Club's reasonable opinion is likely to fail) to comply with these Ground Regulations or any reasonable instruction issued by a police officer or authorised steward or officer of the Club; and/or

1.2 whose presence within the Ground is, or could (in the Club's reasonable opinion), constitute a source of danger, nuisance or annoyance to any other person.

2. On no account will admission be granted to a person who is the subject of a current Banning Order under the Football Spectators Act 1989 (as amended) or has been convicted of ticket touting offences under section 166 of the Criminal Justice and Public Order Act 1994 (as amended).

3. The Club excludes to the maximum extent permitted by law any liability for loss, injury or damage to persons/property in or around the Ground.

4. No guarantees can be given by the Club that a Match will take place at a particular time or on a particular date and the Club reserves the right to reschedule the Match without notice and without any liability whatsoever, save only to the extent provided pursuant to paragraph

5. In the event of the postponement or abandonment of the Match, refunds (if any) will be made in accordance with the Club's Customer Charter. The Club will have no further liability whatsoever, including (but not limited to) any indirect or consequential loss or damage, such as (but not limited to) loss of enjoyment or travel costs.

GROUND REGULATIONS

6 All persons seeking entrance to the Ground acknowledge the Club's right to search any person entering the Ground and to refuse entry to or eject from the Ground any person refusing to submit to such a search.

7. The following articles must not be brought within the

Ground - knives, fireworks, smoke canisters, air-horns, flares, weapons, dangerous or hazardous items, laser devices, bottles, glass vessels, cans, poles and any article that might be used as a weapon and/or compromise public safety and/or illegal substances. Any person in possession of such items will be refused entry to the Ground.

8. Further, you may not bring into the Ground:

8.1 any sponsorship, promotional or marketing materials save in respect of official club merchandise and/or other football related clothing worn in good faith;

8.2 any flags or banners larger than those maximum dimensions permitted by the Club from time to time (or, in the absence of such stipulations, 2 metres x 1 metre) and/or of an offensive nature;

8.3 nor may you offer (either free or for sale by any person) any goods (including literature) of any nature, without the express written approval of the Club's management.

9. The use of threatening behaviour, foul or abusive language is strictly forbidden and will result in arrest and/or ejection from the Ground. The Club may impose a ban for one or more Matches.

10. Discriminatory abuse, chanting or harassment of any kind, including without limitation in relation to race, disability, sex, religion, sexual orientation or any other protected characteristic under the Equality Act 2010, is strictly forbidden and will result in arrest and/or ejection from the Ground. The Club may impose a ban for one or more Matches.

11 The following acts are offences under the Football (Offences) Act 1991 (as amended):

11.1 The throwing of any object within the Ground without lawful authority or excuse.

11.2 The chanting of anything of an indecent or racist nature.

11.3 The entry onto the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse. Conviction may result in a Banning Order being made.

12. All persons entering the Ground may only occupy the seat allocated to them by their ticket and must not move from any one part of the Ground to another without the express permission or instruction of any steward, officer of the Club and/or any police officer.

13. Nobody may stand in any seating area whilst play is in progress, unless the area is a designated safe standing area. Persistent standing in seated areas (other than designated safe standing areas) whilst play is in progress is strictly forbidden and may result in ejection from the Ground.

14. The obstruction of gangways, access ways, exits and entrances, stairways and like places is strictly forbidden. Nobody entering the Ground shall be permitted to climb any structures within the Ground.

15. EFL stadia are smoke-free and smoking is not permitted inside the Ground.

16. Mobile telephones and other mobile devices are permitted within the Ground PROVIDED THAT (i) they are used for personal and private use only (which, for the avoidance of doubt and by way of example only, shall not include the capturing, logging, recording, transmitting, playing, issuing, showing, or any other communication of any Material for any commercial purposes); and (ii) no Material that is captured, logged, recorded, transmitted,

played, issued, shown or otherwise communicated by a mobile telephone or other mobile device may be published or otherwise made available to any third parties including, without limitation, via social networking sites.

17. Under the Sporting Events (Control of Alcohol etc.) Act 1985 (as amended), the following are offences for which a person can be arrested by a police officer and conviction could result in a Banning Order being made:

17.1 Attempting to enter the Ground or being inside the Ground whilst drunk;

17.2 Being in possession of any intoxicating liquor, or bottle, can or other portable container and which could cause damage or personal injury, when entering the Ground or in a public area of the Ground from which the event can be directly viewed.

18. Any individual who has entered any part of the Ground designated for the use of any group of supporters to which he does not belong may be ejected from the Ground either for the purposes of his own safety or for any other reason.

19. Save as set out in paragraph 16 above, no person (other than a person who holds an appropriate licence) may capture, log, record, transmit, play, issue, show or otherwise communicate (by digital or other means) any Material in relation to the Match, any players or other persons present in the Ground and/or the Ground, nor may they bring into the Ground or use within the Ground (or provide to, facilitate or otherwise assist another person to use within the Ground) any equipment or technology which is capable of capturing, logging, recording, transmitting, playing, issuing, showing or otherwise communicating (by digital or other means) any such Material. The Club reserves the right to eject you from the Ground in circumstances where you breach this

paragraph 19.

20. The copyright, database rights and any other intellectual property rights in and to all Material that you produce at the Ground in relation to the Match, any players or other persons present in the Ground and/or the Ground (whether produced in breach of paragraph 19 above, or pursuant to paragraph 16 above, or otherwise) is hereby assigned (including by way of present assignment of future copyright pursuant to section 91 of the Copyright, Designs and Patents Act 1988) to the Club and the EFL. You further agree (if and whenever required to do so by the Club and/or the EFL) to promptly execute all instruments and do all things necessary to vest the right, title and interest in such rights to the Club and the EFL absolutely and with full title guarantee.

21. No goods (including literature) of any nature may be offered either free or for sale by any person within the Ground without the express written permission of the Club.

22. Tickets are not transferable and may not be offered for sale without the prior written permission of the Club or otherwise in accordance with the relevant ticket terms and conditions. Any tickets that are transferred are transferred subject to these Ground Regulations. Any tickets offered for sale may be confiscated by any steward, officer of the Club or any police officer. The Club reserves the right to refuse admission to or eject from the Ground, and/or "blacklist", any person who has offered for sale or transferred his/her ticket in contravention of the relevant ticket terms and conditions (and/or the holder of any ticket that has been transferred in contravention of the relevant ticket terms and conditions). Tickets remain the property of the Club at all times.

23. CCTV cameras are in use around and in the Ground. Body worn video cameras recording video and/or audio may also be used as appropriate, to record images or audio

which identifies you as an individual, for example to record prohibited behaviours as referenced in paragraphs 9 and 10. The Club may itself use or pass to the police or any Football Authority or other clubs, any recordings for use in any proceedings.

24. At all times whilst present in the Ground, persons must comply with any and all instructions of any steward or officer of the Club and/or any police officer. Failure to comply with any instruction may lead to immediate ejection from the Ground.

25. By entering the Ground, all persons are acknowledging that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be taken of them and may also be used, by way of example and without limitation, in televised coverage of the game and/or for promotional, training, editorial or marketing purposes by the Club, the EFL or others (including commercial partners and accredited media organisations) and entry into the Ground constitutes your acknowledgement of such use. You further acknowledge that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be used (by the Club or by a third party, such as a law enforcement body) to identify you as an individual, where permitted by data protection laws, for the purposes of preventing or detecting crime, or any breach of these Ground Regulations. Information about the Club's use of your personal data will be brought to your attention by the Club (see for example any applicable privacy policy, signage and/or other forms of announcement in or around the ground). For further information please contact the Club.

26. All ticket holders agree that the Matches for which the tickets have been purchased are public, and that their appearance and actions inside and in the perimeter of the Ground where a Match occurs are public in nature, and that they shall have no expectation of privacy with regard to their

actions or conduct at Matches.

27. Further to paragraph 25, if such person is under 18 years of age, the parent, guardian, or responsible adult who is accompanying them into the Ground shall be deemed to have provided consent on their behalf.

28. Refused entry to (or ejection from) the Ground may lead to further action by the Club including, but not limited to, the withdrawal of any season ticket (without reimbursement), Club Membership and other benefits.

Published by the EFL.

CLUB CONTACTS

Administration

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Office Hours
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events@bristolrovers.co.uk
hospitality@bristolrovers.co.uk
tickets@bristolrovers.co.uk

Safeguarding and HR

Louise Smith, Head of HR
Email: louisessmith@bristolrovers.co.uk

Supporter Liaison

Our Supporter Liaison is Clare McDonagh.
Phone: 0117 909 66 48
Email: claremcdonagh@bristolrovers.co.uk
If Clare can't answer any questions you may have please direct your email to the appropriate member of staff.

We will endeavour to respond to any queries within five working days for comment/response. If it is not possible to provide a full response to the issue raised within that time, an acknowledgement will be sent and a detailed reply will follow within 21 working days of receipt of the original communication. We will attempt to resolve all justifiable complaints within 28 working days. If, however, this cannot be done we promise to keep the complainant

updated on the progress of the complaint.

The complainant does have the option of taking the complaint to the Independent Football Ombudsman. If you are dissatisfied with the progress or way their complaint has been dealt with please contact The Independent Football Commission.

Further details about the Independent Football Commission can be found at www.theifo.co.uk.

Details of all complaints are recorded and information will be provided to the Independent Football Commission as part of the reporting process.

IFO Address (For complaints):
Independent Football Ombudsman,
Premier House,
1-5 Argyle Way,
Stevenage
SG1 2AD



BRISTOL ROVERS FOOTBALL CLUB 2023/24

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