Inverness Caledonian Thistle FC

Customer Charter

Our Customer Charter sets out the commitment of Inverness Caledonian Thistle Football Club to give our supporters a safe and enjoyable experience of football.

Ticket Sales

We are committed to offering:

- Ample access to games at the Sarens PSG Stadium for non-season ticketholders. For all-ticket matches, non-Season Ticket holders will be able to purchase tickets after the initial requirements of Season Ticket holders have been met.
- A range of season ticket and individual match ticket prices, including concession prices for schoolchildren, senior citizens (over 65), Students and all Under 21s.
- From time to time, ticketing promotions for Season Ticket holders and other spectators, including reduced admission prices and other offers.
- Support for disabled customers and their carers. Dedicated, easily accessible areas are available in both home and away stands to disabled/visually impaired supporters and their carers. A disabled customer requiring a carer will not pay an additional charge.
- Tickets for Cup competitions priced according to the status of opposition with Season Ticket holders able to purchase their own seat prior to general sale.
- A Direct Debit facility, which gives supporters the opportunity to spread the payment of their season ticket over several months.
- To abide by the rules and ground regulations of football's governing bodies regarding the allocation of tickets to visiting clubs.
- In the event of a postponed fixture, tickets will be valid for the rearranged date. If you do not wish to attend the rearranged match, you shall be entitled to a refund. However if the match is abandoned **after half time** no refund will be given.

Communication

We are committed to ensuring that our supporters are kept informed by:

- Consulting our supporters on a regular basis both through ICT Supporters Trust meetings and ongoing direct communication. Supporters who are not members will be consulted through informal activities.
- Communicating changes in policy and business practices via most effective forms of communication – internal and external e.g. customer information packs, matchday announcements, Club website and e-mail.
- Continuing to develop ways to consult key stakeholders including shareholders, sponsors, local authorities and other interested parties.
- Giving the earliest possible notice of any changes to our ticketing policy.

- Undertaking to keep supporters informed as to fixture changes by providing fixture lists at start of the season, ongoing updates through our website and e-mails to season tickets holders and other mailing lists.

Catering

We are committed to ensuring that the highest standards of on-site catering are provided by:

- Subcontracting our catering service for both fast food outlets and hospitality. This outsourcing will ensure a fresh approach, quality and service to our consumers.

- Offering a wide range of hospitality products to meet both individual and corporate budgets, with the highest level of quality and service throughout.

Merchandising

We are committed to ensuring that all merchandise sold by the club is of good quality and value for money by:

- Planning for all replica strips to have a lifespan of at least two seasons unless changes are enforced due to contractual obligations.

- Providing early details of the next intended change of both Home and Away strip, including the launch date of each new strip as soon as it is known.

- Offering refunds and exchanges on merchandise beyond our legal obligations.

- Not knowingly purchasing goods or merchandise from any supplier or manufacturer who does not fully comply with the labour, safety and other relevant statutory instruments of the countries of manufacture with regard to age of employees, health and safety of employees, hours of work and minimum wages.

- Using only suppliers who do not use forced labour and who practice universal respect for human rights and freedom for all, without discrimination on grounds of race, sex, language or religion.

Customer Service

We are committed to providing the highest level of service to our customers by:

- Continually monitoring the service we provide for our supporters.

- Reviewing and changing our processes to achieve the highest possible level of service to all our supporters.

- Treating all our customers in a professional and courteous manner at all times.

- Responding to any contact from a supporter within seven working days, unless circumstances dictate otherwise.

For further information please telephone us on 01463 222880, write to us at the Sarens PSG Stadium, Stadium Road, Inverness IV1 1FF, or email us at admin@ictfc.co.uk .

Charlie Christie
Chief Executive Officer, ICTFC
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