



Preston North End Customer Charter



Our mission is to achieve success in the Premier League, EFL and all other professional competitions in a manner which rewards the shareholder, supporters and employees in a stadium that all people connected to the club can be proud of.

To carry out such ancillary activities which are consistent with our footballing aspirations and the overall image and brand identity of Preston North End FC.

To attain the highest level of professionalism and integrity throughout the whole of the business, and to act as a good community partner and ambassador for football, and the City of Preston.

Ticketing

The ticket office can be contacted by calling 0344 856 1966 or by emailing ticketoffice@pne.com. The ticket office opening hours can be found here: <https://www.pnefc.net/tickets/first-time-fans/>

Pricing

Preston North End FC continues to strive for wider access to matches by offering a broad range of ticket prices both in terms of match day tickets and season cards.

Preston North End FC operates a scheme to enable supporters to pay for season cards by instalment plan.

The club will retain at its discretion a percentage of tickets for sale to non-season card holders.

Concessions

Concessionary prices are available to supporters aged 0 to ten-years-old, 11 to 18-years-old, 19 to 24-years old, and senior citizens 65-years-old and over, upon production of the relevant ID.

The club provides:

- An area of the stadium for the exclusive use of family groups and young supporters;
- Support for disabled spectators and their carers;
- Facilities for blind or partially sighted supporters to receive a live match commentary. Blind or partially sighted supporters can be issued with a radio receiver and headset to listen to live commentary from hospital radio. Receivers are to be booked on a first come first served basis on the day of the game from the accessible ticket window at the main ticket office. The receivers are available from 1pm on Saturday fixtures, and 6pm on all midweek fixtures. Terms and conditions apply which will be provided upon collection of the receiver. Away supporters are required to pre-book the receivers the day before a fixture. For more information please contact the disability liaison officer on 0344 856 1966, or via email slo@pne.com.
- There are no seats available for sale with a restricted view.

Away Matches

The allocation of ticket priority for away games will be announced via the club's media channels. In most circumstances, priority will be given to Ambassador season card holders, followed by supporters with a required number of loyalty points, followed by general sale. Decisions will be based on the opponents, the profile of the fixture and the allocation of tickets received. Information will be conveyed to supporters via the club's media channels.

Cup Competitions

Tickets for cup matches are priced dependent upon the opponents, the profile of the fixture and the competition. Ticket priority for home games will rest with season card holders then to supporters with a required number of loyalty points followed by general sale. Tickets for away fixtures will be allocated as above.

Returns And Refunds

The club's policy on the return and distribution of unwanted tickets is as follows:

- Tickets purchased by supporters who find they are unable to attend will be refunded in full provided that:
 - A suitable reason is provided for being unable to attend;
 - The club is notified in writing and receives the tickets back at least 48 hours prior to the day of the game;
 - Refunds will not be given simply because a supporter is unhappy about or disagrees with a decision taken by the club, its shareholder or the board of directors;
 - Refunds will not be made after the game.

Ticket Exchange And Ticket Relocation

- To regrade a match ticket already purchased, or to relocate to an alternative seat or stand, the transaction must be completed either in person or over the phone prior to kick-off. The relevant upgrade price or refund will be applicable;
- To regrade a season card to an alternative age band, or to relocate to an alternative seat or stand, the transaction can be completed in person or over the phone prior to kick-off. The relevant upgrade price will be applicable.

Abandoned Match Policy

For any fixtures that are postponed and rearranged, member card, e-ticket and match ticket holders will be offered free admission to the re-arranged game. Details of the re-arranged fixture will be communicated through the club's media channels. No refunds will be issued in respect of abandoned or postponed fixtures that are rearranged.

Customer Service

The club's customer service contact is the supporter liaison officer. They are available from Monday to Friday 9am to 5pm at all home matches. Contact is via the club ticket office on 0344 856 1966 or via slo@pne.com. Preston North End FC responds to customer enquiries within a maximum period of five working days. Where personal contact is made by supporters, club staff will endeavour to address any concern at the initial point of contact.

The club will respond by the most efficient and appropriate method of communication, i.e. telephone, email, post, etc.

Staff Conduct

Preston North End FC undertakes to confront and eliminate discrimination, whether by reason of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation collectively known as 'Protected Characteristics' under the Equality Act 2010.

Preston North End FC is an equal opportunities employer and encourages similar commitment from every organisation or individual acting within the game.

Equality of opportunity at Preston North End FC means that in none of our activities will we discriminate against, or in any way treat less favourably any person on grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation collectively known as 'Protected Characteristics' under the Equality Act 2010.

This includes:

- Job advertisement;
- Selection of candidates for employment or promotion;
- Job location or working environment;
- Pay and employment terms and conditions;
- Internal training and development activities;
- External education activities and awards;
- Selection for representative teams;
- Appointments for honorary positions.

Preston North End FC will not tolerate sexual or racially based harassment or other discriminatory behaviour, either physical or verbal, and will be dealt with by appropriate disciplinary action in whatever context it occurs.

Preston North End FC supports the Football Association and the EFL in its commitment to develop a programme of ongoing training and awareness raising events and activities in order to promote the eradication of discrimination.

Consultation and Information

- Preston North End FC consults supporters on a regular basis.
- Preston North End FC publicises its views on major policy issues through the matchday programme, website and the local media.
- Preston North End FC has and continues to develop means of consulting with stakeholders, sponsors, the local authority and other interested parties.
- Preston North End FC provides the earliest possible notice of any changes to its ticketing policy, usually after consultation with the relevant supporter groups.
- Preston North End FC undertakes research on the design and number of new strips.

Following the Government's Expert Working Group (EWG) Supporter Ownership and Engagement discussions, the club will regularly engage with supporter groups in line with the English Football League's point 128 regulation. Minutes from each meeting will be shared via social media and the club's official media channels.

Accommodating Away Supporters

Preston North End FC abides by EFL Regulations governing the allocation of tickets to visiting clubs.

Preston North End FC does not charge admission prices to supporters of a visiting club, which are higher than those charged to non-member home supporters for comparable accommodation. In particular, our concessionary rates offered to senior citizens, 19 to 24-year-olds, 11 to 18-year-olds, and 0 to 10-year-old supporters are also offered to away supporters.

Merchandise

Details of the next intended change of kit will be provided by the club via all usual channels, including the club shop.

Preston North End FC refunds on merchandise in accordance with its legal obligations.

Club Shop Promotions

From time to time there will be independent club promotions [PNE retail outlet] any such promotion cannot be used in conjunction with other benefits that are from time to time afforded to customers, former shareholders or season ticket holders who will be given the opportunity to take advantage of the single most preferential promotion on offer for a particular item/deal and at a particular time.

The club will endeavour to set out rules in relation to each promotion as and when it occurs, should the position be any different.

Preston North End Community and Education Trust [PNECET]

Connecting people, inspiring generations, achieving goals.

Utilising the power of Preston North End and football, PNECET is situated at the heart of the Preston community, providing a high quality service to improve lives. Their provision is centred around; community engagement, education, and health and wellbeing.

These services connect people from all walks of life, support all to achieve their goals and make positive changes to create a safer, stronger and more resilient community.

Based on the research, local statistics, data and knowledge of our community, they have developed our services to meet the needs of our community through the following strands:

Community Engagement: Delivering initiatives to create safer, stronger and more resilient communities. **Education:** To provide an education pathway for all to help people achieve their goals.

Health and Wellbeing: Tackling the health inequalities across Preston by supporting people to lead healthier and more active lifestyles.

Objectives:

- Reduce anti-social behaviour and crime rates to help create a safer, stronger and more resilient community;
- Reduce re-offending;
- Reduce social isolation;
- To provide a platform for all to access education by providing an alternative setting to the mainstream provision;
- To improve educational attainment and employability in the local community;
- Improve the knowledge and skills of teachers to deliver fun and exciting PE sessions in school;
- Increase participation in physical activity in under-represented groups, including, but not limited to, those with disabilities and those from ethnically diverse communities;
- Inspire individuals to learn, be active and develop life skills;
- Improve the general physical and mental health of the community.

Whilst always inspiring the current and future generation of PNEFC supporters through our activities.

Inclusion and Anti-Discrimination

The club and the Preston North End Community and Education Trust are working towards making Preston North End as accessible as possible to all, removing barriers and providing opportunities to engage with diverse communities. The club has a zero tolerance policy on any form of hateful or discriminatory behaviour and encourages anybody who witnesses any such behaviour to report this to the club using the appropriate methods. We all have a shared interest and passion in seeing the success of Preston North End. Football is for everyone and should be enjoyed by all who wish to participate in it. You can find our 'Equality, Diversity and Inclusion Statement' for inclusion and anti-discrimination on the club's website, PNE.Com, underneath the 'club' tab under 'Equality and Diversity', or by clicking here: <https://www.pnefc.net/club/equality-diversity/>.

Ground Regulations

A Ground Regulations poster can be found at each turnstile entry point into the stadium, on the club's website, PNE.com, underneath the 'Tickets' tab in; 'Terms and Conditions'.

GDPR

Preston North End FC has a privacy policy, which can be found here:

<https://www.pnefc.net/tickets/terms-conditions/>

The privacy policy explains what personal information is collected about supporters, how we use it, and the steps we take to ensure it is kept secure. It also explains the rights supporters have in respect of any personal information we hold, and how we can be contacted.

Remembrance

In the event of the passing of a former Preston North End player who has played 300 or more fixtures for the first team, the club will hold a minute's silence, or applause at the next convenient home fixture, which will be in accordance with the wishes of the departed player's family. Any other former players who pass away will be acknowledged prior to the teams emerging from the tunnel via the PA system and big screen. Supporters will be offered a chance for reflection in whatever way they see fit.

Supporters who sadly pass away will also be acknowledged by the club on matchdays if requested. Our preferred method is via a public announcement during the half-time interval with the option of a tribute slide on the big screen if a suitable message and photograph are supplied by the family, or an official supporters' club. Though such tributes can be submitted by other third parties, we ask that permission is sought from the family of the deceased before sending the details to us.

There will be a minute's silence ahead of kick-off at the final home game of each calendar year to remember those connected with the club, including supporters who have passed away during the year.

The only other circumstance under which a minute's silence or applause will be held is if requested by one of the game's governing bodies, such as the Football Association or EFL, or at the club's discretion if an individual who has represented the club with distinction has passed away in an untimely manner.

Complaints

All complaints made must be either:

- In writing to Preston North End Football Club, First Team Training Ground, Euxton Lane, Euxton, Chorley PR7 6FA.
- Email - enquiries@pne.com.
- To the Director of People and Culture.

We will endeavour to respond to complaints within five working days and the complaint will be directed to the appropriate departmental head 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.

In the event that any supporters do not feel that a complaint has been satisfactorily resolved at club level you can now refer the matter straight to the Independent Football Ombudsman (IFO).

The Independent Football Ombudsman (IFO) can be contacted as follows:
The Independent Football Ombudsman

Premier House
1-5 Argyle Way
Stevenage
Hertfordshire
SG1 2AD
Email: contact@theifo.co.uk | Telephone: 0330 165 4223

Other General Information

The EFL Supporter Services Department
EFL Operations Centre
EFL House
10-12 West Cliff
Preston
PR1 8HU

Email: enquiries@efl.co.uk | Telephone: 0844 335 0183

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