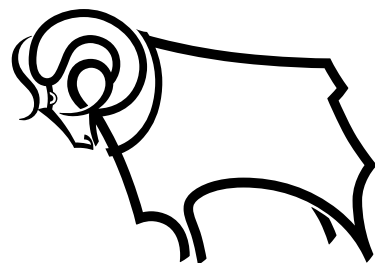


**DERBY
COUNTY
FOOTBALL
CLUB** EST.1884



SUPPORTER CHARTER.



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WELCOME

Here at Derby County, we are extremely proud of our heritage and rich history, yet we are also firmly focused on the future.

This Supporter Charter is designed to be informative, equipping supporters with an overview of key operational and communication points and, where required, sign-posting individuals to further information or relevant contacts.

We recognise the special relationship the club has with its supporters, and we endeavour to add value and deliver exceptional service at every touchpoint to deliver our commitments in a fair and transparent manner.

We are also committed to continue to provide a safe and comfortable environment for our supporters and work with purpose to be an inclusive football club for everyone.



MISSION STATEMENT

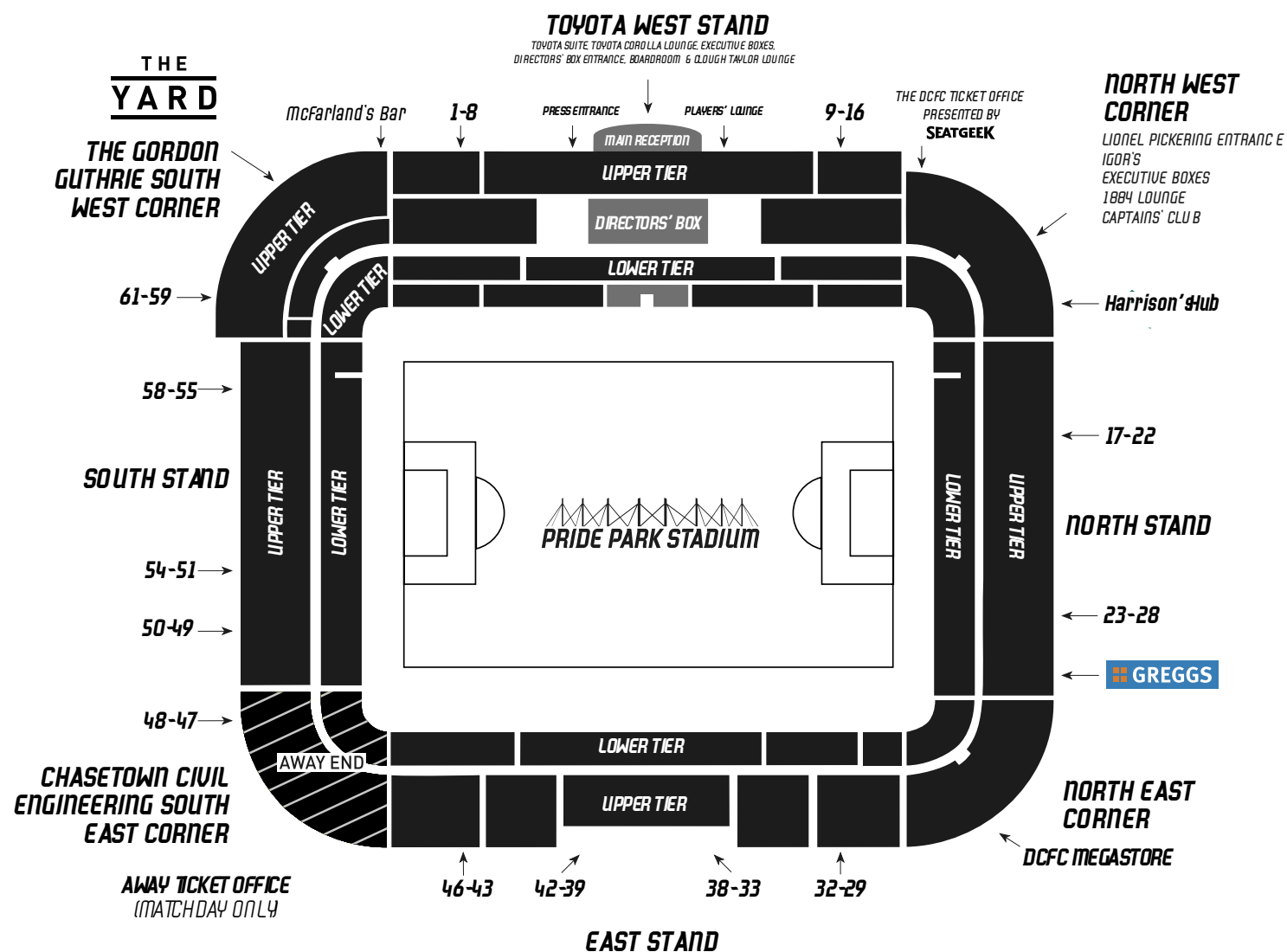
Derby County Football Club is led by a set of six core values that together form our ‘We Are Derby’ identity helping to shape how we interact with our workforce, supporters, and community.

- We are **proud** of who we are and what we do
- We are **positive, inspired** and **passionate**
- We are **ambitious** and **driven**
- We are **prepared, honest** and **humble**
- We are the **heartbeat** of our **community**
- We are the club of **opportunity**
- We are Derby



Home Fixtures in Black. Away Fixtures in Blue.
The EFL have committed to giving supporters five weeks' notice of matches being moved for TV broadcasts or other reasons.
Fixtures are subject to change. Compiled in association with Atos.

STADIUM MAP



CUSTOMER SERVICE

The club actively welcomes suggestions and feedback from its supporters which helps it to deliver an improved and more effective service. If you would like to contact the club with any suggestions or feedback, please contact Derby County's Supporter Liaison Officer (SLO) by emailing slo@dcfc.co.uk.

Reporting Incidents/Concern

We recognise that most supporters come to Pride Park Stadium to watch a football match without experiencing abusive or indecent language and gestures, and unruly behaviour from others.

Swearing in the Family Stand is unacceptable. Discrimination of any kind including shouting, chanting or actions such as racist, sectarian, homophobic, sexist, or anti-disability behaviour, is unacceptable.

If you experience or witness any of the above, please ask one of the matchday stewards to report the incident or your concerns, enabling us to act accordingly.

For more information on how to report an incident or your concerns, please visit our dedicated webpage [click here](#).

Matchday Text Service

On a home matchday at Pride Park Stadium, you can report incidents or concerns directly to Derby County Match Control. Start your text with **DCFC**, then type your message and send to **88440**. Please include as much information as possible, including the Stand, Row, and Seat details of where the incident or your concern occurred.

Complaints Policy

The club will seek to respond to all complaints within 10 working days of receipt. Thereafter complaints will, if appropriate, be subject to internal investigations.

Complaints should be made either via email to slo@dcfc.co.uk or in writing to:

Supporter Liaison Officer
Pride Park Stadium,
Pride Park
Derby
DE24 8XL

If you are not satisfied with the club's response, you may contact the Independent Football Ombudsman (IFO). However, the IFO has no authority to deal with any complaints until you have contacted the club.

Independent Football Ombudsman
Premier House
1-5 Argyle Way
Stevenage
Hertfordshire
SG1 2AD

To view our full Complaints Policy please [click here](#)

SUPPORTER ENGAGEMENT

Derby County offers supporters the opportunity to meet with Senior Club Officials at regular Supporters' Charter Group meetings and recently reinstated Fans Forums. Derby County is committed to maintaining regular and open dialogue with supporters through a variety of communication platforms.

Disabled Supporters' Club

The club liaises closely with the Derby County's Disabled Supporters' Club on matters relating to disabled supporters. Membership is free, and further details about the group, including details about how to join, can be found on their dedicated website; dcdsc-official.co.uk.

RamsTV

RamsTV provides supporters with comprehensive coverage of the club through unrivalled matchday coverage, behind the scenes access, in-depth features, promotional campaigns, and episodic content.

RamsTV streams and video content can be viewed across the club's website, Official App, YouTube channel, and multiple social media platforms.

For more information on RamsTV, please [click here](#).



IMPORTANT INFORMATION FOR ALL VISITORS TO PRIDE PARK STADIUM

Visitors to Pride Park Stadium must behave in accordance with the EFL Ground Regulations and Derby County Football Club's conditions of issuing Season Tickets, Away Ticket Membership, and Home and Away Match Tickets (links directly below).

[Ground Regulations](#)

[Ticketing Terms & Conditions](#)

Traffic Exclusion Zone/Resident Parking Zones

In the interest of pedestrian safety, a traffic exclusion zone is imposed around Pride Park Stadium on matchdays. It is in operation from 90 minutes prior to kick off and up to 60 minutes after the final whistle with precise timing dependent upon traffic and pedestrian movement on Derwent Parade and Royal Way.

Resident parking zones are in operation on matchdays with parking fines issued if contravened. The club advises supporters, where possible, to use official car parks.

Please refer to the map below for more information.



Matchday First Aid Medical Provision

There are two St John Ambulance medical rooms located at Pride Park Stadium on matchdays. These are in the Northwest corner of the lower concourse and in the Southwest corner of the lower concourse. Matchday stewards are first aid trained and senior matchday stewards are trained in how to use a defibrillator which is located within the Security Office adjacent to the Toyota West Stand Main Entrance.

Bag Policy

Bags are subject to search and must be no larger than **45cm x 30cm x 15cm**. There is no on-site storage facility for oversize bags.

Supporters are prohibited from bringing refreshments into Pride Park Stadium. However, if a supporter has specific dietary or sustenance requirements because of a medical condition, please contact us by calling **0871 472 1884** in advance of attending the game.

Additionally, supporters must be a minimum of 18 years old to purchase and/or consume alcohol in Pride Park Stadium. Photo ID may be requested to determine proof of age.

Medication

Please email slo@dcfc.co.uk or call **01332 667528** if you need to bring essential medication into Pride Park Stadium.

Cashless

Apart from external catering vendors, Pride Park Stadium is a cashless environment accepting only contactless, debit card and credit card means of payment.



Flag Policy

Obviously, the club wants an exciting atmosphere at Pride Park Stadium and encourages all supporters to bring flags and banners, however these must adhere to our guidelines.

The club reserves the right to refuse flags or banners to be displayed, particularly if:

The content is considered offensive, discriminatory, defamatory or inflammatory

Any part of the flag or banner could potentially be used as a weapon or compromises public safety

Any item above the area of **600mm x1000mm** must be flame retardant and carry a fire safety certificate provided in advance of matchday

The flagpole should be no bigger than **7mm** in diameter and **1000mm** in length

The flagpole material should be plastic and rounded/covered at each end

Flags and banners should be presented to a matchday steward prior to entry where they will be inspected for compliance with the guidelines

The club reserves the right to confiscate any flags or banners not approved

Environment Policy

Pride Park Stadium is sited upon one of Europe's most sustainable development sites. It was the winner of the 1998 Environmental Sustainability Award and received the 1999 British Construction Industry & Civil Engineering Award, in promoting business commitment to the environment.

The club is constantly seeking ways of reducing its energy and impact on the environment. Recent projects have included insulation installation, the addition of recycling facilities, reusable cups, lighting changes and efficiencies, replacing hand dryers with more efficient models, improvements to our building management system, replacing boilers with models that reduce gas consumption, and a number of initiatives to reduce water consumption.

Stadium Bans

The Club Safety Officer reserves the right to issue a written warning or to ban any supporter or other individual from Pride Park Stadium for breaches of the Ground Regulations.

Stadium bans will usually be conveyed in writing, whether by email or post, and may include the suspension of ticket purchasing privileges for away matches. The banning order will outline the nature of the offence and the specific Ground Regulation that has been breached.

It will also indicate the length of ban, either as a fixed number of matches or time period.

A banning letter will usually be issued within **seven** working days of the match at which the offence took place, or within **one** working day of the next home match (if this follows within a week of the previous home match). The club may reinstate a banned supporter's privileges dependent upon their signing and returning an Acceptable Behaviour Agreement.

Appeals Process

The club considers each decision to impose a sanction carefully and bases its decision on all available evidence.

Please note that the club may exercise its rights under the Ground Regulations and Ticket Conditions of Issue, independently of any police investigation or prosecution; and although it is not obliged to follow the findings of any police investigation or prosecution, it may use the findings to inform its own decision.

If you have been subject to a sanction, you can appeal it by emailing slo@dcfc.co.uk and setting out the reasons for your appeal. Please note that your appeal must demonstrate why the club has imposed a sanction incorrectly - by reference to the Ground Regulations and Ticket Conditions of Issue - or why there are reasons that you were not responsible, or should bear less responsibility, for the incident in question.

The club will acknowledge your appeal within 10 working days of your email. You can expect to receive a final decision relating to your appeal within 28 days of our acknowledgement; you cannot appeal a final decision.



SAFEGUARDING

Derby County Football Club is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects all staff and volunteers to share this commitment.

The club has systems in place to ensure that the welfare of vulnerable groups is dealt with appropriately and sensitively.

Everyone working at the club has a duty of care to safeguard the welfare of children and young people by creating an environment that protects them from harm. Our standards of practice ensure all staff are fully aware of their responsibility.

The club confirms that all staff that have a direct responsibility for children, young people or adults at risk have been subject to the most stringent of recruitment practices which include Enhanced Criminal Record checks and reference checks.

We ask that all visitors to Pride Park Stadium whether on a matchday, social event or at a corporate function, support the club in safeguarding children, young people, and adults at risk.

If you see, hear, or even suspect something inappropriate has occurred between an adult and someone who could be deemed to be vulnerable, we urge you to report it to any senior manager, steward, or hostess.

Only together can we make a difference to the experience of children and adults at risk in football - please help us to keep everyone safe.

For any queries, contact safeguarding@dcfc.co.uk

For more information, please [click here.](#)

EQUALITY, DIVERSITY AND INCLUSION

Derby County 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.

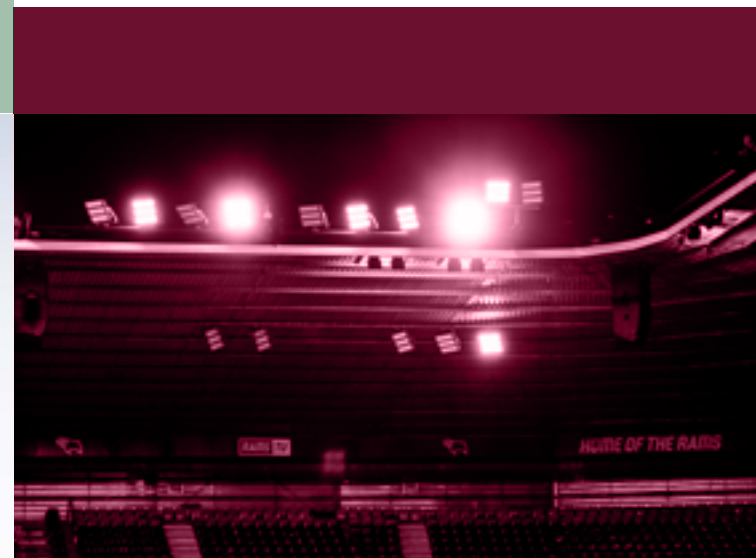
The club is committed to promoting inclusion and eliminating discrimination both from football and within our business; we take a zero tolerance approach to any form of discrimination or bullying based on the grounds of age, disability, gender reassignment, marital status or civil partnership, pregnancy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

The club will ensure that it treats employees, officials, spectators, supporters 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.

The 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.

The 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.



STAFF CONDUCT

We pride ourselves on our high standards and commitment to customer service. Specifically, we expect our staff to treat supporters with due respect and courtesy, to act upon feedback and complaints responsively and to treat all persons equally.

DATA PROTECTION POLICY

The club seeks to firmly abide by all data protection guidelines, and we ensure that all customer data is used safely and securely under the UK General Data Protection Regulation (UK GDPR) tailored by the Data Protection Act 2018.

Information and data stored on our database maybe analysed to help us provide products and services that may be of interest to you.

From time to time, we may contact you by post, phone, or email to inform you about these products or services. Derby County will never share your personal information with any third parties to use for their marketing purposes unless you have given your consent.

Supporters can advise us at any time if they wish to opt out of receiving any correspondence from the club or its partners. Supporters are advised to visit our secure supporter portal at **dcfc.co.uk** where you can register and review your personal information and update your contact preferences.

All supporters have the right to access the information we hold on them and can exercise this right by contacting our Data Protection Officer by emailing **DPO@dcfc.co.uk**.



MATCHDAY TRAVEL

The club works closely with Derby City Council, Derbyshire Constabulary, local transport operators and supporters to help create and develop an effective travel plan.

With as many as 32,000 people trying to get to Pride Park Stadium on a matchday, we are very conscious of the club's impact on the environment, as well as the disruption caused by matchdays at Pride Park Stadium for some of our neighbours.

When making your journey to Pride Park Stadium we encourage supporters to travel by public or other transport and avoid travelling by car if possible; this will help us to reduce local traffic jams and inconsiderate parking around the stadium.

The club has adopted a travel plan to help reduce the impact of traffic congestion around Pride Park Stadium on matchdays, other events held at the Pride Park Stadium and the local area. The travel plan sets out a series of actions that the club and its partners aim to deliver, and these are as follows.

Improve supporters' travel options, with a focus on walking; cycling; public transport and car-sharing, to reduce the number of cars arriving at the Pride Park Stadium and surrounding areas on matchdays.

Update matchday traffic management arrangements to improve safety on the roads around Pride Park Stadium and move home supporter coach parking closer to the stadium. Improve the management of matchday car parking on Pride Park to minimise traffic congestion and speed up departure from the ground.

Please visit our [Matchday Travel Page](#) for travel and parking options, directions, and away coach travel or alternatively, please contact the Ticket Office on **0871 472 1884** (option 1).

Useful Links

Travel Information for Derby ([visitderby.co.uk](#))

Derby traffic conditions - incidents & roadworks ([traffic-update.co.uk](#))

[www.google.co.uk/maps](#)

Important: 0871 numbers are charged at 13p per minute plus your phone company's access charge



TICKETING

How to buy a ticket/hospitality

Online (Subject to £1 per ticket booking fee)

Tickets can be purchased online 24 hours a day, seven days a week and up to **two** hours before kick-off on matchday.

Visit **dcfc.co.uk** and click '**TICKETS & HOSPITALITY**' then, under the '**TICKETS**' section, click '**HOME TICKETS**'.

Use your email address and password to log into the system. If you have not purchased a ticket before, you will have to register for a Fan ID.

If there is an issue, click the '**forgot password**' link on the login page. If the issue persists, email **Ticket.Office@dcfc.co.uk**.

Tickets can be collected from the Pride Park Stadium Ticket Office, which is open Monday to Saturday 10am-4pm, and at least **three** hours before kick-off and up to half-time on matchday or posted up to 72 hours before matchday (subject to £2 per transaction postage fee) or delivered via the 'print at home' option.

Phone (Subject to £1 per ticket booking fee)

Tickets can be purchased by phone Monday to Saturday 10am-4pm and up to **one** hour before kick-off on matchday.

Ensure your contact details are readily available including **Fan ID, Full Name, Full Address**, and **Date of Birth** before calling **0871 472 1884*** and selecting **Option 1**.

Tickets can be collected from the Pride Park Stadium Ticket Office, which is open Monday to Saturday 10am-4pm and at least **three** hours before kick-off and up to half-time on matchday or posted up to 72 hours before matchday (subject to £2 per transaction postage fee).



Hospitality

For seasonal or matchday hospitality packages please, call **0871 472 1884** (option 3) or email **hospitality@dcfc.co.uk**.

In Person (no booking fee)

Tickets can be purchased in person from the Pride Park Stadium Ticket Office, which is open Monday to Saturday 10am-4pm and at least **three** hours before kick-off and up to half-time on matchday.

Important

Disabled Supporters - please refer to our [Disabled Supporter Information Page](#) for further information and guidance on 'How to Buy' tickets.

*0871 numbers are charged at 13p per minute plus your phone company's access charge.

SEASON TICKETS AND AWAY TICKET MEMBERSHIP

Season Tickets

If you have purchased or renewed a seat on a seasonal basis, you will receive a pre-loaded Season Ticket Card automatically providing you with turnstile access for every home league match during the season.

Away Ticket Membership

Away Ticket Membership holders receive priority for purchasing away league match tickets during the following 48-hour 'windows' after the match has been announced:

Window 1: 2023/24 Away Ticket Members who attended **15** or more Away League Matches during the 2022/23 season.

Window 2: 2023/24 Away Ticket Members who attended **10** or more Away League Matches during the 2022/23 season.

Window 3: 2023/24 Away Ticket Members who attended **5** or more Away League Matches during the 2022/23 season.

Window 4: Remaining 2023/24 Away Ticket Membership Holders

Window 5: 2023/24 Season Ticket Holders.

Window 6: General Sale

Important

2022/23 season attendance is only registered for away league match tickets purchased from Derby County Ticket Office. Only one ticket can be issued per Fan ID (subject to availability).

Disabled Supporters - please visit our Disabled Supporter 'FAQs', which can be found on our dedicated [Disabled Supporter Information Page](#).

Further Information:

[Click here](#) for more information on Membership, Ticketing Pricing, FAQs, Ticketing Terms & Conditions and How to Buy a Ticket

[Click here](#) for more information on our Hospitality Packages

[Click here](#) to go to our Disability Ticketing Policy



DISABILITY AND ACCESS INFORMATION



We are committed to provide the best matchday experience possible to all disabled supporters attending Pride Park Stadium and hope that it is enjoyable and hassle-free day.

The club operates a ticketing policy that recognises that disabled supporters may need assistance to fully enjoy the matchday experience and offers a variety of reasonable adjustments (subject to availability and qualification).

For more information, please visit our dedicated [Disabled Supporter Information Page](#). This webpage includes our Access Statement, Disability Ticketing Policy, and access guides for away grounds too.

FAMILY EXPERIENCE

Derby County Football Club prides itself on providing a fun day out for all families when they visit Pride Park Stadium and the club has been awarded the EFL's Family Excellence Award in each of the past seven seasons, as well as achieving the prestigious gold standard accolade for its work in engaging families on matchdays on two occasions.

The Family Seating Area at Pride Park Stadium has designated blocks in the Northeast Corner, with upper and lower tier seating available.

Families can also purchase an exclusive Rammie's Kids Meal in this area too.

Rammie and Ewie's activity zone

Last season, we introduced a brand-new free fan engagement initiative, designed with families in mind labelled as Rammie and Ewie's Activity Zone. The Family Fun Zone gives families an interactive and enjoyable safe space to take their youngsters and keep them entertained before every home weekend game. Rammie and Ewie's Activity Zone is hosted in Harrison's Hub at the Community Corner, which is in the Northwest Corner of Pride Park Stadium.

Youngsters can take part in a selection of exciting, family-friendly activities ahead of kick-off. We have colouring and crafts competitions, face-painting*, foosball, ping-pong table, games, meet and greet opportunities with Club Mascots Rammie and Ewie and the Pride Park Tuck Shop (small change required).

The Activity Zone is open from 1.30pm until 2.45pm for a 3pm kick-off.

If interested, you must book in advance via the club's official website or by [clicking here](#). We kindly ask that fans make one booking per family.

To find out more information, please [click here](#).



MATCHDAY EXPERIENCES

Rammie's special guest package

Rammie's Special Guest packages can be purchased for children aged 4-11 (age at time of matchday) and the package includes the following.

- 4 complimentary match tickets (one to be used for child taking part in the experience)
- A kick about on the pitch with Rammie.
- Photo opportunities with Rammie and players.
- Half time penalty shoot-out with Rammie.
- Pitch side viewing area for parents/guests.

For more information, please contact the Derby County Community Trust Team on **community@dcct.co.uk** or [click here](#).

Mini Squad

Mini Squad is an exclusive and very special opportunity where your grassroots club have the chance to walk out of the tunnel at kick off and take part in the pre-match player handshake on the pitch, minutes before the match! Our package is for grassroots football teams, and it includes the following:

- Pre-match photograph for the team and managers
- 50 tickets match tickets in the North Stand area of the stadium
- 11 match day programmes for all of the Mini Squad to keep as a memento of the day
- 11 places for children (age 6-12 years only) to be part of the Mini Squad and walk out with the home side.
- Photographs of the experience to be sent to the lead

For further information on this exciting package, please email **sarah.poplar@dcfc.co.uk**.

Guard of Honour package

Fancy welcoming the players onto the pitch, at kick off, waving black and white flags in your team kit? Well now you can!

Our package is for grassroots clubs, and it includes the following:

- Pre-match photo for the team and managers
- 40 match tickets in the North Stand
- 20 Guard of Honour places (age 6-15 years)
- Photographs of the experience to be sent to the lead contact electronically 1-2 weeks after the game.

For further information on this exciting package, please email **sarah.poplar@dcfc.co.uk**.



HOSPITALITY

ClubDCFC

ClubDCFC has a long tradition of dependability and delivery with a touch of class. This ethos is reflected in our matchday hospitality at Pride Park Stadium.

We work very closely with our supporters to ensure that the catering and hospitality requirements are met and exceeded, providing a wholesome and tasty food that mixes traditional favourites with contemporary styles.

We strive to provide a range of options to suit most tastes, whilst providing memories that last much longer than 90 minutes.

Supporters can choose from a variety of matchday experiences designed with them in mind. We can also provide opportunities to dine with a former player or special guest in one of our spectacular hospitality lounges.

Matchday sponsorship is also available and provides an ideal platform to generate brand awareness to a captive audience of passionate Derby County supporters.

Conference and Events

ClubDCFC also provide all conference and banqueting services at Pride Park Stadium.

Events are tailored to suit every requirement and budget.

ClubDCFC can cater for any event from proms to conferences, to Asian celebrations and much more.

The professional events team are always on hand to provide you with quality hospitality services from inception to execution of your event.

For more information, please [click here](#).

On the concourse

Our concourse catering provides a variety of refreshments, with food options such as pies, and children's meal deals, alongside various options for soft, hot, and alcoholic drinks prior to kick-off and at half-time. Supporters are not permitted to take alcoholic beverages out of the concourse in view of the pitch.



MERCHANDISE

DCFC Megastore - a Fanatics Experience

In Person

- Open 7 days a week at Pride Park Stadium:

- Monday to Saturday from 9am-5pm

Sunday 10am-4pm (with Bank Holidays operating on our Sunday hours)

Online

You can purchase online at dcfcmegastore.com, 24 hours a day, 7 days a week

(Please note the online service is separate from the store).

- Currently there is no click and collect option available in store.
- All orders that require an exchange or refund must be sent back to the online store.
(Click the Help Tab" under Customer Service on our website for instructions on how to do this).

The club's home kit is worn by the First Team for one season, unless otherwise stated. The away kit, goalkeeping and third kits will operate for one to two seasons; will be changed according to announcements made at the time of launch and displayed on the club's website and club shop.

Returns Policy

In addition to your statutory rights, items can be returned or exchanged within 30 days of purchase for a full refund or exchange of equivalent value, provided the item is still in its original condition and accompanied by an itemised receipt.

Personalised items are exempt from our returns policy and cannot be exchanged or refunded. Your statutory rights are not affected by our returns policy.

Please note that items purchased online cannot be returned to store. Please visit dcfcmegastore.co.uk for more information.

For refunds, please allow 5-10 working days for the amount to appear in your bank account. This time frame is dictated by your bank or card issuer and is outside of our control. Your refund will be credited to the same card with which you made your original purchase.

To visit the DCFC Megastore online please go to dcfcmegastore.com

DERBY COUNTY COMMUNITY TRUST



Derby County Football Club uses the power of the football club to improve lives and communities through physical activity, sport, health, and education. As a club we are committed to ensuring that we respond to local needs whilst working strategically in line with regional and national agendas.

We recognise that physical activity and sport can play a prominent role in addressing key issues such as community cohesion, health inequalities, unemployment, and educational attainment. The power of our badge can break down barriers and through the diverse range of programmes delivered by Derby County Community Trust and their partners we are having a profound impact on the communities we serve.

Values

- Caring in our approach
- Collaborative in our partnerships
- Creating meaningful experiences
- Effectively fulfilling potential
- Valued by our community
- Taking pride in our work



CHARITABLE SUPPORT

Each season Derby County team up with a chosen Charity to form the Charity Partnership for the respective season.

In the 2022/23 season, the club decided to gift their shirt sponsorship opportunity to the NSPCC, and they will remain closely associated with the club moving forward as a result.

Derby County are also fully committed to the local community in which they are at the heart of. The club shows every interest and enthusiasm in being involved with various events that are held in and around the city and across Derbyshire, for example the Derby 10K that is held annually in the city.

The players and members of the First -Team staff also fully participate in our annual visit to the Children's Hospital each Christmas which always puts a huge smile on the faces of those less fortunate at such a special time of year.

Derby County Football Club will also endeavour to assist registered charities, schools, and community fundraising projects within Derbyshire by providing either a First Team squad autographed match ball or vouchers redeemable at the Ticket Office for a home league fixture at Pride Park Stadium (subject to availability).

For more information, including how to make a charity request, please [click here](#).

STADIUM TOURS

Ever wondered what it is like to make the journey out of Derby County's home changing room and down the tunnel at Pride Park Stadium?

We are pleased to offer you the chance to do exactly that plus a whole lot more with our exclusive Pride Park Stadium tours. Each tour lasts approximately one hour and gives you a look behind the scenes at the home of the Rams.

For more information [click here](#).



MATCHDAY PROGRAMME

Matchday programmes are available to purchase at the ground or online by [clicking here](#).

MATCHDAY ANNOUNCEMENTS

If you are celebrating a special occasion at Pride Park Stadium and wish to have a 'shout out' that will be displayed on our 'big screen' and announced through our PA system, please email ticket.office@dcfc.co.uk.

FAN CERTIFICATES


If you are a first-time fan between the age of 2-16 years and would like a personalised Derby County First Time Fan Certificate, please email slo@dcfc.co.uk we will arrange for the certificate to be sent to you.

RAMS REMEMBER

Rams Remember' offers fans the chance to remember and celebrate the lives of friends, family and fellow supporters who have sadly passed away at designated home matches throughout the season. Also, engraved memorial bricks can be purchased from Wathall's, who are the preferred partner of Derby County Football Club. For more information, please [click here](#).

KEEP IN TOUCH

 @dcfccofficial

 dcfc.co.uk

 Derby County Supporter Liaison Officer

 @dcfccofficial

 @dcfccofficial

 @dcfc_slo

 @dcfccofficial

 @dcfctickets

 @DCFCmegastore

WE'RE GOOD TO GO

We're Good to Go" is the official UK mark to signal that a tourism and hospitality business has worked hard to follow Government and industry COVID-19 guidelines and has a process in place to maintain cleanliness and aid social distancing.



CLUB CONTACTS

Supporter Liaison Officer/Disability Access Officer

Emma Drury DDL: 01332 667544

Email: slo@dcfc.co.uk

Ticket office

Telephone: 0871 472 1884 (Option 1)

Email: ticket.office@dcfc.co.uk

Hospitality

Telephone: 0871 472 1884 (Option 3)

Email: hospitality@dcfc.co.uk

DCFCMegastore

Telephone: 0333 011 0452

Email: dcfcmegastore@fanaticsretailgroup.com

Lost Property

If you have lost a personal item whilst at Pride Park Stadium, please email **security@dcfc.co.uk**

RamsTV Streaming Support

Email: derbytvsupport@streamamg.com

*Important: 0871 numbers are charged at 13p per minute plus your phone company's access charge.