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# **SUPPORTER CHARTER.**

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**DERBY  
COUNTY  
FOOTBALL  
CLUB**  
EST. 1884

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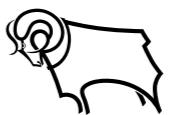
# Introduction

Welcome to the 2022/23 edition of the Derby County Football Club Supporter Charter, in which we explain many of our policies and procedures which affect you as a supporter.

Contained within this document we will detail how we will meet the objectives of our Charter throughout the season in relation to many aspects of the business from ticketing to supporter consultation, equality and facilities.

At Derby County we are extremely proud of our heritage and rich history, yet firmly focused on the future. We recognise the special relationship the Club has with its supporters, and we will strive to add value and deliver exceptional service at every touch point. We will provide a safe and comfortable environment for people to support our team and work with purpose to be inclusive and a football club for all people.

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



# mission Statement

- We are inclusive and a club for all people
- We are proud of our heritage, yet focused firmly on the future
- We support our local community passionately
- We recognise our supporters are what makes this Club so special
- We will provide a safe and comfortable environment to support the team
- We strive to add value at every touch point with the Club
- **Together, WE ARE DERBY!**



# FIXTURES 2022/23

## July

30 Oxford United

## August

6 Charlton Athletic  
10 Carabao Cup 1  
13 Barnsley  
16 Shrewsbury Town  
20 Fleetwood Town  
24 Carabao Cup 2  
27 Peterborough United

## September

3 Plymouth Argyle  
10 Morecambe  
13 Lincoln City  
17 Wycombe Wanderers  
24 Cheltenham Town

## October

1 Cambridge United  
8 Port Vale  
15 Accrington Stanley  
22 Ipswich Town  
25 Exeter City  
29 Bristol Rovers

## November

5 Emirates FA Cup 1  
9 Carabao Cup 3  
12 Milton Keynes Dons  
19 Portsmouth  
26 Emirates FA Cup 2

## December

3 Sheffield Wednesday  
10 Burton Albion  
17 Forest Green Rovers  
21 Carabao Cup 4  
26 Bolton Wanderers  
29 Cambridge United

## January

1 Accrington Stanley  
7 Port Vale / Emirates FA Cup 3  
11 Carabao Cup 5  
14 Cheltenham Town  
21 Bolton Wanderers  
25 Carabao Cup Semi-Final (1)  
28 Plymouth Argyle / Emirates FA Cup 4

## February

1 Carabao Cup Semi-Final (2)  
4 Morecambe  
11 Wycombe Wanderers  
14 Lincoln City  
18 Charlton Athletic  
25 Barnsley  
26 Carabao Cup Final

## March

1 Emirates FA Cup 5  
4 Shrewsbury Town  
11 Oxford United  
18 Fleetwood Town / Emirates FA Cup Quarter-Final  
25 Peterborough United

## April

1 Ipswich Town  
7 Forest Green Rovers  
10 Milton Keynes Dons  
15 Bristol Rovers  
18 Exeter City  
22 Burton Albion / Emirates FA Cup Semi-Final  
29 Portsmouth

## May

6 Sheffield Wednesday

## June

3 Emirates FA Cup Final



# Customer Service

DEPARTMENT	TELEPHONE	EXTENSION	EMAIL
Ticketing	0871 472 1884 <small>Please note, calls cost 13p per minute plus your phone company's access charge.</small>	Option 1	ticket.office@dcfc.co.uk
Merchandise/Megastore	0333 011 0452		dcfcmegastore@fanaticsretailgroup.com
Stadium / Matchday	0871 472 1884	Option 0	derby.county@dcfc.co.uk
Hospitality	0871 472 1884	Option 3	hospitality@dcfc.co.uk
General Enquiries	0871 472 1884	Option 0	derby.county@dcfc.co.uk
Derby County Community Trust	0871 472 1884	Option 5	community@dcfc.co.uk

# Supporter Liaison Officer

The Club's Supporter Liaison Officer (SLO) is Emma Drury. The role of the Supporter Liaison Officer is to act as a point of contact for supporters but also to deliver the Club's policy with regards to its stakeholders and to liaise with the club's management with regards to supporter issues.

## Emma Drury

Supporter Liaison Officer  
Derby County Football Club,  
Pride Park Stadium, Pride Park,  
Derby, DE24 8XL.  
Email: [slo@dcfc.co.uk](mailto:slo@dcfc.co.uk)  
Telephone: 01332 821044

## Disability Access Officer

The Club's Disability Access Officer (DAO) is Emma Drury. The role of the Disability Access Officer is to act as point of contact for disabled supporters and is responsible for supporting and advising their club in relation to improving access and inclusion for all.

## Emma Drury

Disability Access Officer  
Derby County Football Club,  
Pride Park Stadium, Pride Park,  
Derby, DE24 8XL.  
Email: [emma.drury@dcfc.co.uk](mailto:emma.drury@dcfc.co.uk)  
Telephone: 01332 821044 or 01332 667528 (Disability Access/Enquiry phoneline)

# Complaints Policy

Whilst we pride ourselves on our high standards, we encourage feedback from our supporters if they feel that we have failed to deliver against the standards and service levels that we set ourselves, so that we can continuously improve.

COMPLAINTS SHOULD BE MADE IN WRITING TO EITHER:

Supporter Liaison Officer at Pride Park Stadium,  
Pride Park, Derby, DE24 8XL  
Email: [slo@dcfc.co.uk](mailto:slo@dcfc.co.uk)

Please state valid contact information and contact name for a response.

The Club will seek to respond to all complaints in the first instant within 14 working days of receipt, and thereafter Complaints will be subject to internal investigations (if necessary).

To view our full Complaints Policy please [Click Here](#)

If you are not satisfied with the response to your complaint, you may contact the Independent Football Ombudsman (IFO). Please note that 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

## Reporting Incidents/Concern

We recognise that most supporters come to the stadium to watch a football match and not to listen to abusive or indecent language from the stands. Swearing in the Family Stand is not acceptable. Discriminatory behaviour, which includes, shouting, chanting or actions such as racist, sectarian, homophobic, sexist, or anti-disability behaviour, is unacceptable. If you witness incidents like these please get in contact with a steward as soon as you can and report your concerns as this will enable us to act on them as quickly as possible.

[For more information on how to report an incident/concern, please visit our dedicated webpage.](#)

## Reporting Incidents/Concerns

### 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](mailto:Safeguarding@dcfc.co.uk).

For more information, please [Click Here](#)

### Staff Conduct

At Derby County Football Club, 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 responsibly and to treat all persons equally.

# Ticketing Information and Policy

a wholesome and tasty food that mixes traditional favourites with contemporary styles.

The Club prides itself on having a wide selection of ways for supporters to purchase tickets, online, over the phone and in store at the Derby County Ticket Office presented by SeatGeek.

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

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

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

### Disability & Access Information

Derby County Football Club 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.

Derby County Football 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 based on individual supporters needs, not their 'disability'.

For more information, please visit our dedicated [Disabled Supporter Information Page](#); this webpage also includes our Disability Ticketing Policy, Access Guide to Pride Park Stadium and also access guides for away grounds too.

### 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 fans to ensure that the catering and hospitality requirements are met and exceeded, providing

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 one of our enhanced matchday experiences with a bespoke hospitality package. We also provide multiple fixtures every season where supporters are offered a cost-effective matchday hospitality experience that is designed with them in mind. The experience gives them the chance to dine with a former player and 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 fans.

### 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.

**Data Protection Policy**

Derby County Football 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. Customers can advise us at any time if they wish to opt out of receiving any correspondence from the Club or its partners.

Customers are advised to visit our secure customer portal at DCFC.CO.UK where you can register and review your personal information and update your contact preferences.

All customers 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.

**Merchandise****DCFCMegastore a Fanatics Experience**

Open 7 days a week at Pride Park Stadium: Monday to Saturday from 9am – 5pm and Sunday 10am-4pm with Bank Holidays operating on our Sunday hours. The retail operation also embraces other sales methods such as online orders 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 into 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 online 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 or two seasons and will be changed according to announcements made at the time of launch and displayed on the Club website and in the Club shop. Should the Club change kit or shirt sponsor, all kits are liable to change.

**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.

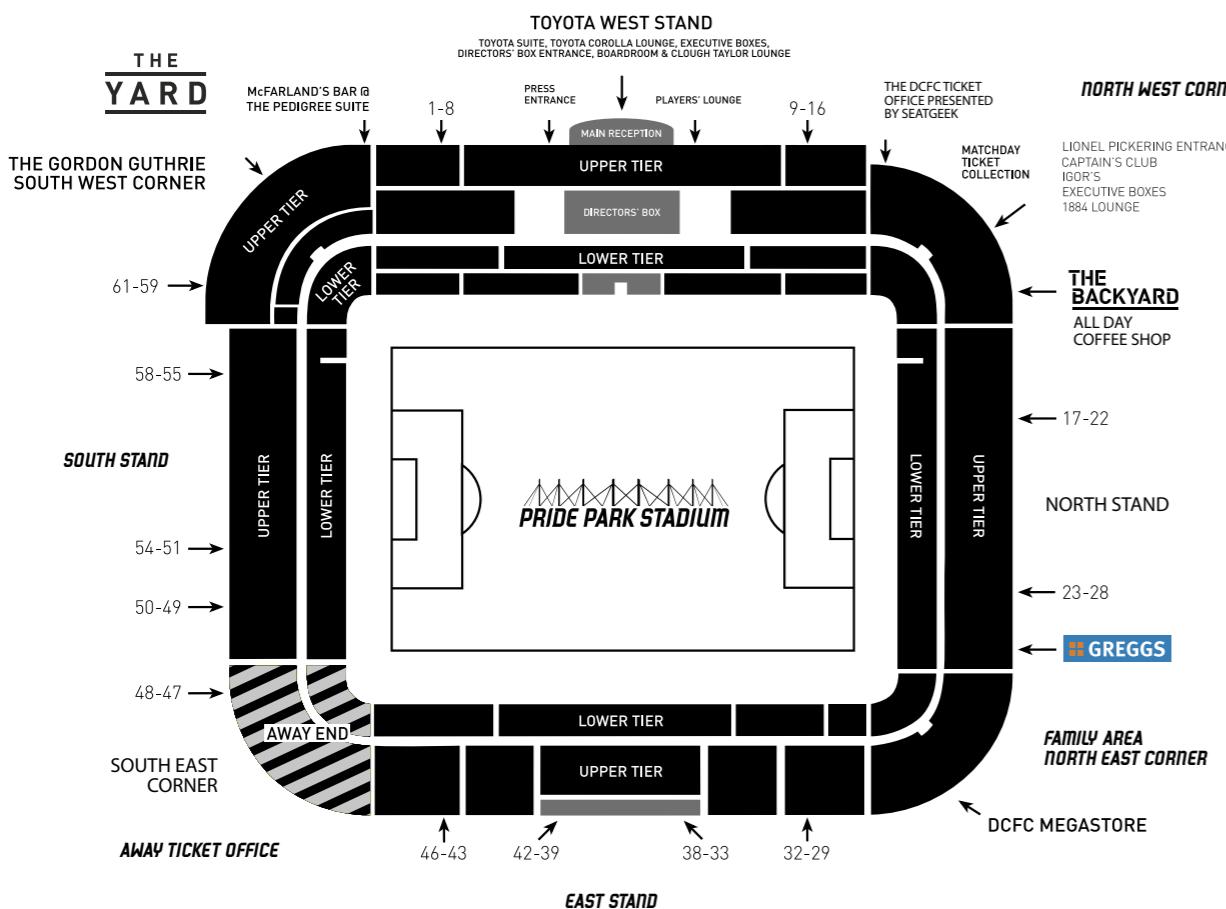
Please note that items purchased online cannot be returned to store. Please visit dcfcmegastore.co.uk for more information.

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 dcfcmegastore online please go to dcfcmegastore.com

# Stadium Plan, Location & Directions

## STADIUM SEATING PLAN



## LOCATION MAP



Full map is available at [DCFC.CO.UK](http://DCFC.CO.UK)

# Travel Information

## By Car

If you are travelling by car, please [Click Here](#) for directions to Pride Park Stadium.

## By Bus

There are a number of options available if you wish to travel by bus to Pride Park Stadium on a matchday. For more information, please visit our [dedicated Matchday Travel Webpage](#)

## By Train

Derby Train Station is the closest train station to Pride Park Stadium and is approximately a 14-minute walk (0.8 miles) and the shortest route on foot is as follows:

- Walk east on Roundhouse Road.
- Turn right to stay on Roundhouse Road.
- At the roundabout, take the 1st exit onto Pride Park Way/A6.
- At the Roundabout, take the 1st exit onto Derwent Parade.
- At the roundabout, take the 1st exit onto Royal Way.
- You have reached Pride Park Stadium

## matchday Car Parking

The Club has worked closely with the Local Authorities, independent traffic management specialists and the Emergency Services to produce a traffic management system for matchdays.

As part of the travel plan the Club strongly promotes the concept of car sharing in a bid to reduce congestion and the carbon footprint of those travelling to matches

Matchday car parking is available on a seasonal and a match-by-match basis in South Car Park A & B, subject to availability

Accessible car parking is also available on a seasonal and match-by-match basis, subject to availability, and can be booked by contacting the Disability Access/Enquiry phoneline on 01332 667528.

For further details on Matchday Travel please [Click Here](#) or alternatively, please contact the Ticket Office on 0871 472 1884 (option 1).

# Important Information for All Visitors to Pride Park Stadium

Derby County's home ground was opened in 1997 by Her Majesty the Queen under the name of Pride Park Stadium. With a capacity of over 32,000 seats, it has hosted a number of non-Derby County events including international football matches, music concerts and a Monster Jam Truck Rally.

The Crowd Safety Management Team is headed up by the Stadium Safety Officer who is assisted by a Deputy Safety Officer, Senior Stewards, Supervisors and Safety Stewards who are all qualified to either NVQ level 2 or 3 in Spectator Safety. The team is ably assisted by the Emergency Services and Local Authority.

## Breach of Ground Regulations / Ticketing Terms & Conditions

All visitors to Pride Park Stadium must behave in accordance with the EFL's Ground Regulations and Derby County Football Club's conditions of issue of home/away tickets, Membership and Season Tickets (links directly below).

### [Ground Regulations](#) [Ticketing Terms & Conditions](#)

Supporters who fail to comply with these regulations may be ejected from Pride Park Stadium and in serious cases, issued with a stadium ban. It is important to note that the breach of some Ground Regulations may also constitute a criminal offence and the Club will support the police in their enquiries and where necessary, any subsequent prosecution.

Derby County Football Club will also look to provide guidance and support to any supporters or other eyewitnesses who report an incident or help to further an investigation.

## Matchday Text Service

On a home matchday at Pride Park Stadium, you can

report any incidents or concerns directly to Derby County Match Control. This includes the use of discriminatory language, anti-social behaviour, or any health and safety concerns. You must start your text with DCFC, then your message and send to 88440. Please include as much information as possible, including the Stand, Row, Seat number & names where possible.

## Matchday First Aid Medical Provision

There are two medical rooms within Pride Park Stadium and should you require medical assistance please contact your nearest steward.

## Bag Policy

After careful consideration, Derby County Football Club has revised its policies for admitting bags and outside refreshments into Pride Park Stadium.

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 the stadium. However, if a supporter has specific dietary or sustenance requirements because of a medical condition, please contact Customer Services 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 at the stadium. Photo ID may be requested to determine proof of age.

## Flag Policy

Derby County wants an exciting atmosphere at all home games at Pride Park Stadium and encourages all fans to bring flags, banners, and large 'Surfing' flags - but these must adhere to the guidelines set by the club in tandem with the stadium's safety team.

- The club reserves the right to refuse to allow flags, surfers, or banners to be displayed particularly if content is considered to be offensive, discriminatory, defamatory or inflammatory.
- Any item that the club or any of its employees believe could potentially be used as a weapon and/or compromise public safety.
- Any item above the area of 600mm x1000mm must be flame retardant and have a fire safety certificate to prove so, provided in advance of matchday.
- The flagpole should be no bigger than 7mm in diameter and 1 meter in length. The flagpole material should ideally be plastic and rounded/covered at the end.
- Flags should be presented to stewards prior to entry to the stadium where they will be inspected in accordance with this list and approved prior to entry.
- The club reserves the right to confiscate any flags brought into Pride Park Stadium which were not approved by stewards prior to entry.

Should you have any further questions or would like to clarify an issue, please contact Derby County's Supporter Liaison Officer on [slo@dcfc.co.uk](mailto:slo@dcfc.co.uk).

## Match Abandonment Policy

In the event of the postponement or abandonment of the Match, or if the Match has, for any reason, to be played out of view of the public, refunds (if any) will be made in accordance with the Ticketing Terms & Conditions. The Club and each other Club Group Company will have no further liability whatsoever, including (but not limited to) liability for any indirect or consequential loss or damage, such as:

- Loss of profit, loss of business, business interruption, or loss of business opportunity.
- Loss of enjoyment, travel/accommodation costs.

- Abandonments, postponement, or cancellation of matches.
- Restrictions to the view of the match caused by an act of another spectator and/or the position of the seat.
- Any indirect, consequential, or economic loss arising under or in connection with the Contract; and
- For loss of or damage to personal property at or around the Ground.

If the Club reschedules or cancels a Match, the following applies.

- Holders of Single Match Tickets will be entitled to receive a full refund or, at their option, receive the equivalent ticket for the subsequent match.
- Holders of Season Tickets will be entitled to attend any rescheduled Match.
- Business Customers will be entitled to receive a full refund, or at their option, receive the equivalent ticket for the subsequent match.
- Refunds and applications for tickets to rescheduled matches must be made via the procedure specified by the Club from time to time (available upon request).

Any refund to which a person is entitled under these Conditions will only be issued on production of identification demonstrating that the person requesting the refund is the person to whom the Ticket was originally sold. The identification produced must be to the reasonable satisfaction of the Ticket Office Manager.

If you are not a Business Customer then You can cancel a Single Match Ticket no later than 24 hours before the start of the relevant Match, or the Ticket Office's last opening time on the day on which it is last open before the day of the Match, whichever instance occurs first, by returning the Ticket and requesting a refund.

## Environment Policy

Pride Park Stadium is built in one of Europe's most sustainable development sites. It was the winner of the 1998 Environmental Sustainability Award and also received the 1999 British Construction Industry and 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 around Pride Park Stadium, 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 our water consumption as just some of the improvements that have been made.

Derby County Football Club ensures all our suppliers deliver excellent environmental, social and ethical management practices.

## Stadium Bans

Our 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 also 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 a period of time.

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; this is dependent upon them signing and returning an Acceptable Behaviour Agreement.

## Appeals Process

The Club considers each decision to impose a sanction carefully and bases its decision on available evidence. However, Derby County FC recognises that there may be instances where the Club's decision may have been incorrect or too severe. If you have been subject to a sanction, you can appeal the sanction by emailing [slo@dcfc.co.uk](mailto: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 ten working days of your email. You can expect to receive a final decision relating to your appeal within 28 days of our acknowledgement; there is no right to appeal a final decision. 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. The Club is not obliged to follow the findings of any police investigation or prosecution, but it may use the findings to advise its own decision.

# Supporter Consultation and Social Media

Derby County has, in recent seasons, offered supporters the opportunity to meet with senior club officials at regular Supporter Charter Group Meetings and also staged Fans Forum events. The club remains committed to maintaining regular and open dialogue with supporters over the course of the 2022/23 season through a variety of platforms both on matchdays and during the week.

## RamsTU

RamsTU provides immersive, engaging, and inspiring content through the implementation of innovative broadcasting solutions and the use of web-based streaming platforms.

RamsTU now broadcasts the Club's first team, academy and ladies matches live across the globe, whilst also creating a wide range of traditional and non-traditional football content, tailored for use across a variety of digital platforms.

For more information on our RamsTU service, please [Click Here](#)

# Equality, Diversity & 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.

Derby County 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).

Derby County 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.

Derby County 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.

Derby County 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.

 DerbyCountyOfficial

 @dcfcofficial

 @dcftickets

 dcfc.co.uk

 DCFC1884

 @DCFCmegastore

 @dcfcofficial

 Derby County Supporter Liaison Officer

 @dcfc\_slo

## Useful links

### Kick it out

Website [www.kickitout.org/](http://www.kickitout.org/)  
Twitter [twitter.com/kickitout](https://twitter.com/kickitout)  
Facebook [/pages/Kick-it-Out/72710380586](https://facebook.com/Kick-it-Out/72710380586)  
You can download the app via the  
Apple Store and Google Play

### Show Racism The Red Card

Website [www.srtrc.org/](http://www.srtrc.org/)  
Twitter [@theredcard](https://twitter.com/theredcard)  
Facebook [/theredcard](https://facebook.com/theredcard)

### Gay Football Supporters Network

Website [www.gfsn.org.uk/](http://www.gfsn.org.uk/)  
Twitter [@gfsnUK](https://twitter.com/gfsnUK)  
Facebook [/GayFootballSupportersNetwork](https://facebook.com/GayFootballSupportersNetwork)

### Equality and Human Rights Commission (EHRC)

Website [www.equalityhumanrights.com](http://www.equalityhumanrights.com)  
Telephone 020 3117 0235  
Fax 0207 407 7557  
Post 3 More London, Riverside Tooley Street, London,  
SE1 2RG

### Level Playing Field

Website [www.levelplayingfield.org.uk](http://www.levelplayingfield.org.uk)  
Telephone 0845 230 6237  
Email [info@levelplayingfield.org.uk](mailto:info@levelplayingfield.org.uk)  
Post The Meridian, Coventry, 4 Copthall House, Station  
Square, CV1 2FL

Level Playing Field is the national registered charity  
representing disabled supporters of all sports. The  
campaign aims to promote an inclusive agenda, raise  
disability awareness through sport and ensure an  
equality of experiences for all fans.

## Derby County Community Trust

Derby County Football Club has the ability to engage,  
raise hopes and aspirations and improve the lives of  
the people and their communities in Derbyshire. 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 sport  
plays a prominent role in addressing major issues  
such as rising obesity, community cohesion, health  
inequalities, unemployment and educational attainment  
and through the diverse range of programmes  
delivered by Derby County Community Trust and their  
partners we are having a profound impact on the  
community we serve.

### VISION

Use the power of Derby County Football Club to improve  
lives and communities through sport, physical activity,  
health and education.

### 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. Each Charities' fundraising target varies season by season but together the Club and the Charity work hard at raising awareness and engagement and fundamentally raising as much as possible for the Charity Partner across the City and County.

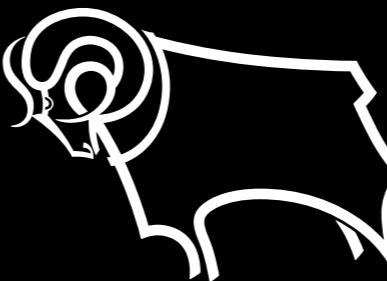
Derby County are also fully committed to the Community in which they are at the heart of. The Club shows every interest and enthusiasm in being involved with various events that are held in and around the city and across Derbyshire, for example the Derby 10K Race that is held annually in the city.

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

Derby County Football Club will endeavour to assist charitable organisations where possible. All requests received into the football club will be assessed on their individual merit and must fulfil the following requirements:

- Be located within the Derbyshire area (40-mile radius of Pride Park Stadium)
- From a local Registered Charity
- From a local community group

Applications are taken via email to [charity.requests@dcfc.co.uk](mailto:charity.requests@dcfc.co.uk). Due to the high volume of requests that we receive on a weekly basis, we must receive your request at least four weeks prior to your event. Requests that do not meet our strict criteria will not be considered.



## CONTACT

Emma Drury

Supporter Liaison Officer

Derby County Football Club  
Pride Park Stadium, Pride Park,  
Derby, DE24 8XL  
[slo@dcfc.co.uk](mailto:slo@dcfc.co.uk)  
01332 821044

## 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.

**DERBY  
COUNTY  
FOOTBALL  
CLUB** EST. 1884