

SUPPORTER CHARTER.

***DERBY
COUNTY
FOOTBALL
CLUB*** EST. 1884

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INTRODUCTION

Welcome to the 2019/20 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!



FIXTURE LIST 2019/20

AUGUST

5 HUDDERSFIELD TOWN
10 SWANSEA CITY
17 STOKE CITY
20 BRISTOL CITY
24 WEST BROMWICH ALBION
31 BRENTFORD

SEPTEMBER

14 CARDIFF CITY
21 LEEDS UNITED
28 BIRMINGHAM CITY

OCTOBER

2 BARNSELY
5 LUTON TOWN
19 CHARLTON ATHLETIC
23 WIGAN ATHLETIC
26 HULL CITY

NOVEMBER

2 MIDDLESBROUGH
9 NOTTINGHAM FOREST
23 PRESTON NORTH END
26 FULHAM
30 QUEENS PARK RANGERS

DECEMBER

7 BLACKBURN ROVERS
11 SHEFFIELD WEDNESDAY
14 MILLWALL
21 READING
26 WIGAN ATHLETIC
29 CHARLTON ATHLETIC

JANUARY

1 BARNSELY
11 MIDDLESBROUGH
18 HULL CITY
25 LUTON TOWN

FEBRUARY

1 STOKE CITY
8 SWANSEA CITY
12 BRISTOL CITY
15 HUDDERSFIELD TOWN
22 FULHAM
25 QUEENS PARK RANGERS
29 SHEFFIELD WEDNESDAY

MARCH

7 BLACKBURN ROVERS
14 MILLWALL
17 READING
21 PRESTON NORTH END

APRIL

4 NOTTINGHAM FOREST
10 WEST BROMWICH ALBION
13 BRENTFORD
18 CARDIFF CITY
25 LEEDS UNITED

MAY

2 BIRMINGHAM CITY



ALL FIXTURES ARE AVAILABLE AND UPDATED ON THE OFFICIAL DCFC APP.



IT'S IN YOUR **DNA** YOUTH

CUSTOMER SERVICE

DEPARTMENT	TELEPHONE	EXTENSION	EMAIL
Ticketing	0871 472 1884	Option 1	ticket.office@dcfc.co.uk
Merchandise/Megastore	0871 472 1884	Option 2	megastore@dcfc.co.uk
Stadium / Matchday	0871 472 1884	Option 0	derby.county@dcfc.co.uk
Hospitality	0871 472 1884	Option 3	hospitality@dcfc.co.uk
Derby County Community Trust	0871 472 1884	Option 5	community@dcfc.co.uk
General Enquiries	0871 472 1884	Option 0	derby.county@dcfc.co.uk

SUPPORTER LIAISON OFFICER

The Club's Supporter Liaison Officer is **Grace Vivian**.

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 regard to supporter issues.

Grace can be contacted in the following ways:

Grace Vivian

Supporter Liaison Officer
Derby County Football Club,
Pride Park Stadium, Pride Park,
Derby, DE24 8XL.

Email:

slo@dcfc.co.uk

Telephone:

01332 667516

OUR 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

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

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

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.

The Independent Football Ombudsman,
Suite 49, 57 Great George Street,
Leeds, LS1 3AJ.

Email: contact@theifo.co.uk

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 responsively and to treat all persons equally.

EQUAL OPPORTUNITIES

We are committed to equal opportunities and to making the stadium a welcoming place for all, regardless of gender, race, ethnic origin, nationality, age, disability, marital status, political or religious beliefs, sexual orientation or any other inappropriate distinction.

The Club will take steps to confront and eliminate discrimination and ensure that appropriate action is taken to those who behave in a manner that is likely to cause offense to others including the use of foul, abusive language or obscene chanting.

Derby County Football Club is an inclusive club for all.

TICKETING INFORMATION AND POLICIES

Prices will increase on a home matchday by £3 for Adults and £2 for Concessions. Home tickets may be restricted for sale to registered supporters only, should the visiting team sell out their away allocation

Derby County guarantees its Season Ticket Holders that no seat in the same block of the stadium will be sold cheaper than the price they have paid for that seat, for their age concession for each League match. Pricing information can be requested at any time from the Ticket Office.

Concessions

Age related concessions are based on the supporters' age as of the date of the fixture that they wish to buy a ticket for. Proof of date of birth will be required. If a fixture is rearranged for any reason and the concession ticket was purchased prior to the rearrangement, then the club will honour the concession ticket.

Age related concessions will be offered to Senior Citizens aged 65 years or over, while an Under 18s ticket is also available for supporters aged 17 and under.

Tickets for children aged from 2 to 12 will be available in all areas of Pride Park stadium (excluding hospitality).

Children aged 13 or under must be accompanied by an Adult aged at least 18 years old and at a maximum ratio of three children to every one Adult, and they must be sat adjacent to the Adult that they are attending with.

Promotional Matches

On up to four occasions the club will promote a 'Family Day' and have tickets priced specifically for children and or families.

The club, on up to two occasions, may promote a price discount on tickets for Season Ticket Holders' friends and family which is only available for Season Ticket Holders to purchase.

Family Area

The club will only sell match tickets to Adults who are accompanied by children in this area. The only exception would be for Season Ticket Holders buying for Friends or Family to sit next to them.

Memberships

Derby offers a Home Membership with 10% off Home League match tickets for the 2019/20 season. Home Membership packages also enable those supporters to have access to purchasing Home tickets when they first go on sale, approximately six to seven weeks prior to each league fixture. Please find more information here.

The club also offers a Rams Squad Membership for children aged 2 to 12 which offers a range of other benefits, more information is available here.

Group Tickets

Group tickets are available for supporters wishing to purchase tickets for 10 or more as part a group. We welcome lots of different organisations from local grass root football teams, schools, youth clubs etc. There are also a great variety of activities that Groups can take part in, such as Player Escorts and walking out with both the Home and Away players at kick off, carrying flags out before kick-off and taking part in the Guard of Honour, for more information contact the club's Group Sales Executive Sarah Poplar on

sarah.poplar@dcfc.co.uk

Sales Period

Six to Seven weeks prior to each fixture*: Prices set and on sale to Home Members.

Four weeks prior to each fixture*: General sale starts; Season Ticket Holders can only buy extra tickets during General Sale.

- Matchday: Prices increase by £3 for Adults and £2 for concessions.

* This sales timeframe is subject to change.

Booking Fees

Derby County charge a booking fee of £1 per ticket for home and away games when booking tickets via the phone line or online. The club does not charge any booking fees for payments made in person at the Ticket Office. Please note that these booking fees relate to Derby County Football Club home, away and cup fixtures only, other events or products may vary.

There is a postal fee of £1 per transaction. There is no delivery charge for tickets left for collection or sent by Print@Home.

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 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 or by emailing derby.county@dcfc.co.uk

MATCH ABANDONMENT POLICY

The Club shall be responsible to You for loss or damage You suffer that is a foreseeable result of its breach of these Conditions or its negligence but it will not be responsible for any loss or damage that is not foreseeable. The Club shall have no liability to You for any:

- 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 then:

- 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 manager of the Ticket Office.

- 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.

TRAVEL INFORMATION

MATCHDAY CAR PARKING

There is currently car parking in the South Car Park (A and B) and specialist parking bays for disabled supporters around the ground.

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.

Full details on Matchday Parking can be found at [dcfc.co.uk/page/matchday_travel](https://www.dcfc.co.uk/page/matchday_travel)

Please note that there are currently major roadworks on the A52. Please leave extra time for your journey.

MATCHDAY BUSES

Arriva Midlands operates a number of bus services to and from Pride Park Stadium and Pride Park area for each DCFC home game.

We've joined up with Trent Barton and their ZigZag play tickets – an exclusive discounted bus ticket, valid all day.

Zig Zag play covers all your bus travel all day long – you can use any trentbarton bus, changing buses as often as you like.

To get your exclusive, cheap ticket, all you have to do is show your driver your event ticket for that day or evening – it's that easy! Derby County Season Tickets will also be accepted. For more information visit the Trent Barton website.

TRAINS

Derby station offers direct rail services from no less than 14 major towns and cities, as well as numerous local centres. Derby station is a 10 minute walk to Pride Park Stadium.

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. The full capacity is 33,010 and has hosted a number of non DCFC events including England under 21 international 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 Office, 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 Service and Local Authority.

Any of these items may be confiscated on entry:

- Bottles
- Cans
- Cameras & video equipment
- Vuvuzelas

SMOKING POLICY

In accordance with our ground regulations, smoking is not permitted in the stadium and therefore please note that Pride Park Stadium is a smoke-free stadium

STANDING POLICY

All visitors to Pride Park Stadium are reminded that we are an all seated stadium and in accordance with the club's ground regulations, all supporters must remain in their seat whilst the game is in progress. Persistent

standing may result in an individual being ejected from the stadium and in severe case face a ban from the football club.

FOUL AND ABUSIVE LANGUAGE

One of the Club's biggest complaints last season was foul and abusive language. Any supporter who persistently uses expletives could face an ejection or ban from the stadium.

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.

SUPPORTER CONSULTATION AND SOCIAL MEDIA

We are extremely proud of our communication and level of engagement with supporters and take steps to ensure that supporters are informed, wherever possible, of any decisions that may directly affect them through various channels. These include the match day programme, our website, official social networking sites such as Twitter, Facebook and Instagram, weekly e-shots, Rams Player and RamsTV.

Through our Communications and Marketing team we also maintain regular contact with supporters' clubs throughout the country and our fans overseas.

We also hold regular Fans Forums around the county and have previously held focus groups to seek feedback on specific issues.

Derby County Football Club offers supporters the opportunity to meet with the Club at a 'Your 90 Minutes' meeting.

The Rams will hold regular 90 minute Fans Forums, with groups of supporters, giving fans the opportunity to ask questions and air their views to the Senior Executives and a panel of staff from different areas of the Club.

The 'Your 90 minutes' events have been an extremely useful feedback tool for the club to gauge our fans' thoughts on a number of issues.

On match days we host a text service which enables supporters to inform the control room in confidence of any issue that may be spoiling their enjoyment of the match.

- | | | |
|---|--|---|
|  DerbyCountyOfficial |  @dcfcofficial |  @DCFCmegastore |
|  @dcfctickets |  @RammieandEwie |  @dcfcofficial |
|  DCTV1884 |  dcfc.co.uk |  Derby County Supporter Liasion Officer |
| | |  @dcfc_slo |

CUSTOMER SERVICE TEXT ALERT
Text **RAMS** to **60070** to report problems in your area, including: stand, row and seat number.

MERCHANDISE

DCFCMegastore offers an extensive range of official merchandise at affordable prices.

Open 7 days a week at Pride Park Stadium, the retail operation also embraces other sales methods such as online orders at dcfcmegastore.com 24 hours a day, 7 days a week and mail order to offer our customers complete flexibility with the method and place of purchase.

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.

DCFCMegastore offers a 28 day money back/exchange guarantee on all full price purchases of merchandise on production of proof of purchase and all packaging. Personalised replica products are excluded. The product must be returned in an acceptable condition to warrant resale and exchanges are subject to stock availability. This does not affect normal statutory rights.

To visit the dcfcmegastore online please go to dcfcmegastore.com

You can get a full refund or exchange an item for any reason for an alternative product within 28 days of the original purchase. Please email megastore@dcfc.co.uk with your order number, your name and address, details of the product, reason for return and if you require a refund or an exchange. We will then contact you with details of how to proceed. Items must be returned to us as new with original packaging, tags and in a saleable condition.

Shipping charges for the return of the goods will be paid for by you (unless the item was faulty) and we suggest you use a service that requires proof of delivery (e.g a signature) as we cannot be responsible for returns that go missing in transit and not received by us.

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.

EQUALITY AND DIVERSITY

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 Board 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 Statement will be reviewed on an annual basis.

DECLARATION AGAINST DISCRIMINATION

We the directors, players and staff of Derby County Football Club, along with the people of Derby reject discrimination. Football is our national sport and should be open to all. We pledge to tackle discrimination in all forms and make Pride Park Stadium a safe and welcoming place for all.

USEFUL LINKS

KICK IT OUT

Website www.kickitout.org/

Twitter twitter.com/kickitout

Facebook [/pages/Kick-It-Out/72710380586](https://www.facebook.com/pages/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/

Twitter [@theredcard](https://twitter.com/theredcard)

Facebook [/theredcard](https://www.facebook.com/theredcard)

GAY FOOTBALL SUPPORTERS NETWORK

Website www.gfsn.org.uk/

Twitter [@gfsnUK](https://twitter.com/gfsnUK)

Facebook [/GayFootballSupportersNetwork](https://www.facebook.com/GayFootballSupportersNetwork)

EQUALITY AND HUMAN RIGHTS COMMISSION (EHRC)

Website 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

Telephone 0845 230 6237

Email 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.

DISABILITY INFORMATION

Derby County Football Club operates a ticketing policy that recognises that disabled supporters may need assistance to fully enjoy the match day experience and offers a variety of reasonable adjustments based on individual supporters needs, not their 'disability'.

By completing a simple application form along with submitting the appropriate supporting documentation, we can plan to meet your needs during your visit to Pride Park Stadium and that accessible facilities and services are only used by the supporters that need them.

A Reasonable Adjustment Application Form can be downloaded from our website, please follow the link below.

<https://www.dcfc.co.uk/page/disabled-information>

Alternatively, you can request a form over the counter or by calling 01332 667528. If you require assistance with filling out your form, then please contact our Disabled Liaison Officer by telephone on 01332 821044 or by an email to emma.drury@dcfc.co.uk ; each application is reviewed on a case-by-case basis.

Access Guide for Disabled Supporters

Please follow the link below to Derby County's Access Guide for Disabled Supporters.

<https://www.dcfc.co.uk/media/get/DCFC%20Disability%20Access%20Guide%203.0.pdf>

Personal Assistant/ Essential Companion

At Derby County Football Club, we take our responsibilities toward disabled supporters very seriously. We recognise that for some of our supporters to take advantage of all that we have

to offer they may need support from another person. As such, it is our policy that where this is the case we make available free tickets which will enable a disabled supporter to bring a Personal Assistant/Essential Companion with them to support them with their needs.

The only criteria we have for offering a free Personal Assistant/ Essential Companion ticket is that you have to have another person with you to get the same quality of service as a non-disabled person for a reason related to your own impairment. This does not apply to short term conditions like broken legs.

Please note that PA/ Essential Companion tickets on their own are not entitled to any benefits normally associated with a Season Ticket, this includes any renewal benefit or the purchase of match tickets during priority sale periods.

Requesting A Free Personal Assistant/ Essential Companion Ticket

Since this scheme is potentially subject to fraudulent misuse, we have to operate a system to check eligibility for a complimentary ticket. To apply, Reasonable Adjustment Application Form will need to be filled in and you will also be required to submit appropriate supporting documentation to our Disabled Liaison Officer ("DLO").

Please find below a list of supporting documentation that we might take into consideration when considering whether to allocate a complimentary ticket:

- Receipt of the Disability Living Allowance (DLA) or War Pensioners' Mobility Supplement (or government standard equivalent).
- Receipt of Personal Independence Payments (PIP)
- Receipt of either the Severe Disablement Allowance or Attendance Allowance.
- War Pensioners' Mobility Allowance or War or Service Disablement Pension for 80% or more disability.
- Blind or partially sighted registration certificate (BD8 or CVI Certificate) or evidence from an eye specialist, for example an optometrist, that the individual would qualify to be registered as severely sight impaired (blind) or sight impaired (partially sighted). Further advice can be found on the Royal National Institute of Blind People (RNIB) website.
- A personal letter from the GP, community nurse or social worker that the individual has a long-term impairment or 'disability' and requires assistance.
- Confirmation in writing from Social Services that the individual is included on their Deaf Register, or a letter or report from an aural specialist confirming that hearing loss has been recorded at 70 – 95 dBHL or worse.

Derby County Football Club also accepts The Access Card as evidence, and all supporters requesting a PA / Essential Companion ticket with the +1 symbol on their card will receive one without the need for any further information or evidence.

Please note this list is not exhaustive and consideration will be given to any other evidence that can be provided. For guidance, the club advises supporters to refer to the Level Playing Fields website.

The club reserves the right to seek additional proof of disability where there is an element of reasonable doubt as to the need for a personal assistant.

The Role Of A Personal Assistant/Essential Companion

By accepting the complimentary ticket given, your companion accepts responsibility for providing you with the support you need to attend the match. This includes being able to provide you with additional assistance during the course of an emergency evacuation.

The stewards at the match are unable to provide assistance in excess of their typical role and general reasonable adjustments, so it's important that, if you need help moving around, your PA/Essential Companion is ready and willing to support you with this.

DISABILITY INFORMATION

Young Carers

It is the policy of Pride Park Stadium's Ground Regulations that all children under the age of 14 are accompanied by an appropriate adult, aged 18 and over. We accept that young carers are a much valued and needed source of support, but we are only able to accept them under the free PA/Essential Companion ticket scheme where there is no risk of them being left unattended.

If your need for a PA/Essential Companion is something related to a potential deterioration in your condition then a companion ticket may not be authorised for anyone under the age of 14.

If you attend a match with a PA/Essential Companion under the age of 14 or if there is doubt in the absence of valid photo ID we reserve the right to refuse admission. This does not apply where there are other adults in the party able to accept responsibility for the young carer.

Contingency – What Happens If You Lose Your Support

It is important that you and your PA/Essential Companion are aware of what happens if for some reason you lose your support. If it is felt that your PA/Essential Companion is not providing you with the support, you need we reserve the right to eject them from the facility at any time and refuse access under the companion scheme for future matches.

We will endeavour to support you with the rest of your visit if this is the case but if we are unable to make appropriate reasonable adjustments to do this and it jeopardises your, or other supporters, health or safety we may be left with no other option than ask you to leave also. It is especially important that you choose

the right support to come with you.

Abusing The System

If we feel that either the Disabled Supporter or their PA/Essential Companion are abusing the system, we reserve the right to treat the matter as Fraud and look at bringing legal action. Every accessible space taken up by somebody that doesn't need it represents a Disabled Supporter missing out.

It should also be noted that when entering the stadium, the PA/Essential Companion must enter at the same time as the Disabled Supporter. Although a Disabled Supporter can enter the stadium on their own, the PA/Essential Companion will not be admitted without being in the presence of the Disabled Supporter and otherwise would need to upgrade their ticket.

PA/Essential Companion tickets are transferable; however, tickets for the Disabled Supporter are not. Should any supporter or PA/Essential Companion be found to be abusing this or any of the Disabled Supporters Ticketing Policy the club reserves the right to deny admittance or to take further action.

For more information regarding 'upgrading' your PA/essential companion ticket (if required) or for any other enquiry please contact the Ticket Office, presented by Showcase Cinema De Lux, on 01332 667528 *

Season Tickets & Match-day Tickets

Disabled supporters can purchase a season or a match day ticket (subject to availability) at the appropriate age band price, which includes a complimentary ticket, if required, for their PA / essential companion (subject to qualification);

see 'Requesting a free Personal Assistant/ Essential Companion ticket above for guidance on this process

Disabled Supporters whom are wishing to purchase their tickets can either do so in person at the Derby County Ticket Office presented by Showcase Cinema De Lux, or over the phone on 01332 667528 during their opening hours which can be found on our website by following the link below.

<https://www.dcf.co.uk/page/ticket-office-opening-times>

The Ticket Office does have a low-level service counter counter for wheelchair users and people of shorter stature.

Ambulant Supporters

Disabled supporters not requiring wheelchair access can sit anywhere in the ground with their PA/Essential Companion (subject to qualification), providing they can access the area safely. They are also subject to the relevant price of the seating category of the area they choose to sit in. Requirements should be stipulated at the time of purchasing a ticket to ensure appropriate seating is provided.

Wheelchair Users

Wheelchair users are accommodated on the front row of all four stands at Pride Park Stadium, which allow the PA/ Essential Companion to sit alongside them. We also have elevated platforms located in the North-East Corner, South and West Stand for Home Supporters and one in the South- East Corner for Away Supporters.

All areas in which wheelchair users are located

offer good lines of sight.

Please note that we only have a limited number of spaces available for wheelchair users and allocation is subject to availability

Temporary Mobility Restrictions

Supporters suffering from temporary mobility restrictions (e.g. broken leg) that may affect access to the stadium or seating areas, should contact the Ticket Office either in person or over the phone on 01332 667528 prior to the fixture to arrange alternative seating.

Blind/Partially Sighted Supporters & Deaf/ Hard Of Hearing Supporters.

An Induction Loop System is available in certain parts of the stadium and complimentary headsets can be provided and used in all areas of the stadium, to enable supporters to listen to the match commentary provided by BBC Radio Derby and enjoy the game. Please contact the Disabled Liaison Officer on 01332 821044 for more information regarding these facilities that the Club offers.

Assistance Dogs

Any supporter wishing to attend the stadium with an assistance dog needs to contact the Disabled Liaison Officer on 01332 821044 or via email at emma.drury@dcfc.co.uk, so that we can ensure the appropriate match tickets (subject to availability) are allocated and adequate arrangements have been made prior to the fixture.

DISABILITY INFORMATION

Accessible Toilets

Please note, we have accessible toilets located in all parts of the Stadium and these are clearly signed. Should you require assistance, please seek advice from the nearest Steward. All accessible toilets operate using the National Radar Key system. We would advise you to bring your 'Radar' access key with you.

Car Parking

Please be aware that to park in any of our car parks on matchdays, you must have a valid car parking ticket. This will either be a Seasonal Car Parking Pass or a Car Parking Match Ticket, and these must be purchased in advance of the fixture, as we are unable to offer a 'Pay on the Day' service.

Seasonal Car Park Passes – Accessible Car Parking & Standard width Car Parking Spaces

We currently have an extremely high demand for accessible parking bays/standard car parking spaces and therefore have implemented a waiting list for disabled supporters that require one.

Match by Match Car Parking – (Subject to availability)

Accessible Car Parking - Derby County offer accessible car parking on both the West and East sides of the stadium to Blue Badge holders on a match by match basis and are located within a few yards of their respective stand. These spaces are allocated on a first come first served basis and can be booked by contacting the Ticket Office on 01332 667528.

Car Park A - The Club has a dedicated car parking area (standard width spaces) within

Car Park A (lower level) for 'Home' disabled supporters (Blue Badge Holders only) directly behind the South Stand, which is approximately 100 yards away. Parking in the lower level of Car Park A is not guaranteed and you may be asked to park in the upper level of this Car Park, which is approximately 200-300 yards away. However, we do operate a free shuttle service using buggies to transfer supporters who need extra help from both levels of Car Park A to the stadium. The service runs up to kick-off and resumes after the final whistle, although Supporters should note that due to congestion, the shuttle may suspend operation for a short period for the safety of all our supporters.

Car Park A is situated just off 'Island 1' on Pride Park, at the bottom of the East Stand at Pride Park Stadium. There is a pathway from the car park which leads to the West Stand and also towards the DCFCMEGASTORE along the East Stand, allowing easy access to the stadium and is better suited for anyone arriving or wishing to leave via the A52 after the match and you should also be aware that due to the pre-match traffic management system, access to this car park will only be possible from the A52 up until the last 40 minutes before kick-off and supporters using this car park will be held after the final whistle for up to approximately 20 minutes; this is to allow safe departure of the large number of supporters needing to leave the stadium vicinity after the match.

Any supporter that has a temporary mobility restriction should contact the Disabled Liaison Officer directly on 01332 821044 if they require a parking space, as a pass is needed to access this car park (subject to availability).

Car Park B - This car park would be the best option for those who wish to head towards Alvaston, A6 and the A50. However, this car

park is approximately 300-400 yards away from the stadium and Derby County Football Club are unable to provide a 'buggy' service to and from this car park. Any Supporter that has temporary mobility restrictions should contact the Disabled Liaison Officer directly on 01332 821044 if they require accessible parking, however, this is subject to availability.

Car Parking - Away Disabled Supporters

The Club has a dedicated car parking area for away disabled supporters (Blue Badge Holders only) and this area of parking is located within 100 yards of the away seating area (South East Corner).

Spaces are allocated on a first come, first serve basis and must be booked no later than 24 hours before the match. Spaces in this car park are charged at £5 per car, per fixture. Please be aware that you will be asked to show and display your Blue Badge upon arrival at the Stadium. Please contact the Ticket Office on 01332 667528 to book your space.

Catering Facilities

We have catering facilities in all parts of the stadium. Currently, all our serving counters that are within the concourse areas are high level counters. The Club makes reasonable adjustments to enable disabled supporters to access the catering facilities by instructing one of our dedicated stewards to monitor the areas in which wheelchair users are located to ascertain whether any additional help is required.

Steward Training

After an initial induction, all stewards are registered for the City and Guilds NVQ Level 2 in Spectators safety. This qualification includes a module on disability awareness. The Safety Officer keeps a record of progress by stewards and the qualification is delivered by Derby College.

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.

With there being 23 Home league games for each Championship season the club also offers individual local charities the opportunity to apply to be the designated Bucket Collection at one of these games. Applications for each season are taken between the months of April and May to angela.allen@dcfc.co.uk and are contacted once fixtures are released in the June of that year.

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.

During the 2017/18 season we donated over £100,000 worth of tickets to fundraisers raising money for hundreds of different charitable organisations within the local area and will continue to do the same this season.

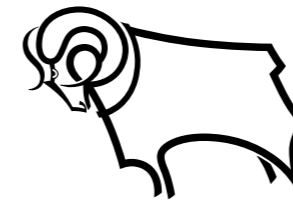
Derby County Football Club will endeavour to assist charitable organisations where possible. All requests received into the football club will be assessed on their individual merit and must fulfil the following requirements:

- 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 derby.county@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.

DERBY COUNTY COMMUNITY TRUST



DERBY COUNTY Community Trust

Derby County Football Club has the ability to engage people, raising hopes and aspirations, improving the lives of the people of 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, un-employment and educational attainment and through the diverse range of programmes delivered by Derby County Community Trust we are in partnership having a profound impact on the community we serve.

VISION

"Use the power of Derby County Football Club to improve the lives of the people of Derbyshire through sport, physical activity and education".

PURPOSE

"In placing Derby County Football Club at the heart of the community we will"

- Increase participation in Sport and develop talent pathways.
- Promote wellbeing and healthy lifestyles within local communities
- Deliver an inclusive programme of activities that involves and engages hard to reach groups, improving community cohesion
- Develop and empower leaders, coaches and volunteers
- Engage and inspire young people, raising and celebrating educational achievement
- Govern the operations of DCCT efficiently and effectively



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 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 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

The club offers two of their very own food outlets that are easily accessible to the public throughout the year within the confines of the stadium.

The Yard, an all-day restaurant situated in the south-west corner of the stadium, is unique to Derbyshire. It celebrates the County's natural larder and features many of its favourite dishes.

The BackYard (formerly Starbucks) was launched in July 2018 as Derby County's very own coffee shop – with the rapidly growing artisan coffee roasters, 200 Degrees Coffee, providing the coffee beans.

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.

ENVIRONMENTAL 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 the ground. 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.

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

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.

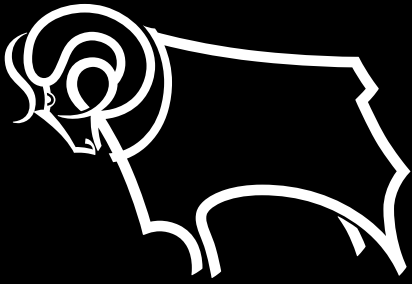
Everyone working at the Club has a duty of care to safeguard the welfare of children and young people by creating an environment that protects them from harm. Our standards of practice ensure all staff are fully aware of their responsibility.

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 Gary.Parkin@dcfc.co.uk



CONTACT

Grace Vivian

Supporter Liaison Officer

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Pride Park Stadium, Pride Park,
Derby, DE24 8XL

slo@dcfc.co.uk

01332 667516

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