



SUPPORTER CHARTER

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

CONTENTS

Introduction	1	Merchandise	15
Mission Statement	2	Equality and Diversity	16
First class customer service	2	Declaration against discrimination	16
Increased supporter engagement on matchdays	2	Useful links	17
Continued consultation with supporters	2	Kick it out	17
Increased digital presence at the football club	2	Show racism the red card	17
Community engagement	2	Gay football supporters network	17
Customer service	4	Equality & human rights commission	17
Support Liaison Officer	4	Level playing field	17
Our complaints policy	5	Disability information	18
Staff conduct	6	Season tickets and matchday tickets	18
Equal opportunities	6	Ambulant supporters	18
Ticketing information and policies	7	Wheelchair users	18
Data protection policy	9	Temporary mobility restrictions	18
Stadium plan, location and directions	10	Blind supporters / Supporters with hearing or visual impairment	19
Stadium seating plan	10	Assistance dogs	19
Location map	11	Accessible toilets	19
Travel Information	12	Accessible parking	19
Matchday car parking	12	Catering facilities	20
Matchday buses	12	Steward training	20
Matchday trains	12	Disabled supporters liaison officer	20
Important information for all visitors to Pride Park Stadium	13	Charitable support	21
Non-permitted items within the stadium	13	Derby County Community Trust	22
Smoking policy	13	Vision	22
Standing policy	13	Purpose	22
Foul and abusive language	13	Matchday hospitality	23
Supporter consultation & Social media	14	Conference and events	23
		Environmental policy	24
		Safeguarding	24

INTRODUCTION

Welcome to the 2017/18 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!**



DERBY COUNTY FOOTBALL CLUB 2017/18 FIXTURE LIST



AUGUST

Fri 4th	Sunderland (7.45pm)
Sat 12th	Wolverhampton Wanderers
Tues 15th	Preston North End (7.45pm)
Sat 19th	Bolton Wanderers
Tues 22nd	Grimsby Town (7.45pm) [Carabao Cup 1]
Sat 26th	Sheffield United

SEPTEMBER

Fri 8th	Hull City (7.45pm)
Tues 12th	Barnsley [Carabao Cup 2] (7.45pm)
Sat 16th	Bristol City
Sat 23rd	Birmingham City
Tues 26th	Brentford (7.45pm)
Sat 30th	Cardiff City

OCTOBER

Sun 15th	Nottingham Forest (1.15pm)
Sat 21st	Sheffield Wednesday
Sat 28th	Norwich City
Tues 31st	Leeds United (7.45pm)

NOVEMBER

Sat 4th	Reading
Sat 18th	Fulham (5.30pm)
Tues 21st	Queens Park Rangers (7.45pm)
Sat 25th	Middlesbrough
Tues 28th	Ipswich Town (7.45pm)

DECEMBER

Sat 2nd	Burton Albion
Sat 9th	Barnsley
Sat 16th	Aston Villa
Sat 23rd	Millwall
Tues 26th	Hull City
Sat 30th	Ipswich Town

JANUARY

Mon 1st	Sheffield United
Fri 5th	Manchester United (8.00pm) (Emirates FA Cup 3)
Sat 13th	Birmingham City
Fri 19th	Bristol City (7.45pm)
Sat 27th	Millwall (Emirates FA Cup 4)

FEBRUARY

Sat 3rd	Brentford
Sat 10th	Norwich City
Tues 13th	Sheffield Wednesday (Emirates FA Cup 5)
Wed 21st	Leeds United (7.45pm)
Sat 24th	Reading

MARCH

Sat 3rd	Fulham
Tues 6th	Queens Park Rangers (7.45pm)
Sun 11th	Nottingham Forest (2.30pm)
Sun 18th	Cardiff City (12.00pm) (Emirates FA Cup 6)
Fri 30th	Sunderland (7.45pm)

APRIL

Mon 2nd	Preston North End (12.45pm)
Sat 7th	Bolton Wanderers
Tues 10th	Wolverhampton Wanderers (7.45pm)
Sat 14th	Burton Albion
Sat 21st	Middlesbrough (Emirates FA Cup Semi-Final)
Sat 28th	Aston Villa

MAY

Sun 6th	Barnsley (12.30pm)
Sat 19th	(Emirates FA Cup Final)

Home Fixtures in Bold. Away Fixtures in Pink. Cup Fixtures in Grey. All fixtures are 3pm except where otherwise stated. The EFL have committed to giving supporters five weeks notice of matches being moved for TV broadcasts or any other reasons. © Fixtures are subject to change. Compiled in association with Atos.

CUSTOMER SERVICE

DEPARTMENT	TELEPHONE	EXTENSION	EMAIL
Ticketing	0871 472 1884	Option 1	ticketing@dcfc.co.uk
Merchandise	0871 472 1884	Option 2	mailorder@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 **Sarah Poplar**.

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.

Sarah can be contacted in the following ways:

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

Email:
slo@dcfc.co.uk

Telephone:
01332 821021

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 response.

The Club will seek to respond to all complaints in the first instant within ten 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

In a change from previous seasons, Derby County will not be using dynamic ticket pricing for the 2017/18 season. Instead, the Rams will operate a fixed pricing model, with prices for matches being set approximately six weeks prior to each league fixture.

Prices will increase on a home matchday by £3 for Adults and £2 for Concessions.

Adult prices for Category E seating will range from £20 to £40 over the course of the season. Category D seating will match Category E prices, while prices for each subsequent category will be higher.

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 concession will be offered to Senior Citizens aged 65 years or over, while an Under 18s ticket is also available.

Tickets priced for children aged from 2 to 12 years old will only be available in the Smith

Partnership Family Area in the whole of the North Stand. Tickets for children aged from 2 to 12 will be available in all areas of the stadium to Rams Squad Members non Season Ticket Holders. However, children aged from 2 to 12 are freely able to purchase an Under 18 ticket anywhere in the stadium. Children aged 13 or under must be accompanied by an Adult aged at least 18 years old and at a maximum ratio of four children to every one Adult.

Promotional Matches

On up to four occasions the club will promote a 'Family Day' and have tickets priced for Children aged from 2 to 12 years old freely available throughout the whole stadium.

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

As well as being the only area of the stadium where tickets priced for Children aged from 2 to 12 years old (non-Rams Squad) are available, 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 in this area.

Memberships

Derby offers a Home Membership with 10% off league match tickets for the 2017/18 season. Home Membership packages also enable those supporters to have access to purchasing tickets when they first go on sale, approximately six weeks prior to each league fixture.

The club also offers a Rams Squad Membership for children aged 2 to 12 which offers discounted home league match tickets and a range of other benefits.

Group Tickets

Group tickets are available for supporters wishing to purchase tickets for 12 or more supporters. There are also a great variety of activities that Groups can take part in that includes Player Escorts, carrying flags out before kick-off, etc. For more information contact the club's Groups Department on groups@dcfc.co.uk.

Sales Period

- Six weeks prior to each fixture: Prices set and on sale to Home Members.
- Three 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 games & £1.50 per ticket for 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 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.

Ticketing Terms and Conditions apply <http://www.wearederby.com/ticket-office/terms-conditions/>

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 1998.

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 Analytics department 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:

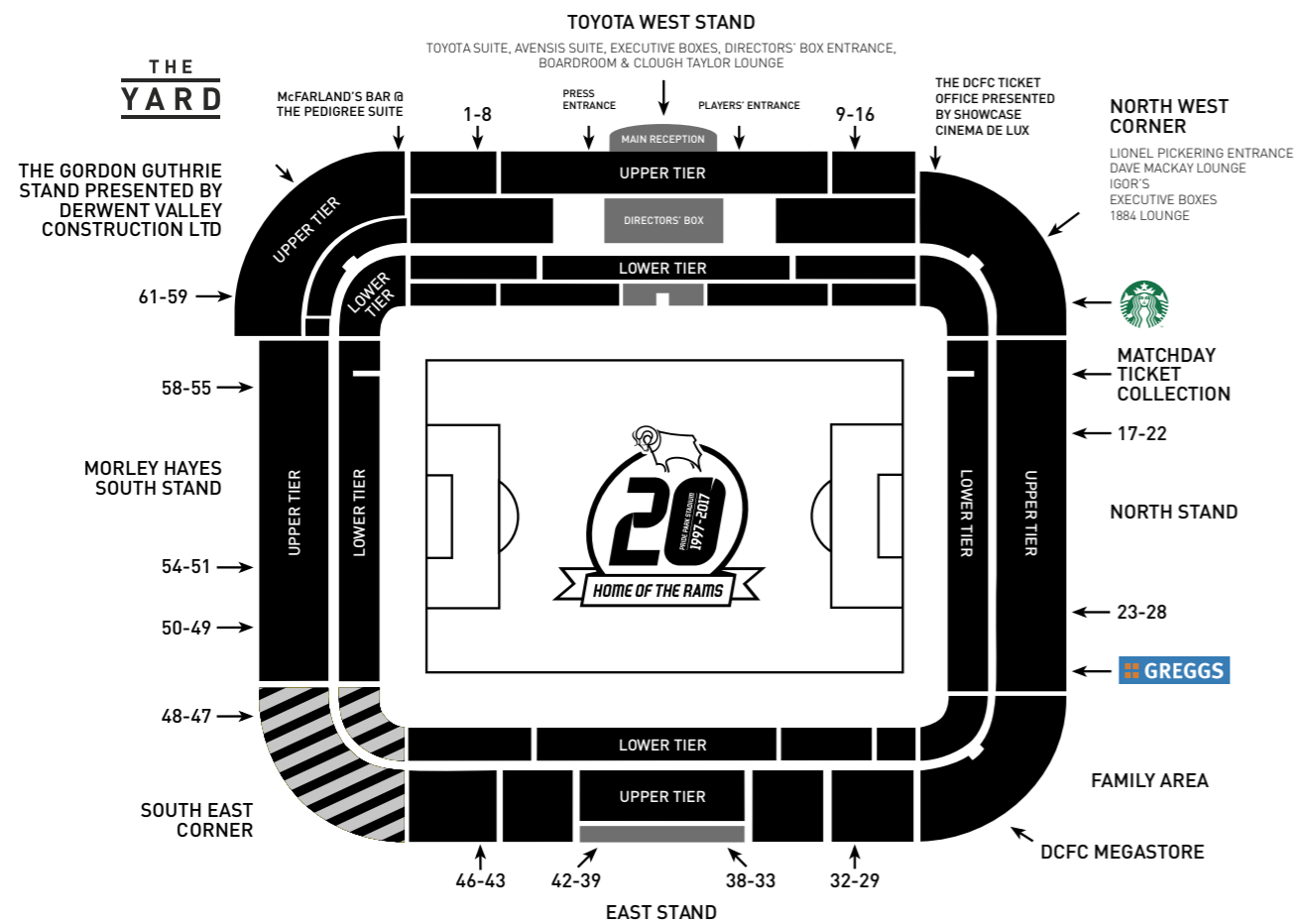
- Holders of Single Match Tickets will be entitled to receive a full refund or, at their option, receive the equivalent ticket for the subsequent Match;
- Holders of Season Tickets will be entitled to attend any rescheduled Match;
- Business Customers will be entitled to receive a full refund, or at 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.

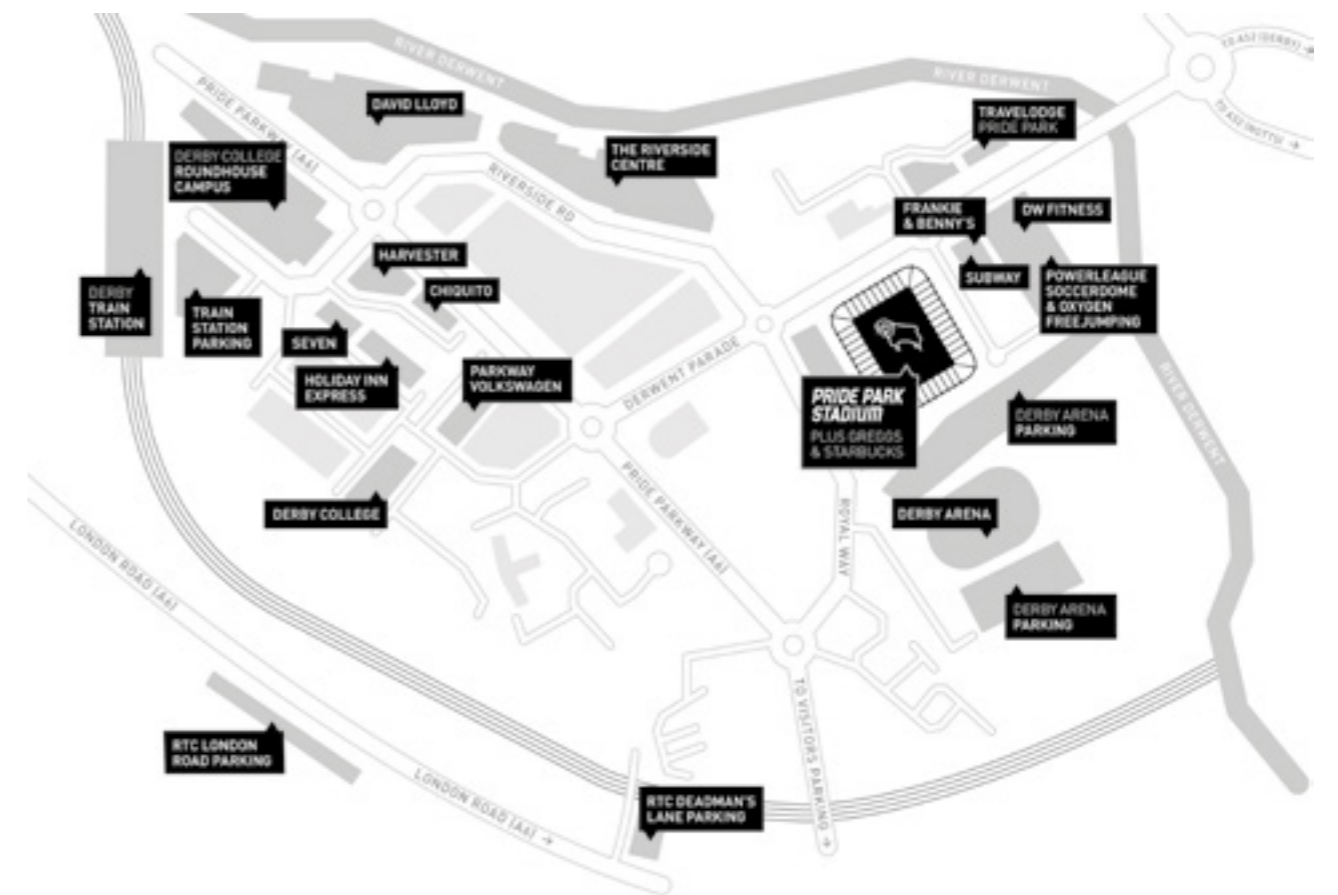
• If You are not a Business Customer then You can cancel a Single Match Ticket no later than 24 hours before the start of the relevant Match, or the Ticket Office's last opening time on the day on which it is last open before the day of the Match, whichever instance occurs first, by returning the Ticket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

STADIUM PLAN, LOCATION AND DIRECTIONS

STADIUM SEATING PLAN



LOCATION MAP



Full map is available at DCFC.CO.UK

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. To encourage this we will offer discount to supporters who park in Club car parks if they carry 3 or more passengers.

Full details on Matchday Parking can be found at dcfc.co.uk/page/matchday_travel

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.

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.

	/derbycounty1		@dcfcofficial		@DCFCmegastore
	@dcfctickets		@dcfcrammie		@dcfcofficial
	RamsTV		dcfc.co.uk		

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](http://dcfcmegastore.com) online please go to dcfcmegastore.com

You can get a credit note or exchange a sale item for any reason for an alternative product within 14 days of the original purchase. Please email sales@dcfcmegastore.com with your order number, your name and address, details of the product, reason for return and if you require a credit note 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 matchday experience and offers a variety of reasonable adjustments based on individual supporters needs, not their 'disability'.

For 2016/17 we introduced a new way of accessing the range of adjustments we have to offer and now offer a simple registration form so you can let us know the nature of your needs.

SEASON TICKETS & MATCHDAY TICKETS

Disabled supporters can purchase a season or a matchday 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).

AMBULANT SUPPORTERS

Disabled supporters not requiring wheelchair access can sit anywhere in the ground with their PA / essential companion (subject to qualification), providing they are able to access the area, subject to safety requirements of the ground. They are also subject to the relevant price of the seating category of the area they choose to sit in.

WHEELCHAIR USERS

Wheelchair users are accommodated on the front rows of the North, East, South and West stands, 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.

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 Disabled Liaison Officer prior to the game to arrange alternative seating (subject to availability).

BLIND SUPPORTERS / SUPPORTERS WITH HEARING OR VISUAL IMPAIRMENT

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 and enjoy the game. Please contact the Disabled Liaison Officer on 0871 472 1884 (option 1) for more information.

ASSISTANCE DOGS

Any supporter wishing to attend the stadium with an assistance dog needs to contact the Disabled Liaison Officer on 0871 472 1884 (option 1) 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.

ACCESSIBLE TOILETS

Please note that we have accessible toilets located all around the stadium and these are clearly signed. Should you require assistance, please seek advice from the nearest steward. All accessible toilets operate using a 'radar' key system. We would advise you to bring your 'radar' access key with you.

ACCESSIBLE PARKING

We currently have a high demand for accessible parking bays and therefore operate a waiting list for Disabled Supporters who require one.

The Club has a dedicated car parking area (standard width spaces) within Car Park A (lower level) for 'Home' and 'Away' Disabled Supporters (Blue Badge Holders only) directly behind the South Stand, which is close to the stadium. Spaces are allocated on a first come first served basis (please be aware that you will be asked to show and display your Blue Badge, if parking in the lower level of Car Park A). Any Supporter that has temporary mobility restrictions should contact the Disabled Liaison Officer directly on 0871 472 1884 (option 1) if they require parking in this area, as they will need a pass.

We operate a free shuttle service using buggies to transfer supporters who need extra help from both levels of Car Park A to the stadium. This service runs up to kick-off and resumes again after the final whistle, although Supporters should note that due to congestion, the shuttle may suspend operation for a short period of time for the safety of all our supporters.

CATERING FACILITIES

We have catering facilities in all parts of the stadium. Currently, all of our serving counters that are located in the concourse area are high level counters. The Club makes reasonable adjustments to enable disabled spectators 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.

DISABLED SUPPORTER LIAISON OFFICER

The club's Disabled Supporter Liaison Officer is Emma Drury who can be contacted by calling the Unite the Union Ticket Office on 0871 472 1884 (option 1) or at emma.drury@dcfc.co.uk

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 Cycle Sportive and also the Ramathon which was held at Pride Park Stadium and had over a massive 3600 participants of all ages, which in turn raised a staggering amount of money for the club's Charity Partner.

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 2014/15 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.

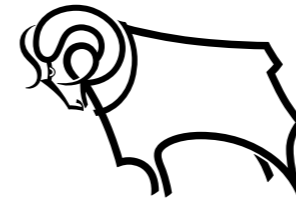
Derby County Football Club will endeavour to assist charitable organisations where possible. All requests received into the football club will be assessed on their individual merit and must fulfil the following requirements:

- 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 participation in sport".

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



MATCHDAY HOSPITALITY

We are pleased to partner with Delaware North, a global leader in hospitality and foodservice. Club DCFC work very closely with our fans to ensure that the catering and hospitality requirements are met and exceeded, providing 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 a memorable experience.

Supporters are able to choose one of our enhanced match day experiences with a bespoke hospitality package. We also provide at least three fixtures per season where supporters are offered a cost effective matchday hospitality package that is designed with them in mind and offers them the chance to "Dine with Your Heroes" – further discounts are offered for season ticket holders using their own seats.

CONFERENCE AND EVENTS

The club has two branded food outlets, Starbucks and Greggs that are accessible to the public throughout the year within the confines of the stadium.

Club DCFC also provide all conference and banqueting services at Pride Park Stadium. Events are tailored to suit every requirement and budget.

Club DCFC can cater for any event from proms to conferences to Asian celebrations, all our spaces can be tailored and personalised to your needs. The professional events team are always on hand to provide you with quality hospitality services from inception to execution of your event, consider them your personal events team to guide you through the planning, preparation and servicing of your function.

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 vulnerable adults 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 vulnerable adults (vulnerable groups) 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 vulnerable adults. 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 IN FOOTBALL – PLEASE HELP US TO KEEP EVERYONE SAFE.



CONTACT

Sarah Poplar

Supporter Liaison Officer

Derby County Football Club
Pride Park Stadium, Pride Park,
Derby, DE24 8XL

slo@dcfc.co.uk

01332 821021

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