

# OXFORD UNITED FOOTBALL CLUB

## INTRODUCTION

### **WELCOME TO THE OXFORD UNITED FOOTBALL CLUB 2019/20 SUPPORTER CHARTER.**

This Supporter Charter has been created to outline the levels of service you can expect from us, and to explain the procedures, which affect you as a supporter of our Football Club.

At Oxford United Football Club we are committed to the continued improvement of the relationship and communication between the club and our supporters. We continue to be dedicated to improving the experience our supporters have on a match day.

## **OBJECTIVES FOR THE 2019/20 SEASON**

### **INCREASED JUNIOR SUPPORT**

The 2019/20 season saw the club look to evolve the successful #Ox4Life package to allow for more supporters than ever before to join and become part of the junior club scheme. This was done by changing the focus of the scheme to move away from costly (even at a reduced rate) fan packages and on to a range of all inclusive events to bring the young fans closer

### **IMPROVED CUSTOMER SERVICE EXPERIENCE**

The club are committed to improving the customer service element provided by all of our staff, beginning with the very basics of how we answer the phone. Our employees will always be polite, helpful and courteous. We will actively encourage and acknowledge feedback from supporters and urge you to help make YOUR club a better place to be.

### **CONTINUATION OF A LIVE MATCH DAY INCIDENT REPORTING SERVICE**

Following liaison with Kick It Out, the charity tackling racism and discrimination, last season, we introduced a match day service which enables supporters to text the control room should they witness any incidents of discrimination, racism or anti-social behaviour, enabling the club to quickly and effectively deal with the individuals involved, and hence ensure a safe and enjoyable environment for all. This service has proved helpful in clamping down on this behaviour and we will be continuing it for the 2019/20 season.

### **CONTINUATION OF FAN ENGAGEMENT**

This Charter acknowledges our commitment to meeting EFL Regulation 111. The Government's recent Expert Working Group (EWG) Supporter Ownership and Engagement discussions, means senior executives at clubs will be required to, 'hold at least two meetings/ fans forums per Season to which its supporters (or representatives) are to be invited in order to discuss significant issues relating to the Club'. These will be similar to the 2015/16 fans forums, the dates and locations of which will be announced throughout the season via [www.OUFC.co.uk](http://www.OUFC.co.uk)

## **CUSTOMER (SUPPORTER) SERVICE**

*“Oxford United Football Club is dedicated to providing the best possible service and building valuable relationships with all supporters who contact the club. We strive to achieve excellent customer service and make a promise to supporters that we will honestly and genuinely investigate every enquiry we receive.”*

The point of contact for customer services is Kath Faulkner, who is the club’s Supporter Liaison Officer. Should any supporter have any queries, ideas, suggestions, comments or complaints, please contact Kath via the following methods:

Email: [kfaulkner@oufc.co.uk](mailto:kfaulkner@oufc.co.uk)

Write: Kassam Stadium, Grenoble Road, Oxford, OX4 4XP

### **COMPLAINTS POLICY**

It is the club’s responsibility and commitment to supporters to ensure that all correspondence received is responded to within 5 working days where possible. We welcome complaints from supporters as a method for the club to develop and implement changes.

Unfortunately it is impossible for all procedures to appeal to each and every supporter, however we endeavour to explore every option.

Complaints should be submitted to the clubs Supporter Liaison Officer, Kath Faulkner.

If a supporter is not satisfied with the response from the club in line with stated club correspondence timescales, supporters should be advised they can now refer the matter directly to The Independent Football Ombudsman (IFO) using the following details:

The Independent Football Ombudsman  
Suite 49, 33 Great George Street, Leeds, LS1 3AJ  
[contact@theifo.co.uk](mailto:contact@theifo.co.uk)  
0800 588 4066

If a supporter is still not satisfied having consulted the EFL, the complaint should be forwarded to the Independent Football Ombudsman. The IFO’s postal address is: The Independent Football Ombudsman, Suite 49, 57 Great George Street, Leeds, LS1 3AJ.

### **STAFF CONDUCT**

At all times club staff are expected to deal with supporters enquiries/complaints in a courteous, responsible and helpful manner. OUFC are dedicated to treating all persons equally in every aspect of its operation and employment practices. We expect all staff to communicate in a clear manner.

## **DATA PROTECTION POLICY**

*The club is registered under the Data Protection Act 1988. The club fully complies with the act with regards to the handling of personal data.*

Information/data on our customers may be stored on computer or manual files in order to maintain accurate records.

Your personal data will not be passed to any third parties without your consent and you can choose to opt out of receiving information on the football club at any time by emailing the club's Supporter Liaison officer: [kfaulkner@oufc.co.uk](mailto:kfaulkner@oufc.co.uk).

If you wish to update the information the club hold on you, you can do so by contacting the ticket office: [ticketoffice@oufc.co.uk](mailto:ticketoffice@oufc.co.uk) or 01865 337533.

FL Interactive are responsible for ensuring data protection is in place in respect of any user data collected via the official club website.

## TICKETING INFORMATION

The ticket office team can be contacted between the hours of 9:30am and 5:30pm Monday to Friday. On home match days the ticket office is open from 9am to kick off, and then 30 minutes after the final whistle. You can contact the ticket office team via the details below:

Call: 01865 337 500

Email: [ticketoffice@oufc.co.uk](mailto:ticketoffice@oufc.co.uk)

Log On: [OUFCTickets.co.uk](http://OUFCTickets.co.uk)

Updates: @OUFCOfficial

Write: Kassam Stadium, Grenoble Road, Oxford, OX4 4XP

Visit: The ticket office is situated in the South Stand car park, next to the match day players' entrance.

## SEASON TICKET PRICING

### MATCH DAY TICKET PRICING

- Concessions are aged 65 or over as of 1st August 2017.
- All ages are as of 1st August 2017.
- Disabled supporters are entitled to be accompanied by a free personal assistant - the additional PA ticket must be requested at time of purchase.
- Proof of age is required to purchase an Under 7s, Under 13s, Under 18s, Student or Over 65s ticket. Proof of receipt of DLA is required in order to receive a free personal assistant ticket. Proof of education is required to purchase a concession ticket as a student.

### HOW DO I QUALIFY FOR A CONCESSION TICKET?

If you are a student in full time education, or over 65 years of age as of 1st August 2017 you will qualify for a concession ticket price as published above. This deadline will not be moved or altered. To qualify for a concession ticket as a student you must be in full time education for the majority of the 2019/20 season and be able to show proof of this. Anyone purchasing a concession ticket may be required to show ID at the turnstiles upon entry to the stadium.

### WHAT PAYMENT METHODS ARE ACCEPTED?

Oxford United FC accept cash, cheques, debit card and credit card payments, with the exception of American Express.

### IS THERE A SEASON TICKET FINANCE PACKAGE AVAILABLE?

Zebra Finance provide a season ticket finance offer, giving all supporters the opportunity to spread the cost of their season ticket over 5 or 10 months, subject to terms and conditions and approval. The ticket office is able to give full details on this. Supporters can also apply for finance at the time of season ticket purchase via [oufctickets.co.uk](http://oufctickets.co.uk). Alternatively, supporters may request a full information booklet from the club by contacting our Supporter Liaison Officer Kath Faulkner by emailing [kfaulkner@oufc.co.uk](mailto:kfaulkner@oufc.co.uk)

## **CUP COMPETITIONS**

Tickets for home fixtures in cup competitions are priced individually and are allocated to Season Ticket Holders prior to release for general sale.

Tickets for away fixtures in cup competitions are priced by the home club. These tickets are made available through the OUFC ticket office, and updates will be provided on the club's official website and official social media channels.

## **AWAY TICKETING**

Tickets for away fixtures will – subject to availability – be available until 3pm on the last working day before the match. Updates on the availability of away tickets will be communicated through the club's official social media channels, and can be obtained by contacting the ticket office directly.

## **REFUNDS**

The ticket office will refund home match tickets provide that the ticket is returned fully intact up to no later than 2 hours prior to kick off. This is operated at the club's discretion.

- Refunds of season tickets will be made, pro rata, at the club's discretion.
- No refunds will be issued for any unused tickets returned to the club after the date of the fixture.

## **FIXTURE CHANGES**

If a fixture is postponed before kick-off, ticket holders are entitled to use the ticket for the rearranged game or in exchange for another fixture.

If a match is abandoned after kick off OUFC will communicate directly with supporters regarding the re-arranged fixture.

Information is always communicated through the club's official website, official social media channels and the local media. Where possible, information will also be communicated to supporters registered to receive email updates from the club.

## **FAMILY FACILITIES**

Oxford United FC has a family section, named 'Olly's Family Stand', which is situated in blocks 22 and 23 of the North Stand. Ticket holders in these blocks have access to 'Olly's Den', a child friendly area situated in the southwest corner of the stadium for use up until 15 minutes before kick-off.

## **BABY CHANGING FACILITIES**

Baby changing facilities can be found in the toilets in the main club reception.

## **TRAVEL ARRANGEMENTS**

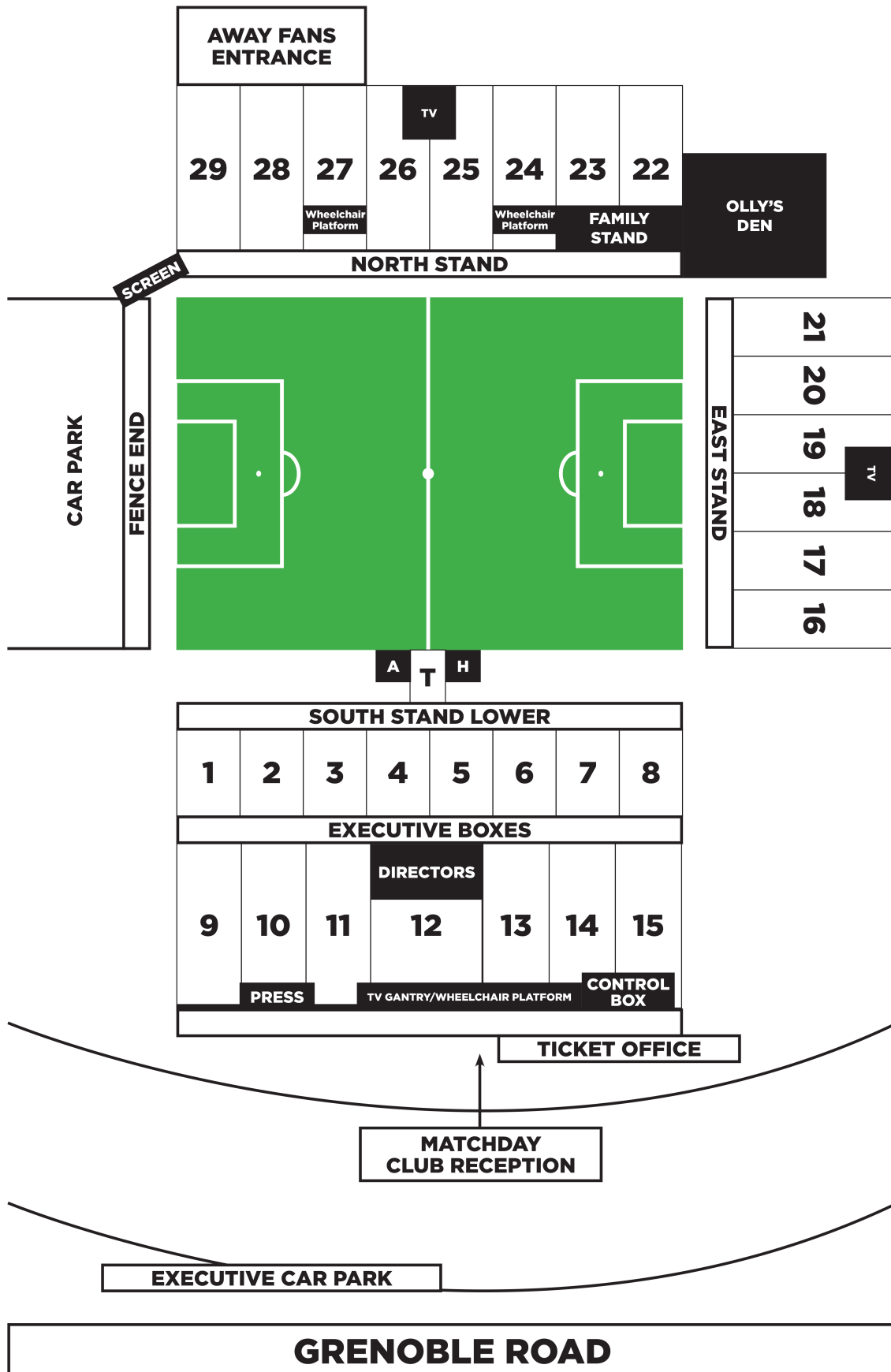
Supporters are always encouraged to travel on official club travel, which is provided through the London Road Club. Further details of the London Road Club can be obtained from the ticket office.

Oxford United FC encourages supporters to be mindful when booking travel through companies not associated with the club and do not accept liability for any change in fixture dates resulting in cancellations or changes to travel arrangements. Supporters should therefore ensure that arrangements made for travel are insured and are flexible in the event of a change to a fixture date or kick off time. Oxford United FC will not issue refunds for travel arrangements affected by a change to a fixture.

## **BOOKING FEES**

Oxford United FC are committed to not charging our supporters booking fees unless 100% necessary. To support this, the club have continued the use of print at home ticketing for the 2019/20 season. Supporters will only be charged a booking fee if they require postage of a physical ticket, and this will be charged at £1, to cover the cost of postage and printing. We encourage supporters to book online via [OUFCTickets.co.uk](http://OUFCTickets.co.uk) and to print their ticket at home. This service is free.

# STADIUM SEATING PLAN







## STADIUM INFORMATION

### SAT NAV

The postcode for the Kassam Stadium is OX4 4XP

### MATCH DAY CAR PARKING

There are 2000 free car parking spaces at the Kassam Stadium, allocated on a first come first served basis.

There are marked disabled parking bays on all 4 corners of the stadium allocated on a first come first served basis. There is an over flow car park situated behind the Kassam Cinema/ Shopping complex opposite the stadium. Please note, there are parking restrictions in place on a match day in near by residential areas.

### BUSES

The Oxford Bus Company City 5 route runs from Oxford Station through the City Centre and to Knights Road and Pegasus Road, which is a five-minute walk to the stadium. Stagecoach Service 1 starts from Speedwell Street and follows the same route to Knights Road and Pegasus Road.

*Bus route and timetable: <https://city.oxfordbus.co.uk/timetables-fares/city5>*

### Football Specials

Local bus company Thames Travel operate 2 match day services: Service OX3 and Service OX7. Supporters can purchase either a single or a return fare, and buses get supporters to the stadium 30 minutes before kick off.

These services leave the stadium approximately 15 minutes after the final whistle.

***For full details on these services visit [www.oufc.co.uk/tickets/gettinghere](http://www.oufc.co.uk/tickets/gettinghere)***

## **IMPORTANT INFORMATION FOR VISITORS**

### **NON-PERMITTED ITEMS**

All non-permitted items are listed within the Ground Regulations. A laminated copy of these can be found at every turnstile entrance, and on request from the club.

*In addition, the following items are not permitted to the Kassam Stadium:*

- Musical Instruments
- Electronic smoking apparatus

### **STANDING POLICY**

The Kassam Stadium is an all seater stadium and all supporters should remain in their seat whilst the game is in progress. Persistent standing may result in an individual being ejected from the stadium.

### **SMOKING POLICY**

E-Cigarettes are not permitted.

The Kassam Stadium is a smoke free stadium, however, there are smoking pens available at half time on a match day in the following areas:

- Executive/Hospitality supporters – situated near to stadium reception.
- East Stand supporters – situated in the south east corner to the rear of the east stand.
- Away supporters (assessed on a match by match basis) – situated to the rear of the north west corner of the north stand.

### **MATCH DAY FIRST AID**

Oxford United FC meet and, where possible, exceed the minimum requirements as set out by the EFL. These are a minimum of 2 first aiders, and a ratio of 1 first aider for every 1000 spectators. First aiders can be found quickly by speaking to the nearest steward.

The ambulance point on a match day is in the South East corner of the stadium.

### **FOUL AND ABUSIVE LANGUAGE**

Oxford United FC is committed to providing a match day experience, which can be enjoyed by supporters regardless of age. Any supporter who persistently uses foul and abusive language could face ejection from the stadium.

Supporters can report unacceptable behaviour anonymously, prompting a member of our response team to observe the scenario discreetly, meaning we can take appropriate action. If you are at the game and hear someone using racist, homophobic, sexist or any other form of discriminatory language then all you need to do is text your stand, block and seat number, with a brief description, to: 07342 274 742.

## GROUND REGULATIONS

Notice: Entry to the Ground is expressly subject to acceptance by the visitor of these Ground Regulations and the rules and regulations of FIFA, UEFA, The Football Association, the Premier League and the English Football League (EFL) in respect of the relevant competition. The Ground Regulations incorporate the Club's Customer Charter (if any). Entry to the Ground shall constitute acceptance of the Ground Regulations.

"Ground" means this football stadium and all locations owned, occupied or utilised by the Club.

"Club" means this football club.

"Match" means any association football match (or any part or aspect of such a match) taking place at the Ground.

"Material" means any audio, visual or audio-visual material or any information or data.

"Football Authority" means each of the English Football League (EFL), the Premier League, The Football Association, the Football Association of Wales, FIFA, UEFA and any other relevant governing body of association football

Notwithstanding possession of any ticket the Club, any police officer or authorised steward may refuse entry to (or eject from) the Ground any person:

that fails (or in the Club's reasonable opinion is likely to fail) to comply with these Ground Regulations or any reasonable instruction issued by a police officer or authorised steward; and/or

whose presence within the Ground is, or could (in the Club's reasonable opinion), constitute a source of danger, nuisance or annoyance to any other person.

On no account will admission be granted to a person who is the subject of a current Banning Order under the Football Spectators Act 1989 (as amended) or has been convicted of ticket touting offences under the Criminal Justice and Public Order 1994 (as amended).

The Club excludes to the maximum extent permitted by law any liability for loss, injury or damage to persons/property in or around the Ground.

No guarantees can be given by the Club that a Match will take place at a particular time or on a particular date and the Club reserves the right to reschedule the Match without notice and without any liability whatsoever.

In the event of the postponement or abandonment of the Match, refunds (if any) will be made in accordance with the Club's Customer Charter. The Club will have no further liability whatsoever, including (but not limited to) any indirect or consequential loss or damage, such as (but not limited to) loss of enjoyment or travel costs.

All persons seeking entrance to the Ground acknowledge the Club's right to search any person entering the Ground and to refuse entry to or eject from the Ground any person refusing to submit to such a search.

The following articles must not be brought within the Ground - knives, fireworks, smoke canisters, air-horns, flares, weapons, dangerous or hazardous items, laser devices, bottles, glass vessels, cans, poles and any article that might be used as a weapon and/or compromise public safety. Any person in possession of such items will be refused entry to the Ground.

Further, you may not bring into the Ground any sponsorship, promotional or marketing materials save in respect of official club merchandise and/or other football related clothing worn in good faith nor may you offer (either free or for sale by any person) any goods (including literature) of any nature without the express written approval of the Club's management.

The use of threatening behaviour, foul or abusive language is strictly forbidden and will result in arrest and/or ejection from the Ground. The Club may impose a ban for one or more Matches.

Racial, homophobic or discriminatory abuse, chanting or harassment is strictly forbidden and will result in arrest and/or ejection from the Ground. The Club may impose a ban for one or more Matches.

The following acts are offences under the Football (Offences) Act 1991 (as amended):

The throwing of any object within the Ground without lawful authority or excuse.

The chanting of anything of an indecent or racist nature.

The entry onto the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse.

Conviction may result in a Banning Order being made.

All persons entering the Ground may only occupy the seat allocated to them by their ticket and must not move from any one part of the Ground to another without the express permission or instruction of any steward, officer of the Club and/or any police officer.

Nobody may stand in any seating area whilst play is in progress. Persistent standing in seated areas whilst play is in progress is strictly forbidden and may result in ejection from the Ground.

The obstruction of gangways, access ways, exits and entrances, stairways and like places is strictly forbidden. Nobody entering the Ground shall be permitted to climb any structures within the Ground.

EFL stadia are smoke-free and smoking is not permitted inside the Ground.

Mobile telephones and other mobile devices are permitted within the Ground PROVIDED THAT (i) they are used for personal and private use only (which, for the avoidance of doubt and by way of example only, shall not include the capturing, logging, recording, transmitting, playing, issuing, showing, or any other communication of any Material for any commercial purposes); and (ii) no Material that is captured by a mobile telephone or other mobile device may be published or otherwise made available to any third parties including, without limitation, via social networking sites.

Under the Sporting Events (Control of Alcohol etc) Act 1985 (as amended), the following are offences for which a person can be arrested by a police officer and conviction could result in a Banning Order being made:

Attempting to enter the Ground or being inside the Ground whilst drunk;

Being in possession of any intoxicating liquor, or bottle, can or other portable container and which could cause damage or personal injury, when entering the Ground or in a public area of the Ground from which the event can be directly viewed.

Any individual who has entered any part of the Ground designated for the use of any group of supporters to which he does not belong may be ejected from the Ground either for the purposes of his own safety or for any other reason.

Save as set out in paragraph 16 above, no person (other than a person who holds an appropriate licence) may capture, log, record, transmit, play, issue, show or otherwise communicate (by digital or other means) any Material in relation to the Match, any players or other persons present in the Ground and/or the Ground, nor may they bring into the Ground or use within the Ground (or provide to, facilitate or otherwise assist another person to use within the Ground) any equipment or technology which is capable of capturing, logging, recording, transmitting, playing, issuing, showing or otherwise communicating (by digital or other means) any such Material. Copyright, database rights and any other intellectual property rights in any unauthorised recording or transmission is assigned (by way of present assignment of future rights) to the Club and the EFL. You further agree (if and whenever required to do so by the Club and/or the EFL) to promptly execute all instruments and do all things necessary to vest the right, title and interest in such rights to the Club and the EFL absolutely and with full title guarantee.

No goods (including literature) of any nature may be offered either free or for sale by any person within the Ground without the express written permission of the Club.

Tickets are not transferable and may not be offered for sale without the prior written permission of the Club - or otherwise in accordance with the relevant ticket terms and conditions. Any tickets that are transferred are transferred subject to these Ground Regulations. Any tickets offered for sale may be confiscated by any steward, officer of the Club or any police officer. The Club reserves the right to refuse admission to or eject from the Ground and/or "blacklist", any person who has offered for sale or transferred his/her ticket in

contravention of the relevant ticket terms and conditions (and/or the holder of any ticket that has been transferred in contravention of the relevant ticket terms and conditions). Tickets remain the property of the Club at all times.

CCTV cameras are in use around and in the Ground. Body worn video cameras recording video and/or audio may also be used as appropriate, for example to record prohibited behaviours as referenced in paragraphs 9 and 10. The Club may itself use or pass to the police or any Football Authority or other clubs, any recordings for use in any proceedings.

At all times whilst present in the Ground, persons must comply with any and all instructions of any steward or officer of the Club and/or any police officer. Failure to comply with any instruction may lead to immediate ejection from the Ground.

By entering the Ground, all persons are acknowledging that photographic images and/or video recordings (and/or stills taken from video recordings) may be taken of them and may also be used, by way of example and without limitation, in televised coverage of the game or by or on behalf of the Club or any Football Authority (or their commercial partners) for marketing, training or promotional purposes. Entry into the Ground is confirmation that all persons have consented to such use of their image. If these images should feature an individual prominently the Club will make reasonable efforts to gain the consent of that person before publishing such images, however, if this is not possible, then entry into the Ground shall be deemed consent unless the Club is notified in writing to the contrary.

Further to paragraph 24, if such person is under 18 years of age, the parent, guardian, or responsible adult who is accompanying them into the Ground shall be deemed to have provided consent on their behalf.

Refused entry to (or ejection from) the Ground may lead to further action by the Club including, but not limited to, the withdrawal of any season ticket (without reimbursement), Club Membership and other benefits.

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## OXFORD UNITED WOMEN FC

Home Ground: Oxford City FC, Marsh Lane, Oxford, OX3 0NQ

League: WSL 2

Cup Competitions: FA Women's Cup, Continental Cup

*Oxford United Women compete in the FA Women's Super League 2nd Division. The WSL was launched in 2011.*

On a match day Oxford City attracts an exciting family atmosphere, with the small ground allowing supporters to get up close with the action. Attractions on a match day include Olivia's Den, a football focused play area for children to test their skills. There is also 'Autograph Alley' at full time, allowing supporters to collect their favourite player's signatures. Supporters will regularly see Olly and Olivia, the club's furry mascots, on a match day.

There are 200 parking spaces available, including 3 disabled spaces. The ground is accessible for wheelchair users. The capacity of Oxford City is 3,000, with unreserved seating available in the Main

The main stand also incorporates the press box, and runs parallel to the length of the pitch. There is also a standing terrace situated behind the dugouts (not wheelchair accessible). There are standing areas behind both goals, with the end closest to the clubhouse also featuring picnic benches for families.

A match day programme can be purchased for £2. Food and drink is available from the refreshment shop at the clubhouse.

Website: [www.oxfordunitedwfc.co.uk](http://www.oxfordunitedwfc.co.uk)

Facebook: /OxfordUnitedWomen

Twitter: @OfficialOUWFC

### TICKETS

Season Tickets: Adults + Membership: £50, Adults without membership: £40, Child/Concessions: £15, U7's: Free

Match Tickets: Adults: £5, Child/Concessions: £5, U7's: Free

**OUFC season ticket holders: £1**

To Buy: In Advance: <https://www.oufctickets.co.uk>

On the day: Pay on the gate at Oxford City FC (cash only)



## **SOCIAL MEDIA**

*Oxford United FC uses the following social media channels and communicates on a daily basis through these official channels only. Supporters should be careful not to confuse unofficial accounts with the official channels listed below:*

Twitter

@OUFCOfficial

@OfficialOUWFC

@OUFCCommunity

Facebook

/OUFCOfficial

/OxfordUnitedWomen

Instagram

@OUFCOfficial

Youtube

/OxfordUnitedOfficial

## **DISABILITY INFORMATION**

Oxford United FC takes pride in its relationship with disabled supporters, and strives to ensure all supporter's needs are met in order to enjoy a match day at the Kassam Stadium.

The Club's Disability Liaison Officer is Kath Faulkner. Should any supporter have any queries, ideas, suggestions, comments or complaints, Kath can be contacted in the following ways:

Email: [kfaulkner@oufc.co.uk](mailto:kfaulkner@oufc.co.uk)

Write: Kassam Stadium, Grenoble Road, Oxford, OX4 4XP

## **TICKETING**

The Kassam Stadium has the following seat allocation for disabled supporters:

- Wheelchair dependent supporters: 154 places available (total - incl. PA 's).  
52 in the North Stand  
10 in the South Stand Upper (with lift access)  
70 in the South Stand Lower  
24 in the East Stand
- Ambulant disabled supporters are welcome
- All disabled supporters are entitled to bring one personal assistant with them free of charge, if required.
- A disabled person may be asked to provide qualifying documentation

## **MOTORISED SCOOTER POLICY**

Motorised scooters are permitted within the stadium for persons with mobility difficulties. Please speak to a steward on arrival if you wish to house your scooter for the duration of the match.

# EQUALITY, INCLUSION AND DIVERSITY

## DECLARATION AGAINST DISCRIMINATION

We the players, staff and directors of Oxford United Football Club and Oxford United Community Trust, along with the people of Oxfordshire reject discrimination. Football is our national sport and Oxford United FC and Oxford United Community Trust believe that, and will strive to ensure it is open to all. We pledge to tackle discrimination whether by reason of colour, race, nationality, religion, belief, sex, sexual orientation, age, ethnic origin, national origin, marital status, disability or gender reassignment and to make Oxford United Football Club a safe and welcoming place for all.

*The Club and Trust believe the adoption of its equality, inclusion and diversity policy will also:*

- Increase awareness of Equality, Inclusion and Diversity issues.
- Set out expectations for staff, directors, customers and other agencies which we work with to provide services associated with the Club and Trust
- Prevent discrimination occurring
- Meet and, where possible, exceed legislative requirements.

## LET YOUR THUMB POINT THE FINGER

Oxford United FC have in place a match day instant response scheme which enables supporters to report incidents of discrimination and anti-social behaviour within the stadium.

This is picked up immediately by the control room, who will dispatch a member of our match day response team to the area to act accordingly. This may be to witness the incident, to speak to the offender or to remove the individual from the area. We are committed to making our matchdays safe and enjoyable environments for all.

If you are at the game and hear someone using racist, homophobic, sexist or any other form of discriminatory language then all you need to do is text your stand, block and seat number, with a brief description, to: 07342 274 742.

## CHARITY SUPPORT

*The club's recognised charity partner for the 2019/20 season is the Oxford United Community Trust.*

- Oxford United Community Trust – Our Charitable Purpose
- Oxford United Community Trust is a charity that empowers and inspires our fans, their families and their communities to fully participate, reach their full potential and achieve their dreams.

The club receives a high number of charitable requests and whilst we do our best to fulfil everyone's wishes, unfortunately we cannot guarantee successful application.

The Community Trust will consider all applications of charity partnership and support, including match day bucket collections, in line with our charity purpose. If you can demonstrate that you can support us to meet our charitable purpose, the Community Trust will endeavour to support you in a relevant and meaningful way.

## CHARITY TICKET REQUESTS

Currently the club is re-evaluating the ticket voucher process and at this time we are unable to give out any prizes at this time.

## CONTACT US

If you wish to contact us to arrange a match partnership, bucket collection or match day event, please contact the Community Trust.

Email: [community@oufc.co.uk](mailto:community@oufc.co.uk)

Write: Oxford United Community Trust, Kassam Stadium, Grenoble Road, Oxford, OX4 4XP

### **Charity Number:** 1125173

The trust is a charity that aims to empower and inspire fans, their families and their communities to fully participate, reach their full potential and achieve their dreams. The Oxford United Community Trust will do this through four key themes of work:

### **Sports Participation and Coaching**

- Providing high quality multi-sport opportunities and supporting the football workforce from across Oxfordshire to be the best it can be.

### **Health and Wellbeing**

- Supporting the people of Oxfordshire to live long healthy happy lives.

### **Education, Training and Employment**

- Empowering people to fulfil their potential so that they can get where they want to in life.

## **Social Inclusion**

- Helping all members of the Oxfordshire community to positively and sustainably engage, improving their quality of life.

*The Oxford United Community Trust do this by being:*

- Professional • Responsible • Inclusive • Exceptional

## **CONTACTS:**

Email: [community@oufc.co.uk](mailto:community@oufc.co.uk)

Community Manager: Chris Lowes

Call: 01865 337 524

Email: [clowes@oufc.co.uk](mailto:clowes@oufc.co.uk)

Write: Oxford United Community Trust, Kassam Stadium, Grenoble Road, Oxford, OX4 4XP

# Supporters Feedback

*Please send to Kath Faulkner, details can be found on page 3.*

Name:

Email Address:

Phone Number:

Address:

Comments: