

**Carlisle United Football Club
Customer Charter Season 2009/2010**



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CLUB: CARLISLE UNITED

The Customer Service Representative is Sarah McKnight who is available between the hours of 9am- 3pm Monday to Wednesday. The Deputy Representative is Christine Metcalfe available 9am to 5pm Thursday, Friday and Match Day Saturdays.

The club responds to any contact from a customer within a maximum of 14 days. The response will be by telephone, letter or email.

Contact details for the Club are:

Carlisle United AFC (Ltd 1921)
Brunton Park
Warwick Road
Carlisle
Cumbria
CA1 1LL

Tele: 01228 526237

Fax: 01225 554141

Email: enquiries@carlisleunited.co.uk

STAFF CONDUCT

Carlisle United Football Club is committed to the principle that all employees treat each other, customers, spectators, players, officials with respect and courtesy, irrespective of race, colour, religion or gender and strictly adheres to the Football League's anti-discrimination policy.

CONSULTATION AND INFORMATION

The club consults supporters on a regular basis through feedback groups and forums.

The club publicises its position on major policy issues in the club programme and website.

The club has and continues to develop ways to consult with sponsors, the local authority and other interested parties.

The club gives the earliest possible notice of any changes to its ticketing policy and the reason for the changes.

The club undertakes research on the design and number of new strips.

TICKETING

Pricing

The club continues to strive for wider access to matches by offering a broad range of ticket prices both Season and Match Day. In addition we also provide season tickets on a standing order, whereby supporters can break down the cost of a season ticket over 5 monthly payments:

Season Tickets

Seated			
	April	May - 12 th June	Post 12 th June
Adult	£340.00	£360.00	£390.00
Senior Citizen	£230.00	£250.00	£265.00
Junior	£150.00	£160.00	£180.00
Child U11	£55.00	£60.00	£65.00

Standing			
	April	May - 12 th June	Post 12 th June
Adult	£260.00	£280.00	£310.00
Senior Citizen	£185.00	£205.00	£225.00
Junior	£135.00	£145.00	£160.00
Child U11	£35.00	£40.00	£45.00

Family

	Seated April	Seated May - 12 th June	Seated Post 12 th June	Standing April	Standing May - 12 th June	Standing Post 12 th June
Adult + 2 Juniors	£576	£616	£678	£472	£512	£558
Adult + 1 Junior	£458	£488	£534	£366	£396	£434
Adult + 1 Junior + 1 Child	£500	£530	£580	£394	£424	£466
Adult + 1 Junior + 1 Under 7	£458	£488	£534	£366	£396	£434
Adult + 2 Children	£424	£444	£481	£316	£336	£373
Adult + 1 Child	£382	£402	£436	£288	£308	£342
Adult + 1 Child + 1 Under 7	£382	£402	£436	£288	£308	£342
Adult + 2 Under 7	£340	£360	£390	£260	£280	£310
Adult + 1 Under 7	£340	£360	£390	£260	£280	£310

Match Tickets

Seated

	Pre Sale	Match Day
Adult	£18.00	£20.00
Senior Citizen	£12.00	£14.00
Junior	£8.00	£10.00
Child U11	£4.00	£4.00
Child U7	FOC	FOC

Standing

	Pre Sale	Match Day
Adult	£14.00	£16.00
Senior Citizen	£10.00	£12.00
Junior	£7.00	£9.00
Child U11	£3.00	£3.00
Child U7	FOC	FOC

All Child tickets must be accompanied by an adult

Allocation

At least 5% of tickets for each game will be made available to non season ticket holders.

Concessions

Concessionary prices are available to children under the age of 7 who will be admitted free of charge, under 11's (child), under 18's (junior) and senior citizens, women aged 60 + and male aged 65 +.

The club provides: -

An area of the ground for the use of family groups and junior supporters.

An area of the ground for wheelchair users and their carers. These tickets are available for £2, however the section has very limited space and we strongly advise buying in advance.

Away matches

The Club's supporters are allocated tickets for away matches at variant levels determined on the home club's capacity. Should it be necessary tickets will be offered for sale in the following order:

- Season Ticket Holders
- Carlisle United Membership holders (including London Branch and Premier Club)
- General Sale

The club reserves the right to amend these priorities throughout the course of the season. The home club determines the cost of these tickets.

Return/Refunds

Home fixtures.

Unwanted tickets must be returned, intact, before kick-off. Refunds will only be issued to the same method of payment that the tickets were purchased under. Refunds will not be given for lost or stolen tickets.

Away fixtures.

Carlisle United can only refund tickets for away games providing they are returned, intact, to the club during the allocated dates of sale. Tickets that are not needed after this time must be returned to the home club.

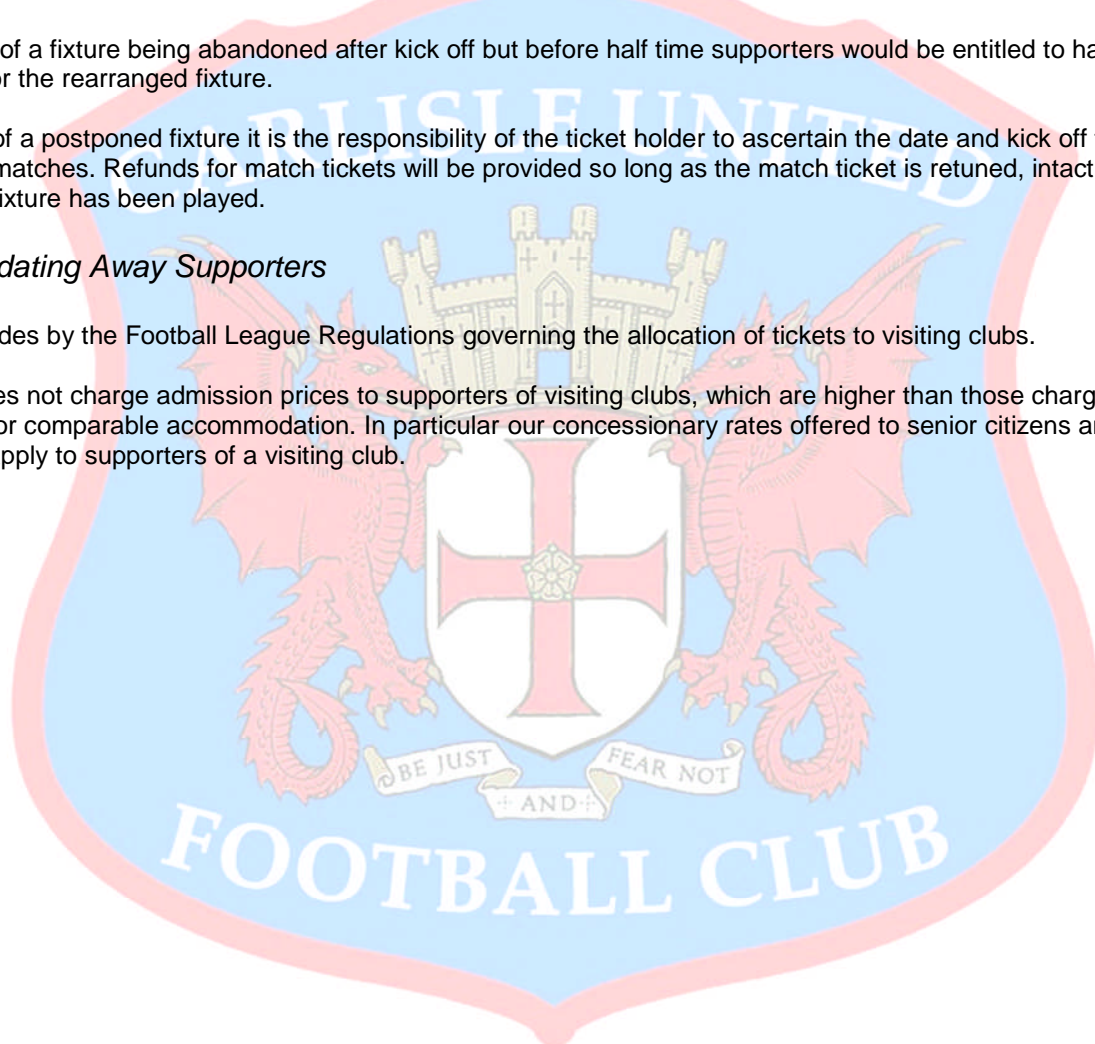
In the event of a fixture being abandoned after kick off but before half time supporters would be entitled to half price admission for the rearranged fixture.

In the case of a postponed fixture it is the responsibility of the ticket holder to ascertain the date and kick off time of rearranged matches. Refunds for match tickets will be provided so long as the match ticket is returned, intact, before the rearranged fixture has been played.

Accommodating Away Supporters

The club abides by the Football League Regulations governing the allocation of tickets to visiting clubs.

The club does not charge admission prices to supporters of visiting clubs, which are higher than those charged to our own supporters for comparable accommodation. In particular our concessionary rates offered to senior citizens and junior supporters apply to supporters of a visiting club.



MERCHANDISE

The club endeavours to ensure that all replica strip designs shall have a minimum life span of two seasons. The club carries out its obligations under Football League Regulations to prevent price fixing in relation to the sale of replica strips.

The club offers refunds on the merchandise in accordance with its legal obligations

COMMUNITY ACTIVITIES

Carlisle United has an extremely successful Football in the Community programme which provides high standards and quality coaching to a cross section of the community. The scheme offers a wide variety of activities for both boys and girls which include holiday courses, beginners Clubs, after school and curriculum time coaching and sponsored skills days.

