

OXFORD UNITED FOOTBALL CLUB SUPPORTERS CLUB CHARTER 2023-24



INTRODUCTION

WELCOME TO THE OXFORD UNITED FOOTBALL CLUB 2023/24 SUPPORTER CHARTER.

Oxford United Football Club is a unique football club that sits proudly as the only professional sports team in the county of Oxfordshire.

We firmly believe that our dedicated supporters should be at the heart of everything we do. We recognise the huge contribution every supporter makes every year as we strive to make our club bigger and better.

Oxford United Football Club would not be the club it is without the commitment from our ever-growing fanbase from all over the city, the county, the country, and the world.

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.

As a club to aim to be as open and accessible to all supporters as possible as we strive to improve every interaction with the club on a matchday or non-matchday.

OBJECTIVES FOR THE 2023/24 SEASON

IMPROVEMENTS TO MATCH DAY EXPERIENCE

Whether it be by improving pre-match activities for children and families, making it easier to park or offering a wider choice at concession stands, the club acknowledges that the match day experience starts long before the kick-off. We aim to improve our service across the board to help every supporter have a memorable day regardless of background.

FAN ENGAGEMENT

This Charter acknowledges our commitment to meet and surpass the minimum expectation in relation to fan engagement. This season will see us launch a new fan engagement strategy that will see us formalise how we interact with our supporters. Building on the established relationships we already enjoy with OxVox (Supporters Trust) and OUSP (Oxford United Supporters Panel) the club will seek to hold events such as regular forums and meetings that will allow supporters to engage with the club like never before.

CUSTOMER 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 Andy Taylor, who is the club’s Head of Club Operations and Supporter Liaison Officer. Should any supporter have any queries, ideas, suggestions, comments, or complaints, please contact Andy via the following methods:

Email: ataylor@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 every supporter, however we endeavour to explore every option.

Complaints should be submitted to Head of Club Operations and Supporter Liaison, Andy Taylor ataylor@oufc.co.uk

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

0800 588 4066

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 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 Head of Club Operations and Supporter Liaison officer: ataylor@oufc.co.uk.

If you wish to update the information the club hold on you, you can do so by contacting the ticketoffice: 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

Information on ticket availability, will be updated daily and can be obtained by visiting www.oufc.co.uk/tickets or by telephoning our Ticket Office Team on **01865 337533** or via email on ticketoffice@oufc.co.uk

TICKET ALLOCATION

to operate a ticket booking priority system for both home and away matches (where applicable) to ensure that tickets are allocated to supporters fairly. The Club reserves the right to change allocation levels and sales order at the priority stage for fixtures which are deemed to be of high demand.

Ticket priority

1. Season Ticket holders
2. Members
3. Supporters with purchase history
4. General sale

We may require supporters to relocate to other areas of the stand owing to safety/social distancing

implications.

REFUNDS

A full refund will be given to any supporter returning a match ticket for a home match to the Ticket Office prior to 12pm the day before match day. A full refund will be given to any supporter returning an away match ticket 5 days prior to the match. We must have the physical ticket returned to the Ticket Office before a refund will be processed.

Refunds for Season Tickets are at the full discretion of the Club. Supporters must apply in writing via ticketoffice@oufc.co.uk stating the reasons for refund request.

In the event matches are determined by national or local authorities and/or governing bodies to be permanently cancelled or played behind closed doors, no refunds are guaranteed. In the event that social distancing measures require the Club to limit attendance at a match, the Club reserves the right at its discretion to cancel a season ticket holders' entry to a match. The club will communicate processes for Season Ticket holders and match ticket holders via www.oufc.co.uk.

If a match is abandoned after spectators are admitted to the ground but before kick-off, ticket holders are entitled to free admission to the rearranged match.

CONCESSIONS

- Concessions ages are judged as of 1st August 2023 with no exceptions
- 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 to receive a free personal assistant ticket.

SEASON TICKET FINANCE

V12 provide a season ticket finance offer, giving all supporters the opportunity to spread the cost of their season ticket, subject to terms, conditions, and approval. Supporters can apply for finance at the time of season ticket purchase via oufctickets.co.uk.

There is also an option for supporters to purchase directly from the football club on a direct debit basis. Full details are available at <http://www.oufctickets.co.uk>

CUP COMPETITIONS

- Tickets for home fixtures in cup competitions are priced individually.
- Tickets for away fixtures in cup competitions are priced by the home club.
- Information will be made available via oufc.co.uk and 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.

FIXTURE CHANGES

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.

Full ticketing information and terms and conditions are available by following the link below.

- <https://www.oufc.co.uk/contentassets/198c78a22bb8439ca6ab651af6d19e0c/2023-2024-season-ticket-terms-and-conditions.docx>

DISABILITY INFORMATION

TICKETING

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

- Wheelchair dependent supporters: 144 places available (total – incl. PA 's).
 - 52 in the North Stand
 - 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.

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.

BABY CHANGING FACILITIES

Baby changing facilities can be found in the toilets in all accessible toilets throughout the stadium.

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.

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 overflow 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 nearby 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

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:

- 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 areas 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 southeast corner to the rear of the east stand.
- Away supporters (assessed on a match-by-match basis) – situated to the rear of the northwest 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 Southeast 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 our reporting hotline 60075

GROUND REGULATIONS

To view the current version of the EFL ground regulations please follow this link.

[ground-regulations.pdf \(efl.com\)](#)

OXFORD UNITED WOMEN FC

Home Ground: Oxford City FC, Marsh Lane, Oxford, OX3 0NQ^[1]_[SEP] League: WSL 2
Cup Competitions: FA Cup, WNL League Cup, Oxfordshire County Cup

Oxford United Women compete in the FA Women's National League South which is the third tier in the Women's game. The OUWFC Development team play in the WNL Reserve South East & Central Division.

On a match day Oxford City attracts an exciting family atmosphere, with the small ground allowing supporters to get up close with the action. The Women's team offer several mascot packages to encourage local teams and schools to come and be part of the match day experience, providing a guard of honour to the teams as they walk out or walking out with the players as they prepare for kick-off.

There is also an opportunity at the end of the game for supporters to collect their favourite players autographs. We have a shop on-site that sells autograph cards for young supporters to collect and get signed.

Supporters may also get to meet Olivia and Olly, the clubs mascots.

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 stand.

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 are available from the refreshment shop at the clubhouse.

TICKETS

Season Tickets: £50

Concessions/OUFC Mens ST Holders £25

Under 16's £11

Under 5's Free

Match Tickets: Adults: £7

Concessions/OUFC Mens ST Holders: £3.50

U16's: £1

Payment on the day via Contactless, Card or Cash.

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
@OUFCSLO

Facebook

/OUFCOfficial
/OxfordUnitedWomen

Instagram

@OUFCOfficial

Tik Tok

@oxfordutdfc

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 Andy Taylor. Should any supporter have any queries, ideas, suggestions, comments or complaints, Andy can be contacted in the following ways:

Email: ataylor@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: 144 places available (total – incl. PA 's).
52 in the North Stand
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, DIVERSITY AND INCLUSION

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.

The clubs EDI Representative is Head of Club Operations and Supporter Liaison Andy Taylor ataylor@oufc.co.uk

CHARITY SUPPORT

The club's recognised charity partner for the 2023/24 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.

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

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 aspire 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

Community Manager: Chris Lowes

Call: 01865 337 524

Email: clowes@oufc.co.uk

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

