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CUSTOMER SERVICE

MAIN CONTACT

The club’s customer service contact is Amanda Francis in the Chairwoman’s office. With the exception of holidays, Amanda is at Bloomfield Road between the hours of 9am and 5.30pm, Monday to Friday. Her contact details are below:

Amanda Francis  
Blackpool Football Club  
Seasiders Way  
Blackpool  
Lancashire  
FY1 6JJ

E: chairwomanspa@blackpoolfc.co.uk

The club will endeavour to try and respond to contact from a customer within a maximum of 14 days. The club will endeavour to respond by telephone, email or letter.

SUPPORTER LIAISON

Blackpool FC’s interim Supporters’ Liaison Officer is Sarah Nibloe.

Sarah can be contacted by emailing ticketoffice@blackpoolfc.co.uk, or calling 0303 334 0999.

DISABILITY LIAISON OFFICER

The club’s customer service contact for all disabled supporters is Disability Liaison Officer Chris Beveridge, who can be contacted by the following methods:

Chris Beveridge  
Blackpool Football Club  
Seasiders Way  
Blackpool  
Lancashire  
FY1 6JJ

E: chris.beveridge@blackpoolfc.co.uk  
T: 07875236576
THE EFL

The EFL’s Customer Service contact details can be found below:

EFL House
10-12 West Cliff
Preston
PR1 8HU

E: enquiries@football-league.co.uk
T: 0844 335 0183

THE IFO

Should you be unsatisfied with a response to a complaint by the Club, please contact the IFO.

The Independent Football Ombudsman
Suite 49
57 Great George Street
Leeds
LS1 3AJ
**CUSTOMER CHARTER**

Blackpool FC is committed to confront and eliminate discrimination.

Blackpool FC is an equal opportunities employer. We are committed to equal opportunity within our own organisation and to encouraging similar commitment from every organisation or individual acting within the game.

The quality of opportunity at Blackpool FC means that in none of our activities will we discriminate against, or in any way treat less favourably, any person on any grounds. This includes:

- The advertisement of jobs
- The selection of candidates for employment or promotion
- Job location or working environment
- Pay and employment terms and conditions
- Internal training and development activities
- External education activities and awards
- Football development activities
- Selection for representative teams
- Appointments to honorary positions

Blackpool FC will not tolerate sexual or racially based harassment or other discriminatory behaviour, whether physical or verbal, and will work to ensure that such behaviour is met with appropriate disciplinary action in whatever context it occurs.

**Safeguarding:** Blackpool FC supports the Football Association in its commitment to develop a programme of ongoing training and awareness raising events and activities in order to promote the eradication of discrimination.

Blackpool Football Club acknowledges and accepts it has a responsibility for the wellbeing and safety of all young people and vulnerable adults who are under the club’s care or utilising the club’s facilities.

It is the duty of all adults working at the club to safeguard the welfare of young people and vulnerable adults by creating an environment that protects them from harm.

The club has a full range of policies that have been produced in association with the various football authorities, including the EFL and The Football Association that oversee Blackpool Football Club. Our policies are reviewed on a regular basis.

The Designated Safeguarding Officer at the club is Will Cowell and he can be contacted via e-mail at william.cowell@blackpoolfc.co.uk.

**STAFF CONDUCT**

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TICKETING INFORMATION

TICKET OFFICE

The Blackpool FC ticket office is open from 9am until 5.30pm throughout the week (bar Wednesdays when closed), or until half-time on match night. On a Saturday you can visit the ticket office from 10am until half-time on a home match day, or 10am until 1pm when the team is not in action at Bloomfield Road. Contact details are as follows:

Ticket Office
Blackpool Football Club
Seasiders Way
Blackpool
Lancashire
FY1 6JJ

E: ticketoffice@blackpoolfc.co.uk
T: 0303 334 0999
W: www.eticketing.co.uk/blackpoolfc

TERMS & CONDITIONS

Pricing: The club continues to strive for wider access to matches by offering a broad range of ticket prices, in consultation with the official supporters’ association.

The club operates a scheme to enable supporters to pay for season tickets by six monthly instalments on payment plan.

The club will ensure that the most significant discounts are available to its junior supporters thereby encouraging its fans of the future and their families.

The club considers there to be some restricted view seats that are priced accordingly.

Allocation: At least five per cent of tickets to each home game will be made available to non-season ticket holders.

Concessions: Concessionary prices are available to junior supporters under the age of 18 and Seniors (60+). You must be under the age of 18 or 60+ on 4 August 2018 to qualify.

Children under the age of 11 (by 4 August 2018) can obtain a FREE season ticket when accompanied by a full paying Adult/Senior citizen by purchasing an official, junior supporters’ club membership, priced at £15 for the season.

Disability: Disabled tickets are priced within the relevant age category, however supporters in receipt of the higher level of disability allowance for either mobility or care, the middle rate for care, or the enhanced rate of PIP are entitled to be accompanied by a personal assistant.
free of charge. Proof of concession/disability status will be required.

**Away Matches:** Where ticket allocation by the home club is restricted, season ticket holders will have the first opportunity to purchase tickets, Blackpool FC members will have the second opportunity of purchasing tickets and any remaining tickets will go on general sale. The home club determines the cost of these tickets.

**Cup Competitions:** Tickets for Cup Competitions are priced dependent on opposition, date of fixture, competition and in agreement with the opposition. Season ticket holders will have the opportunity to purchase their own seat numbers until a pre–advertised deadline day. After that those seats will be released to general sale.

**Refunds/Returns Policy:** Unwanted tickets returned 24 hours prior to kick-off of any match will receive a full refund. No other refunds will be considered whatsoever.

Any returned tickets are immediately put on open sale, subject to restrictions of a police enforced all ticket game, when NO sales on the day can be made.

Season ticket refunds will only be granted in extenuating circumstances, to be decided by the club. All requests for refunds must be made in writing to the club.

**Abandonments:** If the football match for which a ticket relates to is postponed or abandoned for any reason the terms of the Club’s Customer Charter will apply. If the match is abandoned before kick-off, the ticket shall remain valid for the rearranged match. Any person who does not wish to attend the rearranged match shall be entitled to a refund and in the case of a postponement before kick-off this will be the full face value of the ticket for the relevant match.

Refunds will not be made if a home match is abandoned after kick-off. However, spectators are entitled to half price admission to the rearranged home match so long as the ticket to the original fixture is retained.

In no circumstances will Blackpool FC be liable to pay any other sums to any persons in connection with a postponed or abandoned match.

Any individual, in the club’s considered opinion, with any involvement in the cause of a match abandonment will hold no rights to any of the above, whatsoever.

**Banning Policy:** Life bans will be applied to any and all supporters that encroach onto the pitch for whatever reason during a fixture, and the club will reserve its right to recover costs and damages from such individuals. Fans may also be banned for life, or a term that is appropriate, should they be party to or involved in harassment or intimidation of any fellow supporters, club staff or officials or their families.

**Relocation of Seats:** Blackpool FC reserves the right to relocate season ticket holders to a seat of a better or similar standard to the one purchased at any stage of the season for operational reasons. For example, without limitation, to facilitate ongoing stadium improvements and construction.
Lost/Stolen Season Ticket Cards: Lost or stolen season ticket/membership cards may be replaced at a cost of £15. Supporters are asked to contact the ticket office regarding this process.

Accommodating Away Supporters: The club abides by EFL regulations governing the allocation of tickets to visiting clubs.

The club does not charge admission prices to supporters of a visiting club 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 of a visiting club.

**MATCHDAY TICKETS**

Matchday tickets can be purchased directly from the Ticket Office or online. If tickets are purchased using a Season Ticket Membership or Club Membership a discount will be applied to each ticket. Further information on this discount and Club Memberships is available further into this section. Standard ticket prices are listed below:

<table>
<thead>
<tr>
<th>Standard Prices (Blocks J-X West &amp; South Stand)</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult</td>
<td>£22</td>
</tr>
<tr>
<td>Senior (60+)</td>
<td>£18</td>
</tr>
<tr>
<td>Under-18</td>
<td>£10</td>
</tr>
<tr>
<td>Under-11</td>
<td>FREE*</td>
</tr>
</tbody>
</table>

*Under-11s must become a member of the Young Seasiders for £15. This entitles free admission to EFL matches with a paying adult. Visiting Under-11s go free with a paying adult or senior for all EFL matches.

<table>
<thead>
<tr>
<th>1953 Block M Prices (Seat Only)</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult</td>
<td>£27</td>
</tr>
<tr>
<td>Senior (60+)</td>
<td>£23</td>
</tr>
<tr>
<td>Under-18</td>
<td>£15</td>
</tr>
</tbody>
</table>

**SEASON TICKETS**

Season Tickets for the 2018/19 season allow each ticket holder access to all home league matches for the season. Prices for the 2018/19 season (until 27 July) are listed below:

<table>
<thead>
<tr>
<th>Main Stand Areas</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult</td>
<td>£220</td>
</tr>
<tr>
<td>Senior (60+)</td>
<td>£170</td>
</tr>
<tr>
<td>Under 18</td>
<td>£100</td>
</tr>
<tr>
<td>Under 11s</td>
<td>Free*</td>
</tr>
</tbody>
</table>

After 27 July, 2018, season tickets for the 2018/19 season will rise to £275 for adults, £225 for seniors and £120 for under-18s.
FLEXI TICKETS

The club continues to offer a flexi-ticket this season, allowing non season ticket holders to pick the home matches they wish to attend.

If you can’t commit to a season ticket or anything close to the 23 league games at Bloomfield Road, a Flexi Ticket allows you to purchase a match package for four or six league games of your choice.

Making football at Bloomfield Road more affordable, a Flexi Ticket works out cheaper than purchasing individual match tickets at full or membership prices.

Once you have purchased a Flexi Ticket you will receive four or six vouchers (depending on the package) which can be redeemed for match tickets. When you wish to attend a home league fixture at Bloomfield Road, simply exchange one of your vouchers at the ticket office for a match ticket, subject to availability.

**Flexi Ticket vouchers are not redeemable at the turnstiles. Cup games, away games, play-off fixtures and friendlies are not included in the package.**

Flexi Ticket prices for the 2018/19 season are as follows:

<table>
<thead>
<tr>
<th>Main Stand Areas</th>
<th>4 Game Price</th>
<th>6 Game Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult</td>
<td>£65</td>
<td>£89</td>
</tr>
<tr>
<td>Senior (60+)</td>
<td>£45</td>
<td>£65</td>
</tr>
<tr>
<td>Under 19</td>
<td>£30</td>
<td>£40</td>
</tr>
</tbody>
</table>

CLUB MEMBERSHIPS

The club also operates a membership scheme for supporters who cannot commit to a season ticket. For just £25, you can purchase a Club Membership for the 2018/19 season that entitles you to £5 off the price of a home league match ticket (£2 off for under-18s) and priority on cup and away tickets after season ticket holders. The membership pack also includes a gift and a one-off voucher to purchase a home league match ticket for the price of £10.
LOCATION

HOW TO FIND US

Bloomfield Road is arguably one of the easiest and most accessible grounds in the EFL to find.

**By Car:** The route into Blackpool comes courtesy of the M55 motorway, which can be accessed by coming off at Junction 32 on the M6. The best route for visiting supporters is to follow the M55 to the bottom, take the second exit at the roundabout and head straight down Yeadon Way onto Seasiders Way. Stadium address for SatNav:

Bloomfield Road  
Seasiders Way  
Blackpool  
FY1 6JJ

**Parking:** On-site parking is extremely limited at Bloomfield Road so visiting supporters are advised to use the council pay and display car parks over the road from the stadium.

**By Bus:** Bus routes to the vicinity are served by numbers 7, 11 and 14 from the town centre bus station, while tram services on the promenade are within 10-15 minutes walking distance of the stadium.

**By Train:** The nearest train station to the stadium is Blackpool South (one mile), which also passes Blackpool Pleasure Beach en route to the ground. However, trains to this station run hourly from Preston and vice-versa. More frequent trains serve Blackpool North train station, which is some 25 minutes walking distance from the ground.
STADIUM PLAN

1. Main Entrance / Hospitality Entrance
2. Away Stand Entrance
3. Press Entrance
4. Blackpool FC Hotel / Rowleys Restaurant
5. Club Shop / Ticket Office
6. Universe Gym

- Home Supporters Seating
- Family Area Seating
- Away Supporters Seating
- 1953 Club Gold / Platinum Seating
- Hospitality Balcony
- Executive Boxes
- Directors Box
- Press Seating

BLACKPOOL FOOTBALL CLUB
FAMILY INFORMATION

YOUNG SEASIDERS

Young Seasiders is Blackpool FC’s official junior supporters’ club, open to any child under the age of 16.

A membership to join costs just £5 and includes the following benefits:

- Free entry to league home matches for under-11s with a paying adult. Over-11s receive a £2 discount on the price of a league match home ticket.
- A Birthday and Christmas Card signed by the squad
- Invitation to Player Attended Events And Parties
- Entry For Away Mascot Draw
- Voucher for a free replica shirt

FAMILY FACILITIES

A designated Community GameRoom room is available to use on match days between the hours of 1pm and 3pm on Saturdays.

The room can be accessed via the Community Trust entrance opposite main reception.
MERCHANDISE

CLUB SHOP

The Club Shop is located on Bloomfield Road, with merchandise ranging from replica kits and training wear to birthday cards and footballs.

In addition to shopping in person, supporters are welcome to contact the store at Bloomfield Road on 0303 334 0999 to place an order over the telephone. The club accepts all forms of credit and debit cards, with the exception of American Express.

Shoppers are also welcome to view our stock online at shop.blackpoolfc.co.uk

Opening hours of the Club Shop are as follows:

- Monday, Tuesday, Thursday, Friday - 9am to 5.30pm
- Wednesday - Closed
- Saturday - 10am to 1pm (longer on matchdays)
- Sunday – Closed

Club Shop
Blackpool Football Club
Bloomfield Road
Blackpool
Lancashire
FY1 6JJ

E: shop@blackpoolfc.co.uk
T: 0303 334 0999
W: shop.blackpoolfc.co.uk

TERMS & CONDITIONS

The club offers refunds on merchandise (in accordance with its legal obligations).

Replica kit has a life span of a minimum of one season. In the event of a change of club sponsor, the new sponsor’s name may appear on the playing kit immediately, even if this is during the lifespan of a replica kit.

Details of the intended change of kits can be obtained from the club shop.

The club carries out its obligations under EFL Regulations to prevent price fixing in relation to the sale of replica strip.

Personalised Products: Items with custom printing cannot be exchanged or refunded unless they are faulty or the custom printing is incorrect due to our mistake.
Please take care to ensure that you order the correct size garment; we do not offer exchanges or refunds if you have ordered a personalised item in an incorrect size.

We reserve the right to refuse to apply printing to an item of clothing (or any other personalisation) if we believe that a member of the public could be offended by the letters or numbers requested.
COMMUNICATION

MEDIA PUBLICATION

The club operates a website - www.blackpoolfc.co.uk - as a means of communication with supporters, and also operates the following social media accounts:

Twitter - www.twitter.com/blackpoolfc
Facebook - www.facebook.com/officialblackpoolfc
Instagram - www.instagram.com/bfc1887
YouTube - www.youtube.com/user/officialblackpoolfc

The club also sends out a weekly email newsletter with the latest news, interviews and updates to supporters who sign up to receive it.

The club publicises its position on major policy issues in the club programme, on the official website and via local media.

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

CONSULTATION & FPG

The FPG (Fans’ Progress Group) meets four times a year and provides supporters with an opportunity to hold a two-way consultation with football club officials on a wide range of issues and initiatives. Members are also free to place items on the agenda for discussion.
COMMUNITY TRUST

Blackpool FC Community Trust is a vibrant and forward thinking charity, providing a range of opportunities for people in Blackpool, Fylde and Wyre to increase social inclusion and education; improve physical fitness and health; and lessen involvement in negative activities and anti-social behaviour.

Projects are delivered in primary and secondary schools, local colleges, with local community groups, and within local wards. Children as young as five years old are targeted as well as groups of over 55s. Sessions take place with families, people with disabilities, and women and girls groups.

All projects are funded externally through a number of different streams, including the EFL Trust, Premier League Community Fund, Sport England, Big Lottery, Football Foundation, local housing associations, NHS Blackpool and local councils to name a few. Blackpool FC Community Trust works very closely with the other major organisations in Blackpool, including NHS Blackpool Clinical Commissioning Group, Blackpool Council and Blackpool Football Club, as part of the Altogether Now – a legacy for Blackpool campaign, which looks to bring organisations together, to reach common goals in a more productive and joined up way.

Aims and Objectives:

• To promote Blackpool Football Club throughout all its work and to encourage increased interest and support for the Club.
• To promote the work of the Blackpool FC Community Trust throughout the North West region and to establish programmes of activity for the benefit of the local community.
• To develop and promote programmes aimed at healthier lifestyles for the local community
• To develop and provide educational and learning opportunities for local people.
• To work in partnership with local groups, associations and organisations to help develop programmes of work and activities throughout the local area for the benefit of all.
• To promote equal opportunities for all – and equality of access to all activities.

The club remains committed to ensuring that its players fulfil their contractual obligation in respect of community appearances.

Further information on these activities can be obtained by contacting the Community Trust by the following details:

Community Trust
Blackpool Football Club
Seasiders Way
Blackpool
Lancashire
FY1 6JJ

E: office@bfcct.co.uk
T: 01253 348691
W: www.blackpoolfccommunitytrust.co.uk
CHARITABLE SUPPORT

Blackpool FC supports the EFL’s official charity. The Club also holds annual poppy shirt auctions, with the proceeds directly benefitting The Royal British Legion.

The Club is fully committed to supporting local causes, with each charitable request for signed merchandise judged on its merits. The Club does not make monetary donations and, due to the high number of requests, cannot always satisfy each and every one.

All charitable requests should be made to Amanda Francis via email or on headed paper with the registered charity number. Amanda’s contact details can be found in the Customer Service section of the charter.

The club’s policy is not to allow bucket collections on a match day, though exceptions are made for the League’s nominated charity if centrally agreed.
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 F.A. Premier League and the 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 taking place at the Ground.

1. Permission to enter or to remain within the Ground (notwithstanding possession of any ticket) is at the absolute discretion of the Club, any police officer or authorised steward. On no account will admission be granted to a person who is the subject of a current Banning Order.

2. 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.

3. 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.

4. 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.

5. 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.

6. 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.

7. 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 Management.

8. 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.

8.1. 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.

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

8.2.1. The throwing of any object within the Ground without lawful authority or excuse.
8.2.2. The chanting of anything of an indecent or racialist nature.
8.2.3. 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.

9. 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.

10. 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.

11. 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.

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

13. Mobile telephones are permitted within the Ground, provided that they are used for personal and private use only.

14. Under the Sporting Events (Control of Alcohol etc) Act 1985, 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:

14.1. Attempting to enter the Ground or being inside the Ground whilst drunk;
14.2. 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.

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

16. No person (other than a person who holds an appropriate licence) may bring into the Ground or use within the Ground any equipment, which is capable of recording or transmitting (by digital or other means) any audio, visual or audio-visual material or any information or data in relation to the Match or the Ground. Copyright in any unauthorised recording or transmission is assigned (by way of present assignment of future copyright pursuant to section 91 of the Copyright, Designs and Patents Act 1988) to the Club.

17. 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.

18. Tickets are not transferable and may not be offered for sale without the prior written permission of the Club. Any tickets offered for sale may be confiscated by any steward, officer of the Club or any police officer.

19. CCTV cameras are in use around and in the Ground and the Club may itself use or pass to the police or any Football Authority, any recordings for use in any proceedings.

20. 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.

21. Entry to the Ground signifies your express consent to the use of your actual or simulated likeness in connection with the production, exhibition, advertising or exploitation of any film, video and/or audio recording of the Match, and/or any element thereof in any/all media throughout the World.

22. The Club reserves absolutely the right to eject from the Ground any person failing to comply with any of the Ground Regulations or whose presence within the Ground is, or could, reasonably be construed as constituting a source of danger, nuisance or annoyance to any other person. This could lead to further action by the Club including, but not limited to, the withdrawal of any season ticket (without reimbursement) and other benefits.

23. Entry to the Ground shall constitute acceptance of the Ground Regulations.

**DISCRIMINATION**

The Club will not under any circumstances tolerate any form of racially based harassment or discriminatory behaviour or actions whether physical or verbal within the Stadium. Anyone taking part in such activity may face arrest, prosecution, confiscation of their season ticket and being banned from all future games involving the Club.

We actively work throughout the community promoting social inclusion campaigns. As such, we participate in a number of initiatives, some in partnership with other organisations, aimed at eliminating discrimination from football permanently.

The club adopts the EFL’s Enjoy The Match campaign and fully supports the activities of Kick It Out.
EQUAL OPPORTUNITIES POLICY

PRINCIPLES & POLICY

Blackpool Football Club is an equal opportunities employer. The club is committed to equal opportunity within our own organisation and to encouraging similar commitment from every organisation or individual acting within the game, regardless of:

- Age
- Race
- Ethnic or national origin
- Nationality (subject to nationality rules)
- Sex / Gender
- Transgender
- Sexual orientation
- Pregnancy, Paternity & Maternity
- Marital status
- Disability
- Religion or religious affiliation / belief
- Part-time working

The football club works carefully to ensure that all recruitment opportunities are fair and inclusive. The quality of opportunity at Blackpool FC means that in none of our activities will we discriminate against, or in any way treat less favourably, any person on any grounds. This includes:

- The advertisement of jobs
- The selection of candidates for employment or promotion
- Job location or working environment
- Pay and employment terms and conditions
- Internal training and development activities
- External education activities and awards
- Football development activities
- Selection for representative teams
- Appointments to honorary positions

No-one will be disadvantaged by conditions or requirements set for a role which cannot be shown to be genuinely necessary for objective reasons.

Blackpool FC is committed to abiding by the Equality Act 2010.
Blackpool Football Club is committed to ensuring that all personal data we hold is treated properly and in accordance with applicable data protection legislation. We are registered as a data controller with the Information Commissioner’s Office and our registration number is Z6178297. In accordance with applicable data protection legislation, we are required to explain to you how we will treat any personal data which we collect from you.

The club’s full privacy policy can be found at the end of this club charter document.
Blackpool Football Club Privacy Policy

(“Privacy Policy”)

1. Introduction

1.1 We are Blackpool Football Club Limited, a limited company registered in England (company number 48409) whose registered office and address for correspondence is at Bloomfield Road, Seasiders Way, Blackpool, FY1 6JJ. References to "we", "us" and "our" in this policy are all references to Blackpool Football Club Limited.

1.2 We are committed to ensuring that all personal data we hold is treated properly and in accordance with applicable data protection legislation. We are registered as a data controller with the Information Commissioner’s Office and our registration number is Z6178297. In accordance with applicable data protection legislation, we are required to explain to you how we will treat any personal data which we collect from you.

1.3 Whenever you submit your information to us in connection with our products and services or your use of our shop and ticketing (shop.blackpoolfc.co.uk and eticketing.co.uk/blackpoolfc) sites, whether it be by using and/or registering to use either site, by email, over the telephone or by any other means, you acknowledge that we will collect and use such information in accordance with the terms of this Privacy Policy. If you opt in when requested by us, you will also be opting to be added to our mailing list. Please see section 3 below for further information if you no longer wish to receive mailings from us.

1.4 If we change any of the terms contained within this Privacy Policy we will post the revised policy on each site in the relevant privacy policy and in our customer charter.

1.5 Please note that:

a) if you are a season ticket holder, member or purchase any commercial package from us, we will collect additional information from you in connection with your season ticket, membership or package (as the case may be).

1.6 You have the right to lodge a complaint with the Information Commissioner’s Office (“ICO”) if you have any concerns with regard to the way in which we process your personal data. We would, however, appreciate the chance to deal with your concerns before you approach the ICO, so please contact us in the first instance.
1.7 You warrant that any information you supply to us is accurate and up to date (whether or not the information is about you), that you will inform us if any information that we hold about you requires updating, and that if you submit a third party’s details to us, you have that third party’s permission or an alternative legal justification for doing so.

2. What information do we collect and how we use it?

2.1 If you wish to purchase a season ticket, membership, any commercial package, or register to use/make purchases from our ticketing or shop sites, you will be required to provide us with the following personal data:

(a) **Identity Data** - including name, date of birth and gender;

(b) **Contact Data** - including postal address, billing address, email address and telephone numbers;

(c) **Financial Data** - including bank account (for payment plans) and payment card details;

2.2 By doing so, you also allow us to keep a record of your:

(a) **Transaction Data** - including details about payments to and from you and other details of products and services you have purchased from us; and

(b) **Profile Data** - including your username and password, purchases or orders made by you, your interests, contact and marketing preferences, feedback and survey responses.

2.4 We may use the above information about you where necessary for our legitimate interests in the following ways (so long as our interests are not overridden by the impact on you):

(a) to develop our systems and services and ensure that content from the Sites is presented in the most effective manner for you and your electronic device used to access the Sites;

(b) to provide you with information or services that you request from us or access via the sites;

(c) to monitor your compliance with our Terms of Use;

(d) to notify you about changes or prospective changes to our services and/or either site;

(e) to carry out market research so that we can improve the products and services we offer (please note that you have the right to opt-out of receiving or participating in our surveys at any time); and

2.5 If you purchase any items using our ticketing and shop sites, we will use your identity data, contact data and financial data for the purposes of performing our related contract of sale or supply with you (e.g. to take payment from you in respect of such items and to deliver such items to your selected delivery address).
2.6 If you correspond with us (e.g. using email), we may retain the content of your correspondence together with your contact details and our responses where necessary for our and your legitimate interests in order that we can appropriately manage your relationship with us, and to reply to your correspondence.

2.7 Where we need to collect personal data in connection with any services or products which you request or order from us and you fail to provide that data when requested, we may not be able to provide such services or products or perform any related contract that we have or are trying to enter into with you.

Match Photography and Filming

2.8 Please note that we may also record footage of individuals attending Club home or away matches as part of any image and/or audio-visual recording created by the Club of spectators attending any such match, including but not limited to security purposes. We may use any such images and recordings for our commercial activities where such use is in our legitimate interests (so long as our interests are not overridden by the impact on you). Such activities may include Club promotional activities and displaying such images on the Official Blackpool Football Club website in relation to any article, competition or promotion operated by the Club. This also applies to the Club’s social media channels. To read the privacy policies of such social media channels, please consult the social media platform’s website (e.g. Facebook and Twitter) directly.

3. News Updates and Marketing Information

3.1 Where you have given us your consent, we may use your identity data and contact data to provide you with Club news updates and to inform you of special offers, promotions, new products and new services via post, telephone or email. We may also use your information to send you news and other updates by such means in relation to our official sponsors and partners and EFL sponsors and partners, if you give us your consent.

3.2 You may withdraw your consent to us using your information for the purposes mentioned in section 3.1 above at any time. This can be done by e-mailing us at ticketoffice@blackpoolfc.co.uk, writing to us at Blackpool Football Club Limited, Bloomfield Road, Seaside Way, Blackpool, FY1 6JJ, clicking on the appropriate link at the bottom of any of our marketing e-mails or (if you are a registered user) amending your preferences on your personal profile page on the sites. Any such withdrawal will not affect the lawfulness of us sending such communications to you before you withdrew your consent.

3.3 Please note that if you withdraw (or do not provide) your consent to us sending you such information, this will mean that you will not be notified by us of any such news or marketing information (such as product discounts and ticket bundles).

4. Children and Young People

4.1 It is our policy:

(a) To encourage all minors to consult with their parents or legal guardian before submitting any content or information to us, our commercial partners or other third parties. Users of the sites, or certain services on them, who indicate
they are a minor may be asked to provide a valid email address for their parent or guardian so that we may verify parental consent, where required.

(b) In relation to a Young Seasiders membership (the official junior supporters’ club), the relevant membership and consent form must be filled out and signed by a parent or legal guardian. By doing so, the relevant permissions listed on the form are provided to fulfil the membership.

5. Security

5.1 We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know that information. However, the Internet is global and no data transmitted via the Internet can be guaranteed by us to be completely secure during transmission. We cannot guarantee the security of any information that you disclose online and we will not be responsible for any breach of security unless this is due to our negligence or wilful default.

5.2 We have put in place procedures to deal with any suspected data security breach and will notify you and/or any applicable regulator of a suspected breach where we are legally required to do so.

5.3 If we have given you a password, or you have created a password, to access certain parts of our ticketing and shop sites, then you are solely responsible for keeping the password safe and making sure you use a secure browser.

6. Disclosure (sharing) of your information

6.1 You will be asked before we disclose your personal information to third parties, unless:

(a) they are only processing your information on our behalf in accordance with our instructions. The following activities in particular are carried out by third party processors on our behalf: ticketing; online merchandising; mailing services; hosting service providers.

(b) they are directly involved in dealing with any request, enquiry, complaint or other correspondence submitted by you;

(c) such disclosure is required by law;

(d) the third party is providing us with professional advice where necessary for our legitimate interests and permitted by law;

(e) the disclosure is in connection with criminal investigations, legal proceedings or prospective legal proceedings where necessary for our related legitimate interests and permitted by law;

(f) the disclosure is necessary for our legitimate interests in establishing, exercising or defending our legal rights and permitted by law (including providing information to
others for the purposes of fraud prevention and enforcing our terms of use or ground regulations);

(g) the disclosure is in connection with a proposed sale of any part of our business or assets (in which case we may disclose your personal information to the prospective seller or buyer of such business or assets) or the proposed acquisition of substantially all of our assets by a third party. Any such disclosure will be made where necessary for the legitimate interests of us and/or the third party in respect of the proposed transaction; however, we will not transfer your personal information to any such third party unless we are satisfied that they are able to provide an adequate level of protection in respect of your personal information; or

(h) we have stated or informed you otherwise (e.g. in this Privacy Policy or on either Site).

6.2 Please note that if you purchase or obtain any away match tickets via our ticketing sites (for any competition, including at any neutral venue such as Wembley Stadium):

(a) we may disclose your name, postal address and date of birth to the relevant away team or away venue. This is because we will be acting on behalf of the relevant away team or away venue in supplying the relevant away tickets; and

(b) in such circumstances the relevant away team or away venue will also become a controller of that personal information and will assume corresponding responsibilities under applicable data protection legislation. Such information will become subject to the relevant away team or away venue’s privacy policy (which you should read). We are not liable for the privacy policies or practices of away teams or away venues in respect of your personal information.

6.3 Except as provided in this Privacy Policy, we will not provide or disclose your information to third parties without your express consent for any purpose (including but not limited to direct marketing). We do not sell personal information under any circumstances.

7. Official Club Website – www.blackpoolfc.co.uk

7.1 The official Club website is operated on behalf of the Club by EFL Digital Limited (Company Number 04112553), whose registered and trading address is at EFL House, 10-12 West Cliff, Preston, Lancashire, England PR1 8HU. In using the website, you agree to the terms of use (www.blackpoolfc.co.uk/terms-of-use/), including privacy policy (www.blackpoolfc.co.uk/privacy-policy/). Both can be accessed by clicking on the relevant link.

8. Your rights

8.1 You have a legal right to see a copy of the personal information that we keep about you and to require us to correct any inaccuracies, subject to certain exemptions. In some circumstances you may also have the right to:

(a) request that we erase any personal information held about you;
restrict our processing of your personal information (for example, to ask to suspend the processing of personal information to establish its accuracy or the reasons for processing it);

8.2 In accordance with applicable data protection legislation, we follow security procedures in the storage and disclosure of your information. We may therefore request proof of your identity and rights before complying with any request of a nature described in section 8.1 above.

8.3 You will not generally have to pay a fee to exercise any of your rights described in section 8.3 above. However, we may charge a reasonable fee if you make a request to see a copy of your personal information which is clearly unfounded or excessive. Alternatively, we may refuse to comply with your request in such circumstances.

9. Retention and destruction of your personal information

9.1 Any personal information held by us in relation to any of the purposes described in this Privacy Policy will be retained by us for as long as we need it to fulfil the purpose(s) for which it was collected.

9.2 For example, if you have consented to receiving news and marketing communications from us, your preferences in that regard will be retained by us unless and until:

(a) we cease producing such communications; or

(b) you withdraw your consent,

following which we will destroy or suppress such personal data without delay so that you no longer receive such communications from us.

9.3 Save for any contact preferences suppressed under section 9.2 above, your information will be securely destroyed at the end of the relevant retention period described or otherwise referred to in this section 8.

9.4 Whilst taking into consideration our legal obligations, we will on an ongoing basis: review the length of time that we retain personal data for; consider the purpose or purposes for which we hold the personal data in deciding whether (and for how long) to retain it for; securely delete personal data that is no longer needed for such purpose or purposes; and update, archive or securely delete information if it goes out of date.

10. How will you know if we make any changes to this Privacy Policy?

We may amend this Privacy Policy from time to time. Any changes we make to this Privacy Policy will become effective from the date of the change. If we make any substantial changes to the way in which we use your personal information collected via either our ticketing or shop site, or in any of the other circumstances covered by this Privacy Policy, we will notify you (e.g. by sending you an email). You can view the current version of our Privacy Policy by revisiting this page at any time. Alternatively, you can obtain a copy from the ticket office, or in our customer charter.
We use your IP address to help diagnose problems with our server and to administer the Sites. Your IP address is also used to help identify you and to gather broad demographic information about you. Your IP address may also be used to assist in the detection of fraud and we may pass this information to the police.

Cookies

A cookie is a small file that is automatically issued to your computer when you enter our Sites and which is stored by the browser on your computer's hard drive. Cookies identify your computer, not the individual user of your computer. Cookies store some basic information that helps us to identify if a user of your computer has visited the Sites before and if you have provided us with some personalised information. Our Sites use cookies to keep track of what you have purchased. We use cookies to deliver content specific to your interests, to save your password (if you have supplied us with one) so you do not have to re-enter it each time you visit our Sites, and for other purposes, such as informing you that you may have made multiple bookings for specific events on our Sites. You can disable cookies or set your browser to alert you when cookies are being sent, but if you choose to do so you may not be able to access some areas of the Sites.