



Treowen Stars FC
Bush Park
Maes Yr Haf Lane
Newbridge
NP11 4RX



Treowen Stars AFC Supporters Charter

Treowen Stars AFC Supporters Charter sets out our club's commitment to give our supporters a safe and enjoyable experience of football at our club.

Treowen Stars AFC:

- Will set out and publish service and safety standards, giving a framework by which its performance can be judged by themselves and others.
- Take action if service or safety performance falls short of the published standards.
- Will provide a forum by which supporters may raise their comments or concerns.
- Will review its standards annually.
- Will commit to keep the supporter informed of activity at the club.
- Will publish its charter and make it freely available to all

The Charter

Standards of performance

Our club will set service level targets wherever possible and appropriate. We will strive to achieve the targets and publish its performance against the service level targets.

Supporter information

Our club undertakes to keep our supporters informed as to changes at the club by whatever means the Committee decides is the most cost effective.

Our club undertakes to keep our supporters informed on a regular basis by whatever means it decides are appropriate and cost effective. Our club will publish its position on major policy issues.

Special needs

Our club will publish details of the availability of and pricing policy for special needs seating and their carers. These details will be published at the earliest possible opportunity when applicable..

Ground Entry

Our club:

- will publish details of the availability of and its pricing policy for all games.
- will publish amendments at the earliest possible opportunity.
- will publish its refund policy for abandoned matches.
- will provide a range of entry prices.
- will offer a method of instalment payment for season tickets.
- will offer an appropriate concessionary ticket policy.
- will publish its policy on visiting support ticket allocation.
- will publish details of any membership, loyalty, bond, debenture or similar scheme.

Fixture lists

The club undertakes to keep the supporters informed as to fixture changes by whatever means it decides is the most cost effective and appropriate.

Stadium

The club undertakes to provide a clean and safe stadium with the appropriate facilities.

The club will provide an area for the exclusive use of family groups and junior supporters.

The club undertakes to provide access for those with special needs

Honours:

Welsh Football League Division Three Winners – 1992/93

Welsh Football League Two Runners Up – 1993/94

Welsh League Cup Runners Up – 1993/94

Welsh League Cup winners – 1997/98

Gwent County League Division One Champions – 1991/92, 2009/10

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Equality

The club undertakes to encourage an environment free of discriminatory abuse.

Catering

The club undertakes to provide or subcontract an appropriate catering service for all spectators at the ground.

Merchandising

The club will have an online club shop through a supplier of our choice. This supplier will be reviewed annually.

Supporter Contact

The club will respond to any contact from a supporter within seven days, by the most appropriate method, unless under extreme circumstances which renders the club administration unable to respond.

This is the club's most recent Charter and will be reviewed and renewed where appropriate at the start of every season.

Treowen Stars AFC would welcome any suggestions or questions regarding this Charter. Should you wish to do so, please contact,

Gary Evans
Treowen Stars AFC,
Maes Yr Hafod lane
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