MANCHESTER UNITED
CLUB CHARTER
Dear supporter,

Welcome to the latest edition of the Club Charter. It’s a very important document because it sets out what you can expect from Manchester United at any time that you come into contact with us – whether visiting the stadium or contacting us by post, telephone or email. It sets out our service standards and what we expect in return from you.

Our aim is to give you the best service possible in an efficient and courteous manner. The Club has built its reputation on providing world class entertainment on the pitch, supported by exceptional staff behind the scenes. It is something we are constantly striving to improve but we cannot do that without your help and feedback.

If you have any comments or questions, please do drop us a line. Our dedicated team can be reached at enquiries@manutd.co.uk

Best wishes

Ed Woodward
Executive Vice Chairman
Our vision is to be the best football club in the world both on and off the pitch.

United
Non-discriminatory
Innovative
Team-orientated
Excelling
Determined
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Everyone at Manchester United is committed to providing exceptional levels of service. If we do not meet our standards of performance, then you can write to the relevant Manager or our Customer Care Team whose address and responsibilities to you are outlined in section 12 of this Charter.

The feedback you provide will help us to improve the service going forward. Similarly, we would also like to know when a member of staff has done something particularly well for you, so we can pass your feedback and compliments on to them and their Manager.

All staff at Manchester United will:

• acknowledge/respond to your letters, emails, faxes within timescales or if they cannot, due to high volumes, we will publicise or inform you of this

• do all that they can to make our services available to everyone, irrespective of age, race, gender, creed or physical ability

• strive to ensure that your experience with us is a positive one

• introduce themselves to you on the telephone

• be courteous and professional in their approach

• be well informed, so that they are able to help you

• call you back when they say they will

• provide facilities that are safe, clean and welcoming.
Manchester United will:

- consult supporters on a regular basis through its fans Forum, the FAPL annual fan satisfaction survey and FAPL supporter panels and focus groups
- publicise its position on major policy issues in an easily digested format through the Club’s own media channels: including MUTV, the programme, website, Inside United magazine and MU mobile
- continue to develop ways to consult with sponsors, local authorities and other interested parties
- give the earliest possible notice of any changes to its ticketing policy and the reasons for the change
- undertake research on the design and number of new strips
- not knowingly buy goods from any manufacturer or supplier who does not comply fully with the labour, safety and other relevant laws of the country of manufacture with respect to minimum wages, hours of work, overtime, sick pay and holiday entitlement
- oppose the exploitation of child labour and consequently place no orders with suppliers employing child labour under the age allowed in the country concerned
- allow legitimate apprenticeships or education-related work as long as there is no risk to the children’s health or safety
- insist that suppliers must not use forced labour and must practise universal respect for human rights and freedom for all, without discrimination on the basis of race, sex, language or religion
- retain UNICEF’s confidence that Manchester United is committed to ensuring that no child labour is present in its supply chain and that if found, the Club would deal with it appropriately
- operate a no tolerance policy to any forms of abuse, harassment or discrimination
- ensure that all equality measures are met.
Tickets - Matches at Old Trafford

Within the constraints of the excess demand for tickets for home games, Manchester United is committed to widening access to matches by way of:

• where applicable, adding prospective Season Ticket holders to a priority list
• allocating a minimum number of seats for purchase by non Season Ticket holders, in line with Premier League rules
• offering reduced priced tickets for those fans aged over 65 and under 21
• £10 tickets for Season Ticket holders under the age of 16
• £13 tickets for Official Members under the age of 16
• a dedicated area of the ground for the use of families of Season Ticket holders, as Members or non-members cannot buy in this area
• offering dedicated areas for our disabled supporters and their carers
• waiving the 3% card transaction booking fee, where a payment is taken automatically to fulfil the purchase of a home cup match ticket for a Season Ticket holder. However, should the transaction not be authorised, subsequent ticket purchases will be charged the standard payment card fee
• ensuring that the Club abides by the relevant governing body rules regarding the allocation of tickets to fans of visiting teams.

Tickets can be purchased online at manutd.com or by calling +44 (0)161 868 8000
+44(0)161 868 8009 for our Disabled customers.

Tickets - Matches away from Old Trafford

Manchester United fans are allocated tickets for away FAPL and domestic cup matches. All such tickets are sold to qualifying Executive Members, Season Ticket holders and MUDSA members.

In consultation with the Fans’ Forum, the number of tickets allocated to Season Ticket holders will continue to be divided between the ‘loyalty pot’ and the ‘standard pot.’

For European away games Official Members are also eligible to apply for tickets.

For full details regarding our away ticketing process for our Manchester United Disabled Supporters call 0845 230 1989
www.manutd.com/tickets
Official Members:

- have priority over the general public when applying for home match tickets. Where there is a high demand for tickets, the Club may run a ballot which is exclusive to Official Members. Members can enter the ballot during the advertised period either online at manutd.com/tickets or by calling +44(0)161 868 8000 +44(0)161 868 8009 for our disabled supporters
- receive a £5 discount for tickets to all home fixtures
- have free entrance to home league U21 matches played at the home venue. Simply show your personalised membership card at the turnstile
- where applicable can apply to go on the Season Ticket Priority List
- receive a discount to the Museum and Tour Centre on entry
- obtain a discount on purchases from the Megastore (both online and at the store)
- receive a discount on meals in the Red Café
- receive an Official Membership magazine each season, keeping Members up to date with all the latest Membership news whilst giving a unique insight into life at Old Trafford with exclusive player interviews. manutd.com/membership
- can enter monthly e-competitions to win exclusive prizes ranging from signed shirts and balls to match tickets for various matches throughout the season.

For more information call +44 (0)161 868 8000 or visit manutd.com. Supporters with accessibility requirements can consult with Manchester United Disabled Supporters’ Association (MUDSA) on 0845 230 1989.
Manchester United is proud to work with the best people in the world to create the best products, manufactured to the highest standards. Our merchandise policy is drawn up in line with football industry practice.

The Club’s home (red) kit is worn by the First Team for one season unless otherwise stated. Goalkeeper, away and 3rd kits will operate for one or two seasons and will be changed according to announcements made at the time of launch and displayed on the Club website and in the Megastore.

If the Club changes kit or shirt sponsor, all kits are liable to change.

The Megastore offers a 28 day money back or exchange guarantee on purchases of merchandise on production of a valid receipt and all packaging. This policy does not extend to all personalised products, underwear, swimwear, gift vouchers and mail order goods. This does not affect your statutory rights.
Ticketing & Membership Services has a centralised Contact Centre that acts as a dedicated point of contact for all supporters and customers.

The Club’s main telephone numbers are:
+44 (0)161 868 8000
+44 (0)161 868 8009 – for our disabled supporters

Professional and competent staff
- Our Customer Service Advisors undertake structured induction and training programmes to help equip them with the necessary knowledge and skills to do their job to the best of their ability, ensuring our supporters and customers receive a professional and competent service.

If you telephone:
- we will always strive to answer your call right away; however, as you can appreciate, at peak times, the demand placed on our Contact Centre means that you may experience longer waiting times. We will do our utmost to answer your call as soon as possible. Calls may be recorded for training and quality purposes.
- we will offer a ‘call back’ facility to prevent you holding on the line, if you call during a busy period. This service is designed to save you time and money.

24 hours a day, 7 days a week*:
- we are open for telephone assistance 08:00 – 20:00 Monday to Friday and 09:00 – 17:00 Saturday, Sunday, Public and Bank Holidays. Outside of these hours you can use our automated phone service, to apply for tickets, check ballot results.

If you visit us*:
- our Ticket Office is open for assistance 08:00 – 20:00 Monday - Friday and 09:00 -17:00 Saturday, Public and Bank Holidays.
- open until one hour after the final whistle on match days.

*(excludes Christmas Day)
tickets@manutd.co.uk
www.manutd.com/tickets
What we ask of supporters

The passion, excitement and dedication shown by all supporters at every game played here at Old Trafford cannot be denied or go unnoticed. Supporters are welcomed from across the globe irrespective of race, age, gender, creed or physical ability and to ensure the experience is enjoyed by all attending, we ask that supporters behave in a way that shows respect to and for their fellow supporters and the Club’s Officials.

We aim to create a safe, positive and friendly atmosphere for all the family and with this in mind we also ask that Supporters familiarise themselves with and abide by our Ground Regulations. Behaviour at home and away games is governed by these regulations and the Conditions of Issue relating to the purchase and use of our match tickets. Supporters who behave inappropriately and contravene these regulations and conditions can expect to receive a verbal warning or be ejected from the Stadium and in some cases may be subject to more serious sanctions.

Persistent Standing

Old Trafford is an all-seater stadium as required by our Safety License. All spectators who enter the stadium do so in accordance with our Ground Regulations. In addition we would ask supporters to be respectful that not all supporters want to or are able to stand for prolonged periods and therefore supporters who do stand are obstructing the views of their fellow supporters.

All staff at Manchester United are here to help and provide fast, efficient and courteous levels of service, as a valued home or visiting supporter we ask that you behave in a manner that ensures you and others have a positive overall experience with us.

Any supporter who wishes to complain or send in a compliment about a member of staff or level of service received they can do so by emailing feedback@manutd.co.uk.

Go to www.manutd.com for terms and conditions of sale/ground regulations.

CODE OF CONDUCT
We believe that our Supporters’ Clubs provide:

- a strong community of Manchester United fans
- an opportunity for combined travel arrangements to matches
- a link between the Club and its fanbase

The Club also recognises that allocation of tickets for home games is an important element in attracting Official Manchester United Members to join local Supporters’ Clubs and that allocation of tickets on an advanced basis, enables cost effective travel arrangements to be made. There are many other benefits outlined in the Supporters’ Clubs Charter. A copy of this can be obtained from Ticketing & Membership Services.

Call: +44(0)161 868 8000 or Email: MUSC@manutd.co.uk
The Club's Disabled Supporters' Policy shows how Manchester United underpins its commitment to its disabled supporters.

Manchester United will channel all disability related issues through, and act in partnership with, the Manchester United Disabled Supporters' Association (MUDSA) be they practical, administrative or advisory.

We seek to make every reasonable adjustment to all the services provided by the different departments of Manchester United. Department managers and personnel of Marketing, Catering, Membership, Museum and Tours are aware and instructed to comply with the provisions of the Equality Act 2010. We seek to ensure that access to goods and services, as well as match day facilities, are fully assessed with measures in place to ensure compliance with all relevant legislation.

The full details of this policy can be found on the manutd.com website or from Mr Phil Downs MBE. MUDSA c/o MU Foundation, Sir Matt Busby Way, Old Trafford, Manchester M16 ORA.

Email: disability@manutd.co.uk
Telephone: +44 (0) 161 868 8009
For specialist advice: +44(0)845 230 1989
Manchester United takes the privacy of all its fans, customers and website users very seriously, whilst taking great care to protect your information.

The privacy policy explains what information we collect about you, how we may use it, and the steps we take to ensure that it is kept secure. It also explains your rights and how to contact us.

For the full details please go to manutd.com/privacy
Manchester United Foundation works in some of the most disadvantaged areas across Greater Manchester and uses the passion for Manchester United to educate, motivate and inspire young people.

We deliver football coaching, educational programmes and personal development, providing young people with opportunities to change their lives for the better.

Our Goal
To educate, motivate and inspire future generations to build better communities for all. We aim to achieve our goal by delivering in five areas:

Football
We provide football opportunities for school children and those with physical or mental disabilities. We also deliver girls only sessions and manage an FA Girls’ Centre of Excellence.

Community Cohesion
We aim to engage some of the most hard to reach young people in the community by delivering football coaching and a range of alternative activity sessions at times when they could otherwise become engaged in anti-social behaviour.

Health
Using football, and other sports, we deliver a range of programmes to improve the health and wellbeing of local communities.

Education
We develop partnerships with schools to create community hubs and also deliver a range of educational programmes to primary and secondary schools, using Manchester United as a hook to engage students.

Charities
The Foundation manages the Club’s charity partnership with UNICEF, the longest standing relationship of its kind between a sports organisation and a global children’s charity, and the distribution of signed merchandise for charitable purposes.

www.mufoundation.org
You support us - we support you!

This is the team to go to should you wish to:

• make a non ticket related enquiry by email
• make and log an official complaint, compliment or idea for improvement.

Staff at Manchester United will do everything within their power to ensure that you have the best possible experience. If not, we want to hear from you.

We will:

• introduce ourselves to you
• listen to you and allow you to have your say

Staff at Manchester United will do everything within their power to ensure that you have the best possible experience. If not, we want to hear from you.

We will:

• remain respectful and courteous at all times
• call you back when we say we will
• endeavour to acknowledge or respond to you within 48 hours
• aim to resolve your complaint within 15 working days. If not, we will keep you informed
• strive to provide you with a satisfactory and fair outcome.

The address for Customer Care is:

Customer Care Team
Manchester United Football Club
Old Trafford
Sir Matt Busby Way
Manchester
M16 0RA

Email: feedback@manutd.co.uk
Customer Care Team  
Manchester United Football Club  
Old Trafford  
Sir Matt Busby Way  
Manchester  
M16 0RA  
feedback@manutd.co.uk  

Everyone at Manchester United acknowledges that all supporters and customers have the right to make their views heard and we openly seek your feedback.

We aim to ensure that our complaints handling process is fair, ensuring all views are heard and taken into account in a balanced way. We hope that you do not have reason to complain or feel aggrieved, but if you do, then in the first instance, you can forward your written complaint to the Customer Care Team at the above address.

Every form of feedback or communication is recorded by this team so they can monitor any particular concerns. They will also work with the relevant departments across the Club to respond effectively to individual cases and assess any relevant future change that is needed.

We aim to resolve all complaints within 15 working days of receipt, if we are unable to resolve in this timescale, you will be kept informed.

If you are not satisfied with the response from the Customer Care Team, your complaint will be escalated at your request to the relevant Manager or Director.

All football related complaints will be escalated within the team to the Director of Venue Development or the Director of Venue Operations. If you are still not satisfied you can write to:

Mr Philip Townsend  
Director of Communications  
Manchester United Football Club  
Sir Matt Busby Way  
Old Trafford  
Manchester  
M16 0RA  

Philip will review your case and respond back to you within 15 days.

If you are still not satisfied you can write to the FA Premier League or the Football Association depending on the issue. Each of these organisations has its own procedures for dealing with complaints. If, after the football authorities have dealt with your complaint you are still not satisfied, you may wish to write to the Independent Football Ombudsman (IFO).

Please note that the IFO is unable to deal with a complaint unless the procedures detailed above have been completed.

The address of the IFO is:

The Independent Football Ombudsman  
Suite 49  
57 Great George Street  
Leeds  
LS1 3AJ  
Or email: contact@IFO.co.uk

All non-football related complaints will be escalated, at your request, to the relevant Manager/Director at Manchester United.  

The COMPLAINTS & GRIEVANCE PROCEDURE
Address: Manchester United, Sir Matt Busby Way, Old Trafford, M16 ORA

Telephone enquiries: +44 (0) 161 868 8000
Disabled supporters: +44 (0) 161 868 8009

MU Tickets - Sales and ticket enquiries
tickets@manutd.co.uk

MU Hospitality - Sales and enquiries
hospitality@manutd.co.uk

Official Membership - Sales and Enquiries
membership@manutd.co.uk

Museum and Stadium Tour - Sales Enquiries & feedback
Schools and Educational Visit enquiries
toursenquiry@manutd.co.uk
educationalvisits@manutd.co.uk

United Events
Conference, Special Events, Sales and Enquiries
united.events@manutd.co.uk

MU Megastore, Old Trafford
+ 44 (0) 161 868 8567
ManchesterUnited.Megastore@nike.com

Online Megastore
+ 44 (0) 871 224 8107
customer.service@store.manutd.com

Sponsorship
Enquiries / Opportunities
www.manutd.com/sponsorship

Executive Club Support Team
executive.support@manutd.co.uk

MU Disabled Supporters’ Association (MUDSA)
Specialist advice
+44 (0) 845 230 1989
disability@manutd.co.uk

MU Finance
Credit Cards, Mortgages, Savings
0161 868 8000
- option 4

MU Programme and Magazine Subscription
+44 (0) 845 677 7801
www.manutd.com/programme

MU Human Resources
hr@manutd.co.uk
www.manutd.com/jobs

MU Children’s Services Officer and Vulnerable Adults’ Services Officer
Joanna Madyarchyk
+44 (0) 161 868 8954
joanna.madyarchyk@manutd.co.uk

MU Brand Protection
(Protecting/ Using the MUL Brands/ name/ logo)
brandprotection@manutd.co.uk

MU Foundation
Charity requests and enquiries
+44 (0) 161 868 8600
foundation.enquiries@manutd.co.uk
www.foundation.org/charityrequests

MU General Enquiries and Feedback
enquiries@manutd.co.uk

MU Red Café
+44 (0) 161 868 8000
www.manutd.com/RedCafe

MU Mobile
+44 (0) 870 750 7830
mobilesupport@infomedia-services.co.uk

MUTV subscriptions
UK Only 0870 848 6888

General information
+44 (0) 161 868 8009