

# Club Charter, Season 2019/20

Our vision is to be the best football club in the world both on and off the pitch, and to help us achieve this we live by the **UNITED** values:

**United**

**Non-discriminatory**

**Innovative**

**Team-orientated**

**Excelling**

**Determined**

## Contents

1. What you can expect from us
2. Football consultation programme
3. Tickets, home and away games
4. Official Membership
5. Manchester United merchandise
6. Ticketing & Membership Services
7. Code of conduct
8. Privacy Policy
9. Manchester United Foundation
10. Complaints & Grievance Procedures
11. Safeguarding Policy
12. Club Contacts

# Club Charter, Season 2019/20

## Section 1, What you can expect from us

Everyone at Manchester United is committed to providing exceptional levels of service. If we do not meet our standards of performance, you can write to the relevant Manager or our Customer Care Team, as detailed in the Complaints & Grievance Procedure, in section 10 of this Charter.

The feedback you provide will help us to improve the service we can deliver going forwards, and similarly we'd like to know if a staff member has done something particularly well for you. We will ensure your feedback and compliments are passed on to them and their Manager.

All staff at Manchester United will:

- Acknowledge / respond to your letters and emails, and if they cannot due to high volumes, will publicise or inform you of this
- Do all they can to make our services available to every supporter, regardless of age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion, sexual orientation (defined as Protected Characteristics within the Equality Act 2010)
- Strive to ensure that your experience with us is a positive one
- Introduce themselves to you on the phone
- 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

## Section 2, Football consultation information

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
- Operate a no tolerance policy to any forms of abuse, harassment or discrimination
- Ensure that all equality standards are met
- 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

## Club Charter, Season 2019/20

- Oppose the exploitation of child labour and consequently place no order 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 of age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, or sexual orientation (Protected Characteristics)
- 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

### Section 3, Tickets, Home and Away Games

#### Matches at Old Trafford

Demand for match tickets for games at Old Trafford is incredibly high, but we are committed to making match tickets accessible by:

- Where applicable, adding prospective Season Ticket holders to a waiting list, with priority for tickets going to:
  1. Official Members who have paid a deposit
  2. Non-Members who have paid a deposit
  3. Official Members
  4. All other supporters
- Allocating tickets for purchase by non-Season Ticket holders, in line with Premier League rules
- Offering reduced priced tickets for supporters aged 65+, and under 21
- £10 tickets for Season Ticket holders under the age of 16 and £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 (Family Stand)
- Dedicated areas for our disabled supporters and their carers / personal assistants
- Allocating tickets free of charge to wheelchair users and visually impaired supporters
- Allocating tickets free of charge to all carers / personal assistants of disabled supporters
- 'Family & Friends seating' for use by wheelchair users, to enable them to watch the game as a group

## Club Charter, Season 2019/20

- Making reasonable adjustments to all services provided by the different departments of Manchester United and working towards complying with the Equality Act 2010 to make Old Trafford accessible for all supporters
- Ensuring the club abides by the relevant governing body rules regarding the allocations of tickets to fans of the visiting team

[manutd.com/tickets](http://manutd.com/tickets)

[manutd.com/accessibility](http://manutd.com/accessibility)

+44 (0)161 868 8000

+44 (0)161 868 8009 for our supporters with access requirements or disabilities

### Matches away from Old Trafford

Manchester United is allocated tickets for away Premier League and domestic cup matches. Tickets are allocated to qualifying Executive Club Members, Season Ticket holders and disabled supporters in a ballot.

For European away games, all Executive Club Members, Season Ticket holders and Official Members are eligible to apply for tickets, which are allocated based on credits awarded for attendance at previous games that season. Credits are issued to supporters as follows:

- **2 credits** will be issued to supporters who apply for a game, are successful and collect their ticket with ID at the relevant game (or book and travel with Thomas Cook Sports)
- **1 credit** will be issued to supporters who apply for the game, whether they are successful or not
- Credits will **not** be issued to supporters who apply for the game, are successful but cancel their ticket, fail to collect their ticket or book through Thomas Cook Sports then do not travel

Sales arrangements for domestic cup finals and semi-finals, and European cup finals are communicated subject to qualification.

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### Section 4, Official Membership

Official Members:

- Have exclusive priority access to tickets for home Premier League games
  - Where there is a high demand for tickets, the Club may run a ballot
- Receive a £5 discount for tickets to all home matches

## Club Charter, Season 2019/20

- Can join the Season Ticket Waiting List, and receive priority for Season Tickets compared to non-Members when they go on sale
- Receive a 50% discount on entry to the Museum & Tour Centre
- Receive a 10% discount on purchases from the Megastore at Old Trafford, and United Direct online store
- Receive a 10% discount on meals in the Red Café
- Can enter monthly competitions to win exclusive prizes ranging from signed shirts and balls to match tickets for various matches throughout the season
- All Official Members also receive a personalised welcome letter and Membership card
  - Official Members who purchase full Membership will also receive an Official Membership pack

Official Membership is a seasonal product which lasts from the point of sale until the end of May each season.

[manutd.com/membership](http://manutd.com/membership)

[manutd.com/accessibility](http://manutd.com/accessibility)

membership@manutd.co.uk

+44 (0)161 868 8000

+44 (0)161 868 8009 for supporters with access requirements or disabilities

### Section 5, Manchester United Merchandise

Manchester United is proud to work with the best people in the world to create the best products, manufactured to the highest standards.

The Club's home (red) kit is worn by the First Team for one season, unless stated otherwise. Goalkeeper, away and 3<sup>rd</sup> kits will operate for one or two seasons, and announcements will be made at the time of launch. If the Club changes kit or shirt sponsor, all kits may be changed.

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.

+44 (0)161 868 8567 for the Megastore at Old Trafford

[Customer.services@store.manutd.com](mailto:Customer.services@store.manutd.com) for the online United Direct site

### Section 6, Ticketing & Membership Services

Ticketing & Membership Services has a centralised Contact Centre that acts as a dedicated point of contact for all supporters and customers.

## Club Charter, Season 2019/20

- Our Contact Centre Agents undertake a structured induction and training programme 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
- We will always strive to answer your call right away; however, at peak times the demand placed on our Contact Centre means that you may experience longer waiting times
- We will offer a 'call back' facility to prevent you holding on the line, if you call during a busy period, which will ensure you do not lose your place in the queue
- Phone lines are open 08:00-20:00 Monday to Friday, and 09:00-17:00 Saturday, Sunday and Public/Bank holidays\*
  - Outside of these hours you can use our automated phone service to apply for tickets and check ballot results
- The Ticketing & Membership Services office is open 08:00-20:00 Monday to Friday, and 09:00-17:00 Saturdays\*

Both Ticketing & Membership Services and phone lines are open until 1 hour after the final whistle on match days.

\*excludes Christmas Day

[tickets@manutd.co.uk](mailto:tickets@manutd.co.uk)

[manutd.com/tickets](http://manutd.com/tickets)

+44 (0)161 868 8000

+44 (0)161 868 8009 for supporters with access requirements or disabilities

### Section 7, Code of Conduct

#### 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 age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion, sexual orientation (defined as Protected Characteristics within the Equality Act 2010) and to ensure the experience is enjoyed by all attending, we ask that supporters behave in a way that shows respect to and of 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

# Club Charter, Season 2019/20

be respectful that not all supporters want 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.

## Official Club Sanctions

The Club, working with supporter groups and the Fans' Forum, has produced an Official Club Sanctions document to provide transparency around the sanctions that Manchester United may impose if a ticket holder commits any offence in breach of the Club's terms & conditions or Ground Regulations. This guide also sets out details of the appeals processes should any sanction(s) be imposed. The guide will be reviewed and may be updated from time to time, and the current version can be viewed at [www.manutd.com/clubsanctions](http://www.manutd.com/clubsanctions)

As detailed in the guide, if a sanction is imposed, you will have the right to appeal the decision, and the details of how you can do this will be communicated to you. In the event that your appeal is upheld and you remain unhappy with the decision, you will have the opportunity for your appeal to be heard by the Club's Appeals Panel.

If you are not satisfied with the decision of the Appeals Panel, you may refer your case to the Independent Football Ombudsmen (IFO).

## How to report a problem

Help tackle discriminatory or offensive behaviour inside Old Trafford by texting\* HELP to 60442 followed by the STAND, ROW and SEAT of the offender, and the nature of the problem. Once we have received your message, we will act on this accordingly.

Any supporter who wishes to complain or send in a compliment about a member of staff or level of service received can do so by emailing [feedback@manutd.co.uk](mailto:feedback@manutd.co.uk) - see section 13 for more information.

\*texts are charged at the standard network rate

[Manutd.com/termsandconditions](http://Manutd.com/termsandconditions)

[Manutd.com/groundregulations](http://Manutd.com/groundregulations)

## Section 8, Privacy Policy

Manchester United takes the privacy of all its supporters, 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.

To view the Privacy Policy, visit [manutd.com/privacy](http://manutd.com/privacy)

# Club Charter, Season 2019/20

## Section 9, Manchester United Foundation

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.

Manchester United Foundation delivers football coaching, educational programmes and personal development, providing young people with opportunities to change their lives for the better.

### Goal

To educate, motivate and inspire future generations to build better communities for all. Manchester United Foundation aims to achieve this goal by delivering in five areas:

### Football

Provide football opportunities for school children and those with physical or mental disabilities, and also deliver girls only sessions and manage an FA Girls' Centre of Excellence.

### Community Cohesion

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

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

### Education

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

Manage 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](http://www.mufoundation.org)

## Section 10, Complaints & Grievance procedure

At Manchester United, we acknowledge that all supporters and customers have the right to express their views, and we welcome your feedback. We aim to ensure that our complaints handling process is fair, ensuring all views are considered 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, in the first instance you can send your written complaint to our Customer Care Team at the following postal or email address:

Customer Care Team  
Manchester United

[feedback@manutd.co.uk](mailto:feedback@manutd.co.uk)



# Club Charter, Season 2019/20

Sir Matt Busby Way  
Old Trafford  
Manchester  
M16 0RA

The Customer Care Team records every form of feedback, so they can monitor the nature and volume of concerns. They also work with 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, but if we are unable to resolve in this timescale, we will keep you 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.

If you are not satisfied with the response from the relevant Manager or Director, you can write to our Director of Communications at the following address, where he will respond within 15 days:

Mr Charlie Brooks  
Director of Communications  
Manchester United  
Sir Matt Busby Way  
Old Trafford  
Manchester  
M16 0RA

If you are not satisfied with this response, you will be advised by Mr Brooks where you should further escalate your complaint to, as this could be the Independent Football Ombudsmen (IFO). Please note that the IFO is unable to deal with a complaint unless the above process has been followed.

## Section 11, Safeguarding Policy

Manchester United recognises and accepts its responsibilities to safeguard vulnerable groups (children, young people and vulnerable adults) who come into its care and to provide staff and volunteers with guidance and training on procedures they should adopt in the event that they suspect an individual may be experiencing, or be at risk of, harm or abuse.

We will seek to safeguard children and vulnerable adults by:

- valuing them, listening to and respecting them
- adopting safeguarding guidelines and best practice through procedures and a code of conduct for staff and volunteers
- recruiting staff and volunteers safely, ensuring all necessary checks are made
- sharing information about safeguarding and best practice
- sharing information about concerns with the appropriate agencies in a confidential manner

## Club Charter, Season 2019/20

- providing effective management for staff and volunteers through supervision, support and training.

We are committed to reviewing our policy and best practice on a regular basis.

### Section 12, Club Contacts

Manchester United  
Sir Matt Busby Way  
Old Trafford  
Manchester  
M16 0RA

+44 (0)161 868 8000 for all queries

+44 (0)161 868 8009 for supporters with access requirements or disabilities

|  |   |
|--|---|
| Match ticket sales & enquiries   | <a href="mailto:tickets@manutd.co.uk">tickets@manutd.co.uk</a>  |
| Official Membership sales & enquiries                                  | <a href="mailto:membership@manutd.co.uk">membership@manutd.co.uk</a>  |
| Hospitality sales & enquiries  | <a href="mailto:hospitality@manutd.co.uk">hospitality@manutd.co.uk</a>  |
| Executive Club Support Team  | <a href="mailto:Executive.support@manutd.co.uk">Executive.support@manutd.co.uk</a>  |
| Supporters with access requirements or disabilities                    | <a href="mailto:accessibility@manutd.co.uk">accessibility@manutd.co.uk</a>  |
| Museum & Stadium Tour sales & enquiries                                | <a href="mailto:Toursenquiry@manutd.co.uk">Toursenquiry@manutd.co.uk</a>  |
| Museum & Tour schools & educational visit enquiries                    | <a href="mailto:educationalvisits@manutd.co.uk">educationalvisits@manutd.co.uk</a>  |
| United Events: conference or special events sales & enquiries          | <a href="mailto:United.events@manutd.co.uk">United.events@manutd.co.uk</a>  |
| Megastore, Old Trafford  | +44 (0)161 868 8567<br><a href="mailto:megastore@manutd.co.uk">megastore@manutd.co.uk</a>                                 |
| United Direct, online shop   | +44 (0)871 224 8107<br><a href="mailto:Customer.service@store.manutd.com">Customer.service@store.manutd.com</a>           |
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| Programme & Magazine subscription                                      | <a href="http://Manutd.com/programme">Manutd.com/programme</a>  |
| Human Resources  | <a href="mailto:hr@manutd.co.uk">hr@manutd.co.uk</a>  |
| Assistant Safeguarding Manager (children & vulnerable adults services) | <a href="mailto:Jane.cooper@manutd.co.uk">Jane.cooper@manutd.co.uk</a>  |
| Brand protection   | <a href="mailto:Brandprotection@manutd.co.uk">Brandprotection@manutd.co.uk</a>  |
| MU Foundation  | <a href="mailto:Foundation.enquiries@manutd.co.uk">Foundation.enquiries@manutd.co.uk</a>                                  |
| General enquiries  | <a href="mailto:enquiries@manutd.co.uk">enquiries@manutd.co.uk</a>  |
| Red Café   | +44 (0)161 868 8303   |
| MU Mobile  | +44 (0)870 750 7830<br><a href="mailto:mobilesupport@infomedia-services.co.uk">mobilesupport@infomedia-services.co.uk</a> |
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