



St. Cuthbert Wanderers Football Club

Customer / Supporters Charter

As a full member club of the Scottish Football Association, St Cuthbert Wanderers Football Club (hereinafter referred to as "The Club") recognises the importance of our supporters and the broader community in that they make an important financial and emotional commitment to the club. With that in mind the club have produced the following document to provide information about the club, its services and our commitment to our supporters.

Customer Service

Should any supporter have an enquiry or complaint please contact the club secretary in writing or via e-mail.

The club will endeavour to reply within 7 working days either in writing or by e-mail. In the first instance the club may also choose to reply via a telephone call, if deemed appropriate, and follow that up with a written response.

The Club Secretary can be contacted at:

St. Cuthbert Wanderers FC, c/o 11 Abbey Park, Dundrennan, Kirkcudbright, DG6 4QQ.
Or via e-mail to: michaelmcgarrie@gmail.com

Match Day

The club has set admission prices for the coming season as follows:

Adults - £4.00

Concessions - £2.00

It may be sometimes necessary to increase the admission prices for cup matches involving the club. These prices will be set after full consultation with the visiting club and, where appropriate, any governing body.

Fixture Changes

In some instances it is necessary to change the date or kick-off time of fixtures, either as a result of postponements or the clubs (or our opponents) involvement in cup competitions. These changes, where possible, will be communicated via the club's website, Facebook page and Twitter feed. Thereafter any information may be found through the local media or the South of Scotland Leagues dedicated website.

Club Liability

The club will not be held liable for any loss, damage or injury sustained by any individual or group whilst on club premises.

Merchandise

The club have linked with Joma and Football Nation to offer a range of merchandise available to supporters which is available to buy. Should anyone wish to purchase any merchandise contact the club secretary on the first instance. The lifespan of all playing and training kit is one to two years dependant on sponsor commitments.

Media Outlets

You can keep up to date with what's going on at the club through the club's official website www.stcuthbertwanderers.com, our facebook page www.facebook.com/StCuthbertWanderers or through our twitter page at <https://twitter.com/StCuthberts1879>.

Ground Access

To protect the longevity of the 3G surface at St Mary's Park we remind you that access to the playing surface is for players and officials only. When using the surface we would also remind you that appropriate footwear must be used. Should your footwear be deemed unsuitable for the playing surface we reserve the right to deny access to the playing surface. This includes children and youngsters wishing to access the 3G surface at half time and full time.

Supporters are further reminded that there shall be no access to the front of the pavilion on matchdays which is reserved for players and officials only.

Conduct

As a family and community club we are committed to providing a safe environment to watch football and as such the club will not tolerate any behaviour which is deemed unacceptable and discriminatory. With this in mind we have produced both an unacceptable behaviour and Anti-Discrimination policy which can be found on our website. These documents can also be provided in writing by contacting the club secretary.

Covid-19

The club take seriously the dangers that may be evident due to the worldwide pandemic that is COVID-19. We have put procedures and protocols in place to ensure the safety of everyone connected with the club and wider society as a whole. We have completed a risk assessment solely for this and this is available upon request.

St Cuthbert Wanderers Football Club

St Marys Park

Kirkcudbright

DG6 4AW

** This document was reviewed in August 2020 and is scheduled for review on a bi-annual basis **