



CUSTOMERS & SUPPORTERS CHARTER

East Stirlingshire Football Club recognises the bond between the Club and its supporters, especially the young supporters who are the future of the Club, and appreciates the invaluable contribution they make. As such, the Club makes every effort to be open and honest regarding its policies and practices and ensures good communication with supporters.

SUPPORTERS LIAISON OFFICER (SLO)

The Supporters Trust has a representative on the East Stirlingshire FC Board who acts as the club's Supporters Liaison Officer.

Currently, the position is held by Trust Member, Ian Fleming, who can be contacted directly at East Stirlingshire FC home games, by calling 07504 399409, or by email at eaststirlingshire@slfl.co.uk.

ACCESSIBILITY

- Season tickets are offered to Concessions at a reduced rate.
- To encourage families to attend games, the club offers reduced rates to under-14s.
- Free admission is granted to under-14s through the purchase of a season ticket.
- For all-ticket games, tickets are offered to season ticket holders first before general sale.
- No seating is offered with a restricted view.
- 12 disabled seats are located at the front of the stand, including a seat for a carer.
- If a game is abandoned before kick-off or before half-time, free tickets will be issued to supporters.

AWAY SUPPORT

- The Club does not charge higher admission prices for away supporters.
- The Club abides by SPFL, SFA, and SLFL rules regarding ticket allocation to visiting clubs.

COMMUNITY ACTIVITY

- The Shire in the Community programme is active locally, providing football classes for boys and girls.
- The Club maintains close links with local schools, offering after-school football classes.
- We partner with ES Galaxy to provide a pathway to senior football, supporting player development and progression.

MERCHANDISE

- Sale dates for replica shirts are communicated via the club website.
- Refunds on merchandise are offered in accordance with legal obligations.

CUSTOMER SERVICE

East Stirlingshire Football Club will:

- Strive to provide value for money in all areas of its business.

- Seek to achieve the highest level of service.
- Treat all customers with respect and courtesy.
- Ensure all messages on its automatic telephone answering machine are current.
- Respond promptly to any customer contact.
- Deal promptly and professionally with any complaints.