



LEYTON ORIENT FOOTBALL CLUB CLUB CHARTER

MISSION STATEMENT

Leyton Orient Football Club ("The Club") aim to fulfil the following obligations to our supporters and the local community

- Manage the Club professionally so as to ensure its sustainable financial future
- Develop the potential of young persons seeking to achieve sporting excellence
- Participate in all League and Football Association campaigns to enable the eradication of anti-social behaviour from the ground
- Look after the interests of all its supporters through regular liaison meetings

CUSTOMER SERVICE

- Lindsey Martin is our customer service contact. Please send any complaints, concerns or questions by e-mail to l.martin@leytonorient.net, by post to Leyton Orient FC, Matchroom Stadium, Brisbane Road, Leyton, E10 5NF or telephone 0871 310 1881 between the hours of 9am and 5pm Monday to Friday.
- The Club aim to respond to any contact from a customer within a maximum of 5 days. If it is not possible to provide a full response to the issues raised within that time, an acknowledgement will be sent and a detailed reply will follow within 21 days of receipt of the original communication.
- The Club will respond by telephone, email, fax or letter, as appropriate.
- Any unresolved matters can be referred to the Club's Supporter Liaison Officer (SLO) whose details can be found on the Club website or directly to the Independent Football Ombudsman. Contact details for these can be found below:

**The Independent Football Ombudsman
Suite 49
57 Great George Street
Leeds**

STAFF CONDUCT

- All Leyton Orient Football Club staff will conduct themselves in a courteous and responsive manner in all dealings with customers.
- The Club has an anti-discrimination policy that lays out its commitment to eliminate all discriminatory behaviour. A copy of this policy can be requested at any time.
- The Club recognises its responsibility to the safety and well-being of children and young persons who participate in the Trust scheme's activities. The Club has adopted a formal Child Protection Policy and ensures that all personnel adhere to it accordingly.
- Leyton Orient is committed to confront and eliminate discrimination whether by reason of sex, gender re-assignment, sexual orientation, marital or civil partnership status, race, pregnancy or maternity, religion or belief, age or disability.

CLUB LIABILITY

- The Club is not liable for any loss, damage or injury sustained or incurred (howsoever arising) by any individuals or groups of individuals whilst on Club premises.

CONSULTATION AND INFORMATION

- The Club consults supporters on a regular basis through regular contact between the SLO, the Supporters Club Chairman, fans forums and questionnaires and will hold a minimum of 2 meetings per season to discuss strategic and major issues surrounding the Club.
- The Club aims to publicise its position on major policy issues in an easily digested format, in the Club programme, the Club website and the local media.
- The Club has and continues to develop ways to consult with shareholders, sponsors, the local authority and other interested parties.
- The Club gives the earliest possible notice of any changes to its ticketing policy and the reasons for the changes on the official website and in the Club programme.

TICKETING

PRICING

- The Club continues to strive for wider access to matches by offering a broad range of ticket prices.
- The Club operates a scheme to enable supporters to pay for season tickets by instalment at a reasonable rate of interest.
- A transaction cost may be applicable for online, postal and telephone credit/debit card bookings

MATCHDAY TICKET ALLOCATION

- At least 5% of tickets to each game will be made available to non-season ticket holders.
- Supporters wishing to purchase tickets for home matches may do so as follows:
In person at the West Stand Ticket Office in Oliver Road between the hours of 9.30am – 4.30pm Monday to Friday and home match Saturdays from 10am
By telephone on 0871 310 1883 from 9.30am – 4.30pm Monday to Friday
Via the internet at www.leytonorient.com
- The Club reserves the right to vary arrangements at its discretion for individual matches, when as much notice as possible will be given.

CONCESSIONS

- Concessionary prices are available to senior citizens 65 years and over, unwaged supporters, students and current serving members of the armed forces (with relevant proof). Cheaper prices are also available for Under 18's and Under 11's.
- The Club will provide:
 - An area of the ground for the exclusive use of family groups and junior supporters, subject to local authority approval and ground redevelopment.
 - Free tickets for disabled spectators and their carers (subject to receipt of the middle or higher rate of Disability Living Allowance or equivalent at PIP) when pre-booked via the ticket office.

AWAY MATCHES

- Season ticket holders are given priority on the allocation of away tickets, providing they send the appropriate voucher to the Club or book online within seven days of the all ticket game being announced. In the event of a restricted ticket allocation season ticket holder's applications will be sorted on a first come first served basis unless otherwise advised.
- Ticketing arrangements for all away matches are publicised on the Club's website (www.leytonorient.com), in Club programmes and press releases.

CUP COMPETITIONS

- Tickets for Cup Competitions are priced according to the opposition and stage of the competition. Season ticket holders are given priority on the allocation of cup tickets (both home and away), providing they send the appropriate voucher to the Club within seven days of the draw being announced or book online when available. In the event of a restricted ticket allocation season ticket holder's applications will be sorted on a first come first served basis unless otherwise advised.

TICKET UPGRADES

- In instances where the Ticket Office agrees an upgrade can be implemented on a concessionary ticket price, the holder will be required to pay the outstanding balance based on the standard matchday rates. No reduction on prepaid adult prices to concessionary rates is available.

RETURNS/REFUNDS

- Leyton Orient Football Club will not accept responsibility for season tickets being lost or destroyed. Duplicate season tickets may be issued at the Club's discretion and this will incur an administration charge of £20. If the Season Ticket Holder is able to produce a crime reference number - if the ticket has been stolen - this charge will be waived.
- The Club does not offer refunds on tickets unless a game has been postponed or abandoned. When a refund is offered, it will exclude any booking fee or postage element.

POSTPONED OR ABANDONED MATCHES

- If a match is postponed at a time before the turnstiles are opened or after the turnstiles are opened but before kick-off, ticket holders are entitled to:
Free admission to the re-arranged game on production of their complete original ticket at the turnstiles or Supporters may
 - exchange their ticket for another home match of their choice in the same season subject to availability by contacting the ticket office and returning the complete original ticket to the ticket office, provided that they do so within 7 days of the announcement of the re-arranged fixture date
 - Apply for a full refund of the value of the seat less any booking fee and/or postage by contacting the ticket office and returning the complete original ticket to the ticket office, provided that they do so within 7 days of the announcement of the re-arranged fixture date
- If the game is abandoned after kick-off and before half time, supporters are entitled to half-priced admission for the re-arranged match provided that they contact the ticket office within 7 days of the announcement of the re-arranged fixture
- If the game is abandoned after half-time, no compensation will be available.

ACCOMMODATING AWAY SUPPORTERS

- The Club abides by EFL Regulations governing the allocation of tickets to visiting clubs.
- The Club does not charge admission prices to supporters of a visiting club, which are higher than those charged to our own supporters for comparable accommodation. In particular our concessionary rates offered to senior citizens and junior supporters apply to supporters of a visiting club.

MERCHANDISE

- The Club shall use its reasonable endeavours to ensure, subject to changes in Club sponsors, that all replica Strip designs shall have a minimum lifespan of two seasons.
- Details of the next intended change of kits are available from the Club Shop and on the official website.
- The Club carries out its obligations under EFL Regulations to prevent price fixing in relation to the sale of replica strip.
- The Club offers refunds on merchandise in accordance with its legal obligations.

CHARITY REQUESTS

- The Club has a commitment to supporting charitable requests and subscribes to the objective of using the power of football to support the positive change in the wider community.
- The Club does not make monetary donations and, due to the high number of requests, the Club does not support personal enquiries for signed merchandise for events such as birthdays or weddings.
- The Club is committed to supporting the League's chosen charity and its own designated charity.

- All applications must be accompanied by a letter of authority from the benefitting charity and must be received 6 weeks prior to the required event date.

COMMUNITY ACTIVITIES

Leyton Orient Trust has been running in this name or under its previous title of Leyton Orient Community Sports Programme since September 1997 and was the first project of its kind to gain charitable status and to become a company limited by guarantee. It superseded Leyton Orient Football in the Community Scheme, which was set up in May 1989. Over the past 18 years the scheme has established itself as one of the most effective schemes in the country and has developed expertise and a strong reputation with regards to football and community development. The scheme now operates in Hackney, Tower Hamlets, Waltham Forest and Epping.

The aim of the organisation is to offer a comprehensive and inclusive programme to young people in North East London who have traditionally been excluded from mainstream sport and education provision.

As the programme has evolved it has grown both in breadth and depth and now 30,000 young people are involved in different aspects of the programme each year. The range of activities we run are:

- Regular football coaching sessions for 5-15 year olds using hard court, astro turf and grass areas at 15 venues on Saturday mornings; early evenings and during the holidays organising local events and borough wide inter school tournaments.
- Training up local volunteers to participate in the sessions, offering football coaching qualifications.
- Combining sport with schools work offering coaching and some curriculum work to all Primary school children in Waltham Forest. Also holding coaching sessions in 15 Tower Hamlets Primary Schools a year.
- A full time Education Officer who works in 45 primary schools a year using children's interest in football to learn about history, geography, maths and English.
- After school sessions are also held which combine football with literacy and numeracy. Literacy fun days are held at the Club using the ground and the players.

INCLUSION AND ANTI-DISCRIMINATION

- Leyton Orient Football Club is committed to ensuring that its football and all parts of its business are inclusive of all communities and free from discrimination.
- The Club have nominated a senior member of staff to have overall responsibility for upholding the Inclusion and Anti-Discrimination policy within the Club and to ensure regulations in regards to BAME are upheld.
- Leyton Orient Football Club is committed to confront and eliminate discrimination whether by reason of sex, gender re-assignment, sexual orientation, marital or civil partnership status, race, colour, nationality, ethnic or national origin, pregnancy or maternity, religion or belief, age or disability.
- The Club undertakes to its supporters and customers that any complaints of discrimination will be immediately investigated and dealt with in line with Company policies.

- The Club has advised its staff that any incident of discrimination is a serious matter and will be dealt with under the Club's Disciplinary Procedures.
- Leyton Orient is an equal opportunities employer. It is committed to equal opportunity within its own organisation and to encourage similar commitment from every organisation with which we have business or social dealings.
- Equality of opportunity at Leyton Orient Football Club means that in none of its activities will it discriminate against, or in any way treat less favourably, any person on grounds of sex, gender re-assignment, sexual orientation, marital or civil partnership status, race, colour, nationality, ethnic or national origin, pregnancy or maternity, religion or belief, age or disability. This includes:
 - The advertisement of jobs
 - The selection of candidates for employment or promotion
 - Job location or working environment
 - Pay and employment terms and conditions
 - Internal training and development activities
 - External education and activities and awards
 - Football development activities
 - Selection for representative teams
 - Appointments to honorary positions
- Leyton Orient Football Club will not tolerate harassment or other discriminatory behaviour, whether physical or verbal, and will work to ensure that such behaviour is met with appropriate disciplinary action in whatever context.

CLUB POLICY COVERING PART III (THE PROVISION OF GOODS, SERVICES AND FACILITIES) OF THE EQUALITY ACT

- The Club is committed to ensuring that its disabled supporters and customers have as full access as is reasonably possible to all goods, services and facilities provided or offered to the public by the Club.
- The Club will operate a concessionary ticketing policy for disabled supporters and will ensure that the scheme does not discriminate between disabled people with differing impairments.
- The Club recognises that not all of its facilities are fully accessible to disabled customers and confirms that it is committed to making necessary reasonable adjustments described by the Equality Act and its relevant Codes of Practice to ensure full compliance with the legislation.
- The Club also recognises that it is likely to have new duties with effect from 1st December 2004 to remove permanent barriers that make it difficult or impossible for some disabled customers to access Club facilities. The Club will undertake such additional works as are reasonably required within the timescales set out in the Act.
- The Club has a training programme to ensure that all Senior Managers and appropriate "front line staff" are trained in the provisions of the Act. On-going training will be included in staff induction programmes.

WHO'S WHO AT LEYTON ORIENT

Chairman	Nigel Travis	
Vice-Chairman	Kent Teague	
Chief Executive	Danny Macklin	d.macklin@leytonorient.net
Club Secretary/Ticket Office Manager/Disability Liaison Officer	Lindsey Martin	l.martin@leytonorient.net
Safety Officer	Craig Witham	c.witham@leytonorient.net
Sales Manager	Mike Brown	m.brown@leytonrorient.net
Sales Executive	Matthew Adeyeye	m.adeyeye@leytonorient.net
Press Officer	Elliot Byrne	e.byrne@leytonorient.net
Media Assistant	Kortney Hudson	k.hudson@leytonorient.net
Ticketing Supervisor/Academy Administrator	Elizabeth Freeman	e.freeman@leytonorient.net
Functions Manager	Lucy Gammons	l.gammons@leytonorient.net
Marketing Manager	Lauren Webster	l.webster@leytonorient.net
SLO	Keren Harrison	k.harrison@leytonorient.net