**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

**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 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, open and welcoming to all supporters, regardless of their age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, or sexual orientation (Protected Characteristics)  
- 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

**Football Consultation**

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  
- Ensure that all equality standards are met
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• 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 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

Ticketing & Membership Services

Demand for match tickets 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 Official Members who have paid a deposit

• Clearly communicating sales arrangements for all home and away games

• Allocating tickets for purchase by non-Season Ticket holders, in line with Premier League rules

• Offering reduced priced tickets for supporters who are aged 65+ or and under 21 at the start of the season

• £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 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

• 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
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**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 or belief, or sexual orientation (Protected Characteristics) 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 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**
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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

*texts are charged at the standard network rate

Manutd.com/termsandconditions
Manutd.com/groundregulations

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

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 feedback@manutd.co.uk

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 Chief Operating Officer, who will respond within 15 days:

Collette Roche, Chief Operating Officer
Manchester United
Sir Matt Busby Way
Old Trafford
Manchester
M16 0RA

Last updated: Feb 2020
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If you are not satisfied with this response, you will be advised 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.

Safeguarding

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

• 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.

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

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<th><a href="mailto:tickets@manutd.co.uk">tickets@manutd.co.uk</a></th>
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<td><a href="mailto:United.events@manutd.co.uk">United.events@manutd.co.uk</a></td>
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<tr>
<td>Megastore, Old Trafford</td>
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<tr>
<td>United Direct, online shop</td>
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<td><a href="mailto:hr@manutd.co.uk">hr@manutd.co.uk</a></td>
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<td>Assistant Safeguarding Manager (children &amp; vulnerable adults services)</td>
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<tr>
<td>Red Café</td>
<td>+44 (0)161 868 8303</td>
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<tr>
<td>MU Mobile</td>
<td>+44 (0)870 750 7830, <a href="mailto:mobilesupport@infomedia-services.co.uk">mobilesupport@infomedia-services.co.uk</a></td>
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<td>MUTV subscription</td>
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