



EAST FIFE F.C. SUPPORTERS CHARTER



East Fife F.C. – Supporters Charter

Introduction

East Fife Football Club recognises and values the continued support given by individuals, families, and supporter groups. The Club acknowledges that supporters are central to the success and identity of East Fife Football Club.

In recognition of this support, the Club is committed to operating in a way that respects supporters and seeks to provide a welcoming, safe, and enjoyable experience for everyone attending matches and events at Bayview Stadium.

The Club will aim to ensure that its policies, facilities, and services reflect this commitment.

Access to Matches

East Fife Football Club will seek to ensure that supporters have fair access to attend matches.

- Access to matches will be available to both season ticket holders and non-season ticket holders.
 - Where a match is designated as all-ticket, priority will be given to season ticket holders, with remaining tickets made available to other supporters where possible.
 - The Club will aim to keep ticket prices within an affordable range, as determined by the Board of Directors.
 - Concessionary admission will normally be available for:
 - **Junior supporters** (Under 16)
 - **Senior citizens** (Over 65)
 - **Students in full-time education**, subject to appropriate identification (e.g. Student ID or Fife Council Card).
-

Abandoned or Postponed Matches

In the event that a match is abandoned:

- If a match is abandoned before kick-off or before half-time, ticket holders will be entitled to free admission to the rearranged match.
 - If a match is abandoned after kick-off in the second half, supporters may be entitled to reduced admission for the rearranged match, subject to agreement between the participating clubs.
 - Free or reduced admission may also be offered for replays of abandoned matches, depending on the circumstances.
-



East Fife F.C. – Supporters Charter

Supporters with Disabilities and Additional Needs

East Fife Football Club is committed to ensuring that supporters with disabilities and additional needs can attend matches and events comfortably and safely.

Supporters with disabilities and their personal assistants are warmly welcomed at the Club.

Where a supporter with a disability requires the assistance of a personal assistant to attend a match, the admission ticket purchased will include free entry for the personal assistant. The Club will make every reasonable effort to ensure that supporters with a disability can enjoy their matchday experience without difficulty.

Visiting Supporters

The Club will treat visiting supporters fairly and with respect.

- Visiting supporters will not be charged higher admission prices than those charged to East Fife supporters.
- Concessionary ticket arrangements offered to East Fife supporters will also apply to visiting supporters where applicable.

Facilities

East Fife Football Club aims to maintain facilities that are safe, welcoming, and suitable for supporters.

The Club will:

- Offer a range of refreshments at reasonable prices.
- Make certain facilities available for private events and special occasions where appropriate.
- Provide stewarding and matchday security to ensure the safety and wellbeing of all supporters.
- Offer corporate hospitality packages that can be tailored to individual requirements.
- Support local and national charities.
- Support community and school activities where possible

The Club will always seek to provide the best possible service and will treat all supporters and customers with respect and courtesy. This approach is reflected in the Club's wider policies, including those relating to equality, safeguarding, and anti-discrimination.



East Fife F.C. – Supporters Charter

Merchandise

The Club Shop will operate in accordance with relevant consumer legislation.

- Refunds or exchanges will be provided in line with legal obligations and Club policies.
- Supporters will be informed of future planned changes to the team kit, where possible, through the Club Shop and official communication channels.

Communication with Supporters

East Fife Football Club recognises the importance of maintaining open communication with supporters.

The Club will:

- Engage with supporters through fan forums, surveys, and other consultation methods.
- Respond to supporter correspondence as promptly and helpfully as possible.
- Use appropriate communication channels to ensure that important information is shared with supporters.

REVISION HISTORY

Revision	Reviewed By	Changes
February 2025	J Donaldson	First issue
May 2026	L Anderson	Re-wording and minor clarifications throughout