

TOWN. TEAM. TOGETHER.

OFFICIAL CHARTER OF CRAWLEY TOWN FOOTBALL CLUB





YOUR CLUB CHARTER.

Crawley Town Football Club is more than just a football club and is nothing without its fans.

Over the last few years the club have continued to develop and engage with supporters to ensure that the experience of you, the fan, is the best it can be.

The club has worked tirelessly to ensure that every fan feels valued, whether a long-time supporter or first-time visitor.

As a result of this, we continue to pride ourselves on our accessibility as well as the high levels of engagement between the club's board of directors & the fans.

Players and managers come and go, but we recognise that the supporters are the club's greatest and most loyal asset.

It means the club will continue to innovate and communicate with the fans to ensure that the club plays a pivotal role not only on Saturday afternoons, but also in the local community to provide memories wider than football, that will last a life time.

Town. Team. Together.

**Kelly Derham,
Operations Director,
Crawley Town Football Club.**



CONTENTS.

05 TOWN. TEAM. TOGETHER.

07 EQUAL OPPORTUNITIES

07 DATA PROTECTION

08 CUSTOMER SUPPORT

08 STAFF CONDUCT

09 FOUNDATION ACTIVITIES

10 SUPPORTERS LIAISON

10 SUPPORTERS CONSULTATION

12 TICKETS

12 TICKETS FOR CONCESSIONS

13 TICKETS FOR DISABLED SUPPORTERS

13 CATERING

14 MATCH DAY HOSPITALITY

15 FAST SIGNS HOSPITALITY BOX

17 STADIUM REGULATIONS

17 STADIUM PARKING

18 FAMILY EXCELLENCE

18 DEVILS' DEN

20 RETAIL & MERCHANDISE

20 CHARITY REQUESTS

22 ONLINE CONTENT

24 SUPPORTERS BOARD

25 CTSA MEMBERSHIP

27 CLUB DIRECTORY

29 NOLI CEDERE



TOWN. TEAM. TOGETHER.

The aims of Crawley Town Football Club Ltd are:

To build and sustain a successful, professional football club.

To strengthen the links between the club and the community which it serves.

To be a club that is trusted and recognised as a major contributor to the community in which it operates.

To benefit present and future members of the community served by the club by promoting and encouraging football as a recreational and sporting activity and a focal point for community involvement.

The club will continue to achieve this by:

Aspiring to excellence in everything that it does.

Work in partnership with our supporters, customers and the community to maintain the highest possible standards in an equal opportunities environment.

Follow a policy of prudent financial management to develop the club profitably over the medium and long term.

Recognise that in the world of professional football that the club must be dynamic, adaptable, ambitious and creative.

Remain actively involved in the local community to ensure the club's resources are used to our mutual benefit and monitor how we reach out to minority and disadvantaged groups in the community.

Continue to recognise the importance of the club's Football In the Community and youth development initiatives.

Crawley Town Football Club is proud of its heritage and will always seek to strengthen its ties with the community while continuing to represent West Sussex with pride on a national and international stage.





EQUAL OPPORTUNITIES.

At Crawley Town Football Club we respect the diversity within the local community, take steps to interact with various groups, and are committed to challenging attitudes that promote discrimination.

Equal opportunities mean that the club will not discriminate against anyone on the grounds of sexual orientation, gender, ethnicity, disability, marital status, age or political or religious beliefs.

This includes:

Job Advertisements

Pay and employment terms and conditions

Development, training and educational activities

Crawley Town Football Club will not tolerate in any form sexual or racially-based harassment or discriminatory behaviour, whether physical or verbal, and will work to ensure that such behaviour will be met with appropriate action in whatever context it occurs.

DATA PROTECTION.

The club are committed to maintaining the privacy and security of the customer details held on record, in accordance with the 1988 Data Protection Act.

Football League Interactive, as the club's official website provider, is responsible for ensuring data protection is in place in respect of any user data collected via the official website.



CUSTOMER SUPPORT.

Customer support contact is Bruce Talbot (General Manager) who will deal with enquires, complaints and concerns.

Bruce can be contacted on 01293 410 000 or by email to brucetalbot@crawleytownfc.com.

The club will respond to any contact from a supporter within seven working days from receipt of the communication. If we cannot provide a full response within seven days the communication will be acknowledged and a reply given in 28 days.

If anyone with cause to complain to Crawley Town Football Club is not satisfied with their response they should contact the Independent Football Ombudsman;

Suite 49,
57 Great George Street,
Leeds
LS1 3AJ.

STAFF CONDUCT.

Crawley Town FC staff will conduct themselves in a courteous and helpful manner at all times when dealing with the general public.

FOUNDATION ACTIVITIES.

Crawley Town Football Club Community Sports Foundation is operated from Crawley Town Football Club and organise various activities.

The Vision:

To use the power of sport to engage and inspire

The Mission of the Foundation:

The services we provide are based on the belief that engagement through sport can result in far more than developing sports skills. It can harness a sense of mutual respect and trust, widen horizons, raise aspirations and provide opportunities for people regardless of their background.

Using the power of sport and appeal of the club brand to engage and inspire, we are focused and committed to delivering a quality service and helping develop the community through a range of programmes and services based on themes in health and wellbeing, sports participation, education, equalities and inclusion, volunteering, training and employment, regeneration and community safety – working through local, regional and national partnerships.

For further details contact Birtug Kazim, on 01293 410 000 or email birtugkazim@crawleytownfc.com.





SUPPORTERS LIAISON.

At Crawley Town we aim to provide the best match day experience possible for all our supporters. We're always looking to continue to improve our service based on feedback from supporters.

For the 2017-18 season, the Supporters Liaison Officer will be Alex Stedman. His role is also Media and Press Officer at the football club, and Alex will endeavour to assist supporters throughout the week and on match days.

He will be available on match-days to communicate with fellow supporters and assist in resolving any issues by contacting key personnel at the club quickly and effectively. He will also be available to assist with all general supporter related enquiries.

You will be able to find Alex on a matchday around the stadium.

SUPPORTERS CONSULTATION.

The club is committed to regular dialogue with representatives of the Crawley Town Supporters Alliance.

The Club will hold at least two meetings/fans forums per season to which its supporters (or representatives) will be invited in order to discuss significant issues relating to the club. The first meeting will be held between August and November and the second meeting will be between January and April.

Any club policy which directly relates to supporters will be intimated through the club website, social media channels and matchday programme or at the meetings held between the Football Club and the Supporters Alliance.





TICKETS.

The club will continue to offer a broad range of ticket prices to enable wider access to matches for supporters. Tickets can be purchased online.

If a game is postponed tickets purchased for the new date will be valid. Supporters unable to attend a match on a new date will be offered tickets to an alternative fixture. If a supporter is unable to attend the re-scheduled game or an alternative match during the season a cash refund will be made.

If a game is postponed prior to kick off but after supporters have already entered the stadium they will be entitled to free admission to the re-arranged fixture.

If a match is abandoned after kick-off supporters will be entitled to reduced admission to the re-arranged game. Prices and ticket selling arrangements in such instances will be notified on the club's website. No refunds for tickets purchased for a match will be offered after the fixture has been played.

TICKETS FOR CONCESSIONS.

Concessionary season tickets and admission are available to supporters aged under 18 years on August 1 or over 65 and to serving military personnel on production of valid photo-ID documentation. Concessionary season tickets only are also available to under-11 supporters.

These concessionary rates are also available to away supporters. Proof of age may be asked for when seeking concessionary admission or tickets. The club abides by Football League regulations governing the allocation of tickets to visiting clubs.

TICKETS FOR DISABLED SUPPORTERS.

Our disabled tickets policy is based on the levels of 'Disability Living Allowance' (DLA) that the supporter receives, as set out by the Government.

If you are in receipt of 'Middle Rate' or 'Highest Rate' you are entitled to a free ticket for a companion to assist you.

Ambulant disabled and wheelchair user tickets cannot be booked online. Please contact the Ticket Office on 01293 410 000 for information and to book tickets or email tickets@crawleytownfc.com Tickets for disabled supporters for the West Stand and People's Pension East Stand are available on a first-come-first-served basis. Away fans are accommodated in the East Stand.

All disabled seating is under cover.

CATERING.

The club is committed to providing the highest quality and best possible service in its hospitality areas and stadium food outlets.

Our food and drink are fair trade and ethically sourced where possible and all food is prepared to the highest possible standards of cleanliness and hygiene, as directed by the local authority.





MATCH DAY HOSPITALITY.

Why not sample the best seats in the house this season with our match day hospitality package?

Your package includes:

Superb three-course meal provided by our award-winning catering partners Strong Flavours.

Best seats in the house in Ryan Canter Club Executive seating area

Use of the Mayo Wynne Baxter Stadium Suite throughout the afternoon

Half-time refreshments and access to bar

Watch the man-of-the-match presentation

Reserved car parking



FAST SIGNS HOSPITALITY BOX.

Make the most of our new matchday hospitality space – the FASTSIGNS hospitality box in the south-east corner of the Checktrade Stadium.

Your package includes:

- Access to the box from 90 minutes before kick-off and a dedicated host
- Complimentary programmes and team sheets.
- Two complimentary beers or soft drinks per guest (alcohol cannot be consumed during the match)
- Flexible options on inclusive food package
- Watch the game from the box or from a seat in the East Stand - up to 15 tickets provided
- Hot drinks available throughout the game
- Opportunity to join other hospitality guests in the Mayo Wynne Baxter Suite after the game for the man of the match presentation
- Programme mention if the booking is made by a business
- We can be flexible on numbers (maximum 15). Prices on request. Over-18s only to be served alcohol, EFL and local licensing laws apply.



To enquire about hospitality at the Checktrade Stadium, please email michelehendry@crawleytownfc.com or jocomper@crawleytownfc.com





Proud to support Crawley Town Football Club

ing pension scheme

MACL Crawley

Sales & Lettings 01293 55

Gatwick Couriers



STADIUM REGULATIONS.

All persons attending the Checktrade Stadium must abide by the stadium regulations which are displayed on notice boards in high visibility positions at the entrances to the stadium and at point-of-sale areas.

A copy of the Stadium Regulations can also be sent upon request by emailing brucetalbot@crawleytownfc.com and are also on display at the turnstiles.

Crawley Town operate a zero tolerance policy on discrimination of any sort. Anyone found to be in breach of this may find themselves liable to a lifetime banning order.

Anyone anonymously wishing to report discrimination or inappropriate behaviour at the Checktrade Stadium on matchdays can do so by emailing brucetalbot@crawleytownfc.com or calling 01293 410 000.

STADIUM PARKING.

The Checktrade Stadium car park has 350 spaces.

These are allocated on a first come-first served basis or you can book a car park space for the whole season by calling 01293 410000 or emailing brucetalbot@crawleytownfc.com.

Season tickets for car parking are also available to purchase from the Ticket Office.

The car park opens two hours before kick-off on a match day. There are 16 places for disabled supporters also available on a first-come first served basis, although these can also be reserved by away supporters by calling 01293 410000.

Free parking at various sites within walking distance of the stadium is also available.

FAMILY EXCELLENCE.

The club were thrilled to be awarded with Family Excellence status for the 2016/17 season for only the second time in the club's history and for the first time in four years.

In achieving the award the club has been recognised as offering superb entertainment for families at the Checktrade Stadium, engaging with young fans and families.

Achieving excellence status reflects the hard work the club have completed in the last 12 months to improve the experience for family and young fans attending matches at the Checktrade Stadium, something we will continue to strive for during the 2017/18 season and beyond.

DEVILS' DEN

As part of improving the match day experience for families and young fans, the club recently launched a dedicated family zone in the south east corner of the Checktrade Stadium.

Devils' Den offers young fans a purpose built destination to enjoy pre match entertainment prior to kick off.

As well as offering a venue to relax prior to kick off, the Den is also the place to go to meet members of the first team squad, with player appearances scheduled throughout the season.

With various activities to enjoy (and special visits from Reggie!), Devils' Den has gone from strength to strength, taking into account feedback from our young fans and through implementing as many new initiatives and ideas as possible.

The Den is open at EVERY HOME MATCH and is supervised at all times by trained staff.





WE ARE PROUD TO
HAVE BEEN AWARDED

EFL
FAMILY
EXCELLENCE
AWARD 2017

CELEBRATING 10 YEARS
OF FAMILY EXCELLENCE

FIND OUT MORE
VISIT: EFL.COM



RETAIL & MERCHANDISE.

The club shop operates at the Checktrade Stadium during normal office hours.

On home match days the shop will open at 10am and close 30 minutes after the final whistle.

A full refund on any item purchased and returned within 30 days will be made on production of a receipt.

The club carries out its obligations, under Football League regulations, to prevent price fixing in relation to the sale of replica shirts.

If you have any complaints about the service received or quality of goods please refer them in the first instance to Retail Manager Bruce Talbot by emailing brucetalbot@crawleytownfc.com.

CHARITY REQUESTS.

Crawley Town Football club's principal charity for 2017/18 is Chestnut Tree House.

Requests from charitable organisations for merchandise and tickets for fundraising activities are welcome and should be directed to Bruce Talbot by emailing brucetalbot@crawleytownfc.com.

**CLOSER
THE ACTION...**

soccer schools

education

parties

football & community development

ctcommunityfoundation.com





ONLINE CONTENT.

The club highly values communication between the club and the supporters.

The club's official website www.crawleytownfc.com carries updated news and information including new signings, ticket details, match reports and interviews.

The club will continue to develop innovative content as well as behind the scenes content and match day highlights/ video reels.

Social media lets the club have direct contact with fans 24/7, 7 days a week, 365 days a year.

The club prides itself on engagement with fans and endeavours to respond to any fan enquiry made online as soon as possible.

Our social media accounts are as follows:

Facebook: *@CrawleyTown*

Twitter: *@crawleytown*

Instagram: *@crawley_town_fc*

Snapchat: *@crawleytownfc*

Matches



up day a success!

ago



Club News

Mark Randall joins the Reds

2017/18 HOME PRE SEASON SCHEDULE



VS. CHELSEA XI SATURDAY 15TH JULY 2017, KICK OFF @ 15.00



VS. BRIGHTON & HOVE ALBION SATURDAY 22ND JULY 2017, KICK OFF @ 15.00



VS. PORTSMOUTH SATURDAY 29TH JULY 2017, KICK OFF @ 15.00

PRE SEASON HOSPITALITY AVAILABLE IN THE MARY WYNNE BAXTER SUITE & RYAN CARTER COURT
£40 PER PERSON, PER GAME

Club News

Watch pre-season game in style

2 Hours ago



Club News

Operation Clean weekend

20 June 2017



SUPPORTERS BOARD.

The Crawley Town Supporters Alliance was formed on July 1st 2011.

The CTSA are a registered Supporters Trust and therefore have to act in a responsible, inclusive and accountable manner to our members, who each have a vote, with all of the elected representatives and executives acting in an unpaid, voluntary, part-time capacity.

The CTSA provides representation, travel, financial advantages and social activities to the benefit of fans, the club and our community. the CTSA provide an independent voice for supporters that is formally recognised by the club.

In addition to representing supporters, the CTSA also make life better for the fans of Crawley Town Football Club, through a number of practical means, which include:

- Discount on club merchandise
- Priority booking for Cup games
- Representing Crawley Town in the CTSA football team
- Raising funds for Crawley Town Community Foundation
- Supporting local charities
- Providing sponsorship
- Running the club mascot package
- Rewarding loyal away game regulars
- Holding social events

The club's board of directors frequently meet with CTSA board members and ensure that all fan enquiries / questions are discussed and implemented where possible.

CTSA MEMBERSHIP.

This year, the CTSA Board has agreed that Membership for the forthcoming season will be just £5 for everyone.

The CTSA always welcome new members.

Here are a few reminders of what the CTSA can offer you, as a Member.

Benefits to you:

- 10% discount on Club merchandise purchased through Club outlets subject to a minimum spend of £10 (not to be used in conjunction with any other offer or promotion)
- Priority booking for high category Cup games (after Season Ticket Holders)
- Entry into a weekly Family Ticket Draw (2 adults and 2 U18s) in the unreserved section of the East Stand.
- An independent voice for our Supporters
- The opportunity to represent Crawley Town, through the CTSA football team, against other supporters' teams playing in the IFA League.
- The opportunity to vote on CTSA matters (over 16 only).

For more information on the CTSA, please contact the CTSA chairman on chair@ctfcsa.co.uk.





RAWLEY TOWN FC



NOLI CEDERE

RED DEVILS

CT
FC



CLUB DIRECTORY.

Owner and Chairman: Ziya Eren

Board of Directors: Ziya Eren, Kelly Derham, Selim Gaygusuz

Operations Director: Kelly Derham

Director of Football: Selim Gaygusuz

General Manager: Bruce Talbot

Commercial & Sales Manager: Joe Comper

Comercial Sales Assistant: Michele Hendry

Marketing Assistant: Tom Allman

Ticket Manager: Sophie Harding

Office Administrator: Clare James

Office Assistant: Luke Harrington

Media Officer: Alex Stedman

Stadium: Bruce Talbot/ Kelly Derham

Retail: Sophie Bickers

Safety Officer: Grant Ritchie

Head Steward: David Nightingale

Supporter Liaison Officer: Alex Stedman

Disabled Supporters Liaison: Babara Robinson

FOOTBALL MANAGEMENT.

Head Coach: Harry Kewell

Assistant Coach: Warren Feeney

Physiotherapist: Paul Wilson

Strength & Conditioning Coach: Marc Lindsey

Doctor: Dr. Jerry Hill

Analyst: Paul Murphy

Kit Manager: Mark Woodward

Coach: Tolga Dervish

To contact any of the above please email, name (no dots)[@crawleytownfc.com](mailto:crawleytownfc.com) e.g.

kellyderham@crawleytownfc.com





NOLI CEDERE.

NOLI CEDERE - NEVER GIVE UP.

Crawley Town Football Club prides itself on the great support it receives week in week out, home and away.

Whilst we greatly appreciate your support, we expect all supporters to behave in a manner appropriate to the surroundings they find themselves in.

Should any supporter fail to comply with any rules at either the Checktrade Stadium or away from home they may be asked to leave.

The 2017/18 season promises to be an exciting season both on and off the pitch.

With a new management team in place and a new squad on the pitch a transition period is to be expected.

As supporters, we ask you to live by the motto on the club badge and continue to support the club in all that it does.

NOLI CEDERE - NEVER GIVE UP.

**CRAWLEY TOWN FOOTBALL CLUB
CHECKATRADE STADIUM
WINFIELD WAY
CRAWLEY
WEST SUSSEX
RH11 9RX**

**WWW.CRAWLEYTOWNFC.COM
MAIN SWITCHBOARD: 01293 410 000
FEEDBACK@CRAWLEYTOWNFC.COM**

