



CLUB CHARTER

2021/22

YOUR CHARTER

Doncaster Rovers Football Club continues to enjoy a unique relationship with its loyal and dedicated supporter base. It recognises and respects the invaluable contribution made by each and every supporter to the ongoing success of the club.

Whether a loyal supporter or a first-time fan, everyone is a valued member of the Rovers family. We strive to work with supporters and the wider community to create lifelong memories built on values that matter most to you, our fans.

As such, Doncaster Rovers Football Club endeavours to be open and accessible to its supporters, communicating information via the appropriate channels in a clear and effective manner.

The club's greatest asset is its loyal and dedicated fan base and we hope that this charter further improves the communication channels between ourselves and you, our fans.

This is not just our club, this is your club and we are delighted to deliver this charter as your charter.

DONCASTER ROVERS SHAREHOLDERS





Polypipe

EMIRATES

Polypipe

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EMIRATES FA CUP

THE EMIRATES FA CUP

THE EMIRATES FA CUP

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YOUR CLUB YOUR ROVERS FAMILY

As part of our continued 'In Rovers We Trust' campaign, Doncaster Rovers Football Club promises:

> **To continue communication between the supporters and the club.** To facilitate this the club's supporter liaison officer for the 2021/22 season is Dean Medcalf, and disabled liaison officer Hayley Ford who will act as a key conduit for improving dialogue amongst the Rovers family. The club have an open door policy to communication with the clubs senior management team, including the chief executive available for open dialogue with supporters.

- > **To further enhance the match-day atmosphere** by making the Eco-Power Stadium a vibrant and enjoyable place to visit for all supporters. Everyone will be welcomed into the Doncaster Rovers family, whether first time fan or loyal supporter.
- > **To continue our successful fan engagement project,** In Rovers We Trust. By using the results of regular surveys to influence the decisions we make for the benefit of the Rovers family.



YOUR CLUB YOUR COMMUNITY

Doncaster Rovers believe there is something special in what we do and how we do it. We believe the Club Doncaster Foundation is at the heart of this description. Working across four key areas our aim is to impact as many people's lives as possible; changing them for the better, regardless of age, gender, race, religion or skill level. Our ambition is to promote a healthier lifestyle through sport by encouraging individuals to take part in fun based activities, which develop confidence, co-operation and education. Our short term goals are to evolve the Foundation in line with the local and national agenda, working with the fans of today and the future to positively intervene and carry out a valuable service in the community of Doncaster. Long term we want to make Doncaster the best place it can possibly be, engaging with young people and introducing them into the Doncaster Rovers family and creating the fans of the future.

We hope this will be achieved through our education provision, school engagement, match day experiences and holiday sessions. Everything we do we try to link to the club inspiring individuals and new supporters. Additionally, our intervention work is varied from reducing the number of NEET young people (not in education employment or training), raising awareness on a variety of issues, working to reduce obesity, anti-social behaviour or even supporting the NHS in reducing the number of people who are inactive or suffering from mental health issues. Our work with young people bucks national trends. National averages for progression from similar courses are around the 70% mark, but for the last three years our average progression rates have been in the 90 percent plus range, with students going on to scholarships, university or employment. This is down to the skill and innovation of our teaching staff.



Supporting Our Community

1,261 views on Home Goals and 543 group members



 85 pieces of equipment loaned out



36 live workouts and 16 virtual classroom sessions



100 young people committed to NCS at a later date



117 College students engaged in remote learning

1,448 children engaged with the Joy of Moving Festival



4,700 engagements across 73 challenges for Doncaster Kicks



SAFEGUARDING

At Doncaster Rovers safeguarding is everyone's responsibility and club personnel have a duty to safeguard the welfare of children and vulnerable adults. Doncaster Rovers Football Club have comprehensive safeguarding policies and procedures which meet the requirements of The Football League, The FA Safeguarding Children Rules and Government legislation to ensure the National Standards for safeguarding are met and implemented throughout the Club. Full details of our Safeguarding Policy, including our strategy, structure and implementation can be found on the Club website

www.doncasterroversfc.co.uk/club/safeguarding/

If you have a concern you should contact the club's designated Safeguarding manager.

- > Safeguarding manager:
Kirsty Cavanagh
kirsty.cavanagh@clubdoncaster.co.uk
07444976839

If you have a matchday issue to discuss please ask a steward to make contact with the welfare officer.

If you are worried about the immediate safety or welfare of a child or vulnerable adult you can also contact:

- > The Police (in an emergency): **999**
- > The NSPCC Child Line: **0800 1111**
- > Children's Assessment Team:
023 80 833336

DONCASTER ROVERS FOOTBALL CLUB CHARITY STRATEGY

Doncaster Rovers Football Club is an integral part of the local community, and the club has a desire to lend its support to assist local charities in fundraising activities within the community, and also to offer help in raising the profile of official charitable organisations.

The club receives numerous requests from individuals and organisations on a daily basis seeking donations of merchandise and tickets, in addition to requests for bucket collections on a match day. All such requests cannot be met due to a limitation in club resources. Therefore, the club has structured a



Charity Strategy designed to advise and inform of the protocol in place for responding to all such requests.

CHARITY STRATEGY

The club has three official charity partners throughout the course of the season, the club will work with these charities at management level in order to assist with fundraising activities designed to raise the profile of the charity. The official charity partners will be given the utmost priority for the club's help in fundraising activities.

For the foreseeable future these are:

- > Campaign Against Living Miserably (CALM)
- > MIND (designated by the EFL)
- > Club Doncaster Foundation

A review of our charity strategy will be taking place prior to December 2021. For the 2021/22 season, the club will look to find an additional charity partner that compliments our equality and diversity work. The partner will be selected following consultation with supporters. The charity partner will not be exclusive and the club will continue to support other charities on a discretionary basis.

Doncaster Rovers Football Club recognises the fact that several of the club's official club sponsors lend support to their own designated charity within the local community. The club will always strive to respond to requests from such sponsors to help in supporting fundraising activities on behalf of these charities.

Club Doncaster supports local charities in Doncaster and surrounding areas (up to a 25 mile radius). Due to the high volume of requests, the club unfortunately cannot support requests from outside the local area.

All charity requests received during a month will be placed into our monthly charity draw.

To qualify for our monthly charity draw you will be required to complete all the fields on our online request form

www.doncasterroversfc.co.uk/club/charity-policy-and-requests/

All requests must be registered at least 24 hours before the last Friday of each month. No telephone requests will be accepted.

A monthly prize draw for a family ticket voucher (2 adults and 2 children) for any league fixture (when safe to do so) during the 2021/22 season will be held.

Tickets are subject to availability and for one game only. The winner once drawn will be contacted with further details. Due to the amount of requests we receive, we will only notify the winners of each draw. Applications will not be rolled forward, however you can apply again each month.



ROVERS FOR ALL

The club's Rovers for All campaign is simple: if you are Rovers, you are welcome.

Rovers for All is the basis for everything we do at Club Doncaster to ensure that coming to the Eco-Power Stadium is a fantastic and welcoming experience for everyone regardless of sex, religion, race, sexuality, disability, maternity or age.

We believe that the fans in our stadium should be as diverse, dynamic, and vibrant as the people in our town and we are working hard to break down barriers and make watching Rovers, Belles and Dons as accessible as possible for everyone.

Working with local and international charities including Kick it Out, Fans for Diversity, and the Football Supporters' Federation, we do all we can to ensure Doncaster Rovers is the football team of choice for everyone living in Doncaster.

If you see discriminatory language being used online or in our stadium, we urge you to report it to Kick It Out using one of the reporting methods below:

Online: You can report online using their online form which can be found here.

App: Kick It Out have created an app to help make reporting a simple process. You can download the product from the Apple Store or Google Play.

Phone: Report an incident of discrimination by calling 0800 169 9414

Social media: You can incidents on Twitter directly by alerting @kickitout and @kickitoutreport. You can also report via private message on Facebook by visiting the Kick It Out page. It is recommended that you provide screenshots or links when reporting something on social media.

Email: You can also email to report an incident of discrimination here by contacting report@kickitout.org.



YOUR CLUB YOUR STADIUM

GROUND REGULATIONS

Notice: Entry to the Ground is expressly subject to acceptance by the visitor of these Ground Regulations and the rules and regulations of FIFA, UEFA, The Football Association, The Premier League and The Football League in respect of the relevant competition. The Ground Regulations incorporate the Club's Customer Charter (if any). Entry to the Ground shall constitute acceptance of the Ground Regulations.

"Ground" means this football stadium and all locations owned, occupied or utilised by the Club.

"Club" means this football club.

"Match" means any association football match taking place at the Ground.

"Material" means any audio, visual or audio-visual material or any information or data.

"Ticket(s)" means individual match tickets, season ticket books and/or season ticket cards

- 1 Notwithstanding possession of any ticket the Club, any police officer or authorised steward may refuse entry to (or eject from) the Ground any person:
 - 1.1 that fails (or in the Club's reasonable opinion is likely to fail) to comply with these Ground Regulations or any reasonable instruction issued by a police officer or authorised steward; and/or
 - 1.2 whose presence within the Ground is, or could (in the Club's reasonable opinion), constitute a source of danger, nuisance or annoyance to any other person.
- 2 On no account will admission be granted to a person who is the subject of a current Banning Order under the Football Spectators Act 1989 (as amended) or has been convicted of ticket touting offences under the Criminal Justice and Public Order 1994 (as amended).





- 3 The Club excludes to the maximum extent permitted by law any liability for loss, injury or damage to persons/property in or around the Ground.
- 4 No guarantees can be given by the Club that a Match will take place at a particular time or on a particular date and the Club and its competition organisers reserves the right to reschedule the Match without notice and without any liability whatsoever.
- 5 In the event of the postponement or abandonment of the Match, refunds (if any) will be made in accordance with the Club's refund policy. The Club will have no further liability whatsoever, including (but not limited to) any indirect or consequential loss or damage, such as (but not limited to) loss of enjoyment or travel costs.
- 6 All persons seeking entrance to the Ground acknowledge the Club's right to search any person entering the Ground and to refuse entry to or eject from the Ground any person refusing to submit to such a search.
- 7 The following articles must not be brought within the Ground - knives, fireworks, smoke canisters, air-horns, flares, weapons, dangerous or hazardous items, laser devices, bottles, glass vessels, cans, poles and any article that might be used as a weapon and/or compromise public safety. Any person in possession of such items will be refused entry to the Ground.
- 8 Further, you may not bring into the Ground any sponsorship, promotional or marketing materials save in respect of official club merchandise and/or other football related clothing worn in good faith nor may you offer (either free or for sale by any person) any goods (including literature) of any nature without the express written approval of the Management.
- 9 The use of threatening behaviour, foul or abusive language is strictly forbidden and will result in arrest and/or ejection from the Ground. The Club may impose a ban for one or more Matches.



- 10 Racial, homophobic or discriminatory abuse, chanting or harassment is strictly forbidden and will result in arrest and/or ejection from the Ground. The Club may impose a ban for one or more Matches.
- 11 The following acts are offences under the Football (Offences) Act 1991 (as amended):
- 11.1 The throwing of any object within the Ground without lawful authority or excuse.
- 11.2 The chanting of anything of an indecent or racist nature.
- 11.3 The entry onto the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse.
- Conviction may result in a Banning Order being made.
- 12 All persons entering the Ground may only occupy the seat allocated to them by their ticket and must not move from any one part of the Ground to another without the express permission or instruction of any steward, officer of the Club and/or any police officer.
- 13 Nobody may stand in any seating area whilst play is in progress. Persistent standing in seated areas whilst play is in progress is strictly forbidden and may result in ejection from the Ground.
- 14 The obstruction of gangways, access ways, exits and entrances, stairways and like places is strictly forbidden. Nobody entering the Ground shall be permitted to climb any structures within the Ground.
- 15 Football League stadia are smoke-free and smoking is not permitted inside the Ground.
- 16 Mobile telephones are permitted within the Ground, provided that they are used for personal and private use only PROVIDED THAT no audio, visual or audio-visual material captured by a mobile telephone may be published or otherwise made available to any third parties including, without limitation, via social networking sites.
- 17 Under the Sporting Events (Control of Alcohol etc) Act 1985 (as amended), the following are offences for which a person can be arrested by a police officer and conviction could result in a Banning Order being made:
- 17.1 Attempting to enter the Ground or being inside the Ground whilst drunk;
- 17.2 Being in possession of any intoxicating liquor, or bottle, can or other portable container and which could cause damage or personal injury, when entering the Ground or in a public area of the Ground from which the event can be directly viewed.





18 Any individual who has entered any part of the Ground designated for the use of any group of supporters to which he does not belong may be ejected from the Ground either for the purposes of his own safety or for any other reason.

19 Save as set out in paragraph 16, no person (other than a person who holds an appropriate licence) may bring into the Ground or use within the Ground any equipment, which is capable of recording or transmitting (by digital or other means) any audio, visual or audio-visual material or any information or data in relation to the Match or the Ground. Copyright, database rights and any other intellectual property rights in any unauthorised recording or transmission is assigned (by way of present assignment of future rights to the Club and The Football League.

You further agree (if and whenever required to do so by the Club and/or the EFL) to promptly execute all instruments and do all things necessary to vest the right, title and interest in such rights to the Club and the EFL absolutely and with full title guarantee

20 No goods (including literature) of any nature may be offered either free or for sale by any person within the Ground without the express written permission of the Club.

21 Tickets are not transferable and may not be offered for sale without the prior written permission of the Club. Any tickets that are transferred are transferred subject to these Ground Regulations. Any tickets offered for sale may be confiscated by any steward, officer of the Club or any police officer. The Club reserves the



right to refuse admission to or eject from the Ground, any person who has transferred his/her ticket in contravention of the relevant ticket terms and conditions (and/or the holder of any ticket that has been transferred in contravention of the relevant ticket terms and conditions.) Tickets remain the property of the Club at all times.

- 22 CCTV cameras are in use around and in the Ground and the Club may itself use or pass to the police or any Football Authority, any recordings for use in any proceedings.
- 23 At all times whilst present in the Ground, persons must comply with any and all instructions of any steward or officer of the Club and/or any police officer. Failure to comply with any instruction may lead to immediate ejection from the Ground.
- 24 By entering the Ground, all persons are acknowledging that photographic images and/or video recordings (and/or stills taken from video recordings) may be taken of them and may also be used by the Club for marketing or promotional purposes. Entry into the Ground is confirmation that all

persons have consented to such use of their image. If these images should feature an individual prominently the Club will make reasonable efforts to gain the consent of that person before publishing such images, however, if this is not possible, then entry into the Ground shall be deemed consent unless the Club is notified in writing to the contrary.

- 25 Further to paragraph 24, if such person is under 18 years of age, the parent, guardian, or responsible adult who is accompanying them into the Ground shall be deemed to have provided consent on their behalf.
- 26 Refused entry to (or ejection from) the Ground may lead to further action by the Club including, but not limited to, the withdrawal of any season ticket (without reimbursement), Club Membership and other benefits.
- 27 Supporters will be required to adhere to the club's covid-19 supporter agreement, which will be published on the website and available at the ground. Due to continuing changes to Covid-19 health and safety guidelines, this document may be subject to change at short notice.





RESPECT OUR BADGE

Doncaster Rovers is committed to equal opportunities to maintaining a working environment free from discrimination, victimisation, harassment and bullying.

Respecting the badge includes references or opinions that may be deemed as offensive via social media platforms.

The club treats such messages very seriously and in-line with the equality and diversity policy and may result in the cancellation and withdrawal of your season ticket membership.

Unlawful discrimination, victimisation, harassment and bullying will not be tolerated by Doncaster Rovers

Doncaster Rovers Football Club prides itself on having the best supporters in the country and we greatly appreciate your support.

We expect all supporters and staff to behave in a manner appropriate to their surroundings.

Please comply or it could result in you being asked to leave the Stadium.

Thank you for your support.





SAFE TEXT

Football is a family game, and it is vitally important that we attract, encourage and retain youngsters and their parents by providing a safe environment in which they can enjoy the match without feeling intimidated by the aggressive behaviour of others.

If your enjoyment of the match is being spoiled as a result of excessive abusive language, the club encourages you to bring this matter to the attention of the club officials via the 'Safe Text' service.

You can report anti-social behaviour to the stadium control room by Text on your Mobile. Discreetly, you can text a message, indicating what the problem is and where you are seated, to the following number - **07825012850** (normal text message rates applies).

SMOKING POLICY

The seated bowl, concourses, staircases, toilets and hospitality areas are all smoke free, however Doncaster Rovers Football Club have introduced designated smoking bubbles in the following areas:

- > **Solutions 4 Cleaning (North) Stand:**
Exit RR
- > **SMTXtra USA (East) Stand (Sterile):**
Exit AA
- > **SMTXtra USA (East) Stand (Home):**
Exit BB
- > **Polypipe (South) Stand:** Exit F
- > **MechFS (West) Stand:** Exit K
- > **Hospitality/Corporate:** Hospitality and Corporate guests can exit via the hospitality entrance/exit with a smoking shelter provided opposite.



STEWARDING

Doncaster Rovers' stewards, either currently hold their National Vocational Qualification (NVQ) Level 2, or are supervised by someone who is. They deal with all supporters in a friendly and professional manner at all times.

Providing a first class customer service is our aim while ensuring that all supporters comply with the Football League Ground Regulations.

Within the Family Stand, the club has a number of specially selected family liaison stewards designed to specifically meet the needs of the families within that stand. The family liaison stewards wear specific white vests to ensure they stand out to our younger families

Our stewards and match day staff will always do their best to ensure that everyone at the Eco-Power Stadium has an enjoyable time in a safe environment. Below are the uniforms of stewards and match day staff you may meet on your visit:

APPEALS

If a supporter is subject to a stadium ban, but has not been issued a ban from football by the courts, or has already served a ban from the courts, he/she may appeal against a Stadium ban from Doncaster Rovers. All appeals should be forwarded to the chief operating officer at shaun.lockwood@clubdoncaster.co.uk who will review your ban in consultation with the Safety Officer, South Yorkshire Police, Doncaster Rovers Supporter Liaison Officers and other senior staff at Doncaster Rovers. The outcome of the appeal process will be final.



YOUR STORE

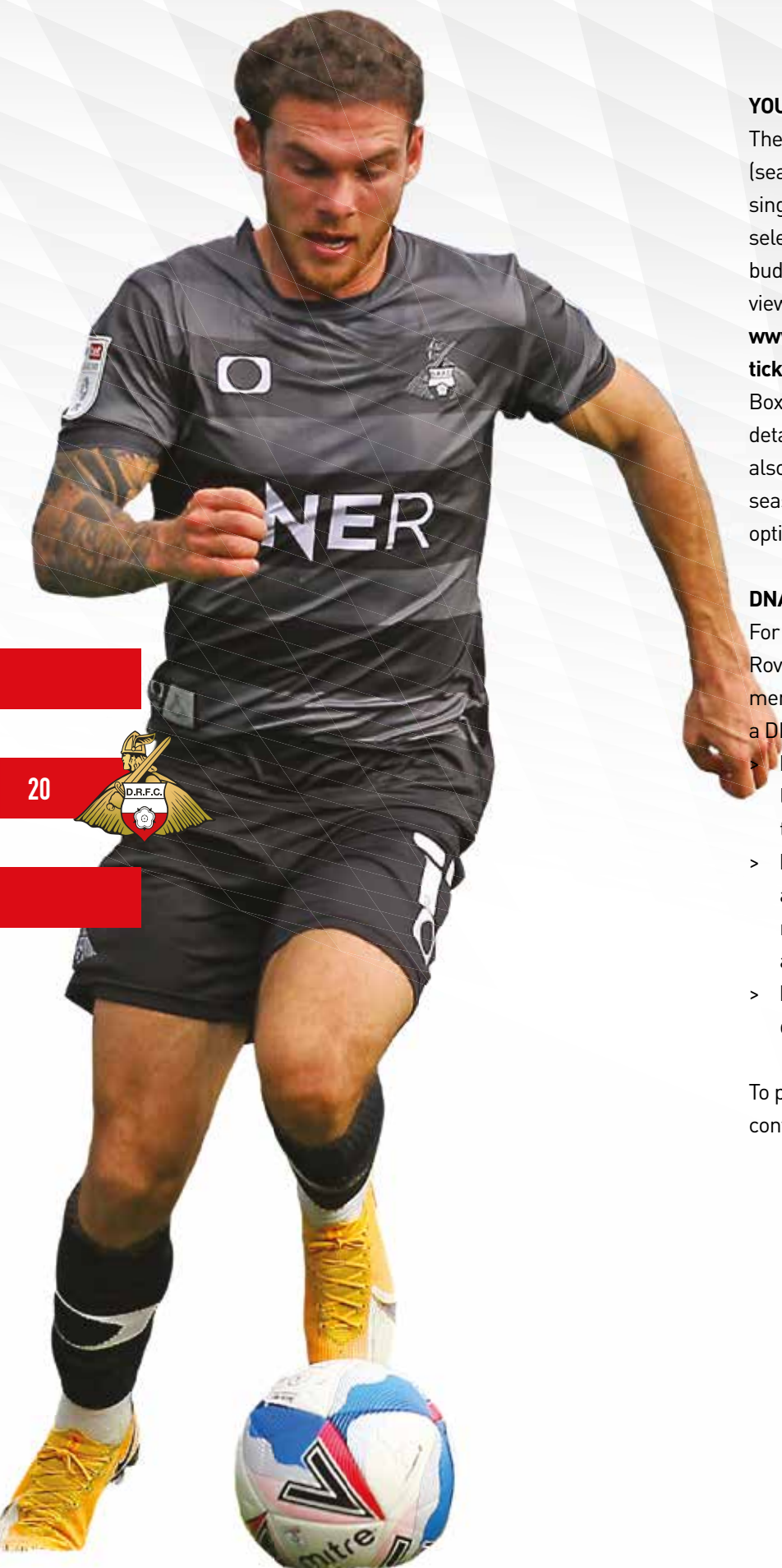
Doncaster Rovers aim is to provide a range of quality products that will appeal to all fans. All replica strips will have a minimum lifespan of one year. This lifespan will be announced via our club media before the strip goes on sale.

We will continue to work with our partners Elite Pro Sports to ensure all official merchandise products will exceed the minimum legal manufacturing standards.

Doncaster Rovers and Elite Pro Sports offer a 28-day money back exchange guarantee on purchases of merchandise on production of a valid receipt and all packaging providing the product is in a new and unused state. Personalised products are excluded unless the item is faulty or delivered broken. A refund cannot be given if a player leaves the club or their squad number changes for any personalisation products you may have bought.

To contact us with any suggestions or feedback on our Retail Department, email doncastershop@eliteprosports.co.uk, using 'Retail Feedback' as the subject.





YOUR TICKETS

The club offers a wide range of packages (season tickets, multi-ticket packs and single game tickets) enabling you to select a ticket to suit your personal budget. Full details are available to view on the official club website www.doncasterroversfc.co.uk and tickets.clubdoncaster.co.uk website. The Box Office can also be contacted for details of such prices. Doncaster Rovers also offers fans the chance to purchase season tickets using a spread payment option.

DNA Card

For the 2020/21 season, Doncaster Rovers are offering an exclusive membership scheme to supporters. As a DNA Card holder you will receive:

- > Discounted tickets, one per home league game at the rate applicable to the age of the member
- > Priority ticketing for all home and away league, cup and friendly matches, after season ticket holders and alliance members
- > Hundreds of local and national discounts through the DNA portal

To purchase your DNA card please contact the ticket office on **01302 762576**.

Allocation

Season Ticket holders in the East and West Stands have their own seats guaranteed for all Home League fixtures in the Sky Bet EFL League One competition for 2021/22 (unless otherwise stated in 'Terms & Conditions'). Season Ticket holders in the Polypipe (South) Stand will be guaranteed a seat in the stand, however, this area is unreserved in order to assist the fanbase in creating an electric atmosphere within the stadium.

The Club will continue to operate a ticket-booking priority system which gives Season Ticket holders a priority purchase period for all Home matches if additional tickets are required, away matches, FA Cup and EFL Cup matches. The Club reserves the right to restrict the number of tickets, which can be purchased under this priority if it is deemed necessary. After such priority periods tickets will be available to all customers through general sale (Season Ticket Holders have access to an exclusive scheme, 'Cup Direct', by which they will automatically have tickets for Home Cup matches allocated to them and paid for in advance).

The Club reserves the right to operate a 'like for like' policy during priority purchase periods in respect of away match ticket purchases on any occasion when it deems appropriate to do so (for example; a Junior Season Ticket holder may only purchase an equivalent ticket for the Away fixture).

The Club may also (in accordance with EFL Regulations) offer ticket promotions to customers from time to time.

Concessions

Season Memberships are offered at concessionary prices to children aged 11 and under, 12-17 year olds, 18-24 year olds and senior citizens aged 60 and above (proof of age required for such concessions).

Match tickets are offered at concessionary prices to children aged 11 and under, 12-17 year olds, 18-24 year olds and senior citizens aged 60 and above (proof of age required for such concessions).

Doncaster Rovers encourages supporters of all ages to attend its matches but strongly recommends that children of

primary school age are accompanied to matches at all times by adults. In accordance with this recommendation, box office staff will exercise discretion in the sale of tickets to anyone under the age of 12 years.

Refunds

A full refund may be given to a fan who has purchased a ticket for a Home match (League or Cup) if the ticket is returned to the Club Doncaster Box Office prior to the match kick-off. Refunds in respect of Away fixtures may only be granted if the ticket is returned to the Club Doncaster Box Office before tickets are taken 'Off Sale' (details of such deadlines will be available from the Club Doncaster Box Office).

In the event of the cancellation of an event by the organiser/promoter (i.e. a cancellation due to circumstances beyond the promoters control), We will only refund the face value of the ticket. We will use best endeavours to contact purchasers either by phone, email or in writing This includes Acts of God, power failure and flooding (using the details provided at the time of ordering) and advise them to return the tickets. Please note, however, it is the customer's responsibility to check whether the event is going ahead at the scheduled date, time and venue, and we cannot guarantee that they will inform the customer of any changes to the event date, time or venue. Refunds will only be issued when the game has been re-arranged or officially cancelled.

Should the match be abandoned in the first 45 minutes you will be issued with a new ticket for the re-arranged fixture.

Refunds on Season Memberships may only be granted at the discretion of the Club in extenuating circumstances. Customers requesting such a refund must apply in writing to the Club, stating the reason for the request, and enclosing any supporting documentation.

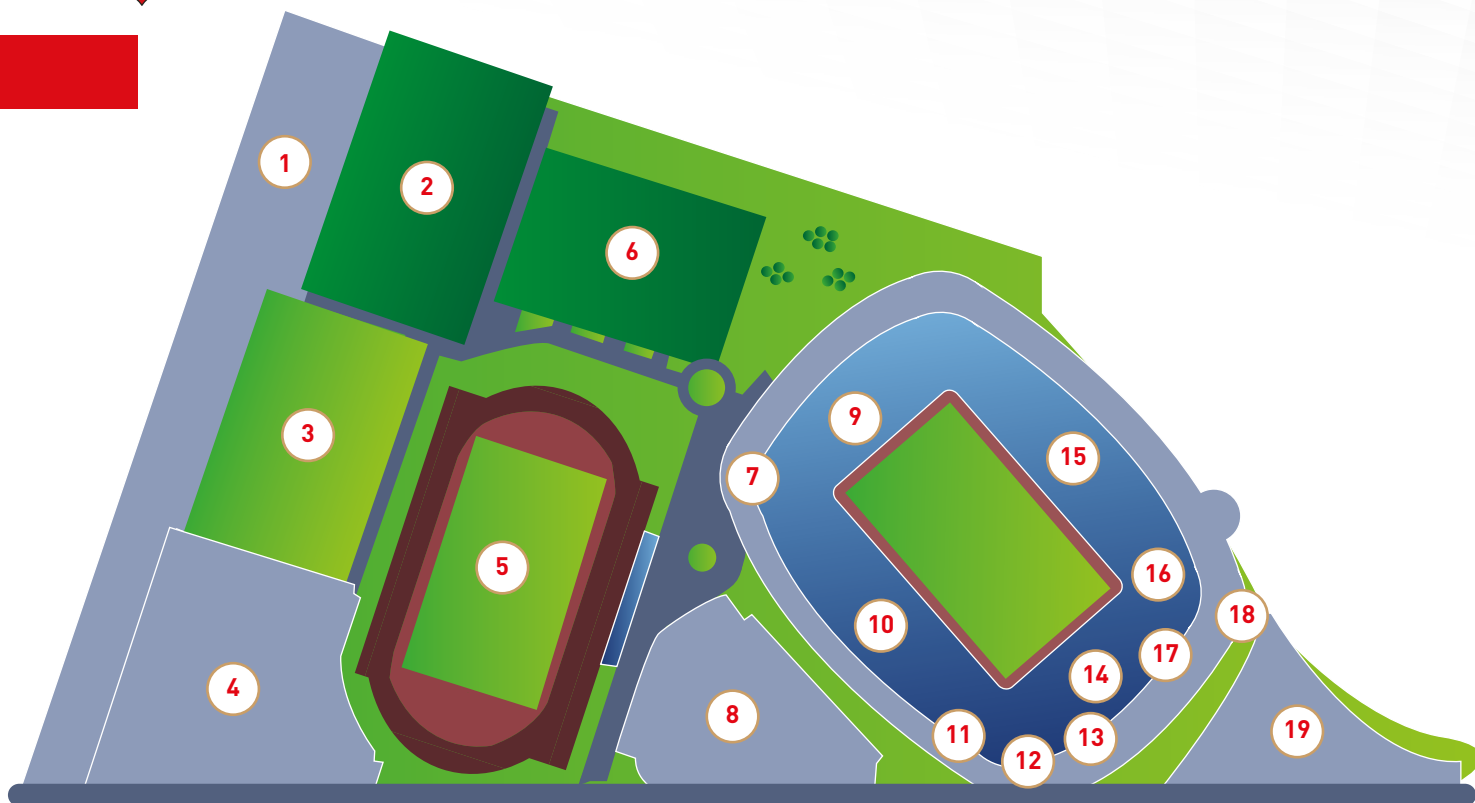
GENERAL DATA PROTECTION REGULATIONS (GDPR)

Doncaster Rovers hold data securely in relation to a wide number of transactions and interactions that we have with people associated with Club Doncaster. Full details of how Club Doncaster conforms the the new GDPR laws can be found at www.doncasterroversfc.co.uk/club/gdpr/



CLUB DONCASTER SPORTS PARK COMPLEX

- 1 Car Park 4 (Away fans only)
- 2 Pitch 4 (Full size and 7-a-side) (3G)
- 3 Pitch 3 (Full size) (3G)
- 4 Car Park 3
- 5 Athletics Stadium
- 6 Pitches 1-8 (5-a-side) (3G)
- 7 Club Doncaster Academy (Away ticket collections)
- 8 Car Park 2
- 9 Solutions 4 Cleaning (North) Stand (Away fans only)
- 10 MechFS (West) Stand
- 11 Belle Vue Bar
- 12 Club Shop
- 13 Ticket Office
- 14 Polypipe (South) Stand
- 15 SMTXtra USA (East) Stand
- 16 Club Doncaster Foundation Family Stand
- 17 Cash Turnstiles (Gates 12-16)
- 18 Disabled Parking (around stadium perimeter)
- 19 Car Park 1



YOUR CLUB YOUR MATCHDAY

At Doncaster Rovers we aim to provide the best match day experience possible for all supporters, through our 'In Rovers We Trust' programme we have made many changes to how we do things and we will continue to improve our service based on feedback from supporters.

SUPPORTER LIAISON OFFICERS

Doncaster Rovers have appointed a genuine fan to be Supporter Liaison Officer for this season and as such they 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. Your supporter liaison officer will also be on hand to assist with issues such as ticketing enquiries, directions, travel information and general supporter related enquiries from all supporters.

You will be able to find your SLO on a match-day in the Belle Vue Bar, around the footprint of the stadium or by asking your nearest steward to contact the SLOs on your behalf.

DISABILITY LIAISON OFFICER

Doncaster Rovers have in place a disability liaison officer (DLO) to provide a point of reference, advice and guidance for supporter about disability issues and support you can contact Hayley Ford either by telephone on **01302 754668** or by email **hayley.ford@clubdoncaster.co.uk**.

Should you wish to speak to Hayley on a matchday please contact your nearest steward.

If you wish to raise an equality and diversity issue during a matchday please contact a steward supervisor or the DLO and ask to speak to the head of people and culture.



FACILITIES FOR DISABLED SUPPORTERS

The Club Doncaster Stadium Box Office is fitted with a hearing loop for those supporters with hearing difficulties, and a lowered ticket window for wheelchair users.

Adapted toilet facilities are available in every stand within the stadium.

All catering kiosks are fitted with a lower counter sales point for wheelchair users, and stewards will assist with trays if required.

There are 60 wide access car parking bays for disabled supporters. Home supporters have the option to purchase such bays on a season basis, with a number of bays being available on match-days on a 'first come first served' basis.

A number of such bays will be held in reserve for visiting supporters who may book these in advance of a match.

There are 103 wheelchair spaces for Home supporters allocated throughout the stadium. These spaces are on raised areas in the MechFS (West) Stand, and at pitch level in the other stands.

Hospitality guests have exclusive use of a raised area for wheelchair users in the SMTXtra USA (East) Stand.

Visiting supporters have access to 18 wheelchair spaces at pitch level in the Solutions 4 Cleaning (North) Stand.

Ambulant disabled supporters of both Home and Away teams may choose to sit anywhere (subject to availability), although the Club would recommend seats in lower rows for ease of access.

During the course of the 2021/22 season the Club will be regularly meeting with fans drawn from a wide range of the supporter base.



Visually impaired supporters may access the 'Soccer Sight' match commentary service via headsets available from the Stewards upon request. This service is available to both home and away supporters.

Tickets for disabled fans are offered to supporters in receipt of Disability Living Allowance (DLA) - higher level or enhanced PIP. The Club may consider and grant concessions to supporters not in receipt of DLA (the Club reserves the right to grant/refuse such requests at its discretion).

Doncaster Rovers Football Club recognises the importance of some disabled supporters requiring an essential carer to accompany them on match-days, and the club will grant admission free of charge to such carers. A free essential carer ticket can ONLY be used in conjunction with the relevant disabled supporter.

VISITING SUPPORTERS

The Club welcomes and values all supporters of visiting clubs, and makes tickets available to them in accordance with EFL regulations. Admission prices for visiting supporters will be no higher than those charged for home supporters in comparable areas. Concessionary prices are available to visiting supporters in line with those available to home supporters. The club offers tickets for visiting disabled supporters at the same admission prices as home disabled supporters. Similarly, we will offer tickets for visiting visually impaired supporters at the same admission price and with the same facilities as home supporters.

Doncaster Rovers continually look for ways to improve the matchday experience for all those who visit the Eco-Power Stadium. Prior to the 2019/20 season the Club launched the Away Family area in the North Stand, this includes a specific seating area which will be sold to families only, as well as family entertainment within the away fans concourse including face painters, skills games, FIFA and children's TV.

QUIET ROOM

A quiet room is available in the Family Stand for use by any supporter who wishes to remove themselves away from the noise within the stadium reflect in worship or breastfeed. To access this facility contact the nearest steward.

AUTISM GUIDE

Doncaster Rovers in partnership with Autism Plus have produced an Autism Friendly video guide to a matchday which is available on the official website.

CREATING AN ATMOSPHERE

Doncaster Rovers are committed in assisting supporters generate a fantastic matchday atmosphere, generating a lot of noise and backing the boys. Therefore we recommend that any supporter wishing to sit in the Polypipe (South) Stand should be aware that this is the main area where supporters generate noise and create a vibrant matchday atmosphere. The club has an open dialogue with the Black Bank supporters group.





FAMILY AREA

In line with our continued commitment to attract younger supporters and to provide an enjoyable matchday experience the Club has designated a Family Area within one stand of the Eco-Power Stadium. In line with this commitment the Club fosters an atmosphere and code of behaviour within the Family Area designed to attract and retain these families and younger supporters. However, the club reserves the right to regulate the sale of adult tickets against junior tickets within this area

Prior to the 2017/18 season the Club launched Donny Dog's Kennel and area within the Family Stand designed to specifically meet the needs of families attending the game. The Kennel includes PlayStations and XBoxes, crafting, free fruit and face painters and is regularly visited by first team players prior to the game.

HOSPITALITY

Doncaster Rovers offer an extensive range of match day and season packages for hospitality guests involving a pre-match meal in the Jibba Jabba Restaurant on the second floor of the SMTXtra USA (East) Stand and a fantastic view from a luxury seat in our Legend's Club located in the central section of the SMTXtra USA (East) Stand. For more information see our Corporate Brochure.

CONCOURSE CATERING

Doncaster Rovers FC is working in partnership with Sodexo – to provide all match day and non-match day catering, and to provide sales and marketing services to promote the Eco-Power Stadium as a premier events venue.

The club continues to develop the food offering, and the facilities and events business at the stadium.

Sodexo have recently undertaken a refurbishment of the public concourse catering facilities at the ground, which has seen the installation of a bespoke mix of retail kiosks.

The club and Sodexo will continue to work closely with you, our tenants and the businesses that use the stadium to tailor the match day offering specifically to suit Doncaster Rovers' fans and will continue to survey you to understand your preferences and requirements so that these can be reflected in the types and mix of food kiosks we install.

Sodexo promise to continue delivering excellent customer service and great fresh food.



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 **Polypipe**

Building a winning team



27

Polypipe

Building a winning team

IN ROVERS WE TRUST

Doncaster Rovers are extremely proud of our level of engagement with our fans and will continue to take steps to ensure that all supporters are informed, wherever possible, of any decision that will directly affect them through a variety of communication channels including the club's official website, official social networking sites, the supporter liaison officer, the 'In Rovers We Trust' engagement plan, the match-day programme, the public address system on match-days, and local newspaper and radio.

The club has undergone many changes over the past few years on and off the pitch such as the stadium coming under the control of Doncaster Rovers, the Rovers' Promise and the successful transformation of the Lakeside Bar to become the Belle Vue Bar.

We are committed to continually improving the communication with you our fans. Club officials will continue to regularly meet with supporters, via Supporters Club Meetings and Fans' Forums and the supporter liaison officers, in order to discuss Club issues and policies as appropriate. Through these channels of consultation the Club encourages supporters' viewpoints and constructive feedback on a wide range of topics. The Board of Directors and the chief executive officer of Doncaster Rovers Football Club are available to discuss selected matters with representatives of the official Supporters' Club and the Viking Supporters Co-operative whenever appropriate. supporter liaison officers (SLOs) have been employed by the club to provide

information and guidance to supporters and the club's management, providing a conduit of two-way communication between the supporters and the club management. The supporter liaison officers can be contacted at **supporterliaison@clubdoncaster.co.uk**.

The SLOs will be in attendance at all home and away games to enable you to feedback any issues you may have regarding Doncaster Rovers and your match-day experience.

Doncaster Rovers and the Viking Supporters Co-operative have signed a memorandum of understanding (MOU) - one of the first to be agreed in Europe between a club and supporters trust.

The MOU will see the club committing to meeting with the Viking Supporters Co-operative on a regular basis throughout the year and ensure a consultation with the co-operative takes place before significant decisions such as a ground move, ownership or change to the culture of the club are made.

SUPPORTERS BOARD

The board is made up of a broad range of fans and senior club staff, the Supporters Board was formed as a way of encouraging dialogue between fans and people who make decisions at the club.

It is intended as a way for structured dialogue between fans and senior management with the aim of ensuring the matchday experience is the best it can be.

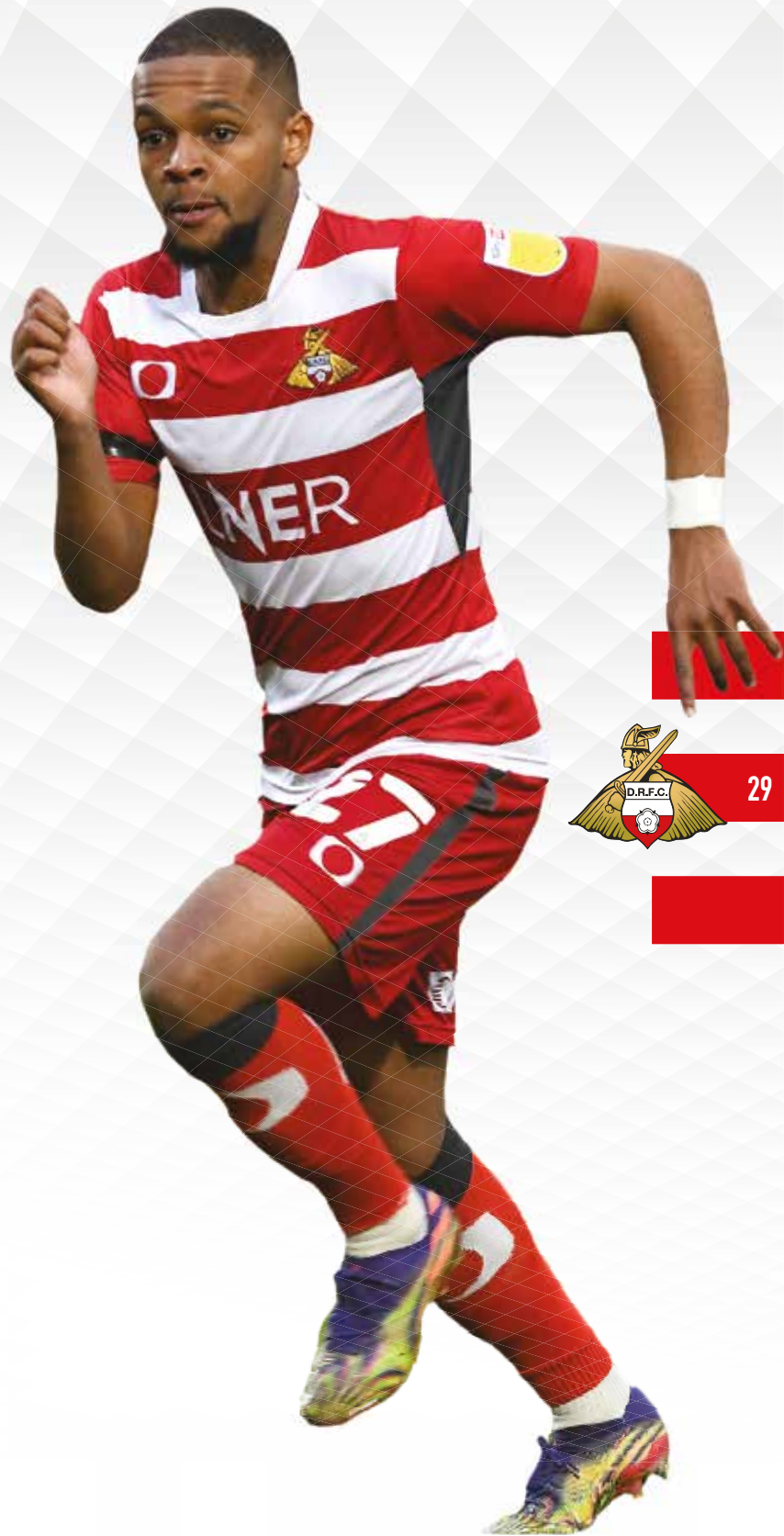


The current supporter representatives on the group are John Blanchon, Derek Daniels, James Errington, Paul Mayfield, Martin O'Hara, Patrick Queen, Alan Roberts, Gill Shepherd, Mellony Shepherd, Len South, Lee Rourke, Daniel Pearson and Matty Davies.

Club Doncaster are represented by CEO Gavin Baldwin, COO Shaun Lockwood and Hayley Ford, media assistant and equality officer.

Meetings are held monthly and minutes from each meeting are published on the designated Supporters Board page of the official club website.

www.doncasterroversfc.co.uk/fans/supporters-board/



YOUR CLUB YOUR ON-LINE CONTENT

The club continues to value communication with you and understand that through the current digital culture there is a growing interest in the club.

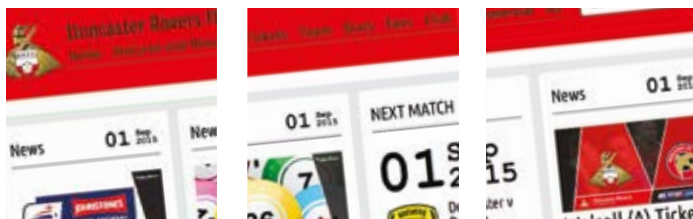
Social media enables us to have direct communication with you and is a fantastic tool to grow our support locally, nationally and internationally.

The club will continue to enhance the content of the official club website and will also be active on social networks such as Facebook, Twitter and YouTube.

We constantly review content on all platforms and will continue to hold working group to discuss content throughout the year.

You can also communicate with key personnel within the club through your supporter liaison officers (SLOs), either via Twitter using the hashtag **#ASKYOURSLOs** or via email at **supporterliaison@doncasterroversfc.co.uk**

- > Official Website: **www.doncasterroversfc.co.uk**
- > Facebook: **www.facebook.com/doncasterroversfc**
- > Twitter: **@drfc_official**



YOUR FEEDBACK

Providing an excellent customer service is important to all staff at Doncaster Rovers and in the vast majority of cases this is exactly what you will receive. However, just occasionally, if something goes wrong and a supporter has an issue that needs to be resolved please feedback your issue to the Supporter Services Department (**supporterservices@clubdoncaster.co.uk**). The Customer Services Department will acknowledge receipt of your enquiry/complaint within 48 hours of receipt, and we will endeavour to bring a satisfactory resolution within a 7-10 day period.

Alternatively you can contact your supporter liaison officers either by email; **supporterliaison@clubdoncaster.co.uk**, or in writing to Dean Medcalf at Eco-Power Stadium, Club Doncaster Sports Park, Stadium Way, Doncaster DN4 5JW. Your supporter liaison officer will also be on hand on match days at the Stadium.

In the event that you are dissatisfied with the response from the club, you can ask the Independent Football Ombudsman to adjudicate: **www.theifo.co.uk/index.html**

The Football Supporters' Federation are also able to offer advice and support fans through the process (**www.fsf.org.uk**).

They are also able to advise fans who may wish to make a complaint about match day policing.

Meet the Owners

The Club will continue to host its bi-annual Meet the Owners event, where supporters to discuss issues related to the club with the ownership group and senior managers at the club.

Supporters Board

A supporters board has been established from a full cross section of the supporter base to work with the senior management team to improve the Doncaster Rovers experience.



YOUR CLUB OUR PROMISE

Doncaster Rovers Football Club prides itself on its high standards and commitment to customer service. The club expects and requires all its members and employees to conduct themselves in a courteous and responsive manner and is committed to deliver a service level that goes beyond your expectations.

Whether you are a loyal supporter or a first time fan, everyone is made welcome at Doncaster Rovers.

We will strive to make it easy to become part of the Rovers family by working with supporters and the wider community to create experiences that bring our values to life, that create lifelong memories that grow your affection for the club.

You can trust us to do the right thing, when things go wrong. Togetherness and compassion are among the club's key values, so when we let you down, make a mistake, or things don't turn out the way they are planned, we will work especially hard to restore your pride in the club. All our staff, including match-day staff, are trained to be attentive and to help supporters wherever possible. The club will endeavour respond to every letter, fax or email and we will try to bring a satisfactory resolution within a 7-10 day period.

Doncaster Rovers also recognises that its activities impact upon the environment both through its routine internal operations, its infrastructure development, and through its influence and effects on the wider community. It acknowledges a responsibility for, and a commitment to, protection of the environment at all levels.





YOUR CLUB OUR BUSINESS PROMISE

The Commercial Team at Doncaster Rovers pride themselves on the excellent service they provide and the reputation they have with customers and local businesses within our region.

As a customer Doncaster Rovers make to you and your business the following promises:

- > You will receive a professional service from the whole team whether your are a first time customer or a key partner at the stadium.
- > The Rovers team will ensure your business needs are fully understood and wherever possible met.

- > Rovers offer your business a platform to promote your services tailored to meet your requirements.
- > Wherever possible Rovers will seek to gather quotes locally and endeavour to work with local businesses.
- > The emphasis will be on building lasting relationships and business partnerships that generate win-win scenarios.

For more information about how our Commercial Team can serve your business please see our Corporate Brochure. You can contact the Commercial Team on 01302 764665



YOUR CONTACTS

Chief operating officer

Club Doncaster Group

Shaun Lockwood 01302 764 668

Senior commercial officer -

Club Doncaster Group

Jon Warburton 01302 764 665

Marketing manager

Mark Hughesman 01302 764 668

Media

Hayley Ford 01302 764 668

Robbie Andrews 01302 764 668

Stadium operations

Marie Hepburn 01302 764 664

Safety officer

Sam Ramsden 01302 764 664

Head of people and culture

Kirsty Cavanagh 01302 764 664

Senior safeguarding manager

Kirsty Cavanagh 01302 764 664

Box office manager

Tracy Bawden 01302 762 587

Supporter liaison officer

Dean Medcalf supporterliaison@clubdoncaster.co.uk

Disability liaison officer and
equality officer

Hayley Ford 01302 764 668

Club Doncaster Foundation

chief executive

John Davis 01302 764 657

Club Doncaster Sports College

principal

Adi Turnpenny 01302 765 890

Box Office

Front desk 01302 762 576

Reception

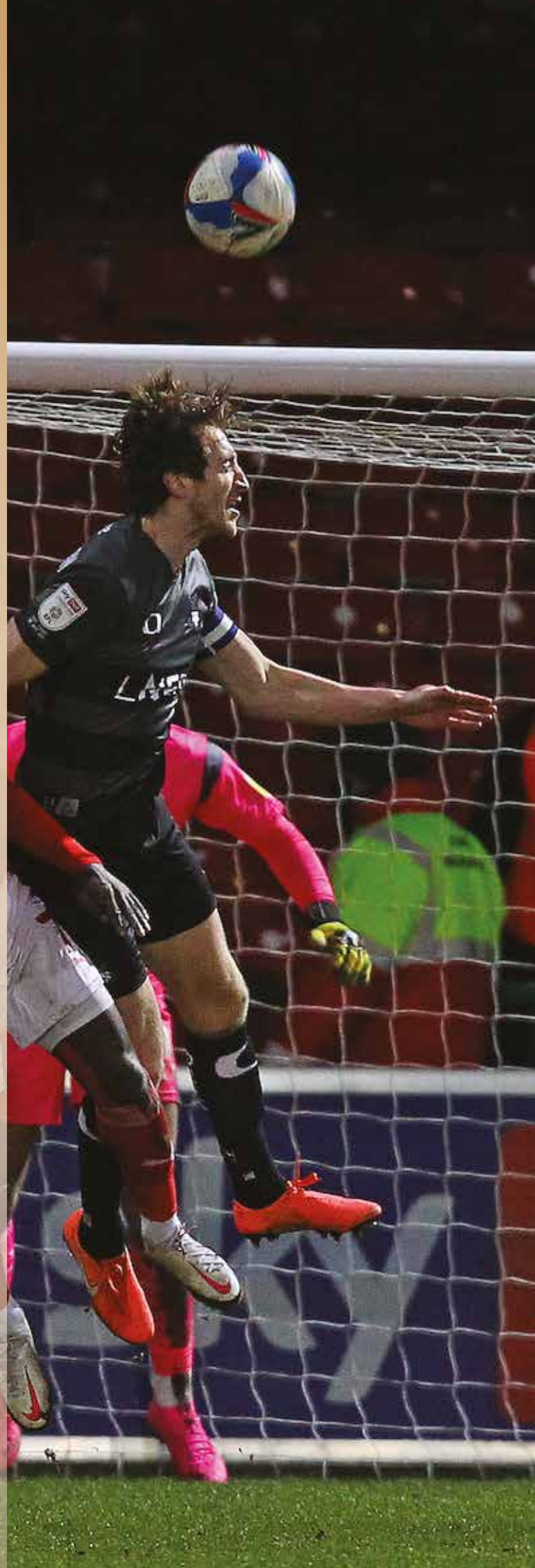
reception@clubdoncaster.co.uk

Club Doncaster Academy

Front desk 01302 762 562

Club Store

doncastershop@eliteprosports.co.uk



100 ONE HUNDRED PARTNERS CLUB

DIAMOND



Eco-Power Group

LNER

LONDON NORTH EASTERN RAILWAY

PLATINUM



GOLD



SILVER



BRONZE



CLUB DONCASTER OFFICIAL PARTNERS



DONCASTER ROVERS FOOTBALL CLUB
ECO-POWER STADIUM
CLUB DONCASTER SPORTS PARK
STADIUM WAY
LAKESIDE
DONCASTER
DN4 5JW

Main Telephone No: **01302 764 664**

Ticket Office: **01302 762 576**

www.doncasterroversfc.co.uk

