

Bury Football Club

Gigg Lane, Bury, BL9 9HR

Find us on:



Club Tel: 0161 764 4881 | Fax: 0161 764 5221 | Website: www.buryfc.co.uk | e-mail: info@buryfc.co.uk



Customer Charter

Reviewed Mar 2017

The Bury Football Club Charter outlines principal commitments and policies, including those for ticketing, to ensure transparency and accountability.

Bury Football Club is always reviewing key policies and these may change during the course of the season; if they do, this Charter will be updated.

Bury Football Club is committed to providing a quality service and a value for money match day experience. They are an integral part of our ten values.

Mission statement

The Club's strategy is unchanged from the start of the 'Revolution'

....to be the best we can be, then better" Real Football at Real Value

Aims

The club constantly aims to

1. Improve our systems
2. Care for our customers
3. Meet our stakeholders aspirations
4. Look after our Staff
5. Improve our business results

BURY FC VALUES

We expect all players and staff to follow the Bury FC ethos of discipline, hard work, determination, the will to succeed, commitment to excellence, pride and responsibility and to ensure that everyone is treated fairly and with respect.

The values of Bury football club mean that the team is most important.

The team is more important than any individual player.

The players have the obligation to meet and defend the ideals and values of the club.

An important value base of the football club is our commitment to 'putting young players first' in respect of their safety and welfare. We want our young players to develop their footballing skills as well as their life skills in a safe and enjoyable environment where the respect of each other is paramount.

Bury FC will not tolerate harassment, including bullying, abuse or victimisation of a participant, which we regard as discrimination, whether physical or verbal. We will work to ensure that such behaviour is met with appropriate action in whatever context it occurs. The Club is committed to inclusion and anti-discrimination through raising awareness, widening diversity and representation and promoting diverse role models.

Our Values are:

A Commitment to People – to develop and empower staff, players and the local community within an inspirational environment ensuring their Health, safety and welfare.

Multicultural and Community – to utilise and develop relationships within the local community fostering the cultural contribution of employees and players to show commitment to all.

A Commitment to Best Practice practice makes permanent – treating our stakeholders, customers and staff in an honest, trusting and caring environment.

A Commitment to Excellence aiming to be the best – utilising the strength of departments working together to bring out the best in each individual. Delivering our objectives with creativity, innovation and aim for success and supporting all in reaching their goals.

A Commitment to Winning (Promoting a Winning Mentality)

CORE VALUES -

- Honesty - we will be fair, truthful and morally upright. We will be courageous, straight talking and entrepreneurial together with all our other qualities and values that is what will make Bury FC distinctive.
- Integrity - we will be steadfast and adhere to high principles and professional standards.
- Commitment – We value the health, safety & welfare of the staff, the players, the fans and our community.
- Pride - we will recognize the importance of all the club's efforts and achievement; that have made Bury and our club great.
- Respect - we will have high regard, recognition and appreciation for everyone we deal with. We will strive to have the highest standards we can in everything undertaken by the Club

Objectives - The Club will:

- Improve the match day experience, on and off the pitch
- Improve quality and breadth of communication with supporters groups
- Create an inspiring environment where people want to be associated
- Maintain a high level of commitment to all its supporters, especially families and young supporters
- Be seen as entrepreneurial, courageous, confident and willing to take a risk
- Make a difference in the community
- Attract new people to its following
- Become the place to be seen, be the place to do business, the place to bring your family and the place to enjoy football
- Embrace new business, youth and fresh thinking
- Have an open door policy; it will be accessible - everyone is welcome to enjoy a family, business or social day out that will entertain and cross all divides

We believe these qualities and this approach makes us “The Lancashire Club”.

SERVICE Supporters

Bury Football Club supporters are defined as:-

Individual supporters, whether:

- Season Card holders

- Forever Bury members
- Casual match attendees
- Commercial business partners, or casual non-match day visitors to the stadium
- Retail customers in the Club shop, or online
- Visitors to its offices, Club and Carrington
- Youth and Academy players and parents
- Bury FC Staff

Bury FC regards continuous improvement as a top priority for the business.

Complaints and enquiries Policy

Any complaints or general enquiries are initially channelled into its general enquiries line 0161 764 4881, and then routed to the relevant department if the enquiries operative is not able to give a satisfactory answer.

General enquiries response times may vary due to the high volume of calls, particularly when match tickets go on sale.

It is the Club's policy to respond to supporters within a maximum of seven working days and this will be done either by telephone, email or letter. If it is not possible to provide a full response at that time, an acknowledgement will be sent and a detailed reply will follow within 21 working days of receipt of the original communication.

If a supporter is not satisfied with the immediate response, or if the issue is more complex, put the complaint or enquiry in writing either by email to Jill.Neville@buryfc.co.uk or by letter to Bury FC, Gigg Lane, Bury BL9 9HR

The Stadium office hours are Monday to Friday 9am and 5pm and on match days from 9am until kick-off. Out of hours, Jill would welcome correspondence via email.

Alternatively, you can contact our Supporter Liaison Officer Ben Miles Ben.Miles@BuryFC, and on 07825 875441 on home and away match days.

Contact numbers:

- General help line: 0161 764 4881
- Website www.buryfc.co.uk

Department Heads

Accounts	accounts@buryfc.co.uk
Hospitality	Lynne.Kent@buryFc.co.uk
Partnerships	Cherrelle.Slater@buryfc.co.uk
	Vicky Whitehead@buryfc.co.uk
Advertising	Vickey.whitehead@buryfc.co.uk
Retail	Ben.miles@buryfc.co.uk
Events	jonathan.kyle@buryfc.co.uk
Tickets	Jill.Neville@buryfc.co.uk
Supporter Liaison	Ben.miles@buryfc.co.uk
Communications & Marketing	Gordon.Sorfleet@buryfc.co.uk
	Gabby.Rhodes@buryfc.co.uk
Carrington	Ian.kendall@buryfc.co.uk
Lottery	Lynne.kent@buryfc.co.uk
Promotions	Lynne.kent@buryfc.co.uk

If you are unsatisfied by the Club's response, or failure to respond, you can contact:

CEO Karl.Evans@buryfc.co.uk

STAFF

Conduct

Bury FC staff will conduct themselves in a courteous manner at all times when dealing with supporters and will strictly adhere to the EFL's anti-discrimination policy.

Anti-Discrimination Policy

The Club seeks to ensure that the talents of all employees are used to the full and that opportunities afforded to employees and prospective employees will be solely on the grounds of capability. In order that this may be achieved, no employee or job applicant will receive less favourable treatment by the Club on any of the following grounds: gender, marital status, race or ethnic origin, religious belief, age, sexual orientation, disability or any other unjustifiable reason. This policy applies to all current and prospective employees.

The Club is a staunch supporter of 'Kick It Out' and the 'Football v Homophobia' campaign amongst others.

The Stadium has restricted disabled facilities due to the age and design but regular consultation with the disability bodies within the district has helped to accommodate people in more suitable environment. The club is looking to build a new stadium in the next couple of years.

Details of any changes to the ticketing policy at the Stadium are publicised through the Club's official website, twitter feed, match day programme and advertisements placed in the local paper and other media.

Ticketing

Bury FC will use all reasonable endeavours to give the earliest possible notice of any changes to its ticketing policy and the reasons for such changes.

All ticket sales are subject to terms and conditions and the stadium regulations. For full details on the ticketing policy please visit the tickets section on the website www.buryfc.co.uk

Purchasing

Bury FC is committed to making attending matches as simple as possible.

We are committed to offering supporters the option of pay at the turnstile whenever possible.

By telephone

Ticket line 0161 764 4881 option 1

Monday to Friday 9am-5pm

Saturday (match days) 9am until 1200

Saturday (non-match days) not available.

You will require your contact number, postcode and house number, together with a valid credit/debit card.

In person

At the Ticket Office, open:

Monday to Friday 9am-5pm

Saturday (non-match day) not available

Saturday (match day) from 9am until kick-off.

Payment Options

All major credit/debit cards are accepted with the exception of American Express and Diners Club Cards.

All card transactions are subject to booking fees £1 per transaction postal delivery is an additional £1

In addition, Bury FC offers supporters the chance to pay for their Season Card by installment plan.

Away Supporters

The Club abides by the EFL's regulations governing the allocation of tickets to away supporters.

Disabled Access

Disabled tickets are only issued if the person with the disability is registered with the DLA or the personal independent plan with 12 points or above.

The Stadium currently has limited wheel chair disabled spectator accommodation which is restricted to the East And South Stand. It is hoped in the near future that the club will secure land on which plans are advanced to build a new stadium uplifting the offer to all sectors of the community.

Details of all ticketing arrangements and its disabled support services can be obtained from its Disability Liaison Officer by contacting the ticket office and providing proof of disability. Blue badges or any disability rail cards or bus passes are not accepted as proof of disability status.

Pricing

Bury FC will continue to promote greater accessibility of tickets for matches, with a range of prices and facilities that encourage the widest possible support.

The Club recognises the need to encourage the attendance at matches of families and children to help ensure continuity of support in future years. Bury FC has a dedicated family area which is open most games however please check as it is subject to change. This is an exclusive area for home supporters in family groups. Adults without accompanying children will not be admitted except in exceptional circumstances at the discretion of the Club.

The Club has also introduced a 'Family Value Ticket' which offers savings for family groups in the Bury Times stand.

Its focus is on choice and value for money - the ticket prices offered are competitive and give wide range for the quality of seating provided.

The Club uses a categorised system for match day pricing of league games categories A-C and PROMO. The categories reflect supporter demand and match day costs. Categories will be published at least 14 days in advance of the match for league games. Prices will increase on match day.

Cup Competitions

Tickets for Cup competitions are priced as home League games or, dependent on the stage of the competition and agreement with the opposition, may be reduced.

Concessions

The Club offers concessionary rates on match tickets for disabled + Carer Under-23,18s,11s under 8s and Over-65s.

Disabled tickets are available with free access for the PA or carer (this applies to both match tickets and Season Cards).

League match day pricing offers

During the course of the season the Club may provide special offer prices (in the past these have included 'Friend for a Fiver' and 'Quid a Kid').

Those special offers are aimed at specific target audiences.

The Club will continue to participate actively in EFL promotions.

The Club will use complementary tickets to introduce new supporters and reward supporters as it feels is appropriate.

AWAY MATCHES

Currently there is no restriction on ticket priority for away matches.

Should this change at any point during the season it will be advertised on the website.

The complex combination of TV and the EFL, added to Cup fixtures for both the League Cup and the FA Cup, means certain matches may be subject to change of match date and kick-off time. It is the responsibility of the ticket holder to ascertain the rescheduled match date and kick-off time, which is communicated through the Club's communication channels.

SEASON TICKET HOLDER BENEFITS IN THE 2016/17 SEASON

Bury Fc is committed to giving added benefits to Season Card holders wherever possible. Please find a list below of the intended benefits for the 2016/17 season. This list will be amended and updated throughout the season

Ticket Benefits

- £1 reduction on a program
- Discount on cup games where agreed by the opposition
- Allocated seat for every home league game (subject to change)
- Superior ticket priority for away games compared with non-Season Card holders (walk up)
- Discounted games for friends and family may be offered during the season
- £2 deduction for away travel on one occasion
- Free Season Card wallet

Commercial/Hospitality Benefits

- £10 reduction in 1885 for each game if requested 24 hours in advance via the club office.

Other Benefits

- Discounted admission to club events throughout the season (e.g. 10% reduction)

Relocating/Returns/Refunds

Every effort is made to facilitate the return and redistribution of unwanted tickets. Following the introduction of legislation to combat ticket touts (section 166 of the Criminal Justice and Public Order Act 1994), any member of the public would be committing an offence if they should offer for sale any ticket that they have purchased.

Unwanted tickets should be returned to the Club before the date of the fixture where, providing the card holder has a genuine reason for returning the ticket(s) a full refund will be given.

If any fixture should be postponed before kick-off, ticket holders will be entitled to admission to the re-arranged match. If the match should be abandoned after kick off, then the board will agree a refund structure on the day. Should the match be abandoned after the second half has kicked off, then no refund will be given.

Membership Schemes

The Club runs the following membership schemes:

- Season Ticket holders
- Team shakers

Forever Bury

Is a supporters trust which works alongside the club in promoting activities to raise funds for the youth and academy in exchange for shares in the club. Forever Bury has a licence to promote a beer festival and car boot sales on the club car park.

“Bury FC is the “best it can be, then better”

Bury Fc and the community trust are committed to working with young people in greater Manchester. Situated in the shadow on Manchester City And United the club aspirations are tempered by such prolific competition.

Retail Merchandise

Time limit for returned goods is 14 days after date of purchase. 28 days on line.

All goods must be returned in an unworn/unused condition with original packaging (goods will be examined and a form will be completed).

Proof of purchase is required for cash refunds, otherwise credit note/voucher or replacement goods will be offered.

Refunds will be returned according to original payment method.

If there is no receipt and the price has been subsequently reduced, then only the sale price is given as credit note/voucher

or replacement goods. Any goods found to be faulty may be given a cash refund. They must be accompanied by proof of purchase on return.

The Club is unable to exchange or refund a custom printed shirt if the size is incorrect (unless it is faulty) or accept responsibility if a player leaves the Club or changes his squad number.

The Club promises that to its knowledge, its products are:

- Of satisfactory quality and safe to use
- Fit for the purpose for which they are sold
- As described (packaging and signage)

Home shirts have a lifespan of one season. Away shirts will be introduced every season and may be used the following campaign as a third kit shirt. If the kit clashes, the Club may use another change of kit. Training kits are changed annually.

N.B. The kit cycle is dependent on kit and main sponsors. From time to time the Club may introduce one-off limited edition shirts (such as the 'Help for Heroes' shirt).

Retail 'Click & Collect' Terms & Conditions

We allow goods to be collected from the club shop in due course after ordering after 30 days the club retains the right to reintroduce the item to club stock.

The Treasure line

The Bury FC Treasure line is a registered charity which aims to make a significant difference to the lives of children and young people within the community through football.

In addition, Bury FC also supports many other local charities through this official requests process Joshua Wilson.

Official Charity Request

As an organisation, the Club is inundated with requests for support from a huge number of really worthwhile causes.

It is impossible for us to help every one of them and choosing between them has proved incredibly difficult for our staff, as such individual requests cannot be supported. Bury Fc regrets that other requests for charitable support outside these arrangements will be declined.

For further details, please email Lynne.Kent@buryfc.co.uk with your contact details and the name of the registered charity you are fundraising for.

Award-winning Community Activities

e.g. It also runs 'Walking Football' for over 40s.

Bury Fc Community Trust department works with over 60 schools per half term and Youth Clubs in projects for social inclusion and cohesion, designed to encourage anti-drug messages and diverting children from anti-social behaviour. For more information on Bury FC ring 01484 484189 or email Mike.morris@buryFc.co.uk

The Club has also formed innovative partnerships with:

- Bury FC Juniors

Safeguarding

The Club is committed to safeguarding children, young people and vulnerable adults and to protect them from harm. All our internal policies and procedures that are listed below are reviewed regularly to ensure they are in line with current guidance and good practice. The safeguarding policy will be evaluated and reviewed annually and will be subject to Board approval to ensure it remains in line with statutory guidance and relevant to the work of the organisation.

Detailed policies can be found on the club web site:-

- Recruitment and selection
- Health and safety
- Equality & Diversity Policy
- Equal opportunities

- Inclusion & anti -discrimination
 - ~~Safeguarding policy~~
 - Safeguarding and whistleblowing
-

Communication

Bury FC recognises that it must communicate proactively and widely with all its supporters and stakeholders. The Club is proud of our relationship with supporters clubs and will continue to positively respond to branch requests for Club officials to attend meetings.

The Club will communicate with stakeholders, supporters and the general public on regular intervals through forums, questionnaires and focus groups and by the publication of current policies on major issues in a clear and precise manner.

All major news and announcements are publicised through the official website, the Club's social media feeds and through the local media. Information is also being passed on through frequent supporters' meetings attended by Club officials.

We will use all available media in particular:

- Bury Times (but not exclusively)
- Manchester Evening News
- Manchester Radio
- Twitter - 40,000 followers
- Facebook - 80,000 followers
- Customer Relationship Management
- Web pages

The Club will endeavour to publicise changes to membership schemes, as they are known, via standard channels of communication including the Stadium reception, Stadium Superstore, official website, match day programme and direct mailings.

Equality, Inclusion and Anti discrimination

The Club welcomes and actively encourages communication, interaction and engagement with supporters, including via Q & As, fan meetings and social media.

However, foul, abusive, insulting, indecent or threatening words or behaviour towards the Club, its staff or players and fellow supporters is unacceptable and will not be tolerated.

In addition, where the misconduct contains reference to any one or more of a person's ethnic origin, colour, race, nationality, faith, gender, sexual orientation or disability, or are of a sexual nature including pertaining to LGBT or BAME then this will be deemed as aggravating matters and the Club shall consider the imposition of an increased sanction.

The Club reserves its right to take reasonable action in response, as it sees fit - including but not limited to, withdrawing Season Cards, memberships, refusing access to games, banning from the Stadium and other Club facilities and blocking on social media.

Where appropriate relevant football, supporter and judicial authorities may also be informed.

The Club introduced a full no smoking policy at the Stadium from the start of season 2007/08, which includes all areas (seating, concourses, corporate hospitality lounges, toilets etc). There is no re-admittance if supporters want to leave the Stadium to smoke. This includes e-cigarettes and vapours.

Bury Fc practices a zero tolerance policy towards racism and anti-Semitism. National anti-racism campaigns have been fully endorsed by the Club such as 'Football vs. Homophobia', 'Kick It Out' and 'Show Racism the Red Card'. Bury Fc are committed to meeting the Racial Equality Standard for professional football Clubs.

Racial, homophobic, transphobic or other 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.

Supporter Consultation

The Club engages in a two-way relationship with supporters in anything from ad-hoc meetings involving one supporter group member, to organised meetings which involve Club department heads. The CEO of the club meets with Forever Bury on a monthly basis to address questions and concerns and to plan joint events

In the 2017/18 season, the Club is looking to introduce 'Believe in Bury' fan engagement programme which involves Directors and Club staff meeting with a variety of supporters 4-6 times per season to feedback on important issues. Further to this, the Club sends surveys out to the wider fan base at intervals during the season.

The club has initiated a southern supporters group which meets when the club play in the south of England and the directors have committed to attend at least once a year to do a fans forum for this group to complement the northern forum.

In August 2014, Ben Miles was appointed as the Club's voluntary Supporter Liaison Officer and he can be contacted on ben.miles@buryfc.co.uk, or on 07825 875441 on home and away match days.

Bury Fc is also a full participant in the EFL National Fans Survey which researches the behaviour attitude and experience of fans from all Clubs in the EFL.

The Club continues to develop ways in which to consult supporters and supporter groups. The Club holds corporate events throughout the season where directors, management and playing staff are accessible to our sponsors in an informal atmosphere.

The Club also organises variations on the 'open-day' theme, when fans can meet the players and management.

Stadium

If you are visiting the Club to watch a game, check out its 'Fan Guide' on the website.

Of the 11,000 capacity there are approximately 2,000 Season Card holders. A maximum of 3,000 tickets are available to the visiting Club, all in covered areas, and the balance is available to non-Season Card holders.

Health and Safety (Safety at Sports Ground Advisory Group)

The Club makes its supporters' safety a top priority and works closely with all parties. The Club meets with all its site partners at least every two weeks and in advance of all matches and events at the Stadium for events planning and safety team meetings.

These include Police and all emergency services the council, the Stadium Safety Officer, Stadium Safety Certificate holder, its Stadium teams and representatives from all other users of the Club's site.

Parking

There is an official car park at the ground on a Bury Fc match day; the Gigg Lane car park is restricted to prebooked car parking for match day officials and corporate hospitality, there is NO PAY ON THE DAY. Brierley Street BL9 9HN is a 5 minute walk from the ground (90 car parking spaces) £5 pay on the day.

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 English Football League (EFL) 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 (or any part or aspect of such a match) taking place at the Ground.

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

"Football Authority" means each of the English Football League (EFL), the Premier League, The Football Association, the Football Association of Wales, FIFA, UEFA and any other relevant governing body of association football

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 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 Customer Charter. 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 Club's 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 EFL stadia are smoke-free and smoking is not permitted inside the Ground.

16 Mobile telephones and other mobile devices are permitted within the Ground PROVIDED THAT (i) they are used for personal and private use only (which, for the avoidance of doubt and by way of example only, shall not include the capturing, logging, recording, transmitting, playing, issuing, showing, or any other communication of any Material for any commercial purposes); and (ii) no Material that is captured by a mobile telephone or other mobile device 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 above, no person (other than a person who holds an appropriate licence) may capture, log, record, transmit, play, issue, show or otherwise communicate (by digital or other means) any Material in relation to the Match, any players or other persons present in the Ground and/or the Ground, nor may they bring into the Ground or use within the Ground (or provide to, facilitate or otherwise assist another person to use within the Ground) any equipment or technology which is capable of capturing, logging, recording, transmitting, playing, issuing, showing or otherwise communicating (by digital or other means) any such Material. 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 EFL. 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 - or otherwise in accordance with the relevant ticket terms and conditions. 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 and/or "blacklist", any person who has offered for sale or 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. Body worn video cameras recording video and/or audio may also be used as appropriate, for example to record prohibited behaviours as referenced in paragraphs 9 and 10. The Club may itself use or pass to the police or any Football Authority or other clubs, 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 way of example and without limitation, in televised coverage of the game or by or on behalf of the Club or any Football Authority (or their commercial partners) for marketing, training 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.

Catering

The Stadium's catering is provided by Manchester Catering for corporate hospitality and Lindleys provide franchise catering on the terraces. Manchester Catering is the third party contracted by Bury Fc to provide on match days and at events. The Club will seek to continue to improve their operations and service by regularly monitoring supporter thoughts and feedback and speaking with Manchester Catering and Lindleys.

Private events are entitled to self cater or contract in services at no liability to Bury FC

Data Protection Policy

Bury FC may collect personal information about you whenever you contact the Club, for example, in writing, by phone, fax, e-mail or SMS, or visit the Bury Fc websites. The information we may collect includes: (a) your name, age, gender, postal and e-mail addresses, landline, fax and mobile; (b) your membership details (c) the username and password you use to access restricted areas of the Bury Fc website.

Bury FC, its affiliated companies and sponsors may use your information: (a) to contact you with news and features concerning Bury Fc; (b) to contact you with details or products and services which may interest you; (c) to process any transaction you make with us; and (d) to personalise the content of our website in accordance with your preferences.

Except as set out in the above, we will not disclose or share your information with any third party, except where required by law or in connection with the sale of all (or substantially all) of the Club's assets.

If you have already registered for such additional offers and wish to change your preferences, please email Jill Neville, the Club's CRM Manager on Jill.Neville@buryfc.co.uk

You have a right to ask for a copy of your information and to correct any inaccuracies; please write or email the Club.

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