



BRIGHTON & HOVE ALBION FOOTBALL CLUB
SUPPORTERS' CHARTER
2018/19

MISSION STATEMENT

Brighton & Hove Albion Football Club ("the Club") aims to be a source of civic pride in the City of Brighton and Hove ("the City"). It will enhance the image and increase national awareness of the "City by the Sea" by:

Playing professional football at the highest possible level.

Managing the Club professionally so as to ensure a sustainable future for top class sport within the City.

Representing and caring for the interests of its supporters and the vibrant and diverse community of Brighton and Hove by encouraging involvement through liaison and consultation groups.

Developing the potential of young people seeking to achieve sporting excellence.

Expanding the important work of Albion in the Community, creating opportunities for young people who are disadvantaged or who have special needs, to learn and to take part in sport.

Providing a facility which will attract visitors to the City and create education, training and employment opportunities.

Developing opportunities that recognise and reflect the needs of different community groups in the City. Providing additional places to play and opportunities to improve standards from grass roots to specialised coaching.

Promoting an understanding of the value to the wider community of sport with accessible and affordable community spectator facilities, creating top level spectator and participator experience.

Enhancing and promoting the place of football in our City's heritage and culture, and in the pursuit of sporting and civic values; through partnerships across the commercial, public and education sectors.

TICKETING

PRICING

The Club will endeavour to offer appropriate ticket pricing, as well as innovative ways to ensure a wide range of supporters and spectators can gain access to Brighton & Hove Albion fixtures.

Fees: a booking fee can be applicable for online, in person and telephone bookings. Fees also apply for replacement tickets, car park passes and missed direct debits.

Spectators will only be admitted to Brighton & Hove Albion Football Club home matches at the American Express Community Stadium when in possession of a smartcard/ticket.

SEASON TICKET PRICES 2018/19:

	Adult	65+/U21	U18	U10
ZONE A	£535	£370	£265	£150
ZONE B/C	£645	£445	£305	£170
ZONE D	£770	£540	£370	£200
ZONE E	£850			
ZONE F⁺	£570	£395	£150	£95

The Club operates a scheme to enable supporters to pay for season tickets by interest free instalments.

TICKETING

MATCHDAY TICKETS

Supporters wishing to purchase home matchday tickets may do so through:

The online booking site seagullstickets.com. At least 5% of tickets for each game will be made available to non-season ticket holders.

By telephone on 0844 327 1901. Calls cost 7p per minute plus your standard network charge. Or in person at the American Express Community Stadium, Village Way, Brighton, East Sussex BN1 9BL.

The Club reserves the right to vary arrangements at its discretion for individual matches, when as much notice as possible will be given. When there is availability and security approval tickets will be made available for sale in person at the stadium ticket office on the day of the match.

MATCHDAY TICKET PRICES 2018/19:

	A GRADE			B GRADE			C GRADE		
	Adult	65+/U21	U18	Adult	65+/U21	U18	Adult	65+/U21	U18
Zone A	£45	£35	£25	£35	£26	£18	£30	£23	£15
Zone B/C	£52	£40	£30	£41	£31	£21	£35	£26	£18
Zone D	£57	£44	£32	£46	£36	£26	£40	£30	£20
Zone E	£65	-	-	£52	-	-	£45	-	-
Zone F+	£45	£35	£25	£35	£26	£18	£30	£23	£15

VISITING SUPPORTER ALLOCATIONS

The Club, under Premier League rulings, must offer visiting supporters 3,000 tickets for the South Stand.

There is also a cap on the price of away tickets which is £30.00.

AWAY SUPPORTERS' MATCHDAY TICKET PRICES 2018/19:

Adult	65+/U21	U18
£30	£23	£15

TICKETING

CONCESSIONARY RATES

The 65+ concessionary rate is available in all areas of the ground with the exception of Zone E on the stadium plan (see right). The senior citizen season ticket concessionary rate is available to supporters who have reached their 65th birthday before 1 December 2018.

The under-21 concessionary rate is available in all areas of the stadium with the exception of Zone E. Anyone between the age of 18 and 20 may apply for a concessionary season ticket if they are under the age of 21 years on 1st August 2018.

The under-18 concessionary rate is available in all areas of the stadium with the exception of Zone E. A child under 18 may apply for a concessionary season ticket if they are under the age of 18 years on 1st August 2018.

The Club provides an area in the East Stand for the exclusive spectator use of family groups with junior supporters under 18 years of age (Zone F). A Family Group must include at least one under-18 for every two adults attending. A child under 18 may apply for a concessionary season ticket in this area if they are under the age of 18 years on 1st August 2018. Please also note that children under 12 are not permitted to attend a match at the Amex unless accompanied by an adult 18 years and over.

- Zone A
- Zone B/C
- Zone D
- Zone E
- Zone F



- CPT - Changing Places Toilet
- MFR - Multi Faith Room
- CP - Coach Park
- FS - Falmer Station
- ♿ - Wheelchair User Seating
- M - Mullery's Restaurant
- TO - Ticket Office
- SS - Stadium Superstore
- DB - Dick's Bar
- FZ - Fan Zone
- HB - HB's Restaurant
- GR - Goldstone Restaurant

TICKETING

DISABLED SUPPORTERS

The Club has a designated Disability Liaison Officer (DLO) named Oliver Riley.

Oliver works within the Supporter Services Department and can be contacted in relation to any disability matters via 0344 3246282.

Disabled supporters will be charged the season ticket price equivalent to the pricing structure in the area in which they purchase their seat.

Supporters requiring a personal assistant must register with the Club prior to booking their tickets.

Supporters can purchase a disabled season or match ticket at the American Express Community Stadium and claim a complimentary personal assistant ticket if they are in receipt of any of the following documents:

- Middle/Higher rate Disability Living Allowance (DLA)
- Personal Independence Payment (PIP)
- Attendance Allowance (AA)
- Severe Disablement Allowance (SDA)
- War Disabled Pension
- Certificate of Visual Impairment (CVI 2003)

If the supporter is not in receipt of any of the above, or if additional documentation is required, then a signed letter from a doctor stating that

the named individual requires personal assistance in order to attend a match will be accepted.

Evidence must be supplied at the ticket office on an annual basis.

Where the need for personal support has been identified, the Club will admit the personal assistant free of charge on the understanding that they are providing a service to the disabled supporter to enable them to access match facilities.

Disabled supporters who register the need for a personal assistant may be refused entry should they arrive at the ground unattended, as the Club cannot guarantee that this service will be provided by Club staff. No carer may enter the ground using the complimentary ticket if the person to whom they provide assistance is not attending the game.

The Club is committed to ensuring that its disabled supporters and customers have as full access as is reasonably possible to all goods, services and facilities provided or offered to the public by the Club.

The Club recognises that not all of its facilities are fully accessible to disabled customers and confirms that it is committed to making necessary reasonable adjustments to ensure full compliance with legislation.

The Club has a training programme to ensure that all Senior Managers and appropriate "front line staff" are trained in the provisions of the Equality Act. Ongoing training will be included in staff induction programmes.

The Club undertakes to its disabled supporters and customers that any complaints of discrimination will be dealt with under that procedure.

The Club has advised its staff that any incident of discrimination under the provisions of the Act is a serious matter and will be dealt with under the Club's Disciplinary Procedures.

TICKETING

LOYALTY AND MEMBERSHIP SCHEMES

The Official Club membership for the 2018/19 season allows supporters ticket priority before the general public.

The Club operates a Loyalty Point scheme, whereby supporters accrue points for purchasing tickets through the Club. When tickets are limited, or when demand outstrips supply, the Loyalty Point system comes into force.

The Club operates a club seat membership known as the 1901 Club. Five-year and lifetime memberships are available. Members are entitled to access to every first team competitive home match, with specific hospitality lounges assigned to the various seated areas.

MEMBERSHIP SCHEMES

The official club membership for the 2018/19 season allows supporters ticket priority before the general public.

Our Young Seagulls FREE membership is designed for young fans aged under 16 and gives members access to Young Seagulls events throughout the year, as well as entry into our matchday mascot lottery and a host of other benefits announced at the start of each season.

Young Seagulls PLUS is our premier young fans' membership which includes priority access to tickets along with a host of Young Seagulls events and a welcome pack at the start of the season.

Bronze membership is our adult membership package. Membership includes the benefit of a priority ticket sales

window, as well as other benefits and a joining pack that is announced at the start of each season.

AWAY MATCHES AND ALL-TICKET GAMES

Where it is likely that the requirement for tickets will outstrip the availability, away clubs or their local police force may make the match "all-ticket" for Brighton & Hove Albion supporters only.

In the case of prestigious away matches where demand is likely to outstrip supply, where possible there will be a guaranteed period designated by the Club for season ticket holders to claim their tickets on the basis of one per member. Applications are dealt with on an accrued Loyalty Points basis.

Ticketing arrangements for all away matches are publicised on the Club's website seagullstickets.com, in Club programmes and press releases.

HOME CUP COMPETITIONS

Tickets for home matches in cup competitions are priced according to the competition, the stage reached and the opposition.

Where possible there will be a fixed period designated by the Club for season ticket holders to apply for these tickets on the basis of one per season ticket holder.

After the specified periods have elapsed any remaining tickets will be released for general sale based on number of Loyalty Points accrued. Ticketing arrangements for all home cup matches are publicised on the Club's website **BrightonAndHoveAlbion.com**.

TICKETING

RETURNS/REFUNDS

The Club's policy on the return and distribution of unwanted match tickets is that we do not offer refunds on matchday tickets unless under exceptional circumstances, or if the fixture has been rearranged and the supporter is unable to attend the new fixture date.

In order to obtain a refund for a rearranged fixture, the home match ticket must be returned to the Club's ticket office within seven days of the rescheduling announcement (which shall be made on the Club website) provided this is still more than seven days before the rescheduled date. After this time no refunds will be offered on match tickets.

Tickets that include hospitality are subject to their own terms and conditions.

It is the responsibility of the ticket holder to check the date and kick-off time of matches. A refund will only be issued on production of identification, and the individual requesting the refund is the person to whom the home match ticket was originally sold.

For the avoidance of doubt, the final decision belongs to the Supporter Services Manager.

Season tickets, including multiple-year season tickets, are sold as packages and no part of those packages will be accepted by the Club for exchange or refund.

Fixture rearrangements are commonplace during a season and are dictated to the Club by the Premier League, broadcasters and other outside influences. Supporters

should bear this in mind and check the Club website and other communication channels regularly for fixture updates.

A game may also be postponed due to adverse weather conditions and other unforeseen circumstances. Please see the section on Abandoned/Postponed matches for full details.

ISSUE OF REPLACEMENT CARDS/TICKETS

Lost season ticket cards may be replaced at a charge of £15. These will be issued on the day of a match and ONLY to the named season ticket holder who MUST produce matching identification. This is exclusively at the Club's discretion.

Lost/forgotten/unprinted matchday tickets may be replaced at a cost of £1.50 per ticket. The original ticket will subsequently be cancelled for that match and the duplicate ticket, if issued, will take precedence. This is exclusively at the Club's discretion and no more than three duplicate matchday tickets will be issued in any one season.

TICKETING

ADANDONED/POSTPONED MATCHES

Season card holders will use their smartcards in the normal way for any rearranged fixture caused by postponement or abandonment of the original match.

If a match is postponed prior to kick-off season ticket holders and match ticket holders are entitled to:

- Free admission to the rearranged game on production of their card or on production of their complete original ticket.
- Match ticket purchasers may exchange their ticket for another home match of the same grade or lower, in the same season, subject to availability by calling Supporter Services, within seven days of the rescheduling announcement.
- A full refund of the value of the seat less any booking fee by contacting Supporter Services, within seven days of the rescheduling announcement. (Terms may vary for packages or special offers.)

If the match is abandoned after kick-off and before half-time, match ticket purchasers are entitled to half-priced admission for the rearranged match provided that they contact Supporter Services within seven days of the rescheduling announcement. (Packages and special offer T&Cs may vary.)

If the game is abandoned after half-time, no compensation will be available.

FAMILY FACILITIES

The Club has designated family areas located in the East Stand and North Upper Stand. The designated family sections at the stadium are coloured pink in the stadium plan (see below).

To qualify for seating in this area supporters must have a ratio of children higher than the number of adults. Adults who are seated in this area are required to ensure that they assist the Club in maintaining a friendly environment free from foul and abusive language. Lots of activities aimed at the younger visitor take place in the concourses pre-match which in the past has included appearances from Gully, football skills and face painting.



**WE WERE AWARDED
THE FOOTBALL LEAGUE'S FAMILY
EXCELLENCE AWARD
IN MAY 2016.**



FREE TRAVEL SERVICES

For all Premier League games at the American Express Community Stadium, the Club offer home and away fans free travel on buses and trains within the Free Travel Zone (see map on the following page).

You can use your matchday ticket, season ticket, or proof of matchday ticket purchase to use most services between 11:30am and 9pm for a 3pm kick-off and between 4:15pm and midnight for a 7:45pm kick-off.

Free travel services for other kick-off times will vary accordingly. Details of the bus and rail services that can be used for home matches at the stadium free of direct charge are listed below.

Please note: Free travel is inclusive for all home league matches. Free services may also be offered for friendly or cup matches, but please check Club information when purchasing your ticket.

TRAVEL LEVY

A Travel Levy of £50 per season, per adult, for 19 league games will be applied to all season ticket holders.

The concession levy is £25 for under-21s, under-18s and over-65s. There will also be a levy added to 2018/19 league matchday ticket prices for both home and away fans.

The benefit to all ticket holders will be inclusive, subsidised bus or train travel within the dedicated zone, subsidised coach travel across all the various coach operators or use of the Club's park & ride scheme. Subsidised travel for cup and friendly matches will be decided on a game by game basis.

TRAIN TRAVEL

When you reach the barriers at the station, simply show the ticket officer your ticket, smartcard, or proof of purchase if collecting tickets at the ground.

If you are travelling from outside of the subsidised zone simply buy a ticket to the last station on the zone perimeter, and use the subsidised travel system for the remainder of your journey. You may also wish to consider parking at Lewes railway station, and taking the train on to Falmer.

Falmer Station is adjacent to the Amex Stadium North concourse and it is just a couple of minutes' walk from the platform to the stadium.

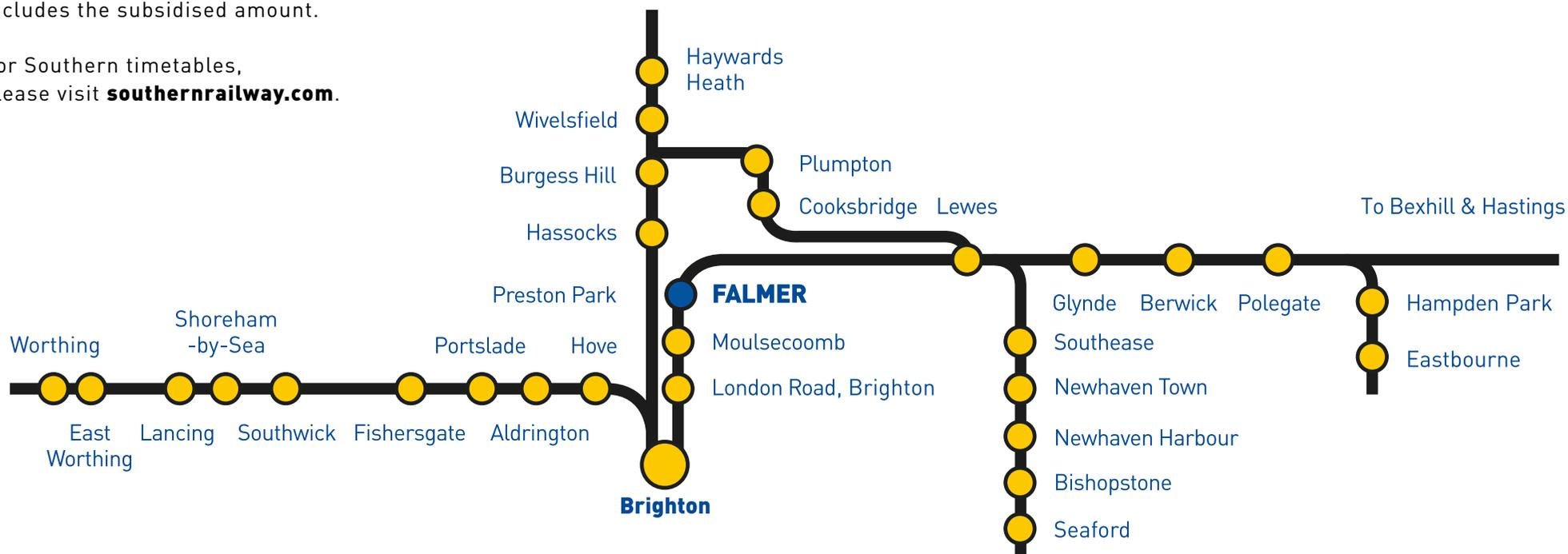
For fixtures at the Amex outside of the Premier League programme, your match ticket will indicate whether free travel is included or not, so please be sure to check before making travel arrangements.

TRAVEL

SUBSIDISED TRAVEL ZONE

Your travel will be free on the day, as your ticket price includes the subsidised amount.

For Southern timetables, please visit southernrailway.com.



TRAVEL

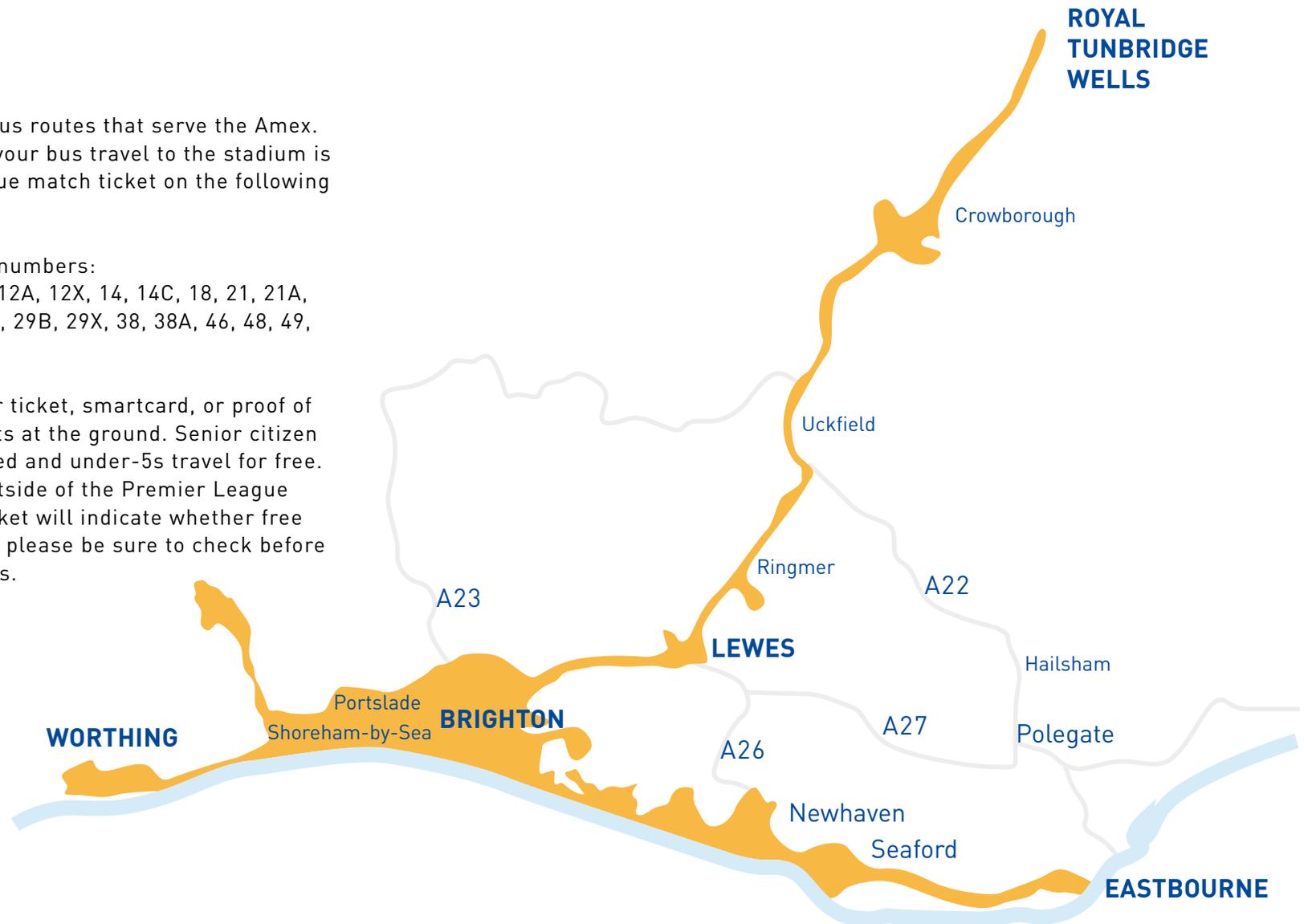
BUS TRAVEL

There are a wide range of bus routes that serve the Amex. On a matchday, the cost of your bus travel to the stadium is included in your home league match ticket on the following services:

Brighton and Hove buses - numbers:

1, 1A, 2, 5, 5A, 5B, 6, 7, 12, 12A, 12X, 14, 14C, 18, 21, 21A, 22, 23, 24, 25, 26, 27, 28, 29, 29B, 29X, 38, 38A, 46, 48, 49, 50, 50U, 77 & 78.

Simply show the driver your ticket, smartcard, or proof of purchase if collecting tickets at the ground. Senior citizen bus passes are also accepted and under-5s travel for free. For fixtures at the Amex outside of the Premier League programme, your match ticket will indicate whether free travel is included or not, so please be sure to check before making travel arrangements.



PARK & RIDE SITES

The club offer three park and ride sites around the city: Mill Road, University of Brighton and Brighton Racecourse. All of the sites are served by at least one wheelchair-accessible bus. If you have any specific mobility needs tell the stewards when you arrive and they will direct you as necessary. Details of how to get to each site and the best one to use are listed below.

Please note the free travel services information at the front of this guide. Travel operations may vary for non-league football matches and other stadium events.

PARK & RIDE 1 - SATNAV: BN1 8ZF

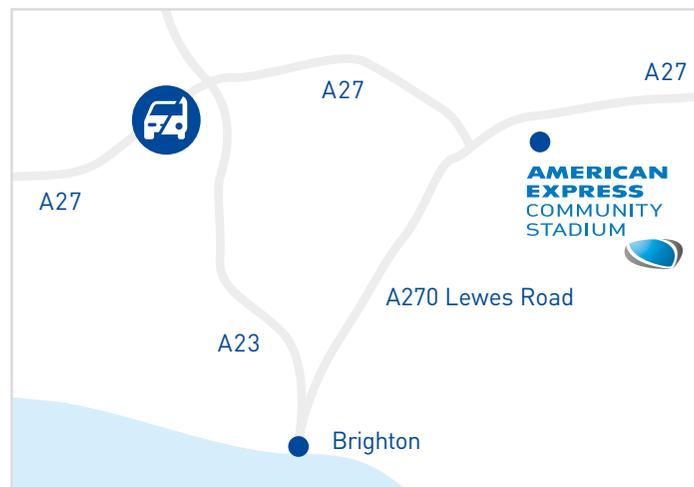
(formerly Mill Road Park & Ride)

Mill Road is the most popular park and ride site with 450 spaces available. The car park is usually full 1.5 hours before kick-off, so if you are running late you are advised to head to the park and ride at Brighton Racecourse site (see directions). Make sure you follow the directions to the Mill Road site carefully, as driving past the car park entrance could result in traffic congestion delays for up to 45 minutes.

DIRECTIONS TO MILL ROAD

Mill Road is located off the roundabout at the end of the A23 dual carriageway. Take the exit towards the petrol station and head under the narrow bridge. Stewards and signs will direct you to the parking and bus waiting area.

If the site is full before you get there, please follow directions to **Park and Ride 3** (formerly Brighton Racecourse) **BN2 9XZ** on the next page.



PARK & RIDE SITES

PARK & RIDE 2 - SATNAV: BN2 4AT

(formerly University of Brighton Park & Ride)

University of Brighton Park & Ride has 250 spaces and is located across the university grounds on the east side of Lewes Road. Bus journeys from the stadium are approximately 10 minutes. If you are heading for this site from the Lewes direction follow the directions below:

1. From A27 westbound take the junction to Brighton city centre.
2. Head over the flyover and onto Lewes Road and straight over the first set of traffic lights at the junction of Lewes Road with Coldean Lane.
3. The University of Brighton Park & Ride site is located on your left-hand side approximately one mile after the traffic lights further towards Brighton city centre.

If you are heading for this site from the north of the city, Haywards Heath, Burgess Hill, etc, head towards the city centre and follow the signs to Lewes, Newhaven, and Universities. As you get near the Park & Ride sites signs and stewards will direct you as necessary.

PARK & RIDE 3 - SATNAV BN2 9XZ

(formerly Brighton Racecourse Park & Ride)

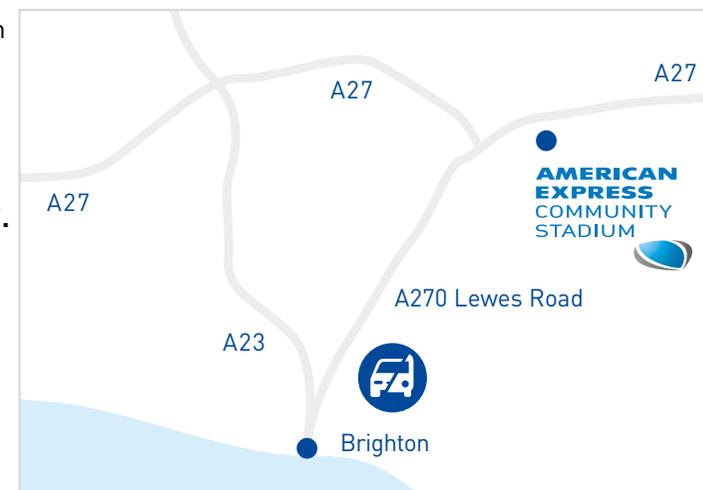
The Brighton Racecourse site always has lots of spare capacity with 700 parking spaces available. Buses usually take approximately 20 minutes to reach the stadium.

1. Follow A23/London Road south towards the city centre.
2. After 2.9 miles, turn left with the one-way system, with the fire station on your left.
3. At the first set of traffic lights bear right.
4. At the next set of traffic lights turn left.
5. Head along Union Road with the park on your right and at the traffic lights turn left.
6. Head immediately into the right-hand lane and at the next set of traffic lights turn right and into Elm Grove.
7. Immediately after the hospital, turn right.
8. On arrival at the Racecourse, stewards will direct you to a space.

If you are heading to this site from the north use the directions noted above. If you are heading to the site from the east again use the directions noted above. Do not use the Woodingdean crossroads to get to the racecourse.

All of the roads around the stadium are very busy as is the Woodingdean crossroads every evening.

Make sure you follow these directions and avoid using the A27. The A27 gets very busy on a matchday and you may miss kick-off.



CAR PARKING

The club has excellent car parking facilities available to both home and away supporters over two easy-to-access, nearby sites. Spaces must be pre-booked in advance of the match.

Pre-booked parking costs just £15 per car so be sure to secure your spot early by booking online at **BrightonAndHoveAlbion.com/tickets**. You will receive a parking voucher to display in the window of your vehicle at your chosen site (and which must be made visible at all times) and upon arrival, stewards will direct you to your space. Under no circumstances will you be able to use the near-site parking if you have not pre-booked – even if you are running late for the match!

Seasonal parking is available – for more information please call the Albion Booking Line now on **0844 327 1901***. Note: Travel operations may vary for non-league football matches and other stadium events.

*calls are charged at 7p per minute plus your network access charge.

CAR PARK A - SATNAV: BN1 9BL

(formerly Bennett's Field)

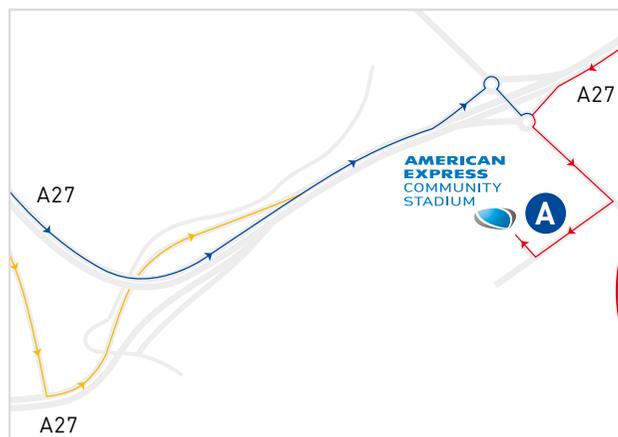
The American Express Community Stadium is located in Falmer, on the outskirts of Brighton, very close to the University of Sussex and University of Brighton campuses.

— **FROM BRIGHTON CITY CENTRE:** Take the A23 northbound on Old Steine and bear right, following signs for Lewes (A270). (Continue with the directions below.)

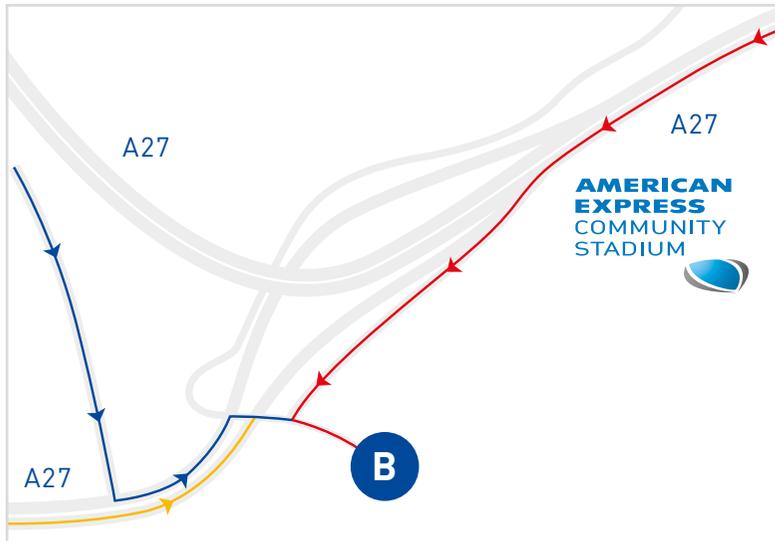
— **EASTBOUND:** Take the A27 and exit at the Falmer junction slip road, signposted Falmer (B2123), University of Sussex and University of Brighton. At the top of the slip road turn right crossing back over the A27 and go straight over the next mini roundabout. At the first set of traffic lights turn right onto Village Way and the entrance to the stadium is on the right.

— **WESTBOUND:** Along the A27, come off at the slip road signposted Falmer. Turn left at the mini roundabout. At the first set of traffic lights turn right onto Village Way and the entrance to the stadium is on the right.

On arrival you will be directed to car park A (Bennett's Field) which is a few yards from the stadium's entrance.



CAR PARKING



CAR PARK B - SATNAV: BN1 9BP

(formerly Bridge Car Park)

— **FROM BRIGHTON CITY CENTRE:** Take the A23 northbound on Old Steine and bear right, following signs for Lewes (A270). Continue for approximately three miles, cross the traffic lights at the junction of the A270, proceed until you arrive at the junction with Stony Mere Way, and turn right, proceed under the A270, through the tunnel into the Bridge car park, where stewards will direct you.

— **EASTBOUND:** Leave the A27 at the Hollingbury exit and follow the signs for Coldean. At the roundabout take the exit for Coldean and after one mile, turn left at the lights on to the A270. At the junction with Stony Mere Way, turn right, proceed under the A270, through the tunnel and into the Bridge car park, where stewards will direct you.

— **WESTBOUND:** On the A27 head past the off-slip for the Stadium and Falmer and bear left off the A27 at the next junction, signposted to Brighton, onto the A270. Stay left on the slip road, and at the traffic lights, turn left through the tunnel into the Bridge car park, where stewards will direct you.

The stadium is approximately an 850-metre walk from the Bridge car park.

CAR PARKING

CAR PARK C - SATNAV: BN1 9RB

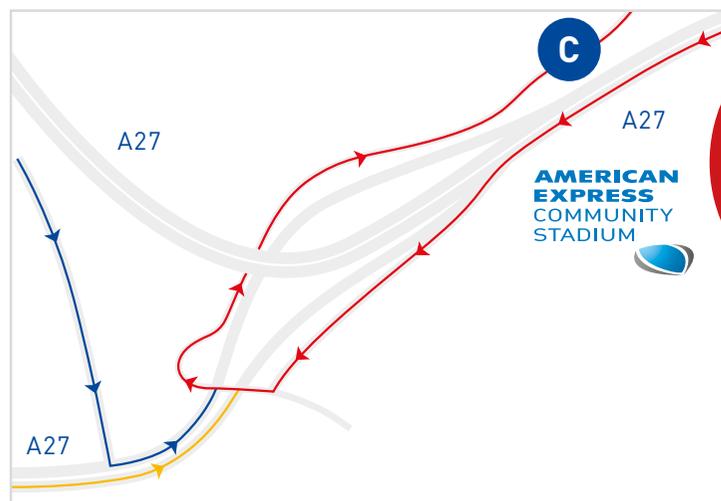
(formerly Sussex University (Stanmer Park))

— FROM BRIGHTON CITY CENTRE: Take the A23 northbound on Old Steine and bear right, following signs for Lewes (A270). Continue for approximately three miles, before turning left onto Stony Mere Way, which is just before the A27 junction.

— EASTBOUND: Leave the A27 at the Hollingbury exit and follow the signs for Coldean. At the roundabout take the exit for Coldean and after one mile, turn left at the lights on to the A270, proceed until you arrive at the junction with Stony Mere Way, and turn left and follow the road into Sussex University.

— WESTBOUND: On the A27 head past the Amex Stadium, and bear left off the A27 at the next junction, signposted to Brighton, onto the A270. Stay left on the slip road and at the bottom of the slip road, turn right into Stony Mere Way and follow the road into Sussex University.

Upon entering the site, stewards will then direct you to the available car parks, and the stadium is a short walk from the campus.



**CAR PARK C
SOLD OUT**

**SEASONAL & MATCHDAY
PARKING FOR
2018/19**

Important things to remember if travelling by car

- There are no uncontrolled parking areas at either university campus or the Brighton Aldridge Academy; entry to these premises will be controlled by stewards.
- There is no on-street parking anywhere close to the stadium and there are traffic schemes in place to make sure that this is upheld.
- Nearby residential areas will be controlled by stewards and access on matchdays will be available to residents only.
- If you do park in areas around the stadium, you run a very real risk of receiving a parking ticket or worse still, having your car towed away.
- Map your journey ahead of travelling to ensure that you have the correct location and arrive in good time.

PARKING FAQS

WHAT IS THE QUEUING TIME I CAN EXPECT AFTER A MATCH?

After the match there will inevitably be a queue for your return journey whether you are using the train or the bus. It is taking us roughly 50 minutes to clear the queues. To make your journey home more comfortable travel information will be provided in the stadium concourse areas, enabling you to wait inside and enjoy the excellent hospitality facilities we have on offer. Bars will be open for a period of time after each game. So if you don't have to rush off, stay and take your time.

I DON'T USE ANY OF THESE TRAVEL OPTIONS, SO WHY DO I STILL HAVE TO PAY?

Providing a sustainable transport plan was a huge part of obtaining the licence to build the Amex Stadium and play our football here. The transport levy plays a vital part in allowing us to maintain all of the access areas and travel methods that service the stadium. From the walkways that surround the building, to the bike storage, to extending the platform at Falmer station. So however you get to the stadium on a matchday, at some point you will use a service that your contribution to the levy has been put towards, to ensure you get to your seat as quickly and safely as possible.

WHAT HAPPENS WHEN A PARK & RIDE SITE BECOMES FULL? HOW WILL THIS BE PUBLICISED ON THE DAY?

All the park & ride sites are linked by radio; if one becomes full, people will be directed to one that isn't full.

NONE OF THE TRANSPORT OPTIONS ARE SUITABLE FOR ME. CAN I BE DROPPED OFF INSTEAD?

As a last resort, we do have very limited availability for vehicles wishing to drop supporters off. The only appropriate place to do this is at Sussex University car park 5 by the Sports Hall, which is a short walk through the tunnel that goes under the A27, past Falmer station onto the Amex footprint. Please note we discourage vehicles from dropping off and picking up from Village Way, as on match day's is very busy and if police officers consider the build-up of traffic is dangerous, drivers will be made to move.

Please note that this is for the safety of all fans and we fully support Sussex Police in their actions.

I REQUIRE DISABLED SUPPORTER ACCESS. HOW DO I BOOK?

For all disabled supporter parking queries and sales please call the Albion Booking Line or book at www.seagullstickets.com.

For match by match disabled parking, your blue badge must be clear to stewards on entry to the car park and visible in your window throughout the duration of your stay alongside your parking pass.

For seasonal disabled supporter parking, a copy of your blue badge will be required in order for you to purchase. Please note: The Club place greater emphasis on sustainable modes of transport. We have noted that all P&R sites, and bus and rail services provide access for disabled fans. Disabled parking spaces, as with all near site parking, are limited. It is essential that spaces are booked in advance to avoid disappointment.

TRAVEL

WALKING

If you live within a reasonable distance of the Amex, then walking or cycling is recommended. There are several safe and well-lit footpaths and cycle lanes to the stadium from both Brighton and Lewes, with ample covered and secure cycle parking on site.

DISABLED SUPPORTER INFORMATION

All of the available travel options are fully accessible to disabled supporters. The trains and buses are equipped to accommodate wheelchair users, and you will be given priority parking at the park and ride sites. There are a limited number of disabled supporter parking spaces available which can be pre-booked by calling the Albion Booking Line on 0844 327 1901 – calls cost 7p per minute. Or you can book disabled parking (subject to availability) at BrightonAndHoveAlbion.com/tickets.

If none of the above solutions are suitable then disabled supporters have the option of being driven to and collected from the stadium entrance on Village Way, but please note access can be limited, so arrive in good time.

Note: All travel operations may vary for cup, friendly and non-first team matches and other stadium events. Please ensure you visit our club website or contact Supporter Services prior to travelling, for specific event information.

MATCHDAY SCHEDULE

The schedule is typical for a Saturday, 3pm kick-off and gives you a good idea of the range of activities and timings ahead of a league game at the Amex. Timings will vary for different kick-off times and are subject to change.

On the bandstand, found on the stadium concourse in the North East corner, we often showcase the best local talent and elsewhere we offer activities for our younger supporters, ranging from face painting to football skills sessions.

For those looking for a pre- or post-match pint and a bite to eat, Dick's Bar – named after former chairman Dick Knight – can be found in the North Stand, with its entrance adjacent to the Seagulls Superstore.

To ensure you make the most of your day at the Amex consult our travel guide ahead of your journey and visit our website for details of specific matchday activities for the game you plan to attend.

PRE-MATCH

9.00am - Ticket office and retail store opens

11.30am - Dick's Bar opens for those who want to arrive early and potentially watch any early games prior to Albion's game in the comfort of our supporters' bar

12.30pm - 1901 Club lounges open to members and their guests

1.00pm - Fanzone activities begin

1.30pm - Concourses open

1.30pm - Players will take to the field to perform their individual warm-ups

2.15pm - Bandstand and other activities in the Fanzone finish

2.20pm - Players take to the field to warm up

2.30pm - Last orders in the bars in the Fanzone

2.45pm - Players return to the dressing room for final instructions and last stretches

2.50pm - Players enter the tunnel ready to take to the field

3.00pm - Kick-off

HALF-TIME

During the interval we have a variety of pitch-side interviews and occasional on-pitch activities to keep you entertained.

POST-MATCH

Dick's Bar and the North Stand concourse are open after the final whistle serving a wide selection of drinks for those who want to stay at the stadium and watch the late afternoon game.

The club shop is open post-match though timings will vary.

The majority of the 1901 Club lounges close 30 minutes after the final whistle, with one or two lounges remaining open until slightly later.

SUPPORTER SERVICES & SUPPORTER LIAISON

The Supporter Services Team is the principal point of contact at the Club for questions, complaints or concerns and can be contacted as follows:

Brighton & Hove Albion Football Club

American Express Community Stadium
Village Way
Brighton
BN1 9BL

Albion Booking Line: 0844 327 1901

Calls cost 7p per minute plus your network access charge.

The Club's Supporter Liaison Officer is Sarah Gould. Should any supporter wish to contact Sarah direct they can do so by contacting supporter.services@bhafc.co.uk or call 0344 3246282. The office is open 9am to 5pm Monday to Friday.

COMPLAINTS PROCEDURE

It is the responsibility of the Supporter Services department to ensure that we respond to any correspondence within five working days of receipt of such communication.

Once a complaint is received into the office, the team shall then fully investigate the complaint and liaise with the relevant department prior to responding to the supporter, no later than 21 days from receipt of the original correspondence.

Should a supporter be unhappy or feel that their matter is still unresolved, then the complaint will be referred to the Supporter Services Manager, Sarah Gould with a final decision being made by Paul Barber, Chief Executive.

ALTERNATIVE DISPUTE RESOLUTION

If you've been in touch and are unhappy with our resolution, please let us know. If you remain unhappy with any final resolution, we're required to let you know about ADR.

The European Commission now offers a platform for ADR. If you have bought a product or service online, you have the opportunity to settle a dispute out of court using the European Commission Online Dispute Resolution (ODR) procedure. You can find information about ODR on this website <http://ec.europa.eu/consumers/odr/> which is managed by the European Commission.

Issues may then be escalated to the Independent Football Ombudsman (IFO) (see below).

**The IFO: The Independent Football Ombudsman,
Suite 49, 33 Great George Street, Leeds, LS1 3AJ
E: contact@theifo.co.uk
T: 0800 588 4066**

SUPPORTER SERVICES & SUPPORTER LIAISON

STAFF CONDUCT

Brighton & Hove Albion staff will conduct themselves in a courteous and responsive manner in all dealings with supporters.

The Club has an equality policy that lays out its commitment to eliminate all discriminatory behaviour. A copy of this policy is attached to this Charter.

The Club recognises its responsibility to the safety and well-being of children and young persons who participate in the Football in the Community scheme's activities. The Club has adopted a formal Child Protection Policy and ensures that all personnel adhere to it accordingly.

CLUB LIABILITY

The Club is not liable for any loss, damage or injury sustained or incurred (howsoever arising) by any individuals or groups of individuals whilst on Club premises.

CONSULTATION

Brighton & Hove Albion Football Club regularly consults with its supporters through liaison meetings and through meetings with representatives of fans' organisations.

A large fan forum takes place every close season with Tony Bloom, Paul Barber and the first team manager Chris Hughton in attendance, where supporters can ask questions and discuss important issues.

Regular forums also take place every quarter with our fan groups and meetings are held at their chosen locations.

The Club publishes its position on major policy issues in the Club programme and on its website at **BrightonAndHoveAlbion.com**.

The Club continues to consult with Brighton and Hove City Council, sponsors, local community organisations and other interested parties.

The Club meets regularly with its neighbours at a formal Community Stadium Residents' Liaison Group to discuss matters affecting the area and to inform them of forthcoming activities.

In the event of any proposed changes to Club policy, early notice of the proposed changes will be published to enable those with concerns to express their views before a final decision to change policy is made.

CHARITABLE SUPPORT

CHARITABLE SUPPORT

During each season the Club has a commitment to support local charities within Sussex through an application process which is completed at the start of the season. The Club is committed to the objective of using the power of football to support positive change in the wider community.

Each season the Club partners with up to two charities who support the local Sussex community. In the past few seasons we have raised over £10,000 for various charities, including:



The Club does not make monetary donations and, due to the high number of requests, the Club does not support personal enquiries for signed merchandise.

In addition to this Brighton & Hove Albion supported Tickets for Troops by providing matchday tickets to each and every home league fixture during the 2018/19 season. The tickets are offered free of charge to service personnel signed up to the scheme. The club shall continue this relationship for the 2018/19 Premier League campaign.

The Club also supports The Royal British Legion through its Poppy Appeal and a signed match shirt auction.

ALBION IN THE COMMUNITY

AITC

Albion in the Community is the not-for-profit, charitable arm of Brighton & Hove Albion Football Club.

Using the power of football and the reach of the Club we engage and inspire local people of all ages, abilities and backgrounds. We reach out to people, often those with the greatest need, and give them opportunities they may never have had.

AITC is for everyone. We deliver a huge range of programmes – from football and sports to health and wellbeing, from education and qualifications, to disability and social inclusion.

We help people improve their health and wellbeing, overcome challenges and build their confidence and skills. We raise people's aspirations and help them use their potential to the full. We're incredibly proud to say we help people change their lives for the better.

Our five objectives:

1. MAKE SPORT ACCESSIBLE TO PEOPLE OF ALL AGES AND ABILITIES

We increase participation in sport and physical activity by providing accessible football and sports courses to people of all ages and abilities across Sussex.

2. TACKLE INEQUALITY

We deliver innovative programmes that tackle social, physical and mental inequality, and empower marginalised people through positive, supportive engagement.

3. IMPROVE HEALTH AND WELLBEING

We deliver targeted programmes that raise awareness of health issues and motivate people to make positive changes, particularly those living in areas of health inequality.

4. IMPROVE EDUCATIONAL ATTAINMENT

We deliver new and creative ways for young people to learn.

5. CREATE EMPLOYMENT AND CAREER OPPORTUNITIES

We provide unique and innovative training and skills programmes, alongside a range of qualifications.

CLUB SUPERSTORE

SUPERSTORE

The Albion club superstore is located underneath the North Stand and is clearly visible as you approach from the Falmer Station walk-up.

The store was completely refurbished in the summer of 2014 and inside fans will find lots more space for busy matchdays, and an increased numbers of tills to reduce waiting times.

Supporters can watch their shirts being printed while they wait at the print desk or take advantage of the free click and collect service. Simply order online and collect in store the next day.

There are lots of brand new products available in the store and with new products arriving regularly throughout the season there are plenty of reasons to come back and visit time and again.

Opening Hours:

Monday: 9.00am – 5.00pm

Tuesday: 9.00am – 5.00pm

Wednesday: 9.00am – 5.00pm

Thursday: 9.00am – 5.00pm

Friday: 9.00am – 5.00pm

Saturday: 9.00am – 5.00pm

Sunday: 11.00am – 4.00pm

Matchday Opening Hours: as above plus -

3pm kick-off

Store will close at 3pm and reopen at 4.30pm – 6.00pm

7.45pm kick-off

Store will close at 7.45pm and reopen at 9.30pm – 10.30pm

Please ask in store for opening times for bank holidays or other kick-off times.

We also have a number of mobile kiosks selling Albion merchandise on a matchday, which are located at various points around the Amex Stadium.

ALBION ONLINE STORE

Albion fans based further afield can also make use of our online store, **BrightonAndHoveAlbion.com/shop**, offering a delivery or collection service.

For any questions please contact the store team on 0845 496 9442*, or email any queries to **shop@bhafc.co.uk**.

*calls cost 5p per minute plus your network access charge

MERCHANDISE

The Club will provide information relating to the launch date and expiry date of replica kits. Details of the next intended change of kit (where known) will be displayed on the Club website.

The Club carries out its obligations under English Premier League regulations to prevent price fixing in relation to the sale of replica strip. The Club offers refunds on merchandise in accordance with its legal obligations.

HOSPITALITY

THE 1901 CLUB

The 1901 Club is the region's most exclusive sports and business club. With restaurants and bars in a magnificent stadium setting, enjoy a premium matchday hospitality experience, with a view of the action in some of the best seats at the Amex.

The atmosphere is one of relaxed and comfortable elegance throughout. Socialise with friends or guests pre-match, enjoy the game, then extend your day with us after, all in our club exclusive lounges.

The 1901 Club leads the way in offering a flexible and premium hospitality experience, with Brighton & Hove Albion Football Club. Come with us as we embark on the next phase of the club's journey by securing your seats today.

T: 01273 878278

E: 1901club@bhafc.co.uk

CONFERENCE FACILITIES

The stadium boasts ten stunning lounges, six concourses and outside space for team-building activities. All lounges have state-of-the-art equipment including built-in PA systems and wireless internet access throughout the stadium.

The large variety of spaces means the venue is ideal for all types of events including conferences, team-building days, dinners, graduation ceremonies, corporate receptions, exhibitions, private parties, civil ceremonies and wedding receptions.

There are also 21 executive boxes, each seating up to ten guests. These are ideal for board meetings, one-to-one meetings, interviews, additional breakout spaces, or even a private meal for ten. All facilities are air conditioned, with natural daylight and spectacular views overlooking the pitch or the stunning South Downs.

Whatever your requirements, be it a board meeting for ten or a dinner dance for 450, the American Express Community Stadium offers a stylish and contemporary setting. With the assistance of our experienced events team and Sodexo Prestige's first class catering, your event is certain to surpass everyone's expectations.

For further information, or if you wish to book an event with us, please call the sales team on 01273 878272, email events@bhafc.co.uk or visit eventsatbhafc.co.uk.

BEHAVIOUR GUIDELINES

Help us keep the Amex Stadium one of the safest and most inviting stadiums in English football.

Brighton & Hove Albion Football Club will not tolerate sexual or racial harassment or other discriminatory behaviour, whether physical or verbal, and will work to ensure that any such behaviour is met with appropriate disciplinary action.

Where anyone, whether a home or visiting supporter, uses discriminatory language or behaviour, the club will take the steps necessary to eliminate such unacceptable activity. The individual concerned may be subject to a ban by the Club or liable for arrest and the Club will support any subsequent prosecution.

If planning to bring banners over 150cm x 150cm to the stadium, you will be required to obtain authorisation from the Club in advance. All banners require a valid safety certificate.

To gain authorisation, please email supporter services at **supporter.services@bhafc.co.uk**.

Please note that no musical instruments are allowed inside the stadium. This is in accordance with the ground regulations which can be seen at **BrightonAndHoveAlbion.com** under Terms & Conditions.

CLUB SANCTIONS

OFFENCE	RECOMMENDED SANCTION (1ST OFFENCE) MINIMUM TO INDEFINITE SUSPENSION	RECOMMENDED SANCTION (2ND OFFENCE) MINIMUM TO INDEFINITE SUSPENSION	APPEAL	IF AN "INDEFINITE SUSPENSION" OR LIFE TIME BAN MINIMUM NUMBER OF SEASONS BEFORE REVIEW
Category 1 Offence a. Abuse of Concessionary Ticket b. Smoking/vaping in stadium c. Persistent standing d. Drinking in view of the pitch	Warning Letter+ potential Loyalty Points deduction	5 matches+ potential Loyalty Points deduction	Appeal Panel	Not applicable due to sanction tariff
Category 2 Offence a. Refusing to provide identity/giving false details b. Refusing to hand over ticket c. Supplying ticket for an away fan in home area d. Misuse of ticket by person ejected/arrested e. Drunkenness f. Abusive/aggressive behaviour towards other supporters g. Damage to property h. Possession of prohibited drugs i. Any behaviour that may bring BHAFC into disrepute	5 matches+ potential Loyalty Points deduction	10 matches+ potential Loyalty Points deduction	Appeal Panel	Not applicable due to sanction tariff
Category 3 Offence a. Actual violent conduct towards a supporter b. Ticket touting c. Throwing objects onto the pitch	10 matches+ potential Loyalty Points deduction	20 matches	Appeal Panel	3 years
Category 4 Offence a. Entering the field of play b. Possession/use of a pyrotechnic c. Breach of a banning order a. Possession of a weapon b. Abusive/aggressive behaviour towards staff, players and/or officials	1 year	2 years	Appeal Panel	4 years
Category 5 Offence a. Racism/homophobic behaviour b. Assaulting a member of staff, players and/or officials	10 years minimum	Lifetime	Appeal Panel	5 years
Social Media and Telecommunications Where relevant, offences can be committed via online or via email, social media, telephone and letter, and will be treated in the same manner as if actioned in person Live Criminal Investigations: Individuals arrested at any home or away match may not be permitted to any future matches or have access to any club premises until the outcome of the police investigation is known; this includes pending a court appearance and the outcome of any related criminal or civil proceedings	Recommended Sanction (1st offence) Sanction set by Head of Safety & Security and/or Security Manager. Sanction Letter will be sent to the home address/email of the excluded person as stored on BHAFC database	Recommended Sanction (2nd offence) Sanction set by Head of Safety and Security Sanction Letter will be sent to the home address/email of the excluded person as stored on BHAFC database	Appeal Panel: Excluded person must write to club within 10 working days of receiving notification of sanction to request an appeal. Appeal must be heard within 25 working days of club receiving appeal request. Appeal Panel Chair: Member of BHAFC Executive Committee. Two members of BHAFC staff. Sussex Police Representative	Review: Excluded person must write to club requesting a review – no automatic referral. Review Panel BHAFC Executive Committee excluding the original Chair of the Appeal Panel
The Club reserves the right to change this guide at any time without prior notice. In the event of any changes the revised guide will be published on BrightonAndHoveAlbion.com				

STADIUM ENTRY GUIDELINES

WHAT **IS** PERMITTED INSIDE THE AMEX THROUGH THE TURNSTILES OR LOUNGE ENTRANCES?



Small compact cameras
(must be able to fit in a pocket)



Small fold up umbrellas



Assistance dogs & crutches / walking aids



Small bags



Clear plastic bottles
(500ml or less - no bottle tops will be allowed into the stadium)



Non offensive banners
(Must be 150cm x 150cm or less with no sticks or poles and must meet fire regulations)



(In order for us to ensure that your visit is as safe and smooth as possible and your seats are suitable for your needs, please email supporter.services@bhafc.co.uk prior to attending the game)

WHAT **ISN'T** PERMITTED INSIDE THE AMEX THROUGH THE TURNSTILES OR LOUNGE ENTRANCES?



Alcohol
(Beer, wine or spirits)



Glass bottles



Illegal substances



Weapons



Clear plastic bottles
(In excess of 500ml)



Canned drinks & cartons



Large banners



Air horns



Solid containers / flasks
(Including glass, plastic and metal)



Perfumes & aerosols



Musical instruments



Tools



Large bags / suitcases
(Including large rucksacks, hard shelled bags and wheeled bags)



DSLR & video cameras
(Including cameras that use large lenses)



Smoke / gas canisters



Fireworks / flares



Smoking
The American Express Community Stadium is a no smoking stadium, this includes the use of electronic cigarettes

SUPPORTERS' FACES **MUST NOT BE COVERED BY HATS, SCARVES, HOODS OR MASKS WHEN ENTERING VIA TURNSTILES**



Laser pens

EQUALITY POLICY

Brighton & Hove Albion Football Club (BHAFC) celebrates and values the diversity brought to the Club by employees, potential employees, casual workers, potential casual workers, players, potential players, applicants or customers and believes the Club benefits from engaging with everyone from a variety of backgrounds, thus allowing it to meet the needs of a diverse population within a multi-cultural society.

The Club shares and is committed to the standards, values and expectations set by the Premier League who assert that football is for everyone and that it belongs to, and should be enjoyed by anyone who wants to participate in it, whether as a player, official, staff member or spectator. The Club will treat everyone with respect and dignity, and seek to provide a positive working and learning environment, free from discrimination, harassment, victimisation or abuse. The aim is to create a positive, inclusive ethos which will work towards the elimination of discrimination, harassment, victimisation and abuse whether overt or covert.

Brighton & Hove Albion FC's Chairman, the Club's Board of Directors and Senior Management are responsible for the implementation of this policy and are fully committed to promoting inclusion. They believe that all forms of prejudice and discrimination are unacceptable. The Club's aim is to confront and

eliminate discrimination whether by reason of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. These are known as 'protected characteristics' under the Equality Act 2010.

EQUAL OPPORTUNITIES

The Chairman, Board of Directors and Senior Management of Brighton & Hove Albion Football Club are fully committed to equal opportunities for all individuals regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

The Club recognises its staff as being fundamental to its success. The Club is committed to ensuring that the recruitment and selection of staff is conducted in a manner that is systematic, efficient and effective, and promotes equality of opportunity.

It is the aim of the Club to ensure that no employee, potential employee, casual worker, potential casual worker, player, potential player, applicant or customer receives less favourable treatment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation, background or rehabilitated offenders where the conviction is unrelated to the work offered.

The Club's commitment to providing a workplace that values equality and equal opportunities is supported by the Club's Team Brighton values:

- **Treat people well** – the Club is committed to taking a professional, helpful and approachable attitude towards their supporters, visitors, colleagues and the community
- **Exceed expectations** – the Club is dedicated to achieving success by setting high standards and measuring its performance in critical areas
- **Aim high** – the Club strives to be the absolute best it can be, and will not give up
- **Make it special** – the Club encourages a warm and friendly environment, making Brighton & Hove Albion Football Club a great place to visit and to work.

EQUALITY POLICY

SUMMARY

The aim of Brighton & Hove Albion Football Club's Equality and Equal Opportunities Policy is to promote our own equality and diversity objectives and in doing so, help to ensure that everyone is treated fairly and with respect.

All staff and players at Brighton & Hove Albion Football Club have a personal responsibility to uphold the Club's Equality and Equal Opportunities Policy and should abide and adhere to this Policy and to the requirements of the Equality Act 2010. All staff and players are required to treat fellow employees, prospective employees, casual workers, prospective casual workers, players, prospective players, job applicants and customers fairly and impartially. Under the Criminal and Public Order Act of 1994, bullying and harassment may constitute a criminal offence and could be punishable by imprisonment and a fine of an uncapped amount.

Allegations should be reported immediately to your Line Manager or a member of the Human Resources team who will take the allegation seriously and ensure that it is investigated promptly. Reports of allegations will be treated in a private and confidential manner. In doing so, we are working towards being legally compliant in relation to equality legislation.

Brighton & Hove Albion Football Club will ensure that it treats everyone fairly and with respect and that it will provide access and opportunities for all members of the community to take part in, and enjoy, its activities.

Every staff member, board member, official, spectator, fan and visiting team can be assured of an environment in which their rights, dignity and individual worth are respected, and in particular that they are able to work and watch football in an environment without the threat of intimidation, victimisation, harassment or abuse.

COMPLAINTS AND COMPLIANCE

Brighton & Hove Albion Football Club regards all of the forms of discriminatory behaviour, including (but not limited to) behaviour described on page 42 as unacceptable, and is concerned to ensure that individuals feel able to raise any bona fide grievance or complaint related to such behaviour without fear of being penalised for doing so.

Appropriate disciplinary action will be taken against any employee, member or volunteer, spectator or fan that is found, after a full investigation, to have violated the Equality Policy.

POSITIVE ACTION AND TRAINING

Brighton & Hove Albion Football Club is committed to equality inclusion and anti-discrimination as part of the FA and Premier League's Code of Conduct.

Brighton & Hove Albion Football Club will commit to a programme of raising awareness and educating, investigating concerns and applying relevant and proportionate sanctions, campaigning, widening diversity and representation and promoting diverse role models, which we believe are all key actions to promote inclusion and eradicate discrimination within football.

This Equality Policy will be reviewed and updated, if required, on an annual basis.

* The Equality Appendix can be found on page 42.

SAFEGUARDING

SAFEGUARDING

Brighton & Hove Albion FC (BHAFC) believes that it is always unacceptable for a child, young person or vulnerable adult to experience abuse of any kind and recognises it has a responsibility to safeguard the welfare of all children, young people and vulnerable adults through a commitment to the development of a culture and good practice that protects them.

This policy applies to all staff that work for or on behalf of BHAFC and Albion in the Community (AITC) including permanent, casual, volunteers and contractors regardless of their role. Therefore our child protection policy applies to any event at the stadium, training ground or other facility an Albion staff member is attending in an official capacity. The aims of the BHAFC safeguarding policies are to:

Develop a positive and proactive approach to safeguarding in order to best protect all children, young people and vulnerable adults associated with the club who play football or engage in associated activities, enabling them to participate and achieve in an enjoyable and safe environment.

Facilitate the provision of a range of child protection and awareness training for staff and volunteers in conjunction with, and supported by, The Football Association (The FA), the Premier League (PL) and in line with guidance from Local Safeguarding Children Boards (LSCBs).

Demonstrate best practice in the area of safeguarding the welfare of all children and young people and vulnerable adults engaged in activities delivered and supported by BHAFC.

Promote ethical work with children and young people and vulnerable adults.

Work towards achieving the National Standards for Safeguarding and Protecting Children in Sport devised by the Child Protection in Sport Unit (CPSU) of the NSPCC.

The key principles underpinning this Policy Statement are that:

- The welfare of children and young people (U18) is, and must always be, the paramount consideration.
- All children, young people and vulnerable adults have a right to be protected from abuse regardless of their age, gender, disability, culture, language, racial heritage, religious belief or sexual identity.
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.
- Working in partnership with children, young people and their parents/carers is an essential element of our work.

The Club is committed to working together with Children's Services Departments, and Local Safeguarding Children Boards (LSCBs) in accordance with their procedures and in line with the most recent HM Government guidance - Working Together to Safeguard Children (2013). In addition the Club is committed to working together with agencies within football to create a safer environment in which all can enjoy the game. This policy takes into account the joint policy and procedures as set out by "Affiliated Football" in the "Working Together to Safeguard Football" document which was circulated to clubs in October 2013.

SAFEGUARDING

Where the Club believes, or is informed circumstances exist which may harm any child(ren), young person(s), or vulnerable adult(s), or poses or may pose a risk of harm to them, the Club will refer the matter to The FA Case Management Unit for investigation and action in accordance with the appropriate FA Disciplinary Procedures or, if appropriate, to a statutory agency such as the Police or Children's Social Care Team for further investigation.

The Club's arrangements in fulfilling its commitment to safeguarding children, young people and vulnerable adults include:

- 1.** The Senior Safeguarding Officer(s) are the senior manager(s) with overall responsibility for safeguarding. The Club Welfare Officer is responsible for ensuring all safeguarding concerns from all areas of BHAF/AITC are correctly recorded, reported to the Senior Safeguarding Officer(s) and referred to the appropriate agencies. All concerns, allegations or disclosures will be referred to the Club Welfare Officer who will make a decision as to the seriousness and nature of the information and will refer and report to the appropriate agency. The Designated Safeguarding Officers (DSO) are the designated people within each area of the Club to provide support and refer matters upwards to the Club Welfare Officer. The Academy DSO will also act as the Deputy Club Welfare Officer for the Club/AITC. The departmental Welfare Officers will act as safeguarding champions and provide advice for colleagues who have concerns on how to report them correctly.
- 2.** The Club will put in place responsible recruitment processes which will include:-
Job descriptions which highlight the key responsibilities of the role.
Statements in job adverts and in job descriptions highlighting the Club's commitment to safeguarding.
Confirmation of the identity of the applicant with original documentation. This will include proof of name, address and photo identification.
Shortlisting and interviewing as appropriate to the role.
Employment offers subject to: suitable references and the relevant Criminal Records Checks (CRCs) including checks of the Disclosure and Barring Service (DBS) Barred Lists as appropriate.
The taking up of two written references.
Substantiating qualifications e.g. requesting original copies of certificates.
An induction appropriate to the role.
Identification and facilitation of training needs.
The Club also outlines its commitments and requirements to all partner organisations and commissioned service providers.
- 3.** The Club works with The FA and The PL to develop overarching key principles for safeguarding. Specific Football League policies and procedures are developed to meet the particular requirements of the professional game.
- 4.** The Club provides in-house training for all staff on identifying and reporting concerns in respect of safeguarding.
- 5.** The Club is committed to ongoing safeguarding training and development, appropriate to the role of the employee and the level of their involvement with children, young people and vulnerable adults.
- 6.** The Club is committed to the sharing of information to protect children, young people and vulnerable adults, in line with Working Together (2013) and the Data Protection Act (1998).

SAFEGUARDING

RAISING AWARENESS

Ensuring that all staff understand the safeguarding philosophy of the Club is of paramount importance.

To support this, the Club aims to:

- Establish a network of Designated Safeguarding Officers (DSO) and Welfare Officers (WO).
- Ensure safeguarding is included as part of the induction process for new staff.
- Ensure staff are aware of the relevant welfare contacts at the club.
- Actively encourage staff to contact their WO or DSO with any welfare concerns.
- Provide opportunities for staff to update and increase their knowledge.

The DSO is the first point of contact for any concerns or disclosures regarding abuse or poor practice at the Club. Any concern or disclosure reported to any member of staff will be reported to the DSO. The DSO will inform the Club Welfare Officer of all issues and seek advice as necessary. Any serious issues will be referred to the appropriate statutory agency and The FA and the Senior Safeguarding Officer will be kept fully informed. Poor practice issues will be dealt with

by the Club Welfare Officer (or DSO in the case of the Academy) in conjunction with the appropriate senior manager.

BHAFC prides itself on continually striving for excellence both on and off the field. Our aim is to ensure that our safeguarding policies and practice are interlinked and embedded throughout the Club, Academy and AITC making BHAFC a safe and responsible employer and service provider.

The power and influence a member of staff or volunteer has over a child or vulnerable adult cannot be underestimated, and it is therefore vital that staff and volunteers recognise their responsibility in ensuring that they do not abuse their position of trust. BHAFC also acknowledges children can suffer at the hands of other children and it must be understood that the notion of 'relationship of trust' applies as much to children in their various roles as it does to adults involved in football.

RESPONDING TO ALLEGATIONS OR SUSPICIONS

It is not the responsibility of anyone within BHAFC in a paid or unpaid capacity to decide whether or not child abuse has taken place. However, there is a responsibility to act on any concerns. BHAFC will assure all staff and volunteers that it will fully support and protect anyone who in good faith reports his or her concern that a colleague or another is or may be abusing a child.

Where there is a complaint against a member of staff there can be three types of investigation:

1. A criminal investigation led by the police
2. A child protection investigation led in a multi-agency approach by the Local Authority
3. A disciplinary or misconduct investigation led by Brighton & Hove Albion, which may also involve The Football Association (role dependent)

The results of the police and child protection investigation may well influence the disciplinary investigation.

MANAGING CONCERNS

All allegations of poor practice will be investigated by the Club Welfare Officer or the line manager. The Senior Safeguarding Officer must be made aware of the outcome and forwarded the appropriate documentation. Disciplinary procedures may be initiated by the Head of HR.

SAFEGUARDING

RESPONSIBILITY FOR SAFEGUARDING

As defined by The Children's Act 1989 and 2004, we all have a moral and legal responsibility for the safety and welfare of children. Welfare Officers will be appointed within departments across the club, who will take additional responsibility for the safeguarding of children. Applications will be refused if an individual is considered not to be a fit person to work with children.

DATA PROTECTION/PRIVACY POLICY

Brighton & Hove Albion Football Club Limited ("We") are committed to protecting and respecting your privacy. We will protect the rights of individuals (data subjects) when data is obtained, stored, processed or supplied to others.

This Privacy Policy (together with our Terms of Use and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

Please note that when you are using our website, we also use cookies to collect information about your use of our website, which is done in accordance with our Cookies Policy.

For the purpose of the Data Protection Act 1998 (the "Act"), the data controller (who controls the use of the personal data collected about you) is Brighton & Hove Albion Football Club Limited whose registered office is at Maria House, 35 Millers Road, Brighton BN1 5NP and whose contact address is at American Express Community Stadium, Village Way, Brighton, East Sussex BN1 9BL.

We are notified as a data controller with the UK Information Commissioner.

In relation to your personal data that We hold, We will comply with the eight Data Protection Principles contained in the Act, i.e.:

1. Personal data shall be processed fairly and lawfully.
2. Personal data shall be obtained only for one or more specified and lawful purposes, and shall not be further processed in any manner incompatible with that purpose or purposes.
3. Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed.
4. Personal data shall be accurate and where necessary, kept up to date.

5. Personal data processed for any purpose or purposes shall not be kept for longer than is necessary.
6. Personal data shall be processed in accordance with the rights of data subjects under this Act.
7. Security measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction or damage to personal data.
8. Personal data shall not be transferred to a country or territory outside the European Economic Area, unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

SAFEGUARDING

INFORMATION WE MAY COLLECT FROM YOU

We may collect and process the following data about you:

1. Information that you provide by filling in forms contained on any of our websites: BrightonAndHoveAlbion.com, seagullsdirect.com, seagullslotto.co.uk, and/or youngseagulls.co.uk (our "website"). This includes information provided by you at the time you:
 - (i) register to use our website;
 - (ii) subscribe to our services;
 - (iii) post material to our website;
 - (iv) request further services from us;
 - (v) purchase tickets through our website. We will add your details to our database;
 - (vi) contact customer services. We will add your details to our database and we may keep a copy of the correspondence;
 - (vii) sign up for the Young Seagulls, in accordance with our terms and conditions. We will add your details to our database;
 - (viii) purchase merchandise through our online shop. Your information, including your payment card details is collected securely in order to take payments for the merchandise you purchase and to keep a record of orders fulfilled;
 - (ix) enter the Seagull Lotto. Your information, including your payment card details is collected securely in order to take payment from you and to administer the lotto;
 - (x) purchase Stadium Tours. Your information,

including your payment card details is collected securely in order to take payment from you. We will collect information from you which may include sensitive personal data (for example details of any disabilities you may have) which you agree We may store and use for the purposes of providing the tour to you and contacting you in relation to the tour;

- (xi) purchase catering services from us. The information we collect from you may include sensitive personal data (for example dietary requirements due to your racial or ethnic origin or your religious beliefs). You agree that We may store and use such information and pass the information to our relevant third party caterers for their use in providing catering services to you; and
- (xii) participate in corporate events, sponsorship and the 1901 Club. Any personal data collected will be held in our database for contacting you regarding promotional events that may be of interest to you.

2. We may also ask you for information when you report a problem with our website.

3. We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.

4. We may keep details of your visits to our website including, but not limited to, traffic data, location data, weblogs and other communication

data, whether this is required for our own billing purposes or otherwise and the resources that you access. Please read our Cookie Policy for further information.

5. We have Closed-Circuit Television ("CCTV") operating within the Stadium and notices are displayed in the Stadium to alert you to this. We may use such CCTV images captured for monitoring purposes including but not limited to activity within the Stadium and surrounding areas, safety and detection of crime.

SAFEGUARDING

WHERE WE STORE YOUR PERSONAL DATA

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by third parties or staff operating outside the EEA who work for us or for one of our suppliers. Such staff may be engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy.

All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted using SSL technology. Where We have given you (or where you have chosen) a password which enables you to access certain parts of our website, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, We cannot guarantee the security of your data transmitted to our website; any transmission is at your own risk. Once We have received your information, We will use strict procedures and security features to try to

prevent unauthorised access.

USES MADE OF THE INFORMATION

We use information held about you in the following ways:

- (i) to ensure that content from our website is presented in the most effective manner for you and for your computer;
 - (ii) to provide you with information, products or services that you request from us or which We feel may interest you, where you have consented to be contacted for such purposes;
 - (iii) to carry out our obligations arising from any contracts entered into between you and us;
 - (iv) to allow you to participate in interactive features of our service, when you choose to do so; and
 - (v) to notify you about changes to our service.
- As part of offering these services we may at times be required to transfer some of your data to third parties for processing to enable fulfilment of product purchases or provision of services. This will be limited to that which they need to carry out their services and only in the way in which we instruct them as part of a contractual agreement.

Your data will never be sold or shared with third parties for the purposes of marketing without seeking prior consent.

We may also use your data, or permit selected third parties to use your data, to provide you with information about goods and services which may

be of interest to you and We or they may contact you about these unless you opt out.

If you are an existing customer, We will only contact you by electronic means (e-mail or SMS) with information about goods and services similar to those which were the subject of a previous sale to you.

If you are a new customer, subscriber or user of our services, and where We permit selected third parties to use your data, We (or they) will contact you by electronic means only if you have consented to this.

If you do not want us to use your data in this way, or to pass your details on to third parties for marketing purposes, please tick the relevant box situated on the form on which we collect your data.

SAFEGUARDING

DISCLOSURE OF YOUR INFORMATION

We may disclose your personal information to any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.

We may disclose your personal information to third parties:

- (i) in the event that We sell or buy any business or assets, in which case We may disclose your personal data to the prospective seller or buyer of such business or assets.
- (ii) if Brighton & Hove Albion Football Club Limited or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.

(iii) if We are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our Terms of Use and other agreements; or to protect the rights, property, or safety of Brighton & Hove Albion Football Club Limited, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction, as well as sharing your personal data with The Premier League.

YOUR RIGHTS

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing at any time by contacting us at dataprotection@bhafc.co.uk.

Our website may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

ACCESS TO INFORMATION

The Act gives you the right to access information held about you. Your right of access can be exercised by downloading the Subject Access Request (SAR) form from our website. Any access request will be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

OTHER RELEVANT INFORMATION

Where the information you are seeking is contained in files that are not appropriately structured or referenced, it may not be easy

to locate and to identify whether personal information is held or being used. We keep as little 'unstructured' information as possible, since it is difficult to access and use.

If you require access to information held in these 'unstructured' manual files, you should describe the information in a way that would allow us to find it. It will help us to process your subject access request if you can be as specific as possible about what you want. Even if you describe the information, we are not obliged to provide you with access to unstructured manual data.

CHANGES TO OUR PRIVACY POLICY

Any changes we may make to our Privacy Policy in the future will be posted on this page and, where appropriate, notified to you by e-mail.

CONTACT

Questions, comments and requests regarding this Privacy Policy are welcomed and should be addressed to the Data Protection Officer at Brighton & Hove Albion Football Club Ltd at American Express Community Stadium, Village Way, Brighton, East Sussex BN1 9BL, or at dataprotection@bhafc.co.uk

GROUND REGULATIONS

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 (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 Premier League, The Football 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 Act 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.

GROUND REGULATIONS

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 Premier League stadia are smoke-free and smoking or the use of electronic cigarettes 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, logged, recorded, transmitted, played, issued, shown or otherwise communicated 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.

GROUND REGULATIONS

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 Premier League. You further agree (if and whenever required to do so by the Club and/or The Premier League) 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 Premier League 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 audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be taken of them and may also be used, by way of example and without limitation, in televised coverage of the game and/or for promotional, training, editorial or marketing purposes by the Club, the Premier League or others (including commercial partners and accredited media organisations) and entry into the Ground constitutes consent to such use.

25 All ticket holders agree that the Matches for which the tickets have been purchased are public, and that their appearance and actions inside and in the perimeter of the Ground where a Match occurs are public in nature, and that they shall have no expectation of privacy with regard to their actions or conduct at Matches.

26 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.

27 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.

APPENDIX 1

LEGAL RIGHTS

Discrimination has been legally defined through a series of legislative acts, including the Race Relations Act, the Sex Discrimination Act, the Disability Discrimination Act and the Equality Act 2006.

In April 2010, the Equality Act 2010 received Royal Assent. The Equality Act 2010 is a new law which harmonises where possible, and in some cases extends, protection from discrimination. It applies throughout the UK and came into force in October 2010.

Discrimination refers to unfavourable treatment on the basis of particular characteristics, which are known as the 'protected characteristics'. Under the Equality Act 2010, the protected characteristics are defined as age (employment only until 2012), disability, gender reassignment, marital or civil partnership status (employment only), pregnancy and maternity, race (which includes ethnic or national origin, colour or nationality), religion or belief, sex (gender) and sexual orientation.

Under the Equality Act 2010, individuals are protected from discrimination 'on grounds of' a protected characteristic. This means that individuals will be protected if they have a characteristic, are assumed to have it, associate with someone who has it or with someone who is assumed to have it.

Forms of discrimination and discriminatory behaviour include the following:

DIRECT DISCRIMINATION

Direct discrimination can be described as less favourable treatment on the grounds of one of the protected characteristics.

INDIRECT DISCRIMINATION

Indirect discrimination occurs when a provision, criterion or practice is applied to an individual or group that would put persons of a particular characteristic at a particular disadvantage compared with other persons.

DISCRIMINATION ARISING FROM DISABILITY

When a disabled person is treated unfavourably because of something connected with their disability and this unfavourable treatment cannot be justified, this is unlawful. This type of discrimination only relates to disability.

HARASSMENT

Harassment is defined as unwanted conduct relating to a protected characteristic that has the purpose or effect of violating a person's dignity, or which creates an intimidating or hostile, degrading, humiliating or offensive environment for that person.

VICTIMISATION

It is unlawful to treat a person less favourably because he or she has made allegations

or brought proceedings under the anti-discrimination legislation, or because they have helped another person to do so. To do so would constitute victimisation.

BULLYING

Bullying is defined as a form of personal harassment involving the misuse of power, influence or position to persistently criticise, humiliate or undermine an individual.

The exception to this is pregnancy and maternity, which does not include protection by association or assumption – a woman is only protected from discrimination on grounds of her own pregnancy.

CONTACT US

BRIGHTON & HOVE ALBION FOOTBALL CLUB

American Express Community Stadium
Village Way
Brighton
BN1 9BL

Phone:
0344 324 6282

Website:
BrightonAndHoveAlbion.com

Social Media
@officialbhafc

CLUB SUPERSTORE

Website
BrightonAndHoveAlbion.com/shop

Phone:
0845 4969 442*

E-mail:
shop@bhafc.co.uk

Club Superstore Opening hours

Monday – Saturday: 9am – 5pm

Sunday: 11am – 4pm

Matchday opening hours – as above plus:

3pm kick-off: store will close at 3pm and reopen
at 4.30pm – 6pm

7.45pm kick-off: store will close at 7.45pm and
reopen at 9.30pm – 10.30pm

TICKET OFFICE

Website:
BrightonAndHoveAlbion.com/tickets

Albion Booking Line:
0844 327 1901**

The club's Supporter Liaison Officer is
Sarah Gould and the designated Disability Liaison Officer (DLO) is Oliver Riley.

Should any supporter wish to contact Sarah or Oliver direct they can do so by contacting
supporter.services@bhafc.co.uk
or via **0344 324 6282**.

*Calls cost 5p per minute plus your network access charge
**Calls cost 7p per minute plus your network access charge



BRIGHTON & HOVE ALBION FOOTBALL CLUB
SUPPORTERS' CHARTER 2018/19