



Partick Thistle Football Club

Customers/Supporters Charter

Partick Thistle FC Ltd. Customers/Supporters Charter

Partick Thistle Football Club views this charter as a dynamic and practical document which will, in consultation with customers/supporters, shape the future development of The Club.

Accessibility

Partick Thistle FC Ltd (hereinafter referred to as “The Club”) continues to strive for wider access to matches by offering:

- a broad range of ticket prices.
- ample access to games at Firhill Stadium for non-season ticket holders and, in the event of the match being all-ticket, non-season ticket holders will be able to purchase tickets after the requirements of season ticket holders have been met. Similar procedures apply to all-ticket matches at away venues.
- concessions for senior citizens (Over 65s), young adults (16 – 18 yrs old) and those in full time education.

The club has a particular focus on encouraging the supporters of tomorrow and have adopted a policy of Kids Go Free. Under this scheme any child U16 gains free entry to all home league matches with a Kids Go Free season ticket. Children U12 must be accompanied by a responsible person, those between 12 and 16 need not be accompanied. Season tickets can be purchased online at <https://tickets.ptfc.co.uk/packages/221/e/22>.

- free or reduced admission to replays of abandoned games.

If a match is abandoned after spectators are admitted to the ground but before kick-off or half-time, ticket holders are entitled to free admission to the rearranged match.

If a match is abandoned during half time, or after kick-off in the second half, customers may be entitled to reduced admission charges for the rearranged match, subject to discussion/agreement between the participating teams.

- support for disabled customers and their carers.

In respect of disabled access to Firhill, the undernoted support which is publicised on the official website and available on request to anyone enquiring, is offered to wheelchair users:

Partick Thistle supporters who are wheelchairs users should purchase a concession ticket offering access to the relevant area immediately in front of the North End of the Colin Weir (West) Stand, or at the front of the John Lambie (North) Stand, subject to the availability of spaces. Where such a ticket is issued, a further complimentary season ticket will be offered to the carer required to accompany the supporter.

Home supporters who are wheelchair users will also have access to the wheelchair platform situated in the Jackie Husband Stand. To confirm a space, season ticket holders can contact the club's Disabled Access Officer who will confirm space and car parking availability. There is no extra cost for this facility and the platform spaces will be booked on a first come first serve basis. Supporters on the platform will have access to disabled toilet facilities and a catering order will be taken by a member of kiosk staff during the match and delivered to the area.

Visiting fans who are wheelchairs users should contact their own Club who will, in turn, advise PTFC of any requirements.

Visiting fans who are wheelchair users should purchase a concession ticket which will cover themselves and a carer.

Visiting supporters may also be accommodated in the North End of the Colin Weir Stand. This area includes disabled toilet facilities and a snack bar.

Any allocation of concessionary tickets offered to senior citizens and junior supporters will be paralleled for customers of a visiting club on a pro rata basis. The Club complies with applicable rules governing the allocation of tickets to visiting clubs.

Tickets for Cup Competitions are priced according to the status of the opposition and are available first for Season Ticket holders. If their usual seat is in the area designated for the opposing team, then a seat of similar location and price will be offered.

Refunds of amounts paid for any match will be considered only if the ticket is returned to the Ticket Office not later than 24 hours before kick-off when the match is played.

Consultation and Information

The Club consults customers on a regular basis through forums, questionnaires, and fan surveys. For more information please see the Partick Thistle Football Club Trust section, under the Fans heading on www.ptfc.co.uk

The Club has an appointed Supporter Liaison Officer who consults with supporters on a regular basis. The Supporter Liaison Officer role is a key point of contact for supporters. The SLO will attend meetings with the club's management and must collaborate with the security officer on safety-related matters

The Club publicises its position on major issues in annual financial statements, Club publications and on its website.

The Club continues to develop ways to consult with customers, shareholders, sponsors, the local authority and other interested parties.

Shareholders are sent financial statements and a Chairman's report.

Shareholders are invited to the statutory AGM while non-shareholder customers, sponsors, the local authority and other interested parties are consulted through a series of informal activities.

The Club gives the earliest possible notice of any changes to its ticketing policy and the reasons for the changes.

The Club undertakes research on the design and number of new strips

Community Activity

Partick Thistle FC has acknowledged its commitment to the community by the formation of the Partick Thistle Charitable Trust.

Partick Thistle FC liaise with the Partick Thistle Charitable Trust to raise awareness of PTFC and to build and enhance relationships with local groups and charities through community engagement activities.

In the summer of 2018, a Junior Jags Club was established to engage with the youngest supporters of the Club. Regular contact through dedicated events and communications, will hopefully build positive lifelong relationships with our young fans.

For more information on the work carried out by the Charitable Trust please see <http://community.ptfc.co.uk/>

Customer Service

The Club endeavours to respond to any contact from a customer within a maximum of 7 days.

The Club responds by telephone, e-mail or letter and if a customer requests a response in writing he/she receives one.

Customers may contact the relevant employee in pursuit of specific enquiries and contact information (names, postal address, telephone number, e-mail addresses) is available through club publications and the official website.

Alternatively, questions to The Board may be addressed to

mail@ptfc.co.uk The Partick Thistle FC Ltd

Firhill
Stadium 80
Firhill Road
Glasgow G20
7AL

Tel 0141 579 1971

Website ; www.ptfc.co.uk

General Enquiries : mail@ptfc.co.uk

Loyalty and Membership

Should it be reasonably expected that demand for away match tickets will exceed numbers available, the Club will ensure season ticket holders are given priority in the purchase of away match tickets.

Merchandise

The club will not knowingly purchase or otherwise acquire goods or merchandise from any supplier or manufacturer who does not fully comply with the labour, safety and other relevant statutory instruments of the countries of manufacture in respect of age of employees, health and safety of employees, hours of work, leave allowance, minimum wages, overtime and sick pay etc.

Staff Conduct

Club is committed to a policy of equality of opportunity and non-discrimination on grounds of disability, sex, marriage, race, colour or religion, and to the principle that employees should be free to work in an environment free from harassment, victimisation or bullying.

The Club endorses and actively promotes UEFA's Ten Point Plan of Action for Professional Football Clubs in respect of Anti-Racism.

The Club has developed and implemented policies/procedures for the protection of children and vulnerable adults.

The Club, and its entire staff, in their dealings with individual and corporate customers/supporters will endeavour to conduct themselves in accordance with the highest ethical standards.

PTFC Trust

The PTFC Trust was established in 2015 to hold shares in the club, gifted by Colin Weir, on behalf of fans to safeguard the long-term survival of the club while promoting its growth and financial wellbeing. His vision was for a Partick Thistle whose best interests and integrity are held close by those who truly care about the club - in his opinion, that was the fans.

The PTFC Trust was designed to represent season ticket holders (the majority of engaged supporters) and provide them with a collective voice to positively influence the club they love and support.

Colin Weir held the majority shareholding in the club via Three Black Cats. He wished his shareholding to be passed to fans in the event of his death. He tasked 3BC with ensuring this was completed in a manner which promoted the ongoing stability of the club.

The new owners of the shares would have to secure the support of the Club Board by satisfying the Articles of Association that set out how the Club is run, governed and owned. Thereafter, they would have to satisfy the Scottish Football Association (SFA) regulations regarding the ownership of a football club and would have to demonstrate the necessary experience required to be responsible owners of a limited company.

In November 2022, PTFC Trust was gifted Colin's majority shareholding in the Club.

The Jags Foundation (TJF)

The Jags Foundation is a supporters' association, consisting of more than 1000 Partick Thistle fans (and counting). They were originally established with a view to becoming the majority shareholder of Partick Thistle Football Club.

TJF are a democratic organisation, which seeks to advance the interests of its members and the wider Thistle support, as well as to safeguard and strengthen the future of our Football Club on and off the pitch.

TJF support a conventional model of fan ownership at Partick Thistle: one whereby the fans are democratically represented on the Club Board, and where the fan ownership vehicle is one chosen by and accountable to the Thistle support.

TJF are also a fundraising and community-centred organisation: one which seeks to mobilise the resources and talents of the wider Thistle community.

Following recent changes at Firhill, TJF have been working with the PTFC Trust, and other fan groups associated with Partick Thistle, to improve the fan ownership model. It is hoped that progress will be made towards proper fan ownership by the end of the 2022-23 season.

For now, however, TJF provide an independent fan-led voice, a fundraising vehicle,

and a community hub for Partick Thistle fans as we all do our bit to drive the Club forward.

The Jags Trust

The Club, conscious of the role of supporters in helping to save Partick Thistle at a time of grave financial crisis, supported the creation of the Jags Trust and, on Saturday 22 August 1998 Partick Thistle supporters came together to make Scottish football history when they met to inaugurate The Jags Trust, to approve a constitution and to elect its first office bearers.

In the wake of the Save The Jags' Campaign which was instrumental in keeping The Club afloat, the funds raised (c£125,000) were translated into shares in the club.

Our club was at the lowest ebb in its' history and to get out of the mire required a superhuman effort on the part of all concerned.

The Jags' Trust is part of that continuing effort and now plays an integral part in shaping the future direction of Partick Thistle FC. For the first time, supporters of a Scottish League club had a genuine voice in the running of their club, and the Trusts' massive share holding makes it a voice that must be listened to.

The Jags' Trust Committee comprises elected representatives of trust members. The Trust also welcomes anyone who is keen to get involved on a personal level – even if only to help with a specific project.

The Jags' Trust continues to raise funds to support the club and seeks to do this in ways which are complementary to the activities of the other 'Thistle' organisations. Individual membership of the Trust costs just £5.00 a year, while family memberships are £10.