

PUBLIC

Kilwinning Rangers Football Club – Customer Charter (Reviewed January 2026)

Kilwinning Rangers Football Club

Bufs Park

Pennyburn Road

Kilwinning



Customer Charter

Updated January 2026

KILWINNING RANGERS FOOTBALL CLUB

BUFFS PARK,

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KILWINNING

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KILWINNING RANGERS SUPPORTERS' CHARTER

Kilwinning Rangers Football Club recognises the special relationship between the Club and its supporters. It also identifies and respects the invaluable contribution that supporters make to the life of the Club.

Kilwinning Rangers Football Club will endeavour to ensure that its practices and policies are communicated to the supporters on a regular basis in an easily digested format in the Club programme, Official website, local press, and social media.

The Club will review the Charter annually and changes will be made as necessary in line with guidance and recommendations from relevant governing bodies and supporters.

Community Strategy

The Club also recognises its role within the local community. We undertake a responsibility to initiate and promote community-based initiatives and activities and to enhance the image and reputation of the community it serves. Through these schemes the Club promotes issues such as anti-racism, drug and crime messages and helping disadvantage groups. The Club supports community events and will encourage players and staff where possible to participate in public appearances and activities organised by the Club.

Standards

The Club commits to provide a quality service with customer satisfaction being a priority. We strive to:

- Provide value for money in all areas of its business.
- Achieve the highest possible level of service.
- Always treat all customers in a professional and courteous manner.
- Respond to contact from supporters as soon as possible unless circumstances dictate otherwise. Be financially viable.
- Create a friendly atmosphere, safe environment, and excellent service to allow everyone to enjoy all our matches.
- To attract support from all sections of the local community.
- Provide an appropriate catering service at each of the Club's games.

All Club members, supporters and all applicants for employment will be regarded equally and be given equal opportunities in all aspects of contract irrespective of race, colour, nationality, religion, sex, sexual orientation, marital status, age, disability, or ethnic origin.

Complaints/requests or comments are requested to be made in writing by email, fax or letter to the Club Chairman and or Club Secretary and they will respond in like form.

In the first instance we are committed to acknowledge any correspondence within three working days of receipt and will endeavour to provide a full response within 10 days.

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Match Day

The Club will endeavour to provide a safe, trouble-free environment for all spectators and provide a quality service through our entrances staff, catering outlets, stewards, and all other staff employed on match days. In return the Club expects spectators to:

- Have a great day out at Buffs Park and all away games.
- Abide by the Ground Regulations and Unacceptable Conduct Policy.
- Enjoy the camaraderie of being a supporter of “The Buffs.”
- Refrain from using foul and abusive language.
- Avoid taunting or gestures of a racist or obscene nature.
- Inform members of the security staff regarding anyone breaching the Ground Regulations or Club’s Unacceptable Conduct Policy.

Kilwinning Rangers Football Club will take steps to prevent people from behaving in a manner likely to jeopardise the safety and enjoyment of others or bring discredit to the Club. This includes the throwing of articles onto the pitch, running onto the field of play and the chanting of obscene, sectarian, and racial abuse. Spectators who persist in such a manner will be liable to ejection and possible banning from the ground. Our Unacceptable Conduct Policy is available to read on our website and at various places around the ground.

Club flags and banners as well as any official national flag are permissible provided, they do not carry any additional religious, racist, or other derogatory messages. Flags/banners must not interfere with the viewing capabilities or safety of other spectators, therefore Surfing flags are not permitted in the ground. In addition, flags and banners must not be allowed to obstruct advertising boards or directional signage.

Merchandise

Kilwinning Rangers Football Club will not knowingly buy goods from any supplier or manufacturer who does not comply fully with labour, safety, and other relevant laws of the countries of manufacture with respect to minimum wages, hours of work, overtime, sick pay and holiday entitlement. Kilwinning Rangers Football Club opposes the exploitation of child labour. No orders will be placed with suppliers employing child labour under the age allowed in the country concerned. Legitimate apprenticeships or education related work is acceptable if there is no risk to the children’s health or safety. Suppliers must not use forced labour and must practice universal respect of human rights and freedom for all, without discrimination because of race, sex, language, or religion.

This Charter sets out our policies in all these respects and complements other specific policies such as:

- **Unacceptable Conduct Policy**
- **Disabled Supporters Policy**
- **Anti-Discrimination Policy**
- **Ground Regulations**

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Copies of these policies are available on our website and posted around the ground. Copies are available on request from the Reception Office at Kilwinning Community Sports Club, Pennyburn Road, Kilwinning.

Document Control Mandatory Review Date

(To be reviewed and published annually). January 2023

1. Reviewed March 2023 – Jack Conway, Club Licensing Officer
2. Reviewed March 2024 – Alan McAlpine, Club Licensing Officer
3. Reviewed January 2025 – Alan McAlpine, Club Licensing Officer
4. Reviewed January 2026 – Alan McAlpine, Club Licensing Officer