

GFC TRAVEL POLICY

Official Supporters Travel Code of Conduct

Travel Terms & Conditions

GILLINGHAM FOOTBALL CLUB

SEASON 2023/2024 - CONDITIONS OF ISSUE

- 1.0 Gillingham Football Club travel is organised via Gillingham Football Club and Club Class Travel.
- 2.0 All tickets for away travel are purchased via Gillingham Football Club, are non-transferable and are subject to Gillingham Football Club ticket terms and conditions.
- 3.0 The travel code of conduct is in place to ensure the safety of all passengers when travelling to watch Gillingham Football Club to any fixture that travel has been made available. Whilst also ensuring all supporters continue to have an enjoyable experience.
- 4.0 Alcohol is prohibited on the coach and should not be attempted to be taken on or consumed on the coach.
- 4.1 The use of cigarettes and electronic cigarettes is forbidden on all travel.
- 4.2 The representative of the club has the right to refused entry to any person who has alcohol on their person when boarding. No refund will be issued if this is the case.
- 4.3 Any supporter found smoking whilst on board the vehicle, will be asked to leave the vehicle at the next appropriate safe spot and make will require to make alternative travel arrangements for themselves at no extra cost to Gillingham Football Club or Club Class Travel. No refund will be issues if this is the case.
- 5.0 Gillingham Football Club's commitment to promote inclusion and to confront and eliminate discrimination whether by reason of age, disability, gender reassignment, marriage & civil partnership, pregnancy & maternity, race, religion & beliefs, sex, or sexual orientation. These are known as 'protected characteristics' under the Equality Act 2010 continues into any travel arrangements organised by Gillingham Football Club and Club Class Travel.
- 5.1 Gillingham Football Club regards all the forms of discriminatory behaviour, including (but not limited to) behaviour described in clause 5.2, 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.
- 5.2 Any reports of this behaviour must be reported to the coach supervisor and emailed into enquiries@priestfield.com
- 6.0 Gillingham Football Club reserves the right to take appropriate disciplinary action should the club decide any employee, member or volunteer, spectator or fan who is found have acted in a manner that breaches clause 5 and 5.1.
- 6.1 Any employee, member or volunteer, spectator or fan has the right to appeal the decision. The appeals panel will consist of one member of Senior management (or their designated representative) within Gillingham Football Club, the club's Supporter Liasion Officer and one

Commented [GU1]: There is no place for any manner of discriminatory, offensive, or abusive behaviour or language of any kind on the coach or at away fixtures. We have a zero-tolerance policy against language or behaviour that discriminates on the basis of age, gender, colour, race, religion, sexual orientation, gender identity, or disability, all protected under the Equality Act 2010.

Commented [GU2]: Because Gillingham Football Club regards all the forms of discriminatory behaviour, including (but not limited to) behaviour described in clause 5.0, as unacceptable, all coach traveling individuals are able to raise any grievances to the coach supervisor and/or email to enquiries@priestfield.com.

other representative of Gillingham Football Club. The decision made at this panel will be final.

- 6.2 Any issues that are not covered within this policy, the matter will be discussed by a representative from Gillingham Football Club, the club's Supporter Liaison Officer and Club Class Travel representative.
- 7.0 Supporters are advised to arrive 15 (fifteen) minutes prior to the scheduled departure time with their ticket(s). Coaches will not be held for any passengers who arrive late, and refunds of tickets will not be processed.
- 7.1 All passengers must wear the seatbelts that are provided on the vehicle, at all times.
- 7.2 Upon arrival to the destination, passengers are required to disembark the vehicle immediately and in an orderly manner. Supporters are not permitted to remain on board the coach unless agreed with the driver and Club Class Travel representative.
- 7.3 The coach will depart the ground immediately after the game. A Club Class Travel representative will ensure that a headcount takes place before departure, passengers are politely asked to ensure that they make their way back to the coach in a timely manner.
- 7.4 Passengers with any questions or queries during a journey are politely asked to liaise with the Club Class Travel representative before speaking directly to the driver. Outside the time of travel, please contact Gillingham Football Club Supporter Services on 01634 300 000 or by email enquiries@priestfield.com