



QUEENS PARK RANGERS FOOTBALL CLUB

CUSTOMER CHARTER SEASON 2010/11

CUSTOMER SERVICE

- The Club does not have a specific Customer Service Contact as each Department deals with the various queries either received by telephone or in writing.
- The Club operates a Feedback Service via e-mail where supporters can address any nature of enquiry and these are passed internally to the relevant Department. feedback@qpr.co.uk
- The Club will endeavour to respond to any letter, telephone call, e-mail or fax within seven working days of receipt. If a full response cannot be made within that time scale, an acknowledgement will be sent and a detailed reply will follow within 21 days of receipt of the original communication.

STAFF CONDUCT

Mission Statement

The Club's aim is that all customers attending matches at Loftus Road do so in the knowledge that they will be treated in a civil and courteous manner by a team of professional personnel on duty around the Stadium.

Anti-Discrimination Policy

1. The Club is committed to confront and eliminate discrimination whether by reason of sex, sexual orientation, race, nationality, ethnic origin, religion or disability.
2. The Club is an equal opportunities employer. This means that in none of its activities will it discriminate against, or in any way treat less favourably, any person on grounds of sex, sexual orientation, race, nationality, ethnic origin, colour, religion or disability. This includes:
 - The advertisement of jobs
 - The selection of candidates for employment or promotion
 - Pay and employment terms and conditions
 - Internal training and development activities
 - External education activities and awards
 - Football development activities
3. The Club will not tolerate sexual or racially based harassment or other discriminatory behaviour, whether physical or verbal, and will work to ensure that such behaviour is met with appropriate disciplinary action in whatever context it occurs.

4. The Club supports The Football Association and The Football League in its commitment to develop a programme of ongoing training and awareness-raising events and activities in order to promote the eradication of discrimination.

CONSULTATION AND INFORMATION

- The Club consults supporters on a regular basis through the Official Supporters Club and Fans Forums which are attended by QPR Staff and Directors.
- The Club publicises its position on major policy issues in the matchday programme and on its website (qpr.co.uk)
- The Club has and continues to develop ways to consult with Shareholders, sponsors, the local authority, local residents associations, community groups and other interested parties.
- Comments and suggestions from supporters are welcomed and can be addressed to the individual departments or via the Official Supporters Club or the Club email on feedback@qpr.co.uk
- The Club will give the earliest possible notice of any changes to its ticketing policy and the reasons for the changes.
- The Club will, where possible, consult supporters on kit design and number of new strips.

TICKETING

Pricing

- The Club offers a broad range of ticket prices to encourage access for as many people as possible.
- The Club offers the best possible pricing for its Season Ticket Holders with considerable discounts for Season Tickets including free for U'8's accompanied by an adult in Silver and Bronze areas.
- An allocation of tickets will be given to the Community Department for various games allowing school and community groups the opportunity to support QPR during the season.

Category A	Platinum	Gold	Silver	Bronze
Adult	50.00	40.00	30.00	20.00
Junior U'16	25.00	20.00	15.00	12.00
Kids U'8	n/a	n/a	Free	Free
Senior Over 60	25.00	20.00	15.00	12.00
Young Adult 16-21	25.00	20.00	15.00	12.00

Category B	Platinum	Gold	Silver	Bronze
Adult	45.00	35.00	30.00	20.00
Junior U'16	25.00	20.00	15.00	12.00
Kids U'8	n/a	n/a	Free	Free
Senior Over 60	25.00	20.00	15.00	12.00
Young Adult 16-21	25.00	20.00	15.00	12.00

Category C	Platinum	Gold	Silver	Bronze
Adult	35.00	30.00	25.00	20.00
Junior U'16	25.00	20.00	15.00	12.00
Kids U'8	n/a	n/a	Free	Free
Senior Over 60	25.00	20.00	15.00	12.00
Young Adult 16-21	25.00	20.00	15.00	12.00

All tickets issued are subject to the rules and regulations of FIFA, UEFA, The Football Association, The FA Premier League and The Football League in respect of the relevant competition and Queens Park Rangers Ground regulations.

We would remind you that any person wishing to obtain a refund on match tickets not subsequently required must ensure that the tickets are in possession of QPR no later than 24 hours prior to the time of the advertised kick-off.

QPR accepts no responsibility to replace lost, stolen or damaged tickets.

QPR exclude to the maximum extent permitted by law any liability for loss, injury or damage to persons/property in or around the ground.

If tickets are resold or transferred without prior written consent of QPR it will become void and the holder may be refused entry or ejected from the stadium.

The use of tickets to enter the ground constitutes acceptance of such rules and regulations and the Ground Regulations and QPR reserves the right to eject from the stadium any person who fails to comply with such rules and regulations.

Please respect the No Smoking Restrictions, Alcohol and Behaviour Policies. Other than the two defined experimental 'smoking areas' at the rear of the Loft and Ellerslie Road Stands there is no smoking permitted in any other area of the stadium.

Please note the Smoking Areas are limited in space and we apologise if not all who wish to smoke can be accommodated. We would also ask you to remember that alcohol may not be taken into any seating areas, or consumed within sight of the pitch.

Contravention of these Stadium Ground Regulations may result in police action as well as ejection and banning from the ground.

The Club currently operates a scheme to enable supporters to pay for season tickets by instalments. We endeavour to ensure that we can offer as competitive an APR as is possible given the financial and commercial criteria. The Club has also offered supporters the option of a three-month interest free repayment plan on season tickets for the upcoming campaign.

Season Cards - No refunds will be issued after the season has commenced.

Allocation

- At least 20% of tickets to each home game will be made available to non-season ticket holders for the foreseeable future.

Concessions

Kids Under 8 – this offer is limited to two per full paying adults and cannot be used in conjunction with any other offer and that tickets must be purchased at the same time. To register for Under 8's **PROOF OF AGE IS REQUIRED. Please forward a photocopy of birth certificate or passport.** Kids must be under 8 on 1st August 2010 (born on or after 01.08.2002)

Juniors must be under 16 on 1st August 2010 (born on or after 01.08.1994). Proof of age is required.

Senior Citizens must be over 60 on 1st August 2010 (born on or before 01-08-1950). Proof of age is required.

Young Adults 16-21 tickets must be under 21 on 1st August 2009 (born on or after 01.08.1989) Proof of age is required.

The Club provides:

- Support for disabled spectators and their carers, including facilities for the blind. Our Box Office can be contacted for details of our disabled facilities and ticket allocation on 08444 777 007.

Restricted Views

The Club's policy for the reduction in prices of restricted view seats is as follows and the tickets are clearly marked accordingly:-

- £2.00 off the normal price for a restricted view on the adult price, £1 off concession price.
- £4.00 off the normal price for a severely obscured view on the adult price, £1 off concession price.

Membership Scheme

The Club runs a Membership scheme, the prices of which per season are as follows:

Adult - £33.00 Junior Hoops - £23.00 (8-16 year olds)

The benefits for Members are as follows:-

Adults

- A membership pack containing exclusive QPR branded merchandise.
- Priority booking period to all home league match tickets
- £2 ticket discount on match tickets, booked during the priority period
- A £10 voucher to be spent in the Queens Park Rangers Superstore
- Gain 20 loyalty points for new members – 30 loyalty points for renewals
- Entry into a draw to win a signed QPR home shirt
- Access to members only competitions and prize draws
- A 'Members Only' e-zine with exclusive Club information
- Become a member of the Hoops Rewards programme
- Free entry to our exclusive 'Members Open Day'
- Range of discounts and exclusive offers from QPR commercial partners

Terms & Conditions:

- 1) The £10 Superstore voucher can only be used on orders with a minimum value of £50
- 2) The Members Open Day date is subject to the First Team squad availability

Junior Hoops receive the following membership benefits:-

- A membership pack containing exclusive QPR branded merchandise
- Entry into the ballot for the chance to be a home matchday mascot
- 10% discount on QPR Football Coaching courses – when booked in advance
- Free entry into our monthly draw to win a signed shirt
- Win a signed football when you bring 10 or more of your friends to one of our ‘Matchday Experience’ days
- Gain 20 loyalty points for new members – 30 loyalty points for renewals
- A ‘Junior Hoops’ monthly e-zine with exclusive Club information
- Free entry to our exclusive ‘Members Open Day’
- Receive Birthday and Christmas cards from the Club
- Birthday greeting displayed on the Club website
- Birthday greeting displayed in the Matchday programme (August – May only)
- Range of discounts and exclusive offers from QPR commercial partners

Terms & Conditions:

- 1) The Matchday Experience package is subject to availability
- 2) The Members Open Day date is subject to the First Team squad availability

Away Matches

The Club now operates a new Loyalty Scheme for away matches. The loyalty points vary for each game based on factors such as location and which day of the week the match is played (games played midweek at Preston, for example, would score highly).

70 loyalty points Existing Season Ticket Holder
50 loyalty points New Season Ticket Holder
1-10 loyalty points Away matches

Supporters with the highest number of loyalty points across the season will therefore be first to have the option of tickets for the big matches across the season.

Team	Loyalty Points
Barnsley	9
Bristol City	6
Burnley	8
Cardiff City	5
Coventry City	6
Crystal Palace	1
Derby County	5
Doncaster Rovers	8
Hull City	8
Ipswich Town	6
Leeds United	7
Leicester City	4

Middlesbrough	7
Millwall	1
Norwich City	6
Nottingham Forest	4
Portsmouth	5
Preston North End	8
Reading	2
Scunthorpe United	8
Sheffield United	7
Swansea City	6
Watford	1

Cup Competitions

- An Automatic Cup Tie Ticket service is available for home and away games
- Tickets for Cup Competitions are priced and allocated the same as for League matches (referred to on page 2). The Visiting Club is entitled to claim the following tickets although we would expect a Visiting Club to reduce its claim taking into account the demand from its own supporters.

School End Lower	1,413
School End Upper	2,056 (of which 188 have restricted view and 65 have severely restricted view)

The Club reserves the right to reduce prices as appropriate for certain Cup matches, in consultation and agreement with the opposing Club and in accordance with the Rules of the Competition in question.

Returns/Refunds

The Club's policy on the return and distribution of unwanted tickets is as follows.

1. If a match is postponed prior to the day of the match the ticket will be valid for the re-arranged date.
2. If a match is postponed on the day but before kick-off, ticket holders are entitled to free admission to the re-arranged game on production of a ticket from the postponed match.
3. If a match is abandoned after kick-off spectators are entitled to half price admission to the re-arranged game on production of a ticket from the abandoned game.
4. If a match is postponed and the customer cannot attend the re-arranged date a full refund will only be considered if the ticket is received no later than 24 hours prior to kick-off of the new date. *Refunds will not be available on the day of postponement.*
5. If a supporter cannot make a game for any reason they will only receive a refund if the ticket has been returned 24 hours prior to kick off.

IN ALL CASES WHEN A MATCH HAS BEEN POSTPONED OR ABANDONED AND PART OF THE TICKET HAS BEEN TORN OFF AT THE TURNSTILES THE HOLDER OF THE TICKET MUST PRODUCE IT AT THE BOX OFFICE AT LEAST 24 HOURS IN ADVANCE FOR THE TICKET TO BE RE-ISSUED FOR THE RE-ARRANGED MATCH.

ACCOMMODATING AWAY SUPPORTERS

- The Club abides by Football League Regulations governing the allocation of tickets to visiting Clubs.
- The Club does not charge admission prices to supporters of a visiting Club, which are higher than those charged to its own supporters for comparable accommodation. In particular, the concession rates offered to QPR senior citizens and junior supporters apply to supporters of a visiting Club.

MERCHANDISE

- The Club will provide a published, well-communicated kit cycle policy with all fans being aware of kit change dates.
- Details of the next intended change of kits will be available from the Club Superstore or on qpr.co.uk as soon as these are determined.
- The Club carries out its obligation under Football League Regulations to prevent price fixing in relation to the sale of replica strip.
- The Club offers refunds on merchandise provided proof of purchase is available and is within its legal obligations.

QPR in the Community Trust

Mission Statement

To use the power of the football club to forge stronger & deeper connections with its community.

QPR in the Community focuses on creating progressive, vibrant hubs of sporting & social activities, leading to enhanced life experiences.

The Club has operated a Community Programme since January 1994. Its main objectives are:

- Maintain QPR FC reputation as a “true” Community & Family Club
- Use QPR FC brand as a high profile vehicle to tackle social issues that affect youth.
- Be innovative and progressive in the sporting community
- Build a national & international community sport profile
- Provide inspiration, encouragement, excitement and guidance to young people leading to enhanced health, education and career opportunities.
- To be a “best practice model” and leader in the field of community development.
- Be a community partner with local authority to develop premier community facilities.
- Ensure clear pathways to excellence for local talented footballers.

The Club’s Community Programme currently works in conjunction with the following London Boroughs:

- Hammersmith & Fulham
- North Kensington & Chelsea
- Westminster
- Brent
- Hillingdon

STUDY SUPPORT CENTRE

Mission Statement

“Through creating a welcoming and stimulating environment we aim to engage young people in learning and raise standards of Numeracy, Literacy and ICT. Success is celebrated and by providing a positive experience we aspire to increase self-esteem, confidence and motivation. All learners are given equal opportunities regardless of race, religion, gender, or ability.”

The QPR SSC was established in September 1998 as part of the Playing For Success initiative. Trained professionals deliver after school study support sessions to groups from local primary and secondary schools.

QPR SSC aims to:

- Support under-achieving KS2 and KS3 students.
- Increase levels of attainment in literacy, numeracy and ICT.
- Increase motivation, confidence self-worth and independent learning.

The Programme

- Runs for 6 week blocks, from 3 – 6pm, Mon - Thurs.
- Teaching is delivered by a qualified teacher and trained learning mentors.
- Activities are based around Numeracy, Literacy, ICT and team challenges.

The Centre

- Located at QPR F.C, The Loftus Road Stadium – underneath Family Stand
- Purpose build classroom, redeveloped in Sept 2008
- Up to date learning resources include - Apple Macbooks, interactive whiteboard, digital cameras and computer games consoles.

Staffing

The centre is managed by one full time qualified teacher. The centre manager is responsible for all aspects of planning and delivery of the sessions as well as monitoring the effectiveness of the programme. During the classroom sessions the centre manager is supported by one permanent learning mentor and a number of volunteers (young people and adults). An IT technician/administration officer is on site two/three days per week.

QUEENS PARK RANGERS CONTACT DETAILS

Loftus Road Stadium, South Africa Road, Shepherds Bush, London W12 7PJ

Main Switchboard	020 8743 0262	Fax 020 8749 0994
Box Office	08444 777 007	Fax 020 8740 2505
Club Shop	020 8749 6862	Fax 020 8749 6862
Community	020 8740 2509	Fax 020 8740 2573
Commercial Sales	020 8740 2588	Fax 020 8740 2512

Website	www.qpr.co.uk
Clubcall	09068 121162 (calls cost 60p per minute at all times)

Chairman & Managing Director - Ishan Saksena
Football Secretary – Terry Springett
Operations Manager – Steve Pike
Safety Officer – Clive Doyle
Box Office Manager – Jenny Elliott
Press & Publications Manager – Ian Taylor

Retail & Merchandise Manager – Francis Atkinson
QPR in the Community Trust CEO – Andy Evans

June 2010