

Vale of Leithen FC

Customer Charter

Website-ready PDF based on the current Customer Charter page.

Introduction

Vale of Leithen Football Club is a member of the East of Scotland Football League.

The club recognises the commitment it owes to supporters, customers, the wider community and the local environment. This charter is intended to improve standards of customer relations between Vale of Leithen FC and the people who engage with the club.

Club Commitment

Vale of Leithen Football Club is committed to delivering high standards of service to supporters and customers.

The club recognises the special bond between the club and its supporters, values the contribution supporters have made to the life of the club, and aims to ensure that policies and practices are open, accessible and communicated as effectively as possible.

Key Issues Covered in the Charter

- Accessibility
- Matchday arrangements
- Loyalty and membership
- Consultation and information
- Community activity
- Staff conduct
- Customer service

Accessibility

Vale of Leithen FC is committed to providing a high-quality customer experience that is accessible to the widest possible audience.

- Concessions are available for persons who qualify by virtue of age for a state pension and for junior supporters under 16 years of age. Proof of eligibility may be requested.
- Free access is provided for supporters with registered disabilities and their carers. Supporters with registered disabilities may apply for a free season ticket.
- Victoria Park currently has no covered seating, but the club will seek to provide seating in the covered enclosure or elsewhere within the boundary of the ground for those who require it on medical grounds, where possible.

Review

The club will conduct an annual review of its Customer Charter and may make amendments in line with supporter feedback and guidance from relevant governing bodies.

Reviewed September 2025.