



NORTHAMPTON
SAINTS

**SUPPORTER
CHARTER**

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WELCOME

At Northampton Saints Rugby Club, we are extremely proud of the relationship we have with our supporters, partners, and the people in our local community.

We are wholeheartedly committed to providing the best supporter experience for all, whether that's on a matchday at cinch Stadium at Franklin's Gardens, or when handling enquiries on a daily basis.

This charter provides information about the Club's services, values and approach to supporter engagement, as well as outlining our principal commitments and policies.

If you can't find what you're looking for, please contact us directly at communications@northamptonsaints.co.uk and we'll be happy to assist.



OUR COMMITMENTS TO YOU

Northampton Saints is committed to ensuring that cinch Stadium at Franklin's Gardens is a place of enjoyment for all rugby supporters, regardless of the result on the pitch, where the traditions and values of the sport are upheld proudly to help make the Club one of the best in Europe.

WHAT YOU CAN EXPECT FROM US:

RESPECT for all supporters, customers and visitors and their individual needs and requirements; for the values of the game – enjoyment, sportsmanship and community; and for our opponents.

EXCELLENCE IN CUSTOMER SERVICE that deals with enquiries and concerns swiftly and efficiently in a courteous and attentive manner.

DIRECT COMMUNICATIONS that keep supporters and customers fully informed where relevant, whether by email, through the Club's online channels, or face-to-face on matchdays and throughout the week.

MODERN AND SAFE FACILITIES, PROCEDURES AND OPERATIONS that help everyone to enjoy their time at cinch Stadium at Franklin's Gardens, win or lose. Your safety is our priority.

COMMUNITY INVOLVEMENT that continues the Club's place at the heart of Northampton and the rest of our region, using rugby as a force for positive social engagement and cohesion.

NO DISCRIMINATION on grounds of gender, age, race, disability, sexuality, or religion. Everyone is equal in our eyes.

KEEP SAINTS AT THE TOP of English and European rugby for years to come, by combining innovation with excellence on and off the pitch while also respecting over 130 years of history and tradition at the Club.

Upholding these commitments is a big challenge and we know we'll only get better by listening to our supporters. We need to know what's important, where we're performing well and where we need to improve. To do this, we invite supporters to share both positive and negative feedback by contacting: communications@northamptonsaints.co.uk



GROUND REGULATIONS

cinch Stadium at Franklin's Gardens is famous for its passionate atmosphere, but also for its warmth and culture of welcoming people from all backgrounds. Our aim is to ensure that supporters have a fantastic experience on matchday.

When you're attending a match at cinch Stadium and purchasing tickets you must follow:

- **GROUND REGULATIONS:** www.northamptonsaints.co.uk/ground-regs
- **T&Cs OF ALL TICKETS:** www.northamptonsaints.co.uk/ticket-terms
- **CODE OF CONDUCT:** See page 5

Failure to follow any of these conditions may lead to a sanction being applied in line with the Club's official sanction process.

SUPPORTER SANCTIONS:

Northampton Saints will strongly enforce the regulations and conditions of the ground. Any breach may result in ejection, a written warning, temporary suspension, or indefinite ban.

Each case is reviewed individually with all circumstances of the situation considered before conclusion is drawn. Any decision is subject to the discretion of Northampton Saints. We reserve the right to suspend a supporter's Season Ticket while an investigation takes place.

Temporary suspensions and indefinite bans will always be conveyed in writing, either by post or by email. This communication will outline the nature of the offence, the specific ground regulation that has been breached and the length of time the suspension will last for.

In every case the supporter will be granted the right to appeal the initial decision in writing. Once the appeal has been received, an independent panel will consider all elements of the case and conclude their findings within a maximum of 28 working days.

CODE OF CONDUCT

Northampton Saints is committed to creating a safe, comfortable, and enjoyable experience.

We ask that all supporters attending matches at cinch Stadium at Franklin's Gardens to read and agree to our Code of Conduct. If you have purchased tickets on behalf of others, then please make sure they have also read and agreed to this Code of Conduct.

The code is designed to help create a safe and enjoyable environment for everyone. The health, safety and security of everyone attending the match is our number one priority. We need your support to keep you, your fellow supporters, our people and the local community safe.

If you do not comply to the Code of Conduct, you may be denied entry or asked to leave the stadium. Please act responsibly when attending a match.



HOW YOU CAN HELP US:

- **GIVE POSITIVE SUPPORT FOR THE TEAM** at all times.
- **SHOW RESPECT** for your Club, all players, match officials, staff and other visitors to our stadium.
- **ADOPT A FAIR AND REASONABLE APPROACH** to dealing with queries and issues. The Club aims to please everyone, but this is a difficult task!
- **PROVIDE CONSTRUCTIVE FEEDBACK** to help the Club improve its operations wherever possible. The Club welcomes all comments, both positive and negative, and undertakes to treat each and every one with the respect it deserves.
- **BEHAVE APPROPRIATELY** at all times before, during and after the match, in the bars and at non-matchday events. Behaviour which jeopardises the safety and enjoyment of others is not acceptable.
- **BE A GOOD AMBASSADOR** for Northampton Saints. Through wearing our colours you represent the town of Northampton, the Club's values and create our reputation.
- **TAKE YOUR SEAT IN PLENTY OF TIME** before kick-off so you are not inconveniencing other people in the stadium.
- **RESPECT OUR NEIGHBOURS** by leaving the ground quietly and responsibly disposing of any litter.
- **RESPECT THE KICKER** by remaining quiet during penalty kicks and conversions.
- **BE WELCOMING** to away supporters and treat them how you would like to be treated in opposition stadiums.

UNACCEPTABLE BEHAVIOUR:

Behaviour which jeopardises the safety and enjoyment of others is not acceptable.

Northampton Saints has a zero-tolerance policy to any form of threatening behaviour, including but not limited to, foul or abusive language, racist, homophobic or any other abuse directed at players, coaches, match officials or spectators.

It is essential that all forms of unacceptable behaviour are reported so that appropriate action can be taken.

If you witness any unacceptable behaviour, you can report it by:

- **STEWARDS** – please speak to a steward or a uniformed member of staff. We find that most concerns or complaints can be resolved at the time of the initial problem.
- **TEXT** – you can text **07841 913 151** on a matchday, but please be aware some networks can experience delays in delivery when the stadium is full.
- **PHONE** – contact **07841 913 151** and please leave a message if there is no answer so we can get back to you as soon as possible.
- **EMAIL** – communications@northamptonsts.co.uk
- **LETTER** – Supporter Relations Team, cinch Stadium at Franklin's Gardens, Weedon Road, Northampton, NN5 5BG.

The Club reserves the right of admission and may even impose a ban on attending matches or other events at cinch Stadium at Franklin's Gardens on any supporter who breaches the Club Code of Conduct.

DIGITAL MEDIA:

Any unacceptable behaviour directed at the Club's digital channels (for example, the official social media channels) that is abusive, obscene, defamatory, harassing or which contains any nudity, pornography or any other unwelcome content may allow the Club to ban the offender from any and all rugby matches and/or other events held at cinch Stadium at Franklin's Gardens.

Each case will be judged on its own merits and the length of any ban will be decided by the Club after due consideration. Any supporter who is banned will have the right to appeal, details of appeals procedures will be outlined in writing by the Club to those involved. The Club will not issue any ticket refunds whether casual or season ticket in the event of a ban being issued.

COVID-19:

We encourage supporters who attend cinch Stadium at Franklin's Gardens to be vaccinated / and or take a test the day before or on the day of the match.

Please DO NOT come to cinch Stadium at Franklin's Gardens if:

- You develop COVID-19 symptoms, please self-isolate immediately and get a PCR test.
- You or any members of your household or support bubble have been diagnosed with a confirmed or suspected COVID-19 infection in the last ten days.
- You or any members of your household or support bubble have been contacted via the NHS Test and Trace app and told to self-isolate.

Please be advised if you have been in close contact with a person who has a confirmed or suspected case of COVID-19 in the past ten days, we would prefer you not to attend cinch Stadium at Franklin's Gardens.

For the latest advice please visit: www.gov.uk/coronavirus

IN ALL AREAS:

- Please ensure you comply with the requests of our stewarding team. They are there for your safety and for the safety of those around you.
- To protect yourself and others we recommend that supporters wear a face covering while moving around the stadium and in enclosed spaces like queuing, concourses, and in the Saints Store. As this is a recommendation, we ask you to respect other supporters who choose to wear or not to wear a mask.
- Where possible please keep your distance from other supporters when moving around the stadium.
- Wash and / or sanitise your hands regularly using the hand sanitiser provided
- Please observe respiratory etiquette and always cover your mouth when coughing or sneezing.
- If you feel ill at any point during your trip to cinch Stadium at Franklin's Gardens and start to show symptoms of COVID-19, please notify a steward.

SUPPORTER RELATIONS

The Club prides itself on its efforts to regularly consult with supporters and stakeholders at regular intervals through forums, questionnaires and consultation with supporter groups.

However, the Supporter Relations Team are the best port of call for questions, feedback, complaints, requests, and information. We will liaise with all departments to ensure a quick and comprehensive response.

You can contact the Supporter Relations Team by:

- **EMAIL:** communications@northamptonsaints.co.uk
- **TEL:** 01604 751 543
- **LETTER:** Supporter Relations Team, cinch Stadium at Franklin's Gardens, Weedon Road, Northampton, NN5 5BG

COMPLAINTS:

If you are visiting cinch Stadium at Franklin's Gardens, we find that most complaints can be resolved at the time of the initial problem. Please make a steward or uniformed member of staff aware of you encounter a problem and they will do their best to resolve it immediately.

If your complaint cannot be resolved on the day, or it is not about a match or event day issue, please contact the Supporter Relations Team (details above).

All complaints will be resolved according to the issues raised, but it may take a few days to investigate depending on the nature of the complaint. An initial response will be provided within seven days.

If you are dissatisfied with the response provided or feel your complaint has not been resolved to your satisfaction you can escalate your complaint. If you wish to do this, please notify the person managing the complaint and they will escalate it to the appropriate manager.

The final point of escalation is a member of the Executive team, who will review complaints only when they have been managed through the process above.



EQUALITY, DIVERSITY & INCLUSION

EVERYONE VALUED EQUALLY:

As a Club, we embrace culture, equality and diversity and we expect our supporters, players, staff, and partners to be committed to this too.

We aim to provide equal opportunities to as many people as possible, being welcoming and meeting their needs as best we can.

Wherever possible, the Club will take steps to ensure that as many people as possible can access the Club, including:

- Ensuring any discrimination or breaches of the Club's code of conduct are dealt with in line with Club policy.
- Providing facilities to report inappropriate or discriminatory behaviour.
- Listening to you to improve what we do and working closely with supporters.
- Raising awareness through our Club channels and working with partner organisations.

INCLUSION HUB:

Northampton Saints' Inclusion Hub provides a safe and welcoming environment for supporters to open discussions around inclusion, disability, physical health, and mental health.

The Hub – which is based in the Club's Supporter Village on a matchday – aims to provide key information to supporters, act as a place where feedback can be shared and offer Saints supporters the opportunity to speak to, and receive advice from, trained members of staff about any concerns they may have.

Alternatively, the Hub can also be accessed at any time throughout the week, by emailing inclusion@northamptonsaints.co.uk



ACCESSIBILITY

cinch Stadium at Franklin's Gardens is a fully accessible stadium, with provisions in place to ensure disabled supporters and their companion are well catered for. There is ample seating available both pitchside and at a higher level within the stadium, as well as accessible toilet facilities.

We encourage you to contact us prior to your visit should you have any questions or need any additional assistance by calling the Ticket Office on **01604 581000** or emailing **TicketOffice@northhamptonsaints.co.uk**

TICKETS

There are 85 wheelchair positions within the stadium bowl that each come with an accompanying companion seat; these can be found across all four stands. cinch Stadium at Franklin's Gardens is also a front-loading stadium, with the front row of seats in the Barwell, Church's and Cinch Stands accessible from ground level. Disabled access tickets are available to purchase via the Ticket Office only – please ring **01604 581000** or email **TicketOffice@northhamptonsaints.co.uk** to enquire.

FOOD & DRINK

Our Supporter Village and all our bars are accessible to disabled supporters, with the Rodber Bar containing a section of lower-level counters to allow fully-accessible ordering.

TOILETS

There are several disabled access toilets across the ground, with each stand containing at least one. These are signposted clearly around the stadium and our stewards are always on hand to help locate the nearest one. A number of these facilities require radar-key access.

CAR PARKING

Accessible car parking places can be booked in advance, with over 50 spaces available across the supporter car parks. But please enquire early to avoid disappointment, as these are often purchased in advance by Season Pass Holders. Please ring the Ticket Office on **01604 581000** or email **TicketOffice@northhamptonsaints.co.uk** to check availability.

For more information about the Club's access policy can be found **[HERE](#)**.

SAFEGUARDING

Everyone who participates in rugby union or any other event or activity at cinch stadium at Franklin's Gardens is entitled to do in an enjoyable and safe environment.

Northampton Saints believes it has a moral and legal obligation to ensure that, when given responsibility for children, coaches, spectators, and volunteers, it provides them with the highest possible standard of care.

Northampton Saints is committed to devising and implementing policies that accepts its responsibility to safeguard children and vulnerable adults from the risk of harm and abuse.

This means that Northampton Saints will follow procedures to protect children and vulnerable adults and report any concerns about their welfare to the Club Safeguarding Lead, Rugby Football Union, and local social services and/or Police where necessary.

For more information, or should you or someone you know need any assistance in raising a concern, please contact the Club's Safeguarding Leads and Officers:

Club Designated Safeguarding Lead

Connor Fleming

ConnorFleming@northhamptonsaints.co.uk

+44 (0) 7538156076

Foundation Designated Safeguarding Lead

Jordan Letts

Jordan.Letts@northhamptonsaintsfoundation.org

+44 (0) 7713783505

Academy Safeguarding Officer

Alex O'Dowd

AlexODowd@northhamptonsaints.co.uk

+44 (0) 7491818600

For more information about safeguarding can be found **[HERE](#)**.

SOCIAL RESPONSIBILITIES

COMMUNITY

At Northampton Saints we are incredibly passionate about the work that we do in the Community. For many years we have been at the forefront of bringing Saints and the Community closer together through a variety of different programmes, events, and rugby camps.

Through these programmes we hope to continue to grow the Northampton Saints family and to leave a lasting positive impression on lives of all the people that we meet. We will strive to develop opportunities for people of all ages, genders, abilities, and ethnicities to be able to access the game at all levels, be it playing, coaching or as a fan.

As well as this, we are also at the forefront of identifying new and upcoming talent via the Developing Player Programme, as part of the player and coaching development pathway. We are committed to developing this pathway to be an industry-leading experience for both players and coaches who wish to develop as part of our programme, from grassroots Clubs, schools, within the community and to the next step in the pathway with the Saints Academy.

For more information please visit: www.northamptonsaints.co.uk/community

THE PARISH

Launched in 2018, The Parish is a residents-only supporters Club for those living in the area that immediately surrounds cinch Stadium at Franklin's Gardens, as a way for Northampton Saints to say 'thank you' to our neighbours for their support.

With almost 140 years of history, Franklin's Gardens is an integral part of the St James' End community and The Parish allows the Club to give back to our neighbourhood in an exciting, tangible way.

For more information about The Parish please visit: www.northamptonsaints.co.uk/theparish

SUSTAINABILITY

Northampton Saints recognises the importance of sustainability in the fight against climate change.

In recent years, the Club has taken steps to reduce its environmental impact – from using renewable energy sources to power cinch Stadium at Franklin's Gardens, to replacing single use plastic with EcoCups in our bars. However, we acknowledge there is still a lot more we can do.

In 2022, we aim to make a series of commitments which will see the Club put sustainability at the heart of its decision making, as well as see it play a key role in promoting sustainability to our staff, supporters and local community.

For more information on our sustainability ambitions please contact: communications@northamptonsaints.co.uk

NORTHAMPTON SAINTS FOUNDATION

As the Club's official charity, the Northampton Saints Foundation is a focal point of the Club's community commitments.

Formed in 2018, the Foundation uses the values of rugby and the power of sport to inspire, support and educate young people to create positive futures.

To deliver this vision the Foundation will:

- Work with the NRFC family to showcase the Club's values and heritage to drive positive change in communities across Northamptonshire and beyond.
- Deliver a range of programmes to create life-changing opportunities for young people.
- Communicate the difference we make and celebrate the successes of the individuals and communities with which we work.
- Operate transparently, honestly and with strong governance to ensure the Foundation's impact is maximised.

You can find out more about the impact the Northampton Saints Foundation makes by visiting: www.northamptonsaintsfoundation.org

Northampton Saints Foundation is an independent charity registered in England & Wales with The Charity Commission. Charity number: 1176345. Registered company number: 11007826

TICKETING

At Northampton Saints we have adopted a ticketing policy that we consider is transparent and fair, aiming to provide a level of service that our supporters can be proud of.

Our flexible pricing strategy ensures supporters can access a broad range of prices, including concessionary priced tickets for juniors, senior supporters, young adults and children. Every season we look at ways to improve our selling arrangements and continually review our operational systems to ensure easy access for all our customers.

Please click [HERE](#) to view our ticketing Terms and Conditions, which outlines our rules regarding season and match tickets, access, behaviour, refunds, Cup matches and online ticket sales. For more information, please contact:

EMAIL: TicketOffice@northamptonsaints.co.uk
TEL: 01604 581000

DATA PROTECTION

Northampton Saints is committed to protecting and respecting your privacy. If you wish to know what data we hold on you we are happy to provide it. Likewise, if your information changes or if you wish us to stop using your data at any time, you can email us at ticketing@northamptonsaints.co.uk

All information about you that you provide to us shall be used, stored and otherwise processed by the Club in accordance with the Data Protection Act 1998 and our Privacy Policy (available at northamptonsaints.co.uk)

IMAGE CONSENT

Northampton Saints regularly collects photographic images and live footage that celebrates the excitement, enjoyment and pride associated with attending events at the stadium. These images are captured by approved Club photographers. All persons, including children, who enter cinch Stadium at Franklin's Gardens acknowledge that photographic images and/or video recordings may be taken of them and may be for promotional or marketing purposes by the Club, or other third parties, and as such entering these premises constitutes formal consent to such use.

CONTACT US

ACCESSIBILITY:

Email: TicketOffice@northamptonsaints.co.uk
Tel: 01604 581000

COMMERCIAL:

Email: partnerships@northamptonsaints.co.uk
Tel: 01604 751 543

COMPANY INFORMATION:

Address: Northampton Saints, cinch Stadium at Franklin's Gardens, Weedon Road, Northampton, NN5 5BG
VAT no: 121148416

NORTHAMPTON SAINTS FOUNDATION:

Email: admin@northamptonsaintsfoundation.org
Tel: 01604 599 152

RETAIL:

Email: saintsstore@northamptonsaints.co.uk
Tel: 01604 599 111
www.saintsstore.co.uk

SAINTS SUPPORTERS CLUB:

Email: admin@saintssupportersClub.co.uk
www.saintssupportersClub.co.uk

SAFEGUARDING:

Connor Fleming - Club Designated Safeguarding Lead
Email: connorfleming@northamptonsaints.co.uk
Tel: 07538156076

SUPPORTER RELATIONS:

Email: communications@northamptonsaints.co.uk
Tel: 01604 751 543

TICKET OFFICE:

Email: TicketOffice@northamptonsaints.co.uk
Tel: 01604 581000