



Supporter Charter



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WELCOME

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

We are wholeheartedly committed to providing the best experience for all, whether that's on a matchday at cinch Stadium at Franklin's Gardens, at non-rugby events hosted at our venue, 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

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 maintains and enhances the Club's position at the heart of our community in 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 140 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 at matchdays and other events.

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 for everyone visiting or working at cinch Stadium at Franklin's Gardens.

We ask all supporters attending matches or other events 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 – as you may be held accountable for any breaches within the ground.

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 or event at cinch Stadium at Franklin's Gardens.



HOW YOU CAN HELP US:

- ✦ **GIVE POSITIVE SUPPORT FOR THE TEAM** at all times.
- ✦ **SHOW RESPECT** for your Club, all players on both teams, match officials, staff and other visitors to our stadium.
- ✦ **NO DISCRIMINATION** on grounds of gender, age, race, disability, sexuality, or religion.
- ✦ **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. By 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 directed at players, coaches, match officials, staff or spectators – including but not limited to; foul language, sexual harassment, or any discriminatory abuse on the grounds of gender, age, race, disability, sexuality, or religion.

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

HOW TO REPORT UNACCEPTABLE BEHAVIOUR:

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

- ✦ **STEWARDS** – If you witness any unacceptable behaviour and would like to report it immediately, 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.
- ✦ **ONLINE** – If you are not comfortable reporting concerns regarding the safety, welfare or treatment of others at the venue with our stewarding team on matchday, you can use our online whistleblowing platform; **MyVoice**. Please provide as much detail as possible within your submission.
Please note; this online platform should not be used to register general complaints – any submissions not relating to unacceptable behaviour regarding the safety, welfare or treatment of others at the venue will not generate a response from the Club.
- ✦ **EMAIL** – communications@northamptonsaints.co.uk
- ✦ **LETTER** – addressed to: Communications Department, cinch Stadium at Franklin's Gardens, Weedon Road, Northampton, NN5 5BG.

The Club reserves the right of admission and may even impose a ban for attending matches or other events at cinch Stadium at Franklin's Gardens on any supporter who breaches the Club's 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, and details of appeals procedures will be outlined in writing by the Club to those involved. The Club will not issue any ticket refunds – whether match tickets, Season Tickets, or Seasonal Hospitality – in the event of a ban being issued.





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, we welcome questions, feedback, complaints, requests, and information. We will liaise with all departments to ensure a quick and comprehensive response.

You can contact the Club by:

- ✦ **EMAIL:** communications@northhamptonsaints.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 Club using the 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 working 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:

At Northampton Saints, 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, by emailing inclusion@northamptonsts.co.uk





ACCESSIBILITY

cinch Stadium at Franklin's Gardens is a fully-accessible stadium, with provisions in place to ensure disabled supporters and their companions 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@northamptonsaints.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 all accessible from ground level. Disabled access tickets are available to purchase via the Ticket Office only – please ring **01604 581000** or email **TicketOffice@northamptonsaints.co.uk** to enquire.

FOOD & DRINK

Our Supporter Village and all our bars are accessible to disabled supporters, with the Rodber Bar also 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. However, please enquire early to avoid disappointment, as these spaces are often purchased in advance by Season Pass Holders who have accessibility requirements. Please ring the Ticket Office on **01604 581000** or email **TicketOffice@northamptonsaints.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, to the Rugby Football Union, or to 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 Safeguarding Lead

Sara Young

sarayoung@northamptonsaints.co.uk
+44 (0) 7483 078369

Foundation Safeguarding Lead

Jordan Letts

Jordan.letts@northamptonsaintsfoundation.org
+44 (0) 7713 783505

Academy Safeguarding Officer

Max Dominy

maxdominy@northamptonsaints.co.uk
+44 (0) 7841 768065

Community Safeguarding Officer

Connor Fleming

connorfleming@northamptonsaints.co.uk
+44 (0) 7538 156076

Matchday Safeguarding Officer

Julia Wells

juliawells@northamptonsaints.co.uk
+44 (0) 7979 944237

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, from grassroots clubs and schools within the community, to the next step in the pathway with Saints Academy.

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

SUSTAINABILITY

Our ambition at cinch Stadium at Franklin's Gardens is to operate the most sustainable rugby stadium in the country, and to be a pioneer for sustainability in rugby and beyond.

We operate several projects and systems to support this aim – helping our environment, reducing energy use and waste, and both supporting and educating our community of supporters and other visitors to the stadium.

Saints will continue to investigate new opportunities and technologies to help us achieve our aim of being a leader in sustainability within Premiership Rugby and British sport.

We have signed up to the UN's Sports for Climate Action Framework,

committing to the UN's five climate action principles and setting a net-zero emissions target by 2040. This initiative calls on sporting organisations to acknowledge the contribution of the sport sector to climate change and a collective responsibility to strive towards climate for a safer planet.

We are also a member of the British Association for Sustainable Sport (BASIS), the sustainability hub for sport in the UK, and a member of Towards A Net Zero West Northants (TANZ West Northants).

To view our Sustainability Strategy in full, please [CLICK HERE](#).

NORTHAMPTON SAINTS FOUNDATION

As the Club's official charity, Northampton Saints Foundation is one focal point of our 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 Northampton Saints 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 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 to be 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 tickets across the stadium – including concessionary-priced tickets for senior supporters, young adults, juniors 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 customers.

Please **CLICK HERE** to view our ticketing Terms and Conditions, which outline our rules regarding season and match tickets, access, behaviour, refunds, Cup matches and online ticket sales.

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 collect 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 used 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

TICKET OFFICE:

TicketOffice@northamptonsaints.co.uk
01604 581000

SUPPORTER RELATIONS:

communications@northamptonsaints.co.uk
01604 751 543

RETAIL:

saintsstore@northamptonsaints.co.uk
01604 599 111
www.saintsstore.co.uk

NORTHAMPTON SAINTS FOUNDATION:

admin@northamptonsaintsfoundation.org
Tel: 01604 599 152

ACCESSIBILITY:

TicketOffice@northamptonsaints.co.uk
01604 581 000

COMMERCIAL:

partnerships@northamptonsaints.co.uk
01604 751 543

COMPANY INFORMATION:

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

SAINTS SUPPORTERS CLUB:

northamptonssc@outlook.com
<https://www.northamptonssc.co.uk/>

Club Safeguarding Lead

Sara Young
sarayoung@northamptonsaints.co.uk
+44 (0) 7483 078369

Foundation Safeguarding Lead

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