



## **GRIMSBY TOWN FOOTBALL CLUB SUPPORTER CHARTER 2025-2026**

### **EMPLOYEE CONDUCT**

Grimsby Town Football Club (GTFC) employees will conduct themselves in a courteous and responsive manner in all dealings with supporters.

Please also refer to the Club's Inclusion and Anti-Discrimination Statement of Commitment and Equality Policy located at [www.gtfc.co.uk/club-policies/](http://www.gtfc.co.uk/club-policies/).

Any issues can be reported via email to the management team: [customerservices@gtfc.co.uk](mailto:customerservices@gtfc.co.uk) where you will receive a response within 10 working days.

### **CONSULTATION AND INFORMATION**

The Club publicises its position on major policies in easily digested formats on the Official Website, Facebook, X and in the Official Matchday Programme.

The Club continues to develop ways to consult with supporters, shareholders, sponsors, the local authority and other interested parties.

The Club actively seeks, where possible, the involvement of supporters with regards to the design of new kits, safeguarding and general welfare.

The Club commits to holding a minimum of two open supporters' meetings/forums a season. These include either the majority owner, board director(s) or other senior executives in line with requirements under EFL regulation 128. In addition to this, the Mariners Trust meets on a regular basis with the Clubs Executive Management Team. However, the Club runs an open policy where supporters do not have to wait for such forums to ask questions or put forward suggestions.

All relevant Club policies can be viewed under the 'About' tab on the official website.

## **TICKETING**

### ***Pricing:***

The Club continues to strive for wider access to matches by offering a broad range of ticket prices.

The Club operates a scheme to enable supporters to pay for season tickets by instalments.

### ***Allocation:***

At least 5% of the home allocation for each game will be made available to non-season ticket holders.

### ***Concessions:***

Concessionary offers are available to junior supporters, senior citizens, unemployed, students and disabled supporters.

***Ancient Mariner:*** 85 and over, proof of age may be requested. Age as at 31<sup>st</sup> August 2025

***Senior Citizen:*** 66 and over, proof of age may be requested. Age as at 31<sup>st</sup> August 2025

***Adult:*** 23 to 64 years old

***Young Adult:*** 18 to 22, proof of age may be requested. Age as at 31<sup>st</sup> August 2025

***Junior:*** Under 18's, proof of age may be requested. Age as at 31<sup>st</sup> August 2025.

Under 3's are free but require their own ticket.

***Student:*** 18+ in full-time education, proof of full-time education is required.

***Unemployed:*** In receipt of Job Seekers Allowance, Universal Credit or similar, proof of benefit is required.

***Disabled:*** Disabled supporters will be charged the full applicable rate for their age however a carer (if required) can enter for free. Proof of high-rate DLA/PIP is required at the time of obtaining a free carer ticket.

Please note that the Main Stand, Osmond Stand and McMenemy's are the only areas inside the stadium that have wheelchair access and disabled washroom facilities. Carers must be sat with the disabled supporter that a free ticket has been issued for.

***Facilities:***

The Main Stand is signposted as an area for use by family groups, junior supporters, disabled supporters and their carers. The Operations & Safety Manager can be contacted for details of our disability facilities and ticket allocation. We currently have 20 wheelchair bays available in the Main Stand. Email: [safety@gtfc.co.uk](mailto:safety@gtfc.co.uk)

In addition to this there are 20 wheelchair bays available in the Osmond Stand with a wheelchair accessible washroom for visiting supporters to use.

McMenemy's is our hospitality area that has stair lift access (some accessibility restrictions for large, motorised wheelchairs) with space available on a match-by-match basis for supporters. Please contact the Commercial department for more information. Email: [commercial@gtfc.co.uk](mailto:commercial@gtfc.co.uk)

The Club clearly identifies restricted view seats on match tickets but does not offer a discounted price for such seats.

Tickets issued are stand specific and supporters should look to enter the stadium via the stipulated stand turnstiles on their ticket. Stand transfer is not permitted once supporters have entered the stadium. Where supporters are unable to enter the stadium due to issues with their tickets, they will be directed to the ticket office.

***Loyalty and Membership Schemes:***

The Club has an 1878 loyalty scheme for fans that are unable to commit to a full season ticket. Benefits of this scheme include 8<sup>th</sup> match free when purchasing 7 home match tickets, Club shop discount and priority (after full season ticket holders) for home cup matches, play-offs and away match tickets. Details of this will be published on Club channels before sales commence.

***Release your seat:***

Season ticket holders can release their seat throughout the season when they are not able to attend. This can be done through the 'My account' area of the website.

Anybody that has released their seat at least once a season will be entered into a draw to win a season ticket for the 26/27 season.

Anybody that has released an adult season ticket at least five times, which in turn is resold will be entitled to £25.00 discount on a season ticket for the 26/27 season. 66+ and 18-22 season ticket holders will be entitled to £12.50 discount on a season ticket for the 26/27 season.

Please be aware that when releasing your seat as a season ticket holder for any EFL League fixture, you are also releasing the same seat for any potential rearrangement of the fixture due to postponement or abandonment. Subsequently, the season ticket holders' seat which has been released and re-purchased would not be available for the rearranged fixture. The season ticket holder would need to contact the ticket office to arrange an alternative seat for the rearranged game, subject to availability.

***Away Matches:***

GTFC supporters are allocated tickets for away matches, with preference given to season ticket holders where necessary, especially where demand surpasses available tickets. The host club determines the price of these tickets not GTFC. However, prices will be in line matchday rates for their own supporters in a comparable stand.

***Cup Competitions:***

Tickets for Cup Competitions at Blundell Park are priced as per league matches unless agreed otherwise with the visiting Club. Season ticket holder and sponsor seats will be reserved for a period of time before the home cup fixture before being released for general sale. Full details on this will be communicated by the Club's official channels before ticket sales commence.

### ***Mariners Trust Members:***

Mariners Trust members will have a recognised priority for specific home & away fixtures (after season ticket holders, sponsors and 1878). Details will be made available on the Club website prior to tickets being made available for sale, however Mariners Trust members will normally have access to tickets before they are released on general sale.

### ***Supporters and Disabled Liaison:***

We have a dedicated Supporter Liaison Officer (SLO) and Disabled Liaison Officer (DLO) that work on behalf of supporters, with a specific aim of improving communication, information and the sharing of ideas between supporters and the Club. They are also available on a match day around the stadium to improve the overall experience of all supporters when visiting Blundell Park. Priorities for them on a match day are the comfort and enjoyment of all supporters visiting Blundell Park.

The Supporter Liaison Officer or Disabled Liaison Officer can be contacted via email and will normally respond within 5 working days. Their contact details are as follows:

[supporters@gtfc.co.uk](mailto:supporters@gtfc.co.uk)

[disability@gtfc.co.uk](mailto:disability@gtfc.co.uk)

Any issues with regards to the SLO or DLO should be emailed through to the Customer Services Department: [customerservices@gtfc.co.uk](mailto:customerservices@gtfc.co.uk)

### ***Returns/Refunds:***

#### ***Season Tickets:***

A refund (full or pro-rata) will only be given.

- a. Prior to the first home game of the season. An administration charge may be applicable.
- b. Death of a season ticket holder.
- c. Exceptional circumstances, to be considered at the Club's discretion

***Prior to a match:*** The club will issue a full refund or exchange on any unwanted individually purchased tickets (not complimentary tickets).

***After a match:*** No refunds will be given after the match has taken place.

If a match is postponed before kick-off, ticket holders are entitled to free admission to the re-arranged game. If a match is abandoned after kick-off, but prior to half time, spectators are entitled to half price admission to the re-arranged match.

### ***Lost Season Tickets:***

Ahead of the start of the season for supporters wishing to move seats - an administration charge of £5.00 will be issued.

If you lose or misplace your Season Ticket Card, the Club will charge an administration fee of 1 game (age related). A match ticket will be issued for this game. If the Season Ticket Card is then found or handed into the Ticket Office, a refund of the Match Ticket will be given. If the Season Ticket Card is still lost or misplaced after 1 game, the Club will re-issue a new Season Ticket Card with a new QR code. To obtain the administration refund you will need to produce both the replacement Match Ticket and found Season Ticket Card to ticket office staff.

### **ACCOMMODATING AWAY SUPPORTERS**

The Club abides by English Football League (EFL), National League (NL) & Football Association (FA) Regulations governing the allocation of tickets to visiting clubs. Ticket offers for any specific match will be made available to all supporters.

The Club does not charge admission prices to supporters of a visiting club, which are higher than those charged to our own supporters for comparable accommodation. Our concessionary rates offered to senior citizens and junior supporters apply to supporters of a visiting club. Proof of concession must be provided on a matchday, failure to provide proof will result in the full adult rate of £27 being charged.

Visiting Supporters will be housed in the Osmond Stand. The Club reserves the right to change the seating allocation for away supporters and their location depending on the match risk assessment and home support ticket demand. Although safety steward directions must be always obeyed regardless of the allocated seat number on the Matchday ticket. Away supporter ticket numbers will remain in line with the EFL, NL & FA regulations with regards to the overall percentage of the stadium's capacity.

## **MERCHANDISE**

The Club endeavours to ensure that all replica kit designs shall have a minimum lifespan of one season.

Details of the next intended change of kits are available from the club shop.

The Club carries out its obligations under English Football League Regulations to prevent price fixing in relation to the sale of replica strip.

The Club offers refunds on merchandise in accordance with relevant Consumer Law.

## **SMOKING/VAPING POLICY**

It is illegal, as per the Health Act 2006, to smoke or vape inside any enclosed building or workplace, this includes all football stadia. To accommodate, supporters designated open areas have been created inside Blundell Park that permits supporters to smoke or vape during half time only. Smoking or vaping outside of this time in the designated areas is STRICTLY PROHIBITED. Any breach of the smoking regulation will result in supporters being asked to leave without a refund of ticket.

## **COMMERCIAL ACTIVITIES**

To purchase/book commercial Matchday packages or sponsorship/advertising packages, you will be required to contact our commercial department by e-mailing [commercial@gtfc.co.uk](mailto:commercial@gtfc.co.uk) or by visiting our commercial website.

Our commercial department can be reached via the e-mail address above, or by calling 01472 605050 (ext. 8007).

## COMMUNITY ACTIVITIES

The Grimsby Town Foundation is dedicated to fostering inclusive, enjoyable football and educational experiences for people of all ages - especially children aged 5-16 so they can develop a lasting love for the Club.

In the 2023-24 season alone, the Foundation generated over £4.1 million in social value through initiatives focused on mental health, education, physical wellbeing, and community inclusion.

The four-year strategy, All Town Aren't We (2023-26) emphasises Education & Employability, Health & Wellbeing, Participation, and Community Engagement.

We provide a broad range of football and community programmes, such as:

- The Girls' Emerging Talent Centre - the region's first female-focused football development centre, engaging around 192 local girls since its 2024 launch.
- Comets pan-disability sessions, in partnership with England Football, welcoming children aged 5-11 to play in a fun, inclusive environment.
- Premier League Primary Starts and kicks sessions in local schools, supporting literacy and numeracy while holiday football camps and half-term courses engage hundreds of children aged 5-15.
- Holiday Activity & Food (HAF) programmes, providing healthy meals and varied activities for over 350 young people from low-income families in summer 2024.
- Expansion of disability football, merging with Grimsby Town Ability Counts FC to strengthen SEND provisions, and the launch of inclusive evening leagues and futsal programmes.
- The USW degree programme in football and sport coaching is the final stage of our education pathway that supports the development of coaches of the future.
- Our women's team sits under the foundation banner and offers women and girls in our region to play a high level of the women's game in the most professional of environments.

Beyond sport, the Foundation actively engages the wider community through initiatives like Warm Spaces, coat donations, food bags, and matchday events—such as Christmas parties for junior and disabled supporters, in-hospital visits, and charity gift drives.

Volunteers aged 16 and above—and with no upper age limit—play an essential role, helping deliver coaching, fundraising, matchday support, and community projects. Training and experience are provided, even without qualifications.

Our mission remains clear: inspire, engage, and include everyone in North-East Lincolnshire through football and community projects that promote healthier, happier lives—and build strong ties between the Club and foundation.



## **CHARITY ACTIVITIES**

Charity requests must be in writing or via email: [charity@gtfc.co.uk](mailto:charity@gtfc.co.uk) where consideration will be given to offer support. Understandably all Football Clubs get inundated with requests and therefore, with regret, we cannot support every request that we receive.

It is not possible to accommodate charity football matches at the stadium during the football playing season, although we may have spaces available at the end of each season. Please email: [safety@gtfc.co.uk](mailto:safety@gtfc.co.uk) for availability as these are booked well in advance on a first come basis.

## **SAFEGUARDING CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS**

Grimsby Town Football Club acknowledges and accepts it has a responsibility for the wellbeing and safety of all children, young people and vulnerable adults (18+) who are under the Club's care or utilising the Club's facilities. It is the duty of all adults working at the Club to safeguard the welfare of children, young people and vulnerable adults by creating an environment that protects them from harm.

We acknowledge that every child, young person or vulnerable adult (18+) who plays or participates in football should be able to take part in an enjoyable and safe environment and be protected from poor practice and abuse. Grimsby Town Football Club recognises that this is the responsibility of every adult involved in our club whether they are volunteers, match officials, helpers on club tours, football coaches, club officials or medical staff.

All current staff who are regularly caring for, supervising, training or being in sole charge of children and young people will be DBS checked at an enhanced level.

The Club provides a range of services and activities that positively impacts on the lives of vulnerable groups both directly and indirectly. Safeguarding individuals, ensuring their welfare, safety and health is of paramount importance.

Grimsby Town Football Club is also committed to creating opportunities for individuals to participate in a broad spectrum of activities at the Club at the same time as creating a safer culture for the participants.

All children aged under 14 attending a match at Blundell Park Stadium must be accompanied by a responsible adult (18+) for the duration of the game. This policy has been introduced to safeguard our younger fans in the event of an emergency on match day. We reserve the right to refuse entry to any supporter under the age of 14 if they are not accompanied by a responsible adult, although their safeguarding needs will be met by the Club until a responsible adult/guardian has arrived to collect them.

Any children who become separated from family or friends should approach a uniformed steward who will take the appropriate action.

If children enter the stadium unaccompanied, the club reserves the right to treat them in the same manner as other supporters should they breach the EFL/NL Ground Regulations, including asking them to leave the stadium. Any young person that is asked to leave will have their safeguarding needs catered for by the Club until they are met by a parent/guardian or where the police have intervened.

***The Club's Policies include:***

- Having commitment from executive managers, trustees, the Mariners Trust and Club directors to safeguarding
- A safe recruitment, selection and induction processes consistent across the Club
- Ensuring that all relevant staff are DBS checked at the appropriate level
- Providing training at the appropriate levels for staff and volunteers
- The Club has designated Safeguarding/Welfare Officer Contact information, easily accessible for staff, children, young people, vulnerable adults and their families
- Having an easily understandable reporting and monitoring system
- Working co-operatively with partner organisations and services
- Having a commitment to manage and monitor allegations of discrimination, harassment, abuse, and bullying.

Grimsby Town Football Club has a Safeguarding Policy which complies with Government legislation and is in accordance with the rules outlined by the Football Association English Football League, and National League which is available on request.

Grimsby Town Football Club has appointed Safeguarding Officers to the post of Lead Designated Safeguarding Officer (LDSO) they have overall responsibility for the safeguarding and welfare of all vulnerable groups at the Club and at our Academy. They can be contacted via e-mail at [safeguarding@gtfc.co.uk](mailto:safeguarding@gtfc.co.uk), Tel: 01472 605050 to discuss any issues or concerns in these areas.

## **ACCEPTABLE SUPPORTER BEHAVIOUR**

Supporters are expected to uphold the values of Grimsby Town Football Club and behave in a manner that does not breach the EFL/NL Ground Regulations or FA rules. Foul and abusive language is not acceptable, and supporters will be asked to leave the stadium by stewards if they persist in its use without a refund of their ticket.

The Club operates a zero tolerance towards abuse of any supporter, player, match official, Club Staff, Club Directors, volunteers or any other person directly or indirectly involved with the Club. Gesturing and/or threats of violence towards anyone will result in ejection from the stadium. Any supporter that is asked to leave due to a breach of the EFL/NL Ground Regulations will not be entitled to a refund of their ticket.

Any supporter concerns over this policy must be put in writing to the Operations & Safety Manager: [safety@gtfc.co.uk](mailto:safety@gtfc.co.uk)

For further information please see the EFL Ground Regulations:

<https://gtfc.co.uk/ground-regulations/>

***All supporters are asked to: Respect the Players, Respect the Officials and Respect Each Other.***

### **Pyrotechnic Devices:**

Grimsby Town Football Club deems any supporter discharging or bringing pyrotechnic devices in the stadium as dangerous and illegal, with action taken against all who use them or that have them on their persons. Any supporter found with (used or unused) or caught discharging a pyrotechnic device will be detained by safety stewards and subsequently arrested by Humberside Police. Custodial Sentences have been issued to supporters found with these devices by local Crown Courts. Supporters found with any pyrotechnic device could be issued with a court imposed banning order.

Pyrotechnic devices (including smoke bombs) are dangerous, release toxic fumes (that are being investigated as a cause of cancer), get extremely hot and ultimately can explode. For the safety of yourselves and your fellow supporters, please do not use any type of pyrotechnic device, limbs have been lost as a result of smoke bombs exploding at football stadiums.

Full details of the EFL Ground Regulations can be found on the Club website.

## **CLUB & FOOTBALL BANNING ORDERS**

Any supporter that has finished a Club ban or court-imposed Football Banning Order will have to write to the Executive Management Team: [safety@gtfc.co.uk](mailto:safety@gtfc.co.uk) and request permission to attend football matches at Blundell Park. The Executive Management Team will consult with all relevant parties to determine the risk exposure to Grimsby Town Football Club. Any supporter given permission to attend football matches once again at Blundell Park could be subject to conditions for entry. Conditions for entry could include:

- Supporters having to sign an Acceptable Behaviour Agreement before being allowed to return.
- Supporters may be asked to sit in a specified location.

All conditions last for one full season and will be removed subject to supporters adhering to the EFL Ground Regulations during that season. This includes any incident reports passed to the Club from Humberside Police that relates to the supporter. Any breaches of the EFL Ground Regulations or disorder reports from the police could result in any of the following:

- Supporters having their conditions enforced for a second season.
- Information being shared with Humberside Police, where appropriate, and relative to the prevention of crime and disorder.
- Removal of their season ticket (if purchased) without a refund given.
- Issued with a Club ban that could be extended to a lifetime ban depending on the severity of the incident.

Any supporter breaching the EFL Ground Regulations or subject of a police incident report will be informed in writing by the Executive Management Team (Where address details are known). The Clubs Executive Management Team will determine the facts from police officers, GTFC staff and the supporter (where contact is possible) before presenting this information. Information presented will be reviewed and then a decision will be made as to whether a Club ban is warranted and the duration of the Club ban. Whilst the incident is being dealt with, the Club's Executive Management Team may write to the supporter and ask that they do not attend until such time as the matter has been resolved.

Any conditions imposed will be notified in writing to the supporter as long as we have their address details, otherwise supporters will be notified at the turnstiles with entry refused.

Supporter information is not shared with our fellow EFL Clubs however it is shared with Humberside Police where appropriate and in relation to preventing crime and disorder.

Any supporter that has been subject to a Court imposed Football Banning Order for duration of 5 years or more, or that has been subject to more than 2 Football Banning Orders could be subject to a permanent ban from attending any match involving Grimsby Town Football Club. This is due to the seriousness of the offence together with the high number of repeat offenders that the Club has currently on Court imposed Football Banning Orders.

An appeals process is in place and must be put in writing to the Club's Directors. The Directors for GTFC will respond to the appeal within 10 working days. The Directors decision is final with no further appeals process available at the Club however you can refer this to:

**The Independent Football Ombudsman,  
Preimer House  
1-5 Argyle Way,  
Stevenage  
Hertfordshire  
SG1 2AS  
[Email: contact@theifo.co.uk](mailto:contact@theifo.co.uk)  
Telephone: 0330 165 4223**

## HATE CRIME REPORTING

### *What is a hate crime?*

The Police and Crown Prosecution Service have agreed a common definition of hate incidents - this is any incident that the victim or anyone else thinks was motivated by hostility or prejudice based on one of the following personal characteristics:

- Disability (including physical disability, sensory impairments, learning disabilities, mental ill-health, long term illness or health conditions)
- Race or ethnicity
- Religion or belief
- Sexual orientation (for example lesbian, gay or bisexual people)
- Transgender identity (for example trans, women or men or gender reassignment)

Hate incidents can be verbal abuse, like name-calling or offensive jokes; bullying or intimidation; physical attacks; threats; online abuse for example on social media; displaying or circulating discriminatory literature; damage to your home or possessions; or abuse of friendships - this is sometimes called “mate crime”.

When hate incidents become criminal offences they are known as hate crimes. Hate incidents often escalate to crimes or tension in a community. For this reason, the Police are concerned about hate incidents as well as hate crimes. The Police can only prosecute when the law is broken but they can work with the Council and other partners to try and prevent any escalation in seriousness.

If you are attending any home match days and you have received or been witness to, or have any concerns about any Hate incident, you can call or text directly to the club hotline number: **07926575610** giving your location within the stadia.

You can also contact the equality, diversity and inclusion officer by email:

[safeguarding@gtfc.co.uk](mailto:safeguarding@gtfc.co.uk) the Clubs Operations and Safety Manager by email:

[safety@gtfc.co.uk](mailto:safety@gtfc.co.uk) the DLO by email: [disability@gtfc.co.uk](mailto:disability@gtfc.co.uk) or telephone: **01472 605050**

### ***Communication:***

Grimsby Town FC are committed to communicating, when appropriate, incidents relating to Hate Crime to its supporters and the general public to highlight the issue and publicise the action taken by the Club.

The club will use every means available in the promotion of a positive experience for those supporting GTFC or visiting any of our venues, this includes the adherence at all times of the EFL Ground Regulations. Media platforms will also be used to highlight and raise awareness of topics affecting the National Game, the Club or those specified by the EFL or Football Association.

In the event of a serious breach of the club's safeguarding or anti-discrimination policies, communication to the general public will be made following consultation with the English Football League / Football Association / National League, the Club's Directors or when deemed necessary after the Club has taken legal advice and it is in the public interest to be informed.

All communication will be conducted through our official website, [www.gtfc.co.uk](http://www.gtfc.co.uk) or alternatively through statements which will be communicated to the Press by the Club or Humberside Police.

Grimsby Town Football Club would like to emphasise that we operate a zero-tolerance policy on discrimination or hate crime of any sort. Anyone found to be in breach of this could receive a lifetime Club ban and have the incident referred to Humberside Police for further action. Any reported acts of supporters breaching the EFL Ground regulations or FA Regulations at home or away stadia, can and will most likely lead to formal disciplinary action being taken by the FA, Safety Advisory Group and EFL against the Club. This could result in the stadium licence having restrictions applied such as playing behind closed doors, reduced capacity, a fine, point's deduction or other sanctions such as the Club having Humberside Police match commander and officers at all matches.

You can also use the 'Kick it Out' reporting app:

<https://www.kickitout.org/forms/online-reporting-form>

The link provides users with the ability to attach video, photo and audio evidence, which help support investigations into discriminatory abuse and behaviour and ultimately lead to criminal action being taken.

## **ANTI-DISCRIMINATION, EQUAL OPPORTUNITIES & INCLUSION**

1. Grimsby Town Football Club and Grimsby Town Foundation is committed to providing equality of opportunity for all the people with whom we work, and who work for and support us.

2. Grimsby Town Football Club, subsidiaries and partners agencies are an equal opportunities employer. We are all committed to equal opportunity within our organisations.

3. We believe it is essential for the future of the Club and Foundation that diversity is adopted as a universal principle, enabling individuality to flourish regardless of gender, race, sexual orientation, nationality, ethnic or national origins, marital status, age, religious belief or disability. (Equality Act 2010)

4. Grimsby Town Football Club will not tolerate sexual, homophobic 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. We are fully committed to the 'Kick It Out' Campaign and have a zero-tolerance policy to any form of discriminatory behaviour including the use of foul language. All staff and supporters are encouraged to report any concerns and incidents. Any proven incidents will be referred to Humberside Police for the consideration of prosecution and the Football Club will also consider issuing a club ban.

5. The differences within our community are highly valued by the Club and we will take whatever measures possible to build cohesion and ensure inclusion for all.

Contact process for any issues relating to Safeguarding, Disability, Inclusion or Discrimination is as follows:

[safeguarding@gtfc.co.uk](mailto:safeguarding@gtfc.co.uk)

Vikki Harries - LDSO for Club, Academy and Foundation.



## **Respect and Zero Tolerance Towards Sexual Harassment**

Grimsby Town Football Club is committed to providing a safe, respectful, and inclusive environment for all supporters, staff, players, and visitors. As part of this commitment, the Club adopts a **zero-tolerance policy** towards **sexual harassment** in any form.

Sexual harassment includes, but is not limited to:

- Unwanted or inappropriate sexual comments or gestures
- Invasive or degrading remarks of a sexual nature
- Unwanted physical contact
- Harassment based on sex, gender identity, or sexual orientation
- Sharing or displaying sexually explicit materials or content in any form

This applies in all areas of the Club's operations, including matchdays at Blundell Park, away fixtures, digital platforms, supporter events, and online spaces.

Any supporter found to be engaging in such behaviour may face:

- Immediate removal from the stadium or event
- Suspension or revocation of season tickets or memberships
- Reporting to the police or relevant authorities where appropriate

We encourage any individual who experiences or witnesses sexual harassment to report the incident to a steward, Club official, or via our confidential reporting channels (QR codes and reporting hotline can be found around the stadium) or you can email, [safeguarding@gtfc.co.uk](mailto:safeguarding@gtfc.co.uk).

All complaints will be taken seriously and handled with respect and confidentiality.

### **OFFICIAL CLUB SOCIAL MEDIA CHANNELS**

You can follow Grimsby Town Football Club at '[@OfficialGTFC](#)' on all the major social media channels, Facebook, X, Instagram, TikTok & YouTube.

## **CUSTOMER SERVICE / COMPLAINTS**

If you have a concern, complaint or comment, please contact the Club offices between the hours of 10am and 4pm Monday - Friday or by the following methods:

By Post: Grimsby Town Football Club  
Customer Service Department  
Blundell Park  
Cleethorpes  
North East Lincolnshire  
DN35 7PY

By Telephone: 01472 605050

By Email: [customerservices@gtfc.co.uk](mailto:customerservices@gtfc.co.uk)

All complaints and concerns will be responded to by a member of Club management within 10 working days.

If a complaint cannot be satisfactorily resolved at Club stage, in line with stated Club correspondence timescales, supporters should be advised that they can now refer the matter directly to The Independent Football Ombudsman (IFO) using the following details:

The Independent Football Ombudsman, Premier House, 1-5 Argyle Way. Stevenage, Hertfordshire, SG1 2AS. Email: [contact@theifo.co.uk](mailto:contact@theifo.co.uk) or Telephone: 0330 165 4223