



1876

SUPPORTER CHARTER

2025/26

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MISSION & VALUES



WELCOME TO THE SUPPORTER CHARTER DOCUMENT, WHERE WE OUTLINE OUR COMMITMENT TO YOU, OUR VALUED FANS, AND THE PRINCIPLES THAT GUIDE OUR RELATIONSHIP. THIS DOCUMENT REFLECTS OUR DEDICATION TO PROVIDING AN EXCEPTIONAL EXPERIENCE, FOSTERING INCLUSIVITY, AND WORKING HAND IN HAND WITH OUR VIBRANT COMMUNITY OF SUPPORTERS.

With a rich and storied legacy, our strong bond with communities in Stoke-on-Trent and beyond has stood the test of time. The unwavering passion displayed by our loyal supporters is a testament to this enduring connection. In return, we are committed to crafting a successful and sustainable football club, dedicated to building a bright future that honors their steadfast support.

At Port Vale Football Club Limited, we are dedicated to upholding the highest standards of service and providing exceptional products to our valued supporters across all our activities. Our utmost priority is to create a safe and welcoming environment where people can

wholeheartedly support our team. We are resolute in our commitment to inclusivity, striving to be a football club that embraces and celebrates the diversity of all individuals. With purpose and dedication, we endeavor to ensure that Port Vale Football Club is a place where everyone feels valued, respected, and included.

This charter offers valuable insights into the Club's services, values, and approach to supporter engagement and communication. It encompasses our core commitments, policies, and a transparent service framework designed to promote accountability at every step.

KEY CONTACTS

We are here to help supporters in any way we can, ensuring that you have the best experience at PVFC.



DIRECTOR OF COMMUNITY

Will Turner (matt.hancock@port-vale.co.uk) Matt looks to foster a strong connection between PVFC and the community, overseeing initiatives that promote inclusivity, and positive impact, enhancing the overall experience and sense of belonging for fans.

Matt is also the interim Supporter Liaison Officer who ensures fans' needs and concerns are heard, bridging the gap between supporters and the football club by providing assistance, addressing queries, and enhancing the overall fan experience.



DISABILITY LIAISON OFFICER

Luke Cassidy (luke.cassidy@port-vale.co.uk) Luke is dedicated to assisting fans with disabilities, working closely with them to ensure their accessibility needs are met, providing guidance, and facilitating an inclusive and enjoyable experience at the football club.



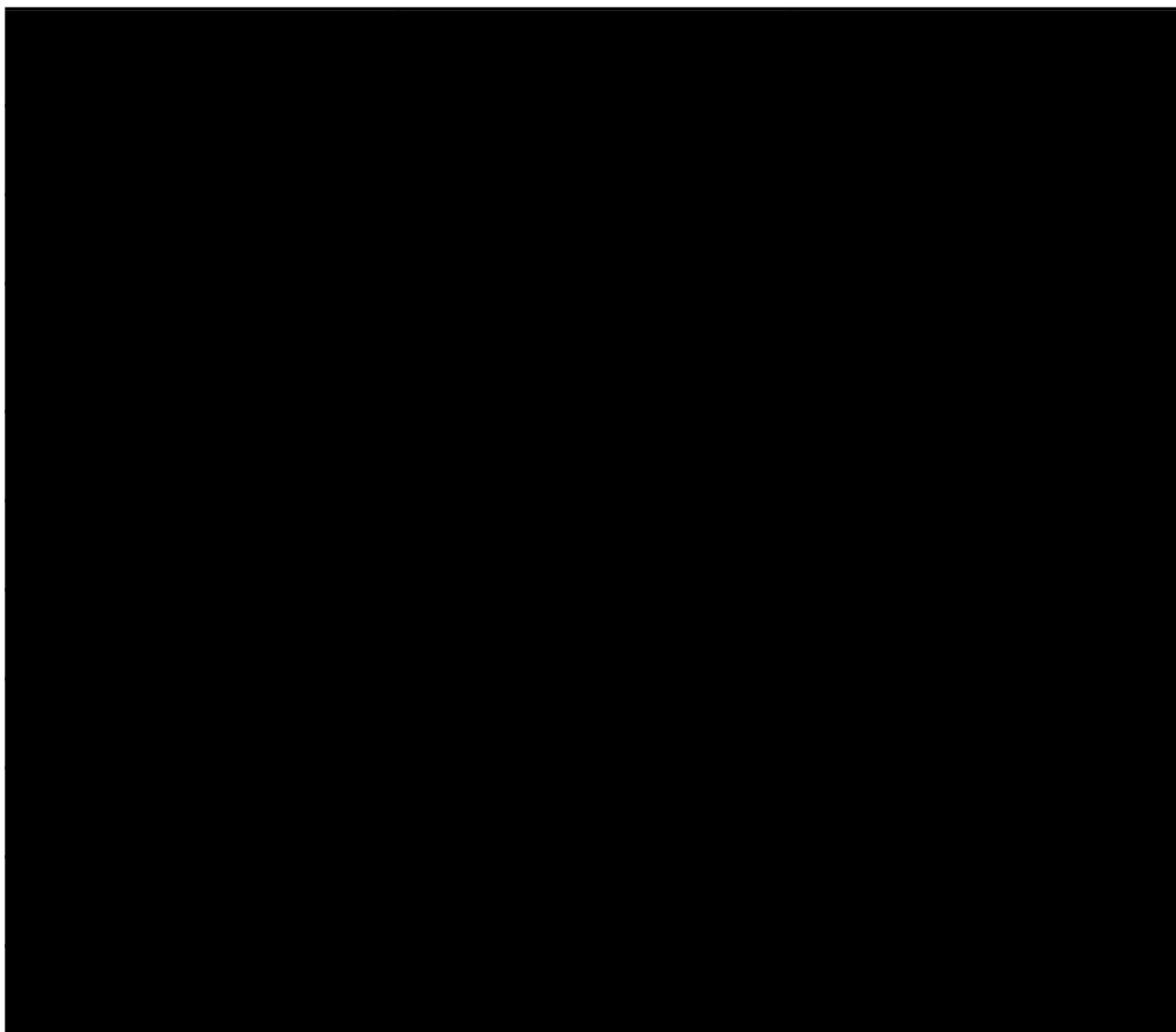
DESIGNATED SAFEGUARDING LEAD

Rich Talbot (rich.talbot@port-vale.co.uk) Rich helps create a safe and secure environment for fans, particularly children and vulnerable individuals, to prevent and respond to any safeguarding concerns, ensuring the well-being and protection of all fans.





CUSTOMER SERVICE



OUR COMMUNITY

WELCOME

At Port Vale Football Club, we firmly believe in placing the community at the core of everything we do. We are committed to working hand in hand with our dedicated fans, recognising their invaluable role in shaping the success of our club. For over a century, the unwavering support and passion of our fans have been the beating heart of Port Vale. We actively seek their input, ideas, and collaboration to continually improve and build the best football club possible. Together, we strive to create an inclusive and vibrant community where everyone feels a sense of belonging and where the spirit of Port Vale thrives both on and off the pitch.

To ensure fans have the best possible experience, all staff at PVFC focus on three key promises:

- 1) **Inclusivity:** We create a welcoming environment where all fans feel valued and included.
- 2) **Excellent Customer Service:** Our staff go above and beyond to provide exceptional service to fans.
- 3) **Continuous Improvement:** We constantly evaluate and enhance our offerings to exceed fan expectations.



OUR STAFF



At Port Vale Football Club, we hold our staff to the highest ethical standards, both on and off Club premises. We expect all personnel to conduct themselves in a manner that reflects these principles. Our Club recognises and upholds the right of every individual to equality of opportunity, regardless of their role or involvement with the Club. We value and respect cultural diversity, actively promoting and embracing equality in both spirit and practice. Our commitment to these values is universal and unwavering, fostering a positive and inclusive environment for employees, contractors, customers, supporters, and the wider community.

THE ACADEMY

The Port Vale Academy, our esteemed youth team, serves as the foundation for developing the next generation of Port Vale players. With a nurturing and inclusive approach, we strive to provide a holistic environment that fosters growth and cultivates talent. The Academy focuses on honing technical skills, tactical understanding, physical development, and mental resilience. Through a comprehensive training programme, led by our dedicated coaching staff, we aim to nurture young players, providing them with the tools and opportunities to reach their full potential. The emphasis is not only on creating skilled footballers but also on instilling core values of teamwork, discipline, and perseverance. The Port Vale Academy is the gateway to a bright future for aspiring players, where they can flourish and make a lasting impact on the club and the footballing world.



THE FOUNDATION

The Port Vale Foundation is the registered charity of Port Vale Football Club. The Foundation harnesses the influence of the Club to make positive impacts on lives and communities. Initiatives revolve around four key themes: Sport and Physical Activity, Community Engagement, Health and Well-being, and Education and Employability. It holds official charitable status, registered with the Charity Commission for England and Wales. Collaborating with various partners from the public, private, and voluntary sectors, the Foundation has strong partnerships in place with organisations including the Premier League, English Football League Trust, Stoke-on-Trent City Council, North Staffordshire Combined Healthcare NHS Trust, Staffordshire Police and Crime Commissioner, Staffordshire University and Leek Building Society.



BESCURA FAMILY HUBB



Working in partnership with PVFC, Bescura Family Hubb serves as a vital family hub for the local community. They offer comprehensive support and resources for families, children of all ages, and community members spanning across generations. As a 'one-stop shop,' they provide family support, drop-in sessions, training courses, information, advice, and more. Their aim is to empower local families, facilitating lasting changes and enabling access to activities, services, and valuable early interventions when required. Collaborating with local partners, they offer holistic and specialised support, ensuring families receive the right assistance at the right time to prevent further escalation of needs.

GET INVOLVED

At Port Vale, we firmly believe in the importance of working collaboratively within the local community to drive positive social change and provide support for people across Stoke-on-Trent and Staffordshire. We are committed to making a difference every day, offering a diverse range of activities at Vale Park for individuals of all ages. Whether it's engaging in sports, educational programs, cultural events, or other exciting initiatives, there are numerous opportunities to participate. We welcome anyone interested in getting involved with this fantastic work to reach out to us and join our efforts to create a thriving and inclusive community.

Community Cupboard
Fit Fans
Women & Girl's Teams
Mum & Baby Sessions
First Aid Courses
Baby Massage
Walking Football
Older People's Programme
Apprentice Programmes
Football Development
Degree Programmes

BTEC Programmes
Circuit Classes
Walk & Talk Group
Memory Lane
Mini Soccer
Friday Night Football
Holiday Camps
Girls Only Multi-Sport
Baby Boomers
Adult Disability Activities
Youth Club



FAN ENGAGEMENT



SOCIAL MEDIA & ONLINE

Stay connected and up to date with all the latest match day news, match updates, club announcements, player signings, and more by following our official social media channels. Join us on Facebook, Twitter, Instagram, and other platforms to be part of the vibrant online community of Port Vale Football Club. Don't miss a moment of the action and stay informed with instant updates and exclusive content. Follow us today and be at the heart of all things Port Vale!



FAN FORUMS & CONSULTATION

We value the input and voice of our fans, and ensure key staff members attend the Fans Forum where possible to actively participate in club-related discussions. This forum serves as a platform for open dialogue and constructive conversations. Additionally, throughout the season, we provide various opportunities for fan consultation on matters concerning the club. Your opinions and insights matter to us, and we are committed to involving you in shaping the future of Port Vale Football Club. Stay tuned for updates on how you can contribute and make your voice heard. Together, we can make a difference in the club we love.



SUPPORTER'S CLUB

The Supporters Club organises a diverse range of events throughout the year, creating opportunities for fans to come together and celebrate their shared passion for the club. Beyond fostering a sense of camaraderie, the Supporters Club also plays a vital role in raising funds for different initiatives that benefit the club and its community. Their dedication and contributions help drive positive change, enabling us to create lasting impacts both on and off the pitch. We value and appreciate the invaluable partnership with the Supporters Club, as we work hand in hand to strengthen the bonds that unite us as Port Vale supporters. Visit: <http://portvalesupportersclub.org.uk/>



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PORT VALE FC



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PORT VALE FC



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WWW.PORT-VALE.CO.UK

SUPPORTERS SUMMIT

The Supporters Summit is the chance for supporters that want to work with the Club on improving and developing fan experience and fan engagement. We're looking for supporters that want to help to drive positive change at the football club and lead the conversations that have an impact on our fanbase. Patrick Shanahan and Matt Hancock will be facilitating the Supporters Summit which will be held in the boardroom at Vale Park with topics such as ticketing, family experience, supporter engagement and wider club improvements playing a part of the discussions. Community and CSR Director, Matt Hancock said:

"We're really looking forward to involving as many supporters as possible in helping us drive our fan engagement and fan experience forward. We want to involve supporters that are solution based to help us develop ideas and concepts but also to be there to sense check where our priorities should be as a football club. We will of course continue to work with Port Vale Supporters Club but this gives us another avenue in ensuring that we are getting a representative feel for our supporters and we would welcome Valiants of all ages and backgrounds to come forward to ensure decisions are being made not only for the best of Port Vale Football Club but for the wider fan base and community too. Following the first session, we will be creating an action plan on how we can continue to actively engage with all supporters on decisions at Port Vale Football Club that directly impact our fans."



The Port Vale Podcast brings you closer to your club with exclusive interviews with players and staff.

All of the episodes are available below and they can also be streamed/downloaded on Apple Podcasts and Spotify.

The Port Vale Podcast is powered by The Turmeric Co.



MATCH DAY

FAMILY FRIENDLY

PVFC is proud to have achieved 'Family Excellence Status' by the EFL in the 22/23 season. This prestigious recognition is awarded through the EFL's Family Excellence Scheme, which was launched in the 2006/07 season to acknowledge and celebrate clubs that consistently deliver an exceptional match-day experience for families.

If you're looking for a family-friendly experience, the Hamil Road end is the perfect choice. This is specially designated as the family area, and within the stand, you'll find two blocks reserved as the family section. Our main objective is to create an enjoyable environment for families, so we've put a lot of effort into providing exciting activities and experiences.

Throughout the match day, we will focus our time and energy on family activation, ensuring that there are plenty of interactive activities for everyone to enjoy. We warmly encourage new fans to come and join us in the family zone, where they can feel comfortable and have a memorable time. The foundation building will also be utilised to enhance the family zone on match days, adding to the overall experience.

FIXTURE DATES

Kindly be advised that the scheduled dates for specific matches may undergo changes. As a Club, we are dedicated to ensuring our supporters are well-informed regarding any modifications through our main communication channels, such as our website, matchday programme, and social media platforms. Nonetheless, it is crucial for supporters to take personal responsibility for staying updated and verifying the rescheduled match date and kick-off time.





STAFFORDSHIRE UNIVERSITY FANZONE

The Staffordshire University FanZone can be found by heading to Car Park C (access from Hamil Road). We are thrilled to offer an exciting pre-match experience for the whole family, allowing supporters to arrive earlier for pre-match entertainment. Throughout the season, we have planned an array of live acts, musical performances, and engaging activities for everyone to enjoy. Join us for a unique matchday experience, where you can immerse yourself in the lively atmosphere and discover new ways to enjoy your time at Vale Park.

Admission is free to the FanZone which includes:

- Alcoholic beverages and soft drinks (provided by vendors outside and in Tommy Cheadle's)
- Live Music and DJ's
- A range of Hot Food Vans (including vegetarian options) and Ice cream van
- Port Vale Foundation activities for our younger Valiants and families (located inside the Foundation Building), and much more!

MATCH THEMES

Various matchdays can feature captivating themes that revolve around specific opponents, competitions, or to endorse league-wide or Club-related initiatives and partnerships. These initiatives span both the exterior and interior of Vale Park, enhancing the overall matchday experience.

These thoughtfully crafted themes and activities serve multiple purposes, with one of the primary goals being the promotion of greater equality and diversity across all aspects of our sport. Additionally, these endeavors contribute to the expansion of our fan base and serve as an introduction for new supporters to the Club.

MATCHDAY TIMINGS

The following schedule is based on a 3pm kick-off time. Although the specific timings will be adjusted according to the actual kick-off time, the overall timeframes will generally remain consistent:

12:00: FanZone Opens

12:00: Hospitality Opens

12:00: Tommy Cheadle's Opens (with live screened football)

14:00: General Admission

14:45: Supporters Encouraged to be Seated

15:00: Kick-off

17:00: Tommy Cheadle's Reopens (with live screened football)

PROGRAMMES

Match programmes, priced at £3, are on sale from the club store and can be purchased from sellers located in all stands. Physical and digital copies of the programme can also be ordered from pvfc-shop.com



KIOSKS

At Vale Park, we are excited to announce that new for this season we have partnered with 'Food Hub' who are supporting us to provide an enhanced, more accessible customer experience. If you're feeling peckish and want a bite to eat, our kiosk staff will happily talk you through the menu which includes a variety of options including food especially for children! Supporters are advised that alcohol can only be consumed in designated areas out of sight of the pitch and ID may be required (PVFC operates the Challenge 25 scheme).

CLUB STORE AND TICKET OFFICE

Just a bit lower down Hamil Road on the club's footprint (Car Park B) you'll find our club store and ticket office which are both open Monday to Friday, 9am to 5pm, and the same times on Saturday match days. Individual match tickets, Season Tickets and memberships can be purchased from the shop, online or by calling 01782 655821. Alternatively, our staff will be happy to assist you if you email: ticketoffice@port-vale.co.uk

PRE-MATCH

Located on Car Park C is our home 'pub' – Tommy Cheadle's – which welcomes both home and away supporters from midday on Saturday match days and 5pm for evening games.

Turnstiles will open an hour before kick off. In the stadium you will find refreshment kiosks with a hot and cold menu in all three home supporter stands (Lorne Street Stand, Railway Stand and Bycars Stand)

HALF TIME ENTERTAINMENT

At half time there's entertainment in the form of our Autonet Half Time Challenge where supporters have the chance to win prizes and cash in a fun competition.

50/50 DRAW

The 50/50 Draw is a scheme that benefits both the winner and the club. For every ticket that is purchased for just £1, 50p will go straight into the winner's prize total and the other 50p will be reinvested right back into Port Vale FC. With a guaranteed winner at every home league fixture, the 50/50 Draw is an exciting chance to get your hands on a large cash prize. To give you an even bigger chance of walking away with a prize, we have recently introduced more prizes!

- First Place: Winner's Cash Pot
- Second Place: 2022/23 PVFC Squad Signed Shirt
- Third Place: 2022/23 PVFC Squad Signed Ball

As well as weekly prizes, we have also introduced the golden ticket! For every 1000 tickets purchased, one lucky player will receive a golden ticket which will entitle them to a mystery, money-can't-buy prize, so keep your eyes peeled!



MASCOT PACKAGE

This is a wonderful opportunity for your young Valiant to walk onto the Vale Park turf holding hands with one of their heroes. This special experience makes a unique gift for a member of your family, whether to celebrate a birthday or to mark another occasion. Mascot packages are available for children aged 4-16 and there are two great packages to choose from including: A signed PVFC football, Behind the scenes stadium tour. Meet the players and management staff, Pitch side warm up on the pitch, Lead the team out onto the pitch before kick off, 4 match day tickets for the game (2 child and 2 adults, with 1 child being the mascot) and much more! If you're interested in the mascot package or would like to find out any further information, please contact foundation.trust@port-vale.co.uk

TEAM VALIANTS

Our Team Valiants memberships offer fantastic benefits for our younger supporters, with three different packages to choose from. Team Valiants are split into three categories: Baby Valiants (0-4 Years), Mini Valiants (5-12 Years) and Teen Valiants (13-16 Years). Team Valiants memberships will be priced at £30 and will include a 2023/24 replica home shirt, exclusive access to an access all areas training session and two dedicated first team player signing sessions in the 2023/24 campaign as well as many other benefits, as detailed below. For more information, including frequently asked questions, please visit the following link: <https://www.port-vale.co.uk/team-valiants/>.

BIG SCREEN MESSAGES

Valiants can request to get their birthday, celebration and key messages on our new big screen on matchdays! The service is provided completely free of charge to fans and your message will be displayed around 15 minutes before kick-off and again at half-time alongside a tannoy announcement. If you would like a matchday message at a game this season, please e-mail us at commercial@port-vale.co.uk with the following information: the match that you would like your message to be displayed on, the exact message that you would like to be displayed, and one photograph that you would like to be displayed.

TRIBUTES

At PVFC, we hold the utmost respect and admiration for our supporters who have sadly left us. We strive to honor and preserve their memory during our match days, ensuring their presence is felt and celebrated. On match days, we provide a platform to pay tribute to our departed supporters by displaying a memorial tribute on the Big Screen before the match accompanied by an announcement over the tannoy allowing us all to remember and honor their unwavering support.. If you would like to honor a loved one, please reach out to us by emailing enquiries@port-vale.co.uk. In addition, our staff members participate in drive pasts throughout the year during funeral processions of our cherished fans. This act of respect demonstrates our deep appreciation for the profound impact they have had on our club as we firmly believe in the power of remembrance and the bond that connects us all as a community.



IFOLLOW

iFollow is the official streaming service of PVFC where you register an account to watch live video streaming of matches, audio match commentary, behind the scenes content, newsletters, match highlights and much more, they bring a match day to life. Visit this link to learn more: <https://www.port-vale.co.uk/my-account/>

HOSPITALITY

At Port Vale, we provide a variety of hospitality options, catering to both seasonal and match-by-match preferences. Whether you're seeking a long-term arrangement or a one-off experience, our hospitality packages are designed to meet your specific needs. For detailed information about the inclusions and availability of our packages, please feel free to contact us via phone or email using the contact details provided below to hear more about our Hospitality Packages, Hospitality Boxes, Matchday Dining, Sponsorship and Match Packages:

- Phone: 01782 655800
- Email: hospitality@port-vale.co.uk

Please note that there are two entrances for match day hospitality. If you're located in the new lounge the entrance is next to the Bescura Family Hub on Roy Sproson Way.

If you're located in the Valiant Suite, CJ Bayley Lounge or in a Hospitality Box, the entrance is through the main club reception.

MATCH DAY SPONSORSHIP'S

We are pleased to offer a diverse range of sponsorship packages at Port Vale, including opportunities for match day, match ball, and player sponsorships. Our packages come with a host of benefits, such as exclusive behind-the-scenes tours, indulging in a delectable three-course pre-match meal, and valuable business promotional opportunities.

For more detailed information about our sponsorship packages and to explore the various options available, please visit our website at:

<https://www.port-vale.co.uk/Commercial/Sponsorship/>.

TRAVEL

You can find a comprehensive travel and transport plan on our website, providing valuable information for our 'Away Fan' guide as well as a match day travel guide. These guides will offer detailed instructions on how to reach and leave the stadium efficiently during match days. Supporters are advised that vehicles parked at the stadium may be held back for a few minutes after the final whistle in order to let pedestrian traffic disperse from the stadium footprint.



PARKING

Match day parking at the stadium is limited however, there is often parking available at our sister company Synectics Solutions lower down Hamil Road. Parking on matchdays can also be pre-booked by going to portvaleparking.co.uk

SMOKING

Supporters are respectfully reminded that smoking is not permitted on the stadium footprint – as per EFL regulations. This includes e-cigarettes. 15 minutes before half time, the concourse gates will be opened to allow those wishing to smoke outside.

STEWARDING AND FIRST AID

Prior to each home match, stewards receive a detailed matchday briefing. They work closely with the Club's Safety Officer to ensure a secure and well-managed environment at Vale Park. The Club also designates first aiders, and every matchday is supported by professional paramedics. Should you require medical assistance please contact your nearest steward.

IMAGE CONSENT

Port Vale Football Club takes great pleasure in capturing vibrant photographs and live footage that encapsulate the exhilaration, joy, dedication, and pride experienced by attendees at stadium events. These valuable visual assets are skillfully created by officially designated Club photographers. By entering Vale Park, all individuals, including children, acknowledge and consent to the possibility of having their photographic images and/or video recordings (including stills extracted from videos) taken. These visual records may be utilized in televised broadcasts of matches or employed for promotional and marketing purposes by the Club, the EFL (English Football League), or other authorized third parties.

ZERO ABUSE TOLERANCE POLICY

We operate a zero-tolerance approach to all forms of abuse at Vale Park. If you hear any Abusive, Homophobic or Antisocial Language or witness any other bad behaviour of any kind please send a text to 07801 216 675 stating the Stand, Row Number and Seat Number of the offender. Please note that all messages will be treated in confidence.

GET IN TOUCH

If you find that your matchday experience is not meeting your expectations or if there is a particular situation that is causing concern, we encourage you to approach a steward or any of our helpful uniformed staff members. In most cases, we find that concerns or complaints can be resolved promptly at the time of the initial problem. However, if your issue or complaint requires further attention or relates to another matter, please do not hesitate to reach out to our dedicated Supporter Services Team on the next available working day at enquiries@portvale.co.uk

SAFEGUARDING

Port Vale Football Club (PVFC) is committed to ensuring that we create a safe environment for everyone visiting or taking part in activities at the club. Port Vale Football Club take our responsibility to safeguard and promote the welfare of all children, young people, and adults at risk very seriously. Our approach to any concerns will always be child/young person/adult at risk centred. We and our staff will always, consider what is in the best interests of the child/young person or adult at risk. If you, as a supporter, witness any concerning incidents related to safeguarding, we kindly request that you promptly reach out to our Designated Safeguarding Officer using the contact details provided below. On match days, a dedicated safeguarding steward will also be present to assist you. Should you observe any situation that raises concern or appears suspicious, please report it to a safety steward. Always remember, if something appears unsettling or doesn't feel right, it's likely because it isn't. Your vigilance is important in ensuring a safe environment for all. Please report any such incidents without hesitation. For comprehensive information regarding our safeguarding policies, which include our safeguarding policy, strategy, guidance for bringing children to football matches, and the match day safeguarding code of conduct, please visit the following link: <https://www.port-vale.co.uk/safeguarding/>.

The Club's Designated Safeguarding Lead is Rich Talbot

Telephone: 01782 655800

Email: safeguarding@port-vale.co.uk





2023/24 FIXTURES

SKY BET LEAGUE ONE



August

Sat 5	Barnsley	Away
Sat 12	Reading	Home
Tue 15	Blackpool	Away
Sat 19	Charlton Athletic	Away
Sat 26	Carlisle United	Home

September

Sat 2	Oxford United	Away
Sat 9	Burton Albion	Home
Sat 16	Northampton Town	Home
Sat 23	Cambridge United	Away
Sat 30	Bolton Wanderers	Home

October

Tue 3	Bristol Rovers	Away
Sat 7	Portsmouth	Away
Sat 14	Fleetwood Town	Home
Sat 21	Stevenage	Away
Tue 24	Peterborough United	Home
Sat 28	Cheltenham Town	Home

November

Sat 11	Lincoln City	Away
Sat 18	Leyton Orient	Home
Sat 25	Shrewsbury Town	Away
Tue 28	Derby County	Home

December

Sat 9	Exeter City	Away
Sat 16	Wigan Athletic	Home
Sat 23	Wycombe Wanderers	Away
Tue 26	Barnsley	Home
Fri 29	Blackpool	Home

January

Mon 1	Carlisle United	Away
Sat 6	Charlton Athletic	Home
Sat 13	Reading	Away
Sat 20	Wycombe Wanderers	Home
Sat 27	Portsmouth	Home

February

Sat 3	Fleetwood Town	Away
Sat 10	Stevenage	Home
Tue 13	Peterborough United	Away
Sat 17	Cheltenham Town	Away
Sat 24	Lincoln City	Home

March

Sat 2	Derby County	Away
Sat 9	Shrewsbury Town	Home
Tue 12	Leyton Orient	Away
Sat 16	Oxford United	Home
Sat 23	Burton Albion	Away
Fri 29	Bristol Rovers	Home

April

Mon 1	Northampton Town	Away
Sat 6	Wigan Athletic	Away
Sat 13	Exeter City	Home
Sat 20	Bolton Wanderers	Away
Sat 27	Cambridge United	Home

All fixtures are subject to change.
You can find an up-to-date fixture list at
port-vale.co.uk



EQUALITY, DIVERSITY & INCLUSION

Port Vale Football Club is steadfast in upholding the standards, values, and expectations outlined by The Football League's Code of Practice on equality, inclusion, and anti-discrimination. We are dedicated to fostering an inclusive environment where discrimination has no place, both within football and our organisation.

We adopt a zero-tolerance approach towards any form of discrimination or bullying based on the protected characteristics under the Equality Act 2010, including age, disability, gender reassignment, marital status or civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. We ensure that employees, officials, spectators, fans, and visiting teams are treated fairly and with respect. At Port Vale Football Club, we are committed to creating an atmosphere where the rights, dignity, and individual worth of all individuals are valued, free from intimidation, victimization, harassment, or abuse. We actively promote access and opportunities for all members of the community to participate and enjoy our activities.

The Club supports the Football Association, The English Football League, The Professional Footballers Association and The League Managers Association in their commitment to develop programmes of ongoing training and awareness raising events and activities to promote the eradication of discrimination.

Upholding the principles of Equality, Diversity, and Inclusion (EDI). We recognise that EDI is not just a set of words, but a commitment to action. We strive to create an environment that embraces the diversity of our fans and the wider community, ensuring equal opportunities for all. We actively challenge discrimination, prejudice, and bias in all its forms, fostering an inclusive culture where everyone feels respected, valued, and empowered. Our aim is to break down barriers, promote accessibility, and create a sense of belonging for individuals from all backgrounds. Through collaboration, education, and ongoing dialogue, we work tirelessly to embed EDI at the heart of our club and to create a positive and inclusive experience for all who engage with Port Vale Football Club.

PARTNERS WE PROUDLY WITH INCLUDE:



Show Racism the Red Card



PROMOTING EQUALITY



EFL & PREMIER LEAGUE

In our pursuit of equality and inclusion, we join forces with prominent footballing organisations like the EFL and Premier League, actively engaging in and endorsing various campaigns throughout the playing season. This is a game for everyone, and we're proud to be supporting initiatives like Kick It Out to tackle discrimination and racism in football.



MAKING A REPORT

To help supporters report if they have been the victim of abuse or have witnessed an incident of discrimination or harassment, Port Vale has a designated reporting email address report@port-vale.co.uk.



REPORTS TO 'KICK IT OUT'

Should you feel the necessity to report the incident to Kick It Out rather than the Club, supporters should ring freephone number (0800 164 9414). All complaints received by Kick It Out will be recorded and details of the incident forwarded to Port Vale FC and the Football Association, with the complainants' anonymity guaranteed if requested.



EDI SURVEY AND MONITORING REPORT

Port Vale Football Club conducts an annual Equality, Diversity, and Inclusion (EDI) survey, which includes input from fans, as part of our comprehensive reporting and planning procedures to continually improve our EDI initiatives.

SEE IT... HEAR IT... REPORT IT.

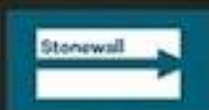


WHEN AT VALE PARK IF YOU HEAR ANY
ABUSIVE, RACIAL, HOMOPHOBIC OR
ANTISOCIAL LANGUAGE OR WITNESS ANY
OTHER BAD BEHAVIOUR OF ANY KIND
PLEASE SEND A TEXT TO

07801 216 675

STATING THE **STAND, ROW NUMBER AND**
SEAT NUMBER OF THE OFFENDER.

ALL MESSAGES WILL BE TREATED IN CONFIDENCE.





PLAY-OFF WINNERS 2021/22
PORT VALE

sky bet

sky bet

sky bet

sky bet



TICKETS & SEASON PASSES



We are committed to providing up-to-date match ticket information, including pricing and selling criteria, which will be regularly updated on our official website. Additionally, you can also find relevant information at the Ticket Office, through Supporter Services, our matchday programme, as well as via email and our social media platforms. If you have any queries, we are here to assist you, and we look forward to welcoming you to Vale Park - up the Vale!

PV FC TICKETING

2023/24

	RAILWAY PADDOCK/STAND	LORNE STREET STAND	HAMIL ROAD STAND	BYCARS STAND (AWAY)
ADULT (22-61)	£25.00	£26.00	£25.00	£25.00
SENIOR (62+)	£20.00	£21.00	£20.00	£20.00
YOUNG ADULT (18-21)	£17.00	£18.00	£17.00	£17.00
YOUNG TEEN (13-17)	£13.00	£13.00	£13.00	£13.00
12 AND UNDER	£2.00	£2.00	£2.00	£2.00
12 AND UNDER (HAMIL ROAD FAMILY SECTION)	N/A	N/A	FREE	N/A

Tickets are available from port-vale.co.uk





FIND US

Just a bit lower down Hamil Road on the club's footprint (Car Park B) you'll find our club store and ticket office. Individual match tickets, Season Tickets and memberships can be purchased from the shop, online or by calling 01782 655821. Alternatively, our staff will be happy to assist you if you email: ticketoffice@port-vale.co.uk

Monday to Friday: 9am-5pm

Saturday: 9am-3pm

Sunday and Bank Holidays: Closed

Midweek Matchday: 9am-7:45pm and Post-Match

Saturday Matchday: 9am-3pm and Post-Match

PARKING

You can beat the queues and purchase match-by-match car parking spaces online by visiting: <https://portvaleparking.co.uk/>

Seasonal passes are available to purchase from the Ticket Office. **Please note:** You cannot book match-by-match car park spaces at the Ticket Office, these must be purchased online.

PAYMENT PLANS

We have two options available to supporters, please visit our website for more information by visiting: <https://www.port-vale.co.uk/payment-plans/>

FREE UNDER 12 SEASON TICKETS

We would like as many young supporters as possible to attend fixtures at Vale Park and we are still offering FREE 2023/24 Under 12 Season Tickets in the family section of the Hamil Road Stand, which can be claimed alongside a full-paying 18+ Season Ticket. Under 12 Season Tickets are priced at £30 for up to four Under 12s in the Lorne Street Stand and Railway Stand/Paddock (subject to availability), alongside a full-paying 18+ Season Ticket.

Unfortunately, multiple Under 12 Season Tickets cannot be claimed in the same transaction online and this must be done in person at the Ticket Office or by calling 01782 655821.

23/24 SEASON TICKET BENEFITS

All Season Ticket Holders will be eligible for the below discounts and priority sales schemes:

- ♦ 10% discount in the Port Vale Club Store.
- ♦ Priority access to all away league and cup tickets prior to general sale.
- ♦ Priority access to in-demand home cup tie tickets prior to general sale.

Port Vale FC is also excited to announce the introduction of Season Ticket benefits across a host of local companies and partners, bringing even more value to both our Season Ticket Holders and local businesses alike. All Season Ticket Holders can now take advantage of a host of benefits and discounts (please visit our website for more information).



LOYALTY SCHEME

From the beginning of 2022/23 season, in-demand home and away ticket allocations will be distributed on a loyalty scheme basis, presenting you, our incredible supporters, with the opportunity to purchase sought-after tickets, particularly those that travel both home and away. The loyalty scheme will be in place immediately and points will be rewarded based on the following categories:

- Season Ticket - 125 points
- 1876 Membership - 30 points
- Home Match Ticket - 5 points
- Away Match Ticket - 10 points

AWAY TICKETS

Away tickets are available online aswell as in person from our ticket office. If you have already purchased a Season Ticket, an 1876 Membership or any match tickets, your points will be automatically loaded onto your account. You can check how many points you have accumulated by logging into your account on www.pvfc-shop.com with the email address that you provide us with at the point of any ticket or membership purchase.

With the introduction of our new loyalty scheme, there will also be a new structure in place for the releasing of all away match tickets at least two working weeks prior to the fixture (subject to availability), as detailed below:

- Monday, 6pm - Season Ticket holders with X points (To be decided by the club each week)
- Tuesday, 6pm - Season Ticket holders
- Wednesday, 6pm - 1876 Members
- Thursday, 6pm - General Sale (if any available)

COMPETITION TICKETS

Tickets for all cup competitions will be fixed once the opponents are known and published on the Club's website. All prices to be agreed with the opposing team and these will be done on a match-by-match basis taking into account the status of the competition, the opponents and the rules relating to the competition.

FAMILY SECTION

At Port Vale, we warmly welcome children in all sections of the stadium. However, we have dedicated the Family Section exclusively for family groups and junior supporters. This designated area is reserved for home supporters and when purchasing tickets for this section, a group must consist of at least one junior (Under 16) accompanied by a maximum of three adults (Over 18). Please note that we reserve the right to modify the qualifying sales criteria if necessary, such as for mid-week cup matches.

SINGING SECTION

Block HB3 and HB4 at Vale Park are specifically designated as our vibrant singing section, serving as the passionate heart of the stadium. If this high-energy experience is not the type of experience you would like, we kindly request that you choose an alternative seat elsewhere in the stadium when purchasing a ticket.

CONCESSIONARY PRICES

The Club remains committed to ensuring that matches are accessible to a diverse range of fans. To achieve this, we consistently offer a wide variety of ticket prices and promotional offers, aiming to cater to different budgets and preferences. Concessionary prices are available for our junior supporters, young individuals, and senior citizens. The Club urges all supporters who are looking to claim a concessionary price to bring Photographic ID, which includes their date of birth with them to confirm that they are entitled to claim the concession.

AWAY SUPPORTERS

The Club abides by the English Football League Regulations governing the allocation of tickets to visiting clubs. The Club does not charge admission prices to supporters from a visiting club which are higher than those charged to our own supporters for comparable accommodation. Our concessionary rates which are offered to our own junior supporters, young persons and senior citizens apply to supporters of the visiting team. The Club strongly recommends that all visiting supporters purchase their tickets prior to the day of the game. On the day of the game visiting supporters will only be able to purchase tickets from PVFC via online booking. Our Ticket Office does not sell to Away Supporters on the day of the game.

GROUND REGULATIONS

Supporters are solely responsible for ensuring that anyone using their Season ticket or match ticket is fully aware of and complies with the Ground Regulations.

FAQ

Please visit our website for more information on season tickets please visit:
<https://www.port-vale.co.uk/2324-season-ticket-faqs/>.

For more information on tickets please visit:
<https://www.port-vale.co.uk/ticketsinfo/ticket-faqs/>



TICKETING TERMS AND CONDITIONS

1. This ticket is issued subject to the rules and regulations of FIFA, UEFA, The Football Association. The F.A Premier League and The English Football League in respect to the relevant competition and Port Vale Football Club Ground Regulations.
2. Port Vale Football Club accepts no responsibility whatsoever if the seat to which this ticket refers is affected by adverse weather conditions.
3. Port Vale Football Club excludes to the maximum extent permitted by law any liability for loss, injury or damage to persons/property in or around the ground.
4. The use of this ticket to enter the ground constitutes acceptance of the Ground Regulations and Port Vale Football Club reserves the right to eject from the ground any person who fails to comply with such rules and regulations.
5. Port Vale Football Club accepts no responsibility to replace lost, damaged or stolen tickets. Season ticket holders are advised that if you require a replacement season ticket the Club may at its sole discretion replace the season ticket subject to a £25 administration charge.
6. Season tickets are non-transferable and non-refundable. Season ticket exchanges are available subject to an additional payment of £2 per ticket per match. Anyone wishing to exchange their season ticket to another area for the remainder of the current season will incur a charge of £10.
7. Port Vale Football Club reserves the right to charge full price to any season ticket holder who cannot produce the correct match day ticket on entry for the game.
8. Proof of age may be required to obtain concession prices. In the event that any of the home league matches are required to be played behind closed doors for any reason whatsoever, access to a live stream of the relevant home league match will be supplied (subject to EFL and FA approval), which will be your sole remedy under the terms and conditions relating to the purchase of this season ticket.





SEASON TICKETS 2023/24

PRICES

EARLY BIRD PRICING: 13TH MARCH – 29TH APRIL 2023

	Lorne Street	Hamil Road	Railway
Adult (22-61)	£350	£335	£335
Senior (62+)	£280	£265	£265
Young Adult/Student (18-21)	£240	£225	£225
Young Teen (13-17)	£165	£155	£155
12 and Under	£30*	FREE	£30*

SECOND RELEASE PRICING: 30TH APRIL – 30TH JUNE 2023

2022/23 Season Ticket Holders have existing seats reserved until the end of this period

	Lorne Street	Hamil Road	Railway
Adult (22-61)	£380	£365	£365
Senior (62+)	£295	£280	£280
Young Adult/Student (18-21)	£255	£240	£240
Young Teen (13-17)	£175	£165	£165
12 and Under	£30*	FREE	£30*

FULL PRICE: 1ST JULY 2023 ONWARDS

	Lorne Street	Hamil Road	Railway
Adult (22-61)	£420	£405	£405
Senior (62+)	£320	£305	£305
Young Adult/Student (18-21)	£280	£265	£265
Young Teen (13-17)	£185	£175	£175
12 and Under	£30*	FREE	£30*

*12 and Under tickets in the Lorne Street and Railway Stand/Paddock are available for £30, inclusive of up to four children in total (not £30 per child).



SHOP & MERCHANDISE

CLUB STORE

Port Vale collaborates with renowned sports apparel brand Puma to design and deliver our official replica shirts, ensuring that fans can proudly wear the colors of their beloved club. In addition to our partnership with Puma, we are proud to work with local partners such as 'Chloe Breeze Illustrations.' Their artistic talent and creative contributions add a unique touch to our merchandise and promotional materials, reflecting the spirit and identity of Port Vale Football Club. Through these collaborations, we strive to offer our fans high-quality products that represent the club's rich heritage and inspire a sense of belonging within our passionate community. You can purchase merchandise from our online shop or visit us at Vale Park (see our website for opening hours).



01782 655833



WWW.PVFC-SHOP.COM



HAMIL RD, BURSLEM, STOKE-ON-TRENT. ST6 1AW



FIND US

Just a bit lower down Hamil Road on the club's footprint (Car Park B) you'll find our club shop and ticket office which are both open Monday to Friday, 9am to 5pm, and the same times on Saturday match days.

REFUNDS & RETURNS

We want you to be happy with your purchase. Please check the goods on delivery and ensure that they are supplied correctly. If any of the goods prove to be unsuitable please return them within 7 days in the original packaging and in an unused condition for a full refund less of any postage costs. The Club will always offer refunds on merchandise in accordance with the standard retail practices and as part of its legal obligations.

CANCELLATIONS

You can cancel an order and return any goods that may already have been dispatched up to 7 days from receipt (see return policy). Our terms and conditions do not affect your statutory rights.

DELIVERY

We aim to deliver all UK orders within 2-7 days if the goods are in stock (Please allow additional time for personalisation). If the goods you order are Out of Stock we will send out the order to you as soon as the product becomes available again. If we cannot source the item we will contact you to inform you. UK, European, Worldwide options available (subject to additional charges).

REPLICA STRIPS

All replica strips have a minimum lifespan of one season. The Club will make supporters aware when a replica strip is due to be launched by advertising the launch date on the club's website.

CUSTOMER SERVICE, FEEDBACK & COMPLAINTS

Should you have a question, query, feedback or complaint relating to an item purchased in the shop or online, please get in touch with a member of the team who will be happy to help (see 'Key Contact's for contact information).



ACCESSIBILITY

SUPPORT

The Club will provide support for disabled supporters and their helpers. Luke Cassidy Disabled Liaison Officer is available on 01782 655800, or by email at luke.cassidy@port-vale.co.uk to assist disabled supporters with any questions.

POLICY

The Club has a separate disabled policy, which is available on the Club's website at www.port-vale.co.uk or a copy can be obtained from the Club's general office.

TICKETING AND CAR PARK ENQUIRIES

For ticketing and car park enquiries please contact the ticket office on 01782 655821 or ticketoffice@port-vale.co.uk

WHEELCHAIR USER SPACES

Port Vale's access stand has 28 wheelchair user spaces.

EASY ACCESS & AMENITY SEATS

Supporters with limited mobility of a severe nature will be given priority access to seating nearest the entrances/exits on request. Away Ambulant supporters and Carer tickets are normally available out of the standard ticket allocation sent to the away club. Fans that may find seating difficult or require specific help or advice are welcome to contact the Disability Liaison Officer.

ACCESSIBLE TOILETS

There are accessible toilets in different parts of the ground, in the access stand itself we have three accessible toilets directly available in the access stand. Each of the toilets is heated and alarmed, in the event of an emergency or assistance being required.

AUDIO COMMENTARY

Port Vale offer the Soccer Sight service for partially sighted and blind supporters to use at home fixtures at Vale Park. The service allows blind and partially sighted supporters to listen to full match commentary for all league and cup fixtures from within the stadium, to help to improve the match day experience. Headsets are readily available for supporters to collect from within the stand ahead of kick-off.

CLUB STORE AND TICKET OFFICE AND TICKET OFFICE

The ticket office has a hearing loop. Our Club Store low level serving counters.

ASSISTANCE DOGS

Guide Dogs are allowed into the stadium, but the club insist that supporters with guide dogs contact the Disability Liaison Officer before the match, so club can discuss with them access to the ground, facilities inside the ground and the welfare of the guide dog before, during and after the match.

CLUB HOSPITALITY

We have wheelchair user access and wheelchair user spaces.

BRAILLE AND LARGE PRINT PROVISION

Port Vale provides any disabled supporters information i.e. booklet with a map of accessible facilities in accessible formats (large print, easy read).

FOOD & BEVERAGES

There is Match Day catering for all supporters using the accessibility stand provided in the Kiosk situated in the stand. This includes low level counters to assist wheelchair using supporters. This catering facility is exclusive to users of the Access stand.

PARKING

The club has allocated accessible parking bays for both home and away supporters. Please contact the Disabled Liaison Officer for more information (see Key Contacts section). There is a drop off/set down point inside the main entrance to the stadium, next to the wheelchair accessible stand. This can be accessed via gate D. Please notify the Disability Liaison Officer when you book your tickets if you would like some help.

TRAVEL

National Rail have published links to the nearest stations to sporting venues including Port Vale. Visit the National Rail website see for more information.



TRAVEL GUIDANCE



BY CAR

FROM NORTH:

- Leave M6 at junction 16 and take the A500 south to Stoke-on-Trent. In approx 6 miles take the exit signposted Tunstall (A527). At the roundabout take a left turning, second exit signposted Tunstall A527.
- After 0.5 miles turn right on to the B5051 (second exit, Newcastle Street) at the small roundabout. Carry on up to the next roundabout and go straight across to the cross-roads. Go straight across the cross-roads into Moorland Road. Take the second left on to Hamil Road and Vale Park is on the left.

FROM SOUTH:

- Leave M6 at junction 15 and take the A500 north to Stoke-on-Trent. Continue on this road until you come to the exit signposted Tunstall A5271. Take the fourth exit, and after 0.5 miles turn right on to the B5051 (second exit, Newcastle Street) at the small roundabout.
- Carry on up to the next roundabout and go straight across to the crossroads. Go straight across the crossroads into Moorland Road. Take the second left on to Hamil Road and Vale Park is on the left.

FROM EAST:

- Enter the City via Uttoxeter bypass (M1/M6 link road) and through Meir and the new Meir Tunnel. Continue on the road until you pass Stoke City's Britannia Stadium. Get in the middle or the right hand lane and turn right at the roundabout on to the A500.
- Continue on the A500 and take the exit signposted Tunstall A5271. At the roundabout turn right (fourth exit signposted Tunstall A527). After 0.5 miles turn right on to the B5051 (second exit, Newcastle Street) at the small roundabout. Carry on up to the next roundabout and go straight across to the cross-roads.
- Go straight across the cross-roads into Moorland Road. Take the second left on to Hamil Road and Vale Park is on the left.

FROM WEST:

- Follow the A500 east and take the exit signposted Tunstall A527. At the roundabout take a left turning second exit signposted Tunstall A527. After 0.5 miles turn right on to the B5051 (second exit, Newcastle Street) at the small roundabout.
- Carry on up to the next roundabout and go straight across to the crossroads. Go straight across the crossroads into Moorland Road. Take the second left on to Hamil Road and Vale Park is on the left.



BY BUS

98/98A: Run regularly from Newcastle Bus Station to Burslem town centre.

20/20A/29/21/21A: Run regularly from Hanley Bus Station to Burslem town centre.

7/7A/7B/7C: Run regularly from Stoke-on-Trent Bus Station through to Hanley Bus Station and then to Burslem town centre.



BY TRAIN

Trains run to the main Stoke-on-Trent station. From there, you can catch a bus to Burslem town centre. The Ground is situated on Hamil Road (By the traffic lights, go past the Red Lion on your left and Hamil Road is the second left turning.)

You can also catch the train to Longport station which is a 25 minute walk to Vale Park. Head up Station Street then head onto Newcastle Street until you reach Burslem town centre. Hamil Road is then on your left.



MATCH DAY CAR PARKING

Match day parking at the stadium is limited however, there is often parking available at our sister company Synectics Solutions lower down Hamil Road.

Parking on matchdays can also be pre-booked by going to portvaleparking.co.uk



GROUND REGULATIONS



FULL REGULATIONS

A copy of the Club's Ground Regulations can be found on the Club's Website:

www.port-vale.co.uk <https://www.port-vale.co.uk/match-day/ground-regulations/>

Anyone found to be in breach of the Ground Regulations renders themselves liable to ejection, arrest and prosecution and the possibility of a banning order. Please note any major policy decisions or changes at the club will be published in the matchday programme and on the Club website.

DATA PROTECTION

As per the General Data Protection Regulation (GDPR), we as the data controller hold responsibility for the processing of any personal data you provide to us. Our Privacy Notice provides comprehensive information about the specific types of personal data we may collect when you engage with us. It outlines the methods through which we store, handle, and ensure the security of your data. A copy of the Clubs Privacy Statement can be found on the Club's Website: www.port-vale.co.uk

STADIUM PARKING

Vale Park has a main car park that is used for club staff, players and officials, as well as club guests. Spaces are also reserved for emergency and regulatory purposes, which leaves several spaces, including disabled spaces that are sold on a seasonal basis, match by match. Match day parking at the stadium is limited however, there is often parking available at our sister company Synectics Solutions lower down Hamil Road. Parking on matchdays can also be pre-booked by going to portvaleparking.co.uk

PROHIBITED ITEMS

For the safety and security of all attendees, the following items are strictly prohibited from being brought into Vale Park: knives, illegal substances, fireworks, smoke canisters, air-horns, flares, weapons, dangerous or hazardous items, laser devices, bottles, glass vessels, cans, poles and any article that might be used as a weapon and/or compromise public safety. Any person found to be in possession of such items is likely to have them seized, handed to the Police (where appropriate) and may be refused entry to the ground

NEIGHBOURS AND SURROUNDING AREA

As a courtesy to the residents of Vale Park and its surrounding areas, we kindly request that all visitors demonstrate respect towards their homes and property. This includes responsibly disposing of any waste, adhering to the residents' parking scheme, and being considerate of noise levels and disruptions when arriving at and departing from the Stadium. Your cooperation in maintaining a respectful relationship with the local community is greatly appreciated.



BEHAVIOUR

At Port Vale Football Club, we prioritise the enjoyment of all supporters who come to our stadium to watch a football match. We firmly believe that abusive or indecent language has no place in the stands, particularly in the Family Section where a family-friendly environment is paramount. Discriminatory behavior, such as shouting, chanting, or engaging in racist, sectarian, homophobic, sexist, or anti-disability behavior, is strictly unacceptable. We encourage you to promptly report any incidents of this nature to a steward, enabling us to address them swiftly and effectively. As advocates of equality and inclusion in football, we also endorse Kick It Out, an organization dedicated to these principles. They provide a matchday telephone reporting service at 0800 1699 414, and you can also download the Kick It Out app from kickitout.org for further support and assistance.

AWAY MATCHES

As representatives of Port Vale Football Club, we kindly request that all supporters act as ambassadors when attending away matches. We expect supporters to uphold exemplary behavior throughout their journey to and from the match, as well as within the opposing team's stadium. Unacceptable behavior includes, but is not limited to, breaching Ground Regulations, engaging in threatening, intimidating, racist, discriminatory, abusive, or offensive behavior, causing nuisance or harassment to others, and compromising public safety. This also encompasses the prohibition of hazardous substances, using foul or abusive language, throwing objects, entering restricted areas, racially motivated chanting, and smoking in the stadium. We kindly ask that you respect the staff and stewards of the opposing club, remain seated during the match, and avoid blocking aisles or gangways. Any breaches of the Ground Regulations or actions that bring disrepute to the club will be addressed accordingly. The club retains the right to investigate incidents, collaborate with the police and authorities in cases of criminal activity, and sell away tickets in compliance with the regulations provided by the opposing club. For matches involving children, we advise checking the opposing club's rules regarding child supervision as they may vary. It is essential to ensure the safety and proper supervision of children by responsible adults before, during, and after the game.

ALCOHOL CONSUMPTION

Port Vale Football Club operate the Challenge 25 scheme, so please expect to be asked for identification if you are fortunate enough to look 25 or under. Supporters must be a minimum of 18 years old to purchase and/or consume alcohol at the stadium.

BAG POLICY

For security purposes, bag inspections are conducted at the entrance, and we kindly request that bags adhere to the dimensions of 45cm x 30cm x 15cm. Please note that oversized bags cannot be stored on-site.

ADMISSIONS

The Club has a separate Admissions policy which is available by contacting the Club's general office. Please note that Under 14s are not allowed in the stadium without being accompanied by an adult (over 18 - who will retain personal responsibility for their behaviour and well-being whilst they are in the ground).



FLAG POLICY

Port Vale Football Club values the enthusiasm and passion of our fans during home games at Vale Park. We encourage supporters to enhance the atmosphere by bringing flags, banners, and large 'Surfing' flags. However, we kindly request that these items comply with the guidelines established by the club in collaboration with the stadium's safety team. To ensure a positive and inclusive environment, please take note of the following guidelines:

- The club reserves the right to refuse the display of flags, surfers, or banners if their content is deemed offensive, discriminatory, defamatory, or inflammatory.
- Items that could potentially be used as weapons or compromise public safety are strictly prohibited.
- Any flag or banner exceeding the dimensions of 600mm x 1000mm must be flame retardant and accompanied by a fire safety certificate, which should be provided in advance of matchday.
- Flagpoles should not exceed 7mm in diameter and 1 meter in length. It is recommended that flagpoles be made of plastic material and have rounded or covered ends.
- Prior to entering the stadium, flags should be presented to stewards for inspection and approval in accordance with the provided guidelines.
- Unapproved flags brought into Vale Park may be subject to confiscation by stewards.

MATCH ABANDONMENT POLICY

In the event that a match is postponed, abandoned, or played without public viewing, the refund process, if applicable, will follow the Ticketing Terms & Conditions. Subject to the rules and regulations of the Football Association and League governing bodies, Port Vale FC will adopt the following policy for refunds for abandoned matches:

- Match postponed before supporters admitted to the stadium will result in free admission to the rearranged game on production of complete valid ticket or a full refund.
- Match postponed after spectators admitted to the stadium but before kick-off will result in free admission to the rearranged game on production the original counterfoil being exchanged at the ticket office or a full refund.
- If a match is abandoned after kick-off and during the first half the club will issue a voucher entitling the spectators to half price admission to the re-arranged match.
- If a match is abandoned after the completion of the first half the club reserves the right not to offer a refund or reduced admission to the re-arranged match.
- If a match is postponed or abandoned Supporters should retain their ticket

The Club will not be held liable for any further consequences, including indirect or consequential loss or damage, such as:

- Loss of profit, business interruption, or missed business opportunities.
- Disruption to travel plans or accommodation costs.
- Match abandonment, postponement, or cancellation.
- Impaired view of the match due to actions of other spectators or seat location.
- Any indirect, consequential, or economic loss arising from the contract.
- Loss or damage to personal property within or around the stadium.



FAN SANCTIONS

At Port Vale Football Club, we are committed to upholding and enforcing the Ground Regulations and Ticket Conditions of Issue in a firm yet fair manner. We understand that each case is unique and will be evaluated on an individual basis. Please note that the Club reserves the right to suspend a fan's account temporarily during the course of an investigation. Rest assured that we will handle each situation diligently and ensure a fair resolution is reached.

MATCH BANS

Port Vale Football Club's Safety & Security Team maintains the authority to issue written warnings or bans to any individual, including supporters, found in breach of the Ground Regulations at Vale Park. In cases where feasible, stadium bans will be communicated in writing, either through email or post, and may also entail the temporary suspension of ticket purchasing privileges for away matches.

The banning order will provide a clear description of the offense committed and the specific Ground Regulation violated, along with the duration of the ban, indicated as either a fixed number of matches or a defined period of time. This decision will be issued by the Club's dedicated Safety and Security Team. We endeavor to send out banning letters within 7 working days following the match in which the offense occurred, or within 1 working day before the subsequent home match if it falls within a week of the previous home game. The Club may consider reinstating a banned supporter's privileges upon their signing and returning of an Acceptable Behaviour Agreement, as deemed appropriate by the Club. Port Vale Football Club will share information regarding supporters with Staffordshire Police where this is necessary to prevent crime and disorder taking place in and around the stadium.

APPEALS

At Port Vale Football Club, we approach each decision regarding sanctions with careful consideration, basing our judgments on the available evidence. However, we recognise that there might be occasions where our decisions may have been incorrect or overly severe. If you have received a sanction and believe it to be unjust, you have the right to appeal by contacting us and explaining the grounds for your appeal. It is important to note that your appeal should demonstrate either the Club's incorrect imposition of the sanction (as per the Ground Regulations and Ticket Conditions of Issue) or present reasons why you should bear less responsibility or no responsibility for the incident in question.

We will acknowledge your appeal within five working days of receiving your email, and you can expect a final decision regarding your appeal within 28 days of our acknowledgement. Please be aware that there is no further right to appeal once a final decision has been made. Additionally, it is essential to understand that the Club retains the authority to enforce the Ground Regulations and Ticket Conditions of Issue independently of any ongoing police investigation or prosecution. While we are not obligated to align with the findings of such investigations or prosecutions, we may consider them in informing our own decision-making process.

COMPLAINTS & QUERIES

At Port Vale FC, we place great importance on addressing any concerns or complaints in a sensitive and welcoming manner. We strive to create an environment where supporters feel comfortable with the process and have full confidence that we take their issues seriously.



REPORTING INCIDENTS & CONCERNS

To help supporters complain if they have been the victim of abuse or have witnessed an incident of discrimination or harassment, Port Vale FC a designated reporting email address report@port-vale.co.uk

Should you feel the necessity to report the incident to Kick It Out rather than the Club, supporters should ring freephone number (0800 164 9414). All complaints received by Kick It Out will be recorded and details of the incident forwarded to Port Vale FC and the Football Association, with the complainants' anonymity guaranteed if requested.

QUERIES

For general feedback or queries, please feel free to email us at enquiries@port-vale.co.uk. We are here to assist you with any questions you may have, and we look forward to welcoming you to Vale Park.





COMPLAINTS

Occasionally, things may not go as smoothly as we anticipate. In such instances, we apologise for any inconvenience caused and assure you that we will make every effort to rectify the situation promptly. Please reach out to us at your earliest convenience, and we will attend to your concerns diligently.

We have found that the majority of complaints can be effectively addressed at the time they arise. However, if your complaint cannot be resolved on the same day or pertains to another matter, please don't hesitate to contact us directly. You can reach us via email or by calling our main club address located at Hamil Rd, Burslem, Stoke-on-Trent ST6 1AW, or dial 0871 221 1876. Rest assured that we will promptly acknowledge the receipt of any email correspondence and aim to respond within 10 working days.

In the event that you have a complaint on a matchday, we kindly request that you speak to one of our stewards or a uniformed staff member, who will be available to assist you.

If you remain dissatisfied with the response received or feel that your complaint remains unresolved, and it pertains to a specific Club-related matter, you have the option to escalate your complaint to the Club's Director of Community and CSR, Matt Hancock. Alternatively, if your complaint relates to a particular competition, you may choose to escalate it to the respective governing body, such as the FA, Football League, Premier League, or UEFA, for final resolution.

Should you wish to escalate your complaint further, you can contact the IFO (details below).

COMPLAINTS TO THE IFO

Should any Customer (Supporter) not be satisfied with any part of the Club's Complaints Procedure, they have the right to direct the matter to the Independent Football Ombudsman (IFO) in line with the IFO procedure:

How to complain to the IFO

- Complaints should be made in writing and may be submitted by post to: The Independent Football Ombudsman, Premier House, 1 – 5 Argyle Way, Stevenage, Hertfordshire SG1 2TD
- Or by e-mail to: contact@theifo.co.uk
- Or via the website: www.theifo.co.uk
- You may initially register your concerns by phone and may wish to leave a message on the IFO Voicemail 0800 588 4066

You should submit a summary of your complaint, to include details of your concerns and your desired outcome. This should be supported by any documentary evidence available, including correspondence to and from the provider. This may be submitted either in hard copy or electronically. You may communicate with the IFO and the provider online if you wish. You will be given sufficient time to submit full documentation for the IFO to consider a complete case file.

REQUESTS

Port Vale receives a wide range of requests from supporters, the public, and organisations. We kindly request your attention to the below prior to getting in touch.

Charity Requests

We receive numerous requests from charitable organisations, and while we aim to support as many as possible, it is impossible to fulfill all requests. Our primary focus is on supporting local charities. When emailing us, please provide the charity number and additional information regarding the charity and the specific request.

Work Experience Policy:

We receive a significant number of requests from individuals seeking work experience placements with the club. While we strive to accommodate these requests, please understand that availability is limited due to time and resource constraints and therefore we cannot accommodate all requests.

Dissertation/Questionnaire Requests

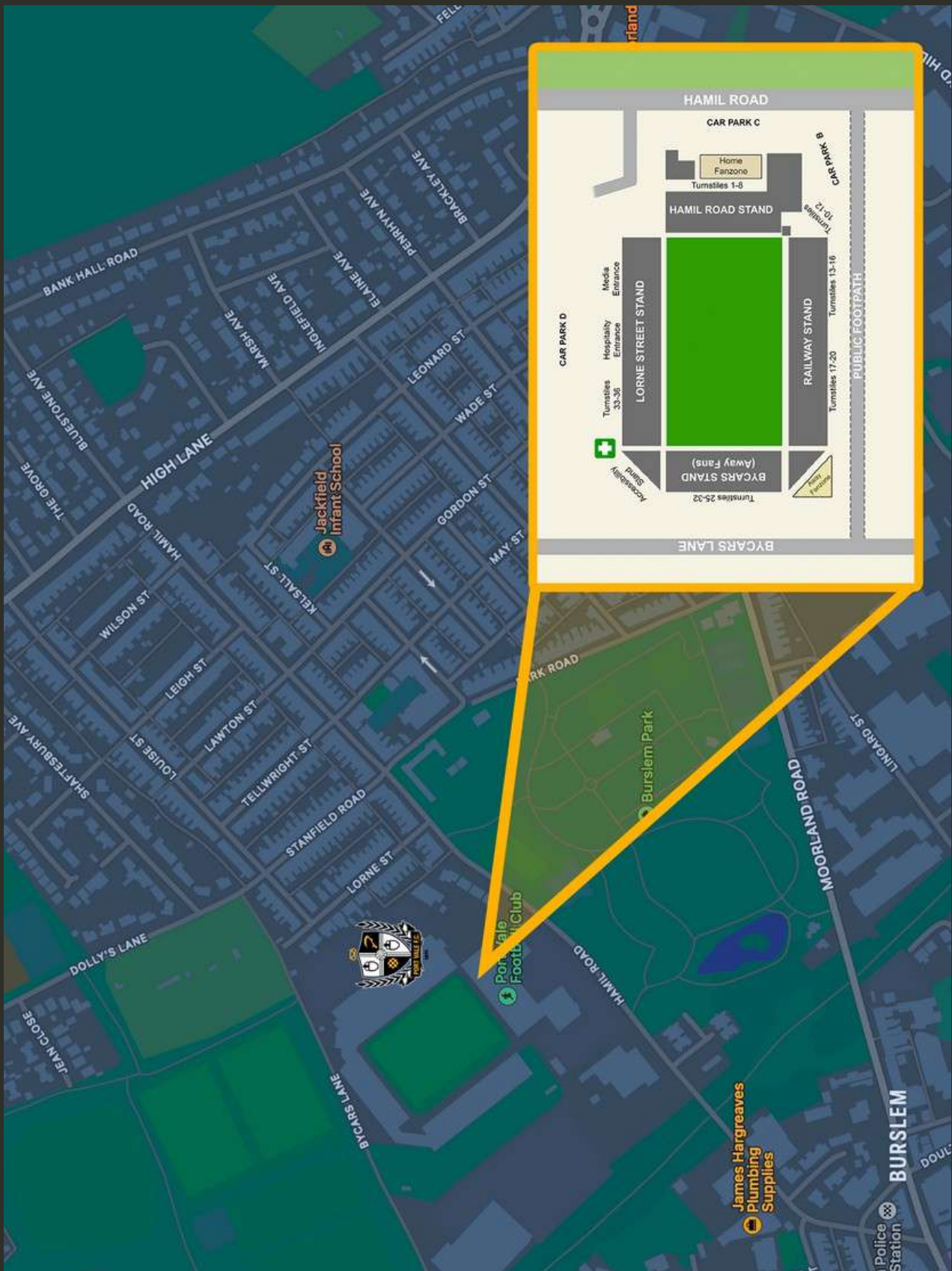
The club receives many requests relating to assisting with dissertations and/or questionnaires. However, we kindly request that these requests come through official channels, such as universities, rather than individual students. Once received, the club will review and assess the requests accordingly.

Trial Requests

Throughout the year, Port Vale holds trials for aspiring players. If you wish to be considered for a trial, please submit your football curriculum vitae (CV) to the club either by post at Port Vale FC Ltd, Vale Park, Hamil Road, Stoke-on-Trent ST6 1AW or by email to enquiries@port-vale.co.uk. If the club finds your CV promising, we will contact you or your nominated representative regarding a potential trial opportunity.



LOCATION MAP





GET IN TOUCH

Hamil Rd, Burslem, Stoke-on-Trent ST6 1AW
01782 655800 | www.port-vale.co.uk
enquiries@port-vale.co.uk | [@officialpvfc](https://twitter.com/officialpvfc)