CUSTOMER CHARTER

THOUSANDS OF JOURNEYS. ONE DESTINATION.
INTRODUCTION

Welcome to Wigan Athletic Football Club (“the club”) Customer Charter, in which we detail our policies and procedures which affect you as a supporter or visiting supporter. We will explain how we will meet the objectives of our charter throughout the season in relation to ticketing, supporter consultation, discrimination, policing, merchandise and community interaction. The club is committed to ensuring that the objectives are delivered.
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Please note that the information contained herein is correct at the time of production. The club reserves the right to alter, amend or remove any of the information contained within this document at any time and without warning.
Wigan Athletic Football Club Customer Charter • 1.0

CUSTOMER SERVICE COMMITMENT

The club is proud of its relationship with supporters who are hugely important to our success, and we constantly work to improve supporters’ matchday experience and day to day interaction with the club.

Our commitment to supporters:

As a customer of the club, each supporter and visitor to the DW Stadium (“the stadium”) has the right to be treated fairly and considerately when visiting the stadium, using any of our facilities or utilising any of our services whether in person, by phone, in writing or by e-mail. These standards are the level of service you should expect to receive from every member of staff at the club and provides supporters the opportunity to challenge us if we do not deliver.

The club is committed to providing an exceptional service to supporters, and all staff are focused on achieving excellence. The club expects and requires all employees to conduct themselves in accordance with the highest standards at all times and employees are expected to maintain these standards on and off the club premises.

When dealing with all supporters we will:

• be friendly and accessible;
• understand the needs and requirements of supporters;
• treat all supporters as we would expect to be treated ourselves; and
• provide excellent service and work continually to improve it.

Should we not achieve the levels of service supporters expect from the club, it is important that they inform us. Feedback is an important way for the club to measure our progress off the field and to implement change.

If a supporter wishes to make a complaint on a matchday they should consult with a stadium steward or member of staff or text WIGAN to 80800 to report an incident of discrimination or antisocial behaviour. If the complaint cannot be resolved to their satisfaction on the day, they should contact the club following the event. The club’s customer services contact details are provided in section 14 of this document.

The club welcomes any suggestions, comments, queries, ideas or complaints from supporters in order that we can deliver an enjoyable matchday experience and continue to maintain a strong relationship between the club and its supporters. All employees are committed to represent the club at all times in the correct manner and have a responsibility to uphold the commitments within this charter.

JONATHAN JACKSON
CHIEF EXECUTIVE
CONSULTATION AND INFORMATION

The views and opinions of our supporters are very important to us and feedback is welcomed and valued. We will operate fans forums on a regular basis, welcoming feedback from supporters on a wide range of issues.

The club publishes up-to-date and relevant information to assist supporters via the club’s website www.wiganathletic.com and offers premium audio visual content via www.wiganathletic.com.

The club also communicates with supporters in the following ways;

- www.facebook.com/wiganathletic
- www.twitter.com/laticsofficial
- www.instagram.com/laticsofficial (search laticsofficial in the app)
- www.youtube.com/wiganathletic
- www.google.com/+WiganAthletic
- www.linkedin.com/company/wigan-athletic
- Stanza Calendar at www.stanza.co/@wiganathletic (Sync fixtures to calendar)

On a matchday, information sources include the matchday programme, concourse screens, scoreboard and PA system.

Club officials including the Chairman, Chief Executive, Manager, players and staff are regularly made available to the media, and press releases are issued to local and national sources daily. Informal meetings are regularly held with various supporters groups giving them the opportunity to discuss the club and non-football related issues with senior management and club officials. The club works in partnership with two Supporter Liaison Officers who support effective communication between our fans and the club, through the Fan Advisory Board (FAB), liaising with fans at games and social media. The Fan Advisory Board (FAB) meets quarterly. The board provides the opportunity for fans to speak directly to the club on a number of issues. The club actively seeks to encourage fans to be involved in the FAB and to ensure that its membership represents the views of all its supporters.

We will seek to continue to develop ways to consult with supporters, shareholders, local authorities and other stakeholders to ensure that the club remains closely aligned with all these groups.
**TICKETING**

**(A) GENERAL INFORMATION**

The club believes in providing affordable and accessible tickets to watch football wherever possible. We ensure that both season cards and match tickets are fairly priced and give as many supporters as possible the opportunity to watch our matches.

We offer a wide range of concessionary tickets including 18-21/Student, Under 18 and Under 11 categories, to ensure that younger supporters and families have affordable access to watch local football. Senior concessions operate from the age of 65.

Junior concessions operate at 5, 11, and 18 years old. Also there is the option to upgrade junior season cards to adult tickets for midweek matches on up to five occasions in the season.

Match tickets are sold from the ticket office, via a 24 hour telephone service on 0871 66 33 552, and on the club’s official website at www.wiganthletic.com/tickets, which allows supporters to buy tickets and choose individual seats when making their booking online.

The club offers supporters a payment plan when purchasing season cards and hospitality season cards. The club is continually considering ways in which to offer a broader range of ticketing prices for supporters and at least 5% of tickets to each home game will be made available to purchase for non-season card holders.

In the event that away ticket allocation is sold out, or upon guidance from Greater Manchester Police, the club may have to restrict ticket sales in the home stands to people who have previously purchased match tickets for at least one or more Wigan Athletic home fixture and whose details we have on our ticketing database. This is to prevent away supporters from accessing the home stands.

For some home fixtures upon advice from Greater Manchester Police the club may also restrict the sale of tickets on matchdays. However whenever possible the club will always try to sell tickets to supporters wishing to sit in the designated home stands if the club feels that safety issues will not be compromised.

The club also provides areas of the ground for the use of family groups and junior supporters, disabled spectators and their carers. We also dedicate some special offer matches where non-season card holders can benefit from price offers. These vary on a season by season basis and are communicated via the normal media and publicity channels.

For away matches over one hour drive away from the DW Stadium, the Club will endeavour to secure a Beamback service to allow Latics fans to watch the match on big screens at the DW Stadium. There are rules which the club has to abide by to provide this service, including but not limited to the following:

- The opposition club must agree to the game being screened
- The EFL must be in agreement with the decision
- No Saturday 3pm kick off is allowed to be screened under UEFA laws

There are costs associated with receiving the service, so the club does charge supporters to attend, but will always offer discounted tickets to adult season card holders.

Please be aware that booking fees may apply when purchasing season cards and individual match tickets, please see website for details.

The stadium has unrestricted views throughout.
(B) SEASON CARD PRICING 2018/19

The club reserves the right to make special match ticket offers throughout the course of the season. However, the savings of these special offers will never undercut the savings made by the value of committing to a season card.

(i) WIGAN ATHLETIC SEASON CARD PRICES SEASON 2018/2019

<table>
<thead>
<tr>
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<th>EAST &amp; WEST STANDS</th>
<th>SOUTH STAND</th>
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<tr>
<td></td>
<td>UNTIL 31 MAY</td>
<td>UNTIL 30 JUNE</td>
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<tr>
<td>ADULT</td>
<td>£289</td>
<td>£309</td>
</tr>
<tr>
<td>OVER 65</td>
<td>£249</td>
<td>£259</td>
</tr>
<tr>
<td>18-21 / STUDENT</td>
<td>£199</td>
<td>£209</td>
</tr>
<tr>
<td>UNDER 18</td>
<td>£99</td>
<td>£99</td>
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<tr>
<td>UNDER 11</td>
<td>£79</td>
<td>£79</td>
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<tr>
<td>UNDER 5</td>
<td>£23</td>
<td>£23</td>
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Renewals: Season card holders from the 2017/18 season have until 30 June to secure their existing seat for the 2018/19 season.

Disabled Supporters: Season cards for disabled supporters are the same price as the relevant age category (personal assistant free where applicable).
(ii) MATCHDAY TICKET PRICES SEASON 2018/2019

Individual adult match tickets are priced from £15 - £30 dependant on the category of fixture. The club operates a four tier match category system; Category A, B, C and D. Game categories and pricing will be decided upon giving consideration to various factors, including but not limited to:

- opposition.
- live TV coverage;
- date and time of kick off; and

The club operates several different concession prices for junior and senior fans which are priced in line with the game classification and adult matchday ticket price.

For further details about individual match ticket prices please visit our website at www.wiganathletic.com or call the ticket office on 0871 66 33 552.

(iii) LATICS MATCHDAY HOSPITALITY SEASON 2018/2019

Matchday hospitality at the stadium offers a hospitality experience which is exceptional both in terms of quality and value.

Matchday hospitality and sponsorship packages are also available to purchase, allowing for a wide variety of personal tastes and budgets. The matchday hospitality catering team will do all they can to ensure that any dietary requirements are catered for in line with our aim to ensure that the stadium is a venue able to welcome all supporters.

A full range of our matchday hospitality offerings can be found on our website at www.wiganathletic.com/hospitality

For further information in regards to matchday hospitality prices, facilities and availability please contact a member of our sales team on 01942 774000 or email hospitality@wiganathletic.com.
MATCHDAY HOSPITALITY PRICE SUMMARY SEASON 2018/19:

**Heineken Lounge**
Seasonal hospitality from £1099 per person
Match to match hospitality from £75 per person

**Westwood Motor Group Lounge**
Seasonal hospitality from £699 per person
Match to match hospitality from £50 per person

**Springfield Lounge**
Match to match hospitality from £15 per person

The club offers a designated facility to home supporters in the DW Sports Fitness Lounge located in the South Stand at the stadium. The lounge has a capacity of 500 people and food, alcoholic and non-alcoholic drinks are available to purchase before and after each fixture. Admission is free of charge for all Wigan Athletic supporters. The club is continually endeavouring to improve its offering in the Supporters Bar, including consultation with the Supporters Club and through feedback from supporter surveys and FAB meetings.
(C) AWAY MATCHES

Tickets for away matches will be available to matchday hospitality members first before going on sale to season ticket holders. Any remaining tickets will then go on general sale to non-season ticket holders. The club reserves the right on occasion to limit the number of tickets purchased by any individual and to restrict ticket sales to people who have previously purchased match tickets for at least one other Wigan Athletic home fixture and whose details we have on our ticketing database.

(D) CUP COMPETITIONS

At the discretion of the club and with the permission of the visiting club, reduced admission prices are offered for some home cup matches. The club does not have the final say in any fixtures in a cup competition. The club will price all home cup matches on a game by game basis, but will ensure at all times that value for supporters will be at the forefront of the pricing. In some cup competitions, ticket prices are set by third parties and/or the club has to agree the ticket price with the opposing team. The club will always endeavour to ensure that Wigan Athletic fans benefit from the best value tickets we can offer on such occasions.

(E) RETURNS/REFUNDS

Every effort will be made to assist anyone with a genuine reason for returning their match ticket for any game to obtain a full refund up to one and a half hours before the match is played subject to the game not being sold out; all refunds will be given at the discretion of the club. If a match is postponed before kick-off, all tickets will remain valid and can be used to gain admission for the re-arranged date. If supporters cannot attend on the new date they will be entitled to a full refund. If a match is abandoned up to 45 minutes after kick-off, supporters are entitled to half-price admission to the re-arranged match.

The club advises that all supporters take out suitable insurance cover in relation to travel and accommodation expenses. Under no circumstances will the club be held responsible for any losses incurred as a result of any cancellation or change to any scheduled fixture.
(F) LOST OR STOLEN CARDS

Any misplaced or stolen match tickets should be reported to the ticket office immediately. A supporter will be required to provide the ticket office with a crime number to enable duplicate tickets to be issued.

Duplicate tickets will be issued up to one hour before kick-off. Lost season cards should be reported immediately to the ticket office. Replacement cards will be issued at a cost of £5.00.

The club will issue new season cards to all season ticket holders for each season.

(G) ACCOMMODATING AWAY SUPPORTERS

The club abides by EFL regulations governing the allocation of tickets to visiting clubs. The admission prices for supporters of a visiting club are the same price as those for home supporters in comparable accommodation. This excludes those home supporters seated in the family area who may be offered discounted tickets as part of a membership package, or games that are designated as special promotion events in accordance with league rules.

The North Stand allows for 5,000 away supporters. The final allocation of tickets for each away club will be discussed between the club and the opposing club, with the relevant safety authorities involved. On occasion, the club may not be in a position to offer the visiting team the full allocation of tickets, but this will be a decision taken on an individual match basis and with discussion of all parties concerned.

All details relating to our ticketing policy including prices, on-sale dates, purchase eligibility and all other relevant ticketing information can be found on our website at www.wiganathletic.com/ticketinfo or via telephone to 0871 66 33 552.
GENERAL STADIUM INFORMATION

(A) NON-PERMITTED ITEMS

Please note that supporters are not allowed to bring any of the following items into the stadium:

- glass bottles
- cans
- recording equipment
- fireworks
- flares
- smoke bombs
- tools
- darts
- laser pens
- air horns
- or other items which could cause injury or disrupt a match.

Such items will be confiscated on entry. Flagpoles and spiked umbrellas may be permitted based on the discretion of the Safety Officer. Luggage must not be brought to the stadium and left for the day, and bags may be searched on arrival at the stadium for the safety of all attendees.

(B) SMOKING POLICY

In accordance with the club’s ground regulations, smoking is strictly prohibited within all areas of the stadium. Anybody found smoking in the stadium will be asked to stop and risk being asked to leave the premises. Persistent offenders may face a ban or may have their season card revoked. We also ask that all visitors to the stadium refrain from smoking in and around the immediate vicinity of the stadium.

Anybody found using an e-cigarette in the stadium will be asked to stop and risk being asked to leave the premises.

(C) STANDING POLICY

All visitors to the stadium are reminded that it is an all seater stadium and in accordance with the ground regulations, all supporters must remain in their seat while the game is in progress. Whilst there will be times when supporters will be celebrating and enjoying the exhilaration of football, persistent standing may result in ejection from the stadium.

(D) GROUND REGULATIONS

All supporters must adhere to our ground regulations which can be viewed at all points of entry and on each concourse of the stadium and can be found in full at www.wiganathletic.com/groundregulations.

Supporters must abide by these comprehensive rules and regulations or may face ejection if they are not abided by.
(E) SAFETY POLICY

The club undertakes to ensure, as far as is reasonably practicable, that all activities taking place within the stadium are conducted in a manner that places spectator safety above all other considerations, and it is the club’s responsibility via its safety policies and procedures to ensure the reasonable safety of all persons attending the stadium.

The club works together with Wigan Council; Greater Manchester Police, Greater Manchester Fire Service, the North West Ambulance Service and all other agencies in relation to safety at the stadium. The club ensures that all safety and medical personnel on site are properly trained and are fully aware of their respective roles and responsibilities at each event, and ensures that all the relevant safety checks and direct liaison with the relevant emergency services are undertaken prior to each match taking place at the stadium.

If any supporter is made aware of any instance at a match where there is a potential risk to supporter safety or is concerned about any individual they must contact the nearest steward as soon as possible.

(F) STEWARDS

The club acknowledges that a successful match-day relies heavily on the ability, attitude and actions of our stewards. Stewards are there to assist with the movement of spectators, prevent overcrowding, reduce the likelihood of incident and disorder, take action in an emergency and ensure the care, comfort and well being of all supporters to the stadium.

As our stewards act as representatives of the club, and are often the first point of contact between the supporter and the club management. We will ensure that our stewards offer the best service and provide the highest standards to all visitors to the stadium. In order for us to facilitate this promise, we ensure that each of our stewards has a clear definition of their roles and responsibilities and a clear indication of the attitude expected of all the stewards employed by the club.

The basic duties of a club steward are:

• responsibility toward the health and safety and welfare of all supporters, other stewards, ground staff and themselves;
• to carry out safety checks as prescribed by the club safety handbook and the Safety Officer;
• to control or direct spectators who are entering or leaving the stadium, to help achieve an even flow of people to and from the viewing areas;
• to assist in the safe operation of the stadium;
• to staff entrances, exits and other strategic points; for example segregation, perimeter and exit doors and gates which are not secured in the open position whilst the stadium is in use;
• to recognise crowd conditions so as to ensure the safe dispersal of supporters and the prevention of overcrowding;
• to carry out bag checks;

To report an incident of discrimination or antisocial behaviour text ‘WIGAN’ along with details of your concern and your location to 80800
• to assist the emergency services as required;
• to provide basic emergency first aid;
• to respond to emergencies, to raise the alarm and take the necessary immediate action;
• to undertake specific duties in an emergency or as directed by the Safety Officer or the appropriate emergency services officer; and
• to undertake and adhere to any additional duties, requirements or responsibilities outlined in the club’s Safety Handbook or as advised by the Safety Officer from time to time.

The club will ensure that all stewards employed by the club shall adhere to the following club guidelines:

• be polite, courteous and helpful to all supporters;
• be smartly dressed in the uniform provided by the club with their steward identification number clearly on show, and should always be clean and tidy;
• concentrate fully on their duties and responsibilities;
• never;
  i. wear clothing that may appear partisan or may cause offence whilst on duty;
  ii. celebrate or show extreme reaction to the event;
  iii. eat, drink or smoke in view of the public in or around the vicinity of the stadium;
  iv. consume alcohol before or during the match; and /or
  v. use obscene, offensive or intimidatory language or gestures; and
• be aware of their duties and responsibilities whilst on duty at the stadium and always adhere to the instructions of the Safety Officer, Stadium Manager and the club’s Safety Handbook.

The club will ensure that all stewards employed at the stadium are fully trained and qualified to the relevant standards as prescribed by the stadium’s General Safety Certificate.

If you wish to comment on the behaviour or actions of a particular steward or group of stewards please email feedback@wiganathletic.com.
(G) CATERING

Concourse catering at the DW Stadium is managed by a third party business, Centerplate, who have been granted the license to operate these outlets. Centerplate is responsible for the stock, product range, pricing and all other aspects of the public catering at the DW Stadium and both Wigan Athletic and Centerplate welcome all feedback from supporters to ensure that the service on offer meets or exceeds expectation.

Wigan Athletic and the DW Stadium have partnered with Heineken for provision of our beers, wines, spirits and soft drinks. The partnerships with both Centerplate and Heineken are the result of consultation with supporters and the result is a wide and varied product range, guest ales and food options, a focus on customer service and investment on facilities throughout the concourses and hospitality facilities.

(H) CLEANLINESS

The club works hard to ensure that the environs of the stadium are kept as clean as possible, both on matchdays and during the week to provide a pleasant environment. Cleaning teams ensure that both the stadium and any other areas for which we are responsible will be kept as clean and clear as possible at all times.
(I) DIRECTIONS AND PARKING

The stadium is located on Loire Drive, Wigan, approximately one kilometre from Wigan town centre. The stadium is easily accessible from the M6 at Junction 25 for northbound traffic or Junction 27 for southbound vehicles. If travelling from the M61, take Junction 6 for Aspull and follow the signage to Wigan. The stadium is signposted from all of these directions by the recognisable brown tourist information signs.

Downloadable maps of the area and directions can be found at www.wiganathletic.com/directions.

There are supporter parking facilities available around the stadium on a matchday. Home supporters are advised to park in car park no 3 or 4 (Sat Nav code WN5 0UN), which are priced at £5 for cars. Away supporters are advised to park in car park no 1 (Sat Nav code WN5 0UN) which is priced at £5 for cars, £10 for mini buses and £20 for coaches.

The club strongly advise against parking on the adjacent retail park or in any other unauthorised parking space as it is likely that you will receive a penalty fine. The club car parks are stewarded and are protected throughout the game. WLCT car parks at the front of the stadium must only be used if paying the applicable fee and displaying a ticket.

The stadium is well served by the local railway network. Wigan North Western is managed by Virgin Trains and is an integral stop on the West Coast Mainline, offering journey times of just over two hours to London Euston. Directly opposite, Wigan Wallgate is an important regional station offering services to Manchester and Liverpool, and various other north western towns. Both stations are approximately 15–20 minutes walk from the stadium, or a £5 taxi fare (correct at time of printing).

Wigan is approximately 45 minutes from both Liverpool John Lennon and Manchester Airports, with easy access by train and motorway to both. Please note however, that there are no facilities for the storage of luggage with the confines of the stadium.
Visiting Supporters

The club would like to extend a very warm welcome to visiting supporters upon your visit to Wigan. Further details as to what you can expect when visiting the town may be found via the following link www.wiganathletic.com/visitors.

For the majority of fixtures, Wigan Athletic offers a fantastic facility for visiting supporters; ‘The Marquee’, which ensures visiting fans enjoy their visit to the stadium in style, with a free to enter facility underneath the North Stand. Up to 450 fans can be accommodated in this lounge, and entry is upon production of a valid away match ticket. Within this facility, hot food and beverages may be purchased, with licensed bars and a big screen television showing sporting events.

Other away supporters’ facilities may be found at the Powerleague Soccer Centre on Stadium Way, or at the Red Robin Pub on Robin Retail Park.

Wigan Athletic operates a policy of welcoming visiting supporters into hospitality suites under the understanding that behaviour is respectful to home supporters. For details of what the club can offer away supporters, please email hospitality@wiganathletic.com, or view the Visiting Supporters Guide, available for download at wiganathletic.com.

Accessibility Information

The club is committed to providing first class facilities for all supporters and every effort is made to ensure that disabled fans are given the same level of access as other supporters.

The club continues to be aware of the needs of our disabled supporters and constantly monitors any feedback as to how we can improve the matchday experience of disabled fans. The stadium has spaces for wheelchair bound supporters located at the same level of all four stands, meaning that supporters benefit from exactly the same standard of view and facilities as able bodied supporters.

In association with Inspiring Healthy Lifestyles, the club makes provision for disabled supporter car parking on the adjacent Robin Park Arena, close to turnstiles and entry points to the stadium situated off Stadium Way. Spaces are limited and admission to these car parks is by ticket only. You can purchase a season pass for this car park at £69 for the season or pay £5 on the day.

In accordance with the Equality Act, disabled patrons are charged the prevailing ticket price throughout the stadium. A personal assistant, if needed, will be issued with a ticket at the club’s discretion on completion of a disability registration form. Season ticket prices and individual match ticket prices can be found in section 3 of this document.

The stadium is equipped with headphones in certain areas of the stadium to allow visually impaired supporters a means of enjoying the action.

Louise Peet (Disability Supporter Liaison Officer) can be contacted for details of our disabled facilities and ticket allocation via l.peet@wiganathletic.com.
MEMBERSHIP SCHEMES AND BENEFITS

(A) OFFICIAL SUPPORTERS CLUB

The Wigan Athletic Supporters Club (‘WASC’) has been established for over twenty five years and has provided its members with travel to and from first team games as well as providing a facility for members to meet before and after each fixture. WASC is a non profit making organisation, whose main aim is to ensure that travel costs for members remain as low as possible.

Members of WASC enjoy the following benefits:

- exclusive coach travel to and from each first team away fixture
- access to WASC organised events such as fan forums and member dinners and
- travel on organised weekend trips to selected away fixtures.

The cost of WASC membership for the 2018/19 season is £6.00. Memberships can be renewed or applied for via the membership area of the website, coach travel can also be booked via the website, on the phone or in person at the DW Sports and Fitness Lounge bar prior to any home fixture.

The club actively supports ‘WASC’ and meetings are held regularly to discuss any issues and ideas. One of the Club Supporters Liaison Officers (Jason Taylor) sits on the Committee providing a direct link between the Football Club and the Official Supporters Club.

For more information on WASC including a full list of membership benefits and how to become a member please see the WASC website at www.wastc.co.uk or visit www.wiganathletic.com/awaytravel or call into the DW Sports Fitness Lounge prior to a home fixture.
(B) JUNIOR SUPPORTERS

Junior supporters are very important to Wigan Athletic. They are the future fan base of the club.

On match days we welcome junior supporters of both Wigan Athletic and the visiting club in to The Family Zone, which incorporates The Game Zone. The Game Zone is home to games consoles allowing younger fans to pit their wits against fellow fans and sometimes even first team players. Wigan Athletic are also the first club in the country to offer supporters the opportunity to enjoy a Virtual Reality experience, but parental permission must be granted for supporters under the age of 12.

Benefits for junior season card holders include:

• the chance to win a place as a club mascot;
• an invitation to special events including party nights;
• 10% off official club merchandise; and
• discounted tickets for selected games

For a full range of benefits for junior supporters, please visit wiganathletic.com or contact Julie Lavin on 01942 774000 or email j.lavin@wiganathletic.com
(C) MASCOTS

Matchday mascots are chosen at random from our junior supporter database of Season Card holders. Mascots should be under the age of 16 and the day will include match tickets for the lucky young fan and his/her parents, the opportunity to meet the players and walk out with the team before kick off. The club also offers the opportunity to purchase mascot places. Both of these options offer the opportunity to upgrade by adding hospitality to the day.

For a full range of terms & benefits for mascot packages, please visit wiganathletic.com or contact Julie Lavin on 01942 774 000 or email j.lavin@wiganathletic.com.
MERCHANDISE

(A) GENERAL

The club works closely with DW Sports on a full range of club products and souvenirs.

There are three club merchandise outlets:

DW Sports Store / Latics Club Shop, The Grand Arcade, 23 Crompton Street, Wigan, WN1 1BH,

DW Sports Fitness, Stadium Way, Wigan, WN5 0UN

DW Stadium (matchdays only)

For individual shop opening hours and directions please visit the Club Shop section on the website at www.LaticsStore.com

The club operates a mail order department via which supporters can place an order online at www.laticsstore.com and choose to have the item(s) delivered to a UK address or to “Click & Collect” – order your item, pay and choose to pick it up at any DW Sports store or from the DW Stadium.

Merchandise related queries should be addressed as follows:

In writing: DW Sports Store / Latics Club Shop
The Grand Arcade
23 Crompton Street
Wigan
WN1 1BH

Via telephone: 01942 248413

Via e-mail: branch2123@dwsports.com

The club’s current technical partner is Puma.
Playing apparel may be changed for both the home and away kit at the start of each season.

(B) REFUND POLICY

We want to ensure customers are completely satisfied with purchases from the club. If for any reason any customer is dissatisfied with any purchase we accept returns in their original unused / unworn condition with any packaging / receipt to the DW Sports Store / Latics Club Shop in The Grand Arcade, within 28 days of the date of purchase and we will exchange it or offer a full refund.

Some products will be exempt from this guarantee, including personalised printed replica shirts, earrings, body jewellery, made to order items and underwear. Statutory rights remain unaffected.

The club accepts no responsibility if a player leaves the club or changes his squad number. Customised shirts relating to this issue cannot be refunded.
TOGETHER: EQUALITY, DIVERSITY, RESPECT

Through Together the club works in partnership with Wigan Athletic Community Trust and the DW Stadium to promote equality, diversity and respect in all areas of its business and in the community.

It aims to ensure that no supporter, visitor, job applicant or employee will receive less favourable treatment on the grounds of age, disability, ethnicity, gender, gender reassignment, marital status, pregnancy, religion or belief or sexual orientation.

Under no circumstances will any form of harassment or discriminatory behaviour or actions be tolerated whether physical or verbal in any areas of the club’s operations. Anyone taking part in such activity may face arrest, prosecution, confiscation of their season ticket and being banned from all future games involving the club.

Wigan Athletic is proud to hold the Premier League Equality Standard – Intermediate Level, and is now working towards gaining the Premier League Equality Standard - Advanced Level. For the latest information please visit www.wiganathletic.com/together.

If any supporter has any ideas of suggestions around equality and diversity then please do not hesitate to contact Tom Flower, Head of Community Trust or Louise Kerrigan, Head of Human Resources.

Should any supporter witness any form of discriminatory behaviour within the stadium please report it to the nearest steward or text WIGAN to 80800, our incident reporting line, providing details of the stand name, row number, seat number and description of the offender and incident.

Alternatively you can report any incident via the Kick It Out app

You can also report via:
Facebook /kickitoutofficial
Twitter @kickitout
Email info@kickitout.org
Call 0800 169 9414
Visit kickitout.org

To report an incident of discrimination or antisocial behaviour text ‘WIGAN’ to 80800
WIGAN ATHLETIC COMMUNITY TRUST

Working with Wigan Athletic to improve health, enhance life chances and create stronger communities through sport

Wigan Athletic Community Trust, is the charitable arm of Wigan Athletic Football Club. Based at the Montrose Skills Hub on Montrose Avenue in Pemberton, the Trust’s team of football and sport coaches, youth workers and teachers run activities across Wigan that reach over 12,000 people a year,

Working across 3 areas: Schools, Community Development and Training and Skills the Community Trust aims to:

• Increase participation in sport across all levels of society particularly those from under-represented groups
• Encourage young people and families to lead healthier and more active lifestyles
• Improve the skills, aspirations and achievements of young people
• Contribute towards increased community cohesion and improving the quality of life for young people, families and communities.

During the 2016/2017 season the Community Trust delivered 25 different projects at 99 venues and highlights included:

• Working with 12,461 individuals
• Providing 16,549 hours of sessions an average of 45 hours of activity a day
• Participants staying engaged in programmes for an average of 24 hours
• Working with 72 primary schools
• 3,926 young people receiving coaching in schools with 88% of pupils improving their physical literacy levels
• Mentoring 106 primary school teachers in PE with 92% of teachers increasing their confidence when delivering PE.
• 94% of primary schools worked with stating that their enjoyment of PE has increased across the school
• 37 young footballers being referred to Wigan Athletic Youth Academy for trials or to train
• Raising the aspirations of 229 young people who gained a business qualification
• Helping 34 young people at risk of becoming NEET remain in education
• Providing constructive sports opportunities for 3,688 young people in evening and weekends
• Improving the health of 98% of 8-12 year olds who who took part in sports coaching with the Trust and 76% of 12-19 year olds.

With funding support from a range of partners including the Premier League, Wigan Council, Big Lottery Fund and the EFL Trust an example of its current community projects are:

Holiday Football Courses: providing high quality and affordable football coaching to both boys and girls between the ages of 6 – 14 during every school holidays

Primary Stars: Working with up to 72 primary schools a year to provide free PE coaching, After School Sports Club, competitions and mentoring support to teachers.

Kicks: The Community Trust runs free football and sports activities on a Thursday and Friday evening for young people between the ages of 12-19 in eight different areas of Wigan.

Latics Enterprise Academy: Secondary schools based projects that help young people gain an understanding of how Wigan Athletic Football Club operates as a business and develop business and entrepreneurial skills.

Wigan Youth Zone: The Community Trust has a football officer at the centre and in partnership with the Youth Zone runs evening, weekend and holiday football sessions for young people.

Every Player Counts: Football and sports coaching for young people and adults with disabilities.

Pathway 2 Participation: Mentoring project for 12 – 19 year olds to encourage them to take part in more sporting, educational and social activities

Football 4 Forces: Weekly sport and physical activity sessions for members of the armed forces community living in Wigan.

In November 2016, the Community Trust’s Pathway 2 Participation project was named Best Community Initiative at the North West Football Awards and the Community Trust was named the North West Club of the Year by the EFL in 2017.
Wigan Athletic Football Club takes its responsibility for the wellbeing and safety of those who are under its care or using its facilities very seriously.

Our key safeguarding principles are:

- Safeguarding a child, young person’s or vulnerable adults welfare is, and must always be, the paramount consideration.
- All children, young people and vulnerable adults have a right to be protected from abuse.
- All allegations of abuse will be taken seriously and responded to efficiently and appropriately.
- To encourage parents, carers and other members of the public to be involved in a relationship with the Company.
- To ensure that all staff and all other adults associated with the Company provide good role models of behaviour.
- To ensure a comprehensive range of employment checks and training for all staff to minimise the possibility of any participants, players and other staff suffering harm from those whom they consider to be in positions of trust.

The Company have a team of staff who are responsible for managing safeguarding:

Senior Safeguarding Manager

The Senior Safeguarding Manager is the Chief Executive. The Senior Safeguarding Manager has overall responsibility for safeguarding within the organisation.

Head of Safeguarding

The Head of Safeguarding has overall day to day responsibility for safeguarding across the organisation and for a number of Designated Safeguarding Officers (DSOs) who work within the Community Trust, Academy, Stadium and on a match day.

Safeguarding Officer

The Safeguarding Officer works across the organisation and is responsible for ensuring appropriate safeguarding policies and procedures are in place and supports the Head of Safeguarding to provide training and guidance on all aspects of safeguarding.

Designated Safeguarding Officers (DSO’s)

The DSO’s have special responsibilities, and are the focal point for safeguarding in their area of responsibility which includes the Community Trust, Academy and Stadium.

We maintain regular dialogue with Wigan Safeguarding Children’s Board, The Local Authority Designated Officer, the Football Association, the English Football League as well as the police and other agencies when necessary to share information and in line with safeguarding guidelines. Please refer to our Safeguarding policies for further information.

If you have any questions or concerns relating to safeguarding please contact a member of the Safeguarding Team:

Louise Kerrigan
Head of Safeguarding
07703 822660
safeguarding@wiganathletic.com.

Hayley Abbas
Safeguarding Officer
07894 402681
safeguarding@wiganathletic.com
GOOD CAUSES, CHARITIES AND SIGNED MERCHANDISE

Good Causes and Charities

The club is committed to helping many local charities and good causes. The club’s official charity partners are Wigan Athletic Community Trust and Wigan Youth Zone. In line with our charity policy each season we will also identify a third charity to support. Among the benefits the charity can expect to receive from Wigan Athletic are:

- Launch of partnership with manager and players at the training ground and match day presentation at a Wigan Athletic home game
- Exclusive photo opportunities on request with Wigan Athletic players at the training ground
- A designated home match for the charity to raise funds and the profile of its work, including the possibility of players warming up in branded t-shirts
- Features in the match day programme and on the club’s website, with a permanent link from club website to the charity to promote its work
- The chosen charity’s fundraising initiatives to be promoted by the club’s official social media outlets
- Five signed items of club merchandise for fundraising purposes
- Player appearance at promotional activities and events (subject to availability and club’s convenience)
- Access to the DW Stadium conference facilities for one fundraising event/activity (event to be organised by the charity and subject to room availability)
- Two bucket collections before a Wigan Athletic home game during the season (including one at the designated match)
- A share in the proceeds from the club’s allocation from FA Community Shield funding.

In addition, throughout the season, the club will continue to consider other specific smaller charitable requests made in writing to feedback@wiganathletic.com on individual merit.

Due to the high volume of requests we receive each week from charitable organisations, we require six weeks’ notice in advance of an event taking place. We will endeavour to respond to all requests within 14 days.

Signed Merchandise

Unfortunately due to the extremely large volume of requests received, the club will not accept personal autograph requests of the playing and management staff. However the club does encourage supporters to seek autographs via the various opportunities open to supporters throughout the year including:

- open signing sessions;
- fans forums, functions and events where players are attending;
- club competitions offering signed items as competition prizes;
- match days;
DATA PROTECTION POLICY

The club strives to fully comply with the Data Protection Act in regards to the handling of personal data. We work closely with Ticketmaster to ensure compliance with all Data Protection provisions and guidance and to ensure we stay abreast of any new legislation and guidance.

Information and data of our customers may be stored on computer or manual files in order to maintain accurate records. Your personal data will not be passed to any third parties without your consent. You can choose to opt out of receiving information from the club at any time or update or amend your details at www.wiganathletic.com/details or alternatively you can email the ticket office at ticketoffice@dwstadium.com.
CUSTOMER SERVICES
CONTACT

To contact the Club:

By Post: Letters should be addressed to:
Supporter Services
Wigan Athletic Football Club
DW Stadium, Robin Park, Newtown, Wigan
WN5 0UZ

By Telephone: 0871 66 33 552

By E-mail: feedback@wiganathletic.com

Office Hours: 9am - 5pm Monday to Friday

The club will endeavour to respond to any correspondence within seven days of receipt. If it is not possible to provide a full response then an acknowledgement will be sent followed by a detailed reply within fourteen days of receipt of the original communication.

In the unlikely event that a query / complaint is not dealt with promptly or satisfactorily, supporters are advised to contact Chris Laird (Head of Football Administration) on 01942 770 400 or c.laird@wiganathletic.com. Should you be dissatisfied with the response you receive or feel that your complaint has not been resolved, you may wish to escalate the case to the Independent Football Ombudsman:

The Independent Football Ombudsman
33 George Street
Leeds
LS1 3AJ

E: contact@theifo.co.uk
T: 0800 588 4066
## CLUB CONTACTS

### CLUB ADMINISTRATION:

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chief Executive</td>
<td>Jonathan Jackson</td>
<td><a href="mailto:j.jackson@wiganathletic.com">j.jackson@wiganathletic.com</a></td>
</tr>
<tr>
<td>Head of Football Administration</td>
<td>Chris Laird</td>
<td><a href="mailto:c.laird@wiganathletic.com">c.laird@wiganathletic.com</a></td>
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</tbody>
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### SUPPORTER SERVICES

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Email</th>
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<tbody>
<tr>
<td>Head of Business Development and Customer Experience</td>
<td>Jonty Castle</td>
<td><a href="mailto:j.castle@wiganathletic.com">j.castle@wiganathletic.com</a></td>
</tr>
<tr>
<td>Hospitality Sales Manager</td>
<td>India Harris</td>
<td><a href="mailto:i.harris@wiganathletic.com">i.harris@wiganathletic.com</a></td>
</tr>
<tr>
<td>Marketing and Partnerships Executive</td>
<td>Dave Whittaker</td>
<td><a href="mailto:d.whittaker@wiganathletic.com">d.whittaker@wiganathletic.com</a></td>
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### MEDIA:

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<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Email</th>
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<tbody>
<tr>
<td>Head of Digital Communications</td>
<td>Ash Houghton</td>
<td><a href="mailto:a.houghton@wiganathletic.com">a.houghton@wiganathletic.com</a></td>
</tr>
<tr>
<td>Press Officer</td>
<td>Nick Taylor</td>
<td><a href="mailto:n.taylor@wiganathletic.com">n.taylor@wiganathletic.com</a></td>
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### HR AND SAFEGUARDING:

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<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Email</th>
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</thead>
<tbody>
<tr>
<td>HR Manager and Head of Safeguarding</td>
<td>Louise Kerrigan</td>
<td><a href="mailto:l.kerrigan@wiganathletic.com">l.kerrigan@wiganathletic.com</a></td>
</tr>
<tr>
<td>Safeguarding Officer</td>
<td>Hayley Abbas</td>
<td><a href="mailto:h.abbas@wiganathletic.com">h.abbas@wiganathletic.com</a></td>
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### TICKET OFFICE:

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<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Email</th>
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</thead>
<tbody>
<tr>
<td>Ticket Office Manager</td>
<td>Steve Reeves</td>
<td><a href="mailto:s.reeves@dwstadium.com">s.reeves@dwstadium.com</a></td>
</tr>
<tr>
<td>Disability Liaison Officer</td>
<td>Louise Peet</td>
<td><a href="mailto:l.peet@dwstadium.com">l.peet@dwstadium.com</a></td>
</tr>
</tbody>
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### ACCOUNTS:

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Email</th>
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</thead>
<tbody>
<tr>
<td>Company Accountant</td>
<td>Richard Bramwell</td>
<td><a href="mailto:r.bramwell@wiganathletic.com">r.bramwell@wiganathletic.com</a></td>
</tr>
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### DW STADIUM:

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Email</th>
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<tbody>
<tr>
<td>Stadium Operations Manager</td>
<td>Andy Birch</td>
<td><a href="mailto:a.birch@dwstadium.com">a.birch@dwstadium.com</a></td>
</tr>
<tr>
<td>Safety Officer</td>
<td>Shaun Currie</td>
<td><a href="mailto:safetyofficer@dwstadium.com">safetyofficer@dwstadium.com</a></td>
</tr>
<tr>
<td>Reception</td>
<td></td>
<td><a href="mailto:reception@dwstadium.com">reception@dwstadium.com</a></td>
</tr>
</tbody>
</table>

### COMMUNITY TRUST:

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Email</th>
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<tbody>
<tr>
<td>Head of Community</td>
<td>Tom Flower</td>
<td><a href="mailto:t.flower@wiganathletic.com">t.flower@wiganathletic.com</a></td>
</tr>
</tbody>
</table>