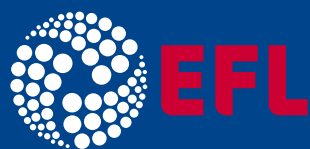




WE ARE BIRMINGHAM.

SUPPORTER CHARTER 2023 | 24



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INTRODUCTION

Welcome to Birmingham City Football Club and St. Andrew's @ Knighthood Park. This supporter charter has been created to help you get the best experience of Blues and St. Andrew's @ Knighthood Park.

Within the supporter charter you will find details of:

- How to find St. Andrew's @ Knighthood Park
- Ticket information – including memberships, disability information
- Matchday facilities & hospitality
- St. Andrew's @ Knighthood Park ground regulations
- Club information & policies
- Contact details should you require any further assistance or information



SOCIAL MEDIA

TWITTER



@BCFC

FACEBOOK



/bcfcofficial

INSTAGRAM



@BCFC

YOUTUBE



/officialbcfc

LINKEDIN



/company/Birmingham-city-fc

SUPPORTER SERVICES

SUPPORTER SERVICES POLICY

Our Supporter Services policy sets out what people can expect from Birmingham City Football Club.

We are proud of our relationship with our supporters. We are committed to all fans being treated with the respect and courtesy they deserve from all staff members. Therefore, the Club will do its utmost to resolve any dissatisfaction where possible through departmental heads by directly addressing any complaint or grievance.

If you do have cause to complain on a match day, please speak to your nearest steward or uniformed member of staff who will be able to assist you. However, if your complaint cannot be resolved on the day or you have an enquiry regarding another issue, the relevant department should be contacted via email:

Ticket Office: ticket.office@bcfc.com

Retail: blues.direct@bcfc.com

Commercial: commercial@bcfc.com

Marketing: marketing@bcfc.com

Media: media@bcfc.com

BluesTV: birminghamcitytvsupport@streamamg.com

If you are unhappy with the response provided by the relevant department, please contact Supporter Services on fans@bcfc.com.

The vast majority of complaints are successfully brought to a conclusion by the Club within ten working days. However, if a supporter is not satisfied with the outcome of their complaint, they may refer the matter directly to the Independent Football Ombudsman (IFO):

Independent Football Ombudsman
Premier House
1-5 Argyle Way
Stevenage
Hertfordshire
SG1 2AD

Framework for Supporter Engagement

In line with EFL Regulation 128, we hold a minimum of two organised fans forums per season at which every department of the Club is represented – Marketing, Commercial, Finance, Safety, Operations, Ticketing, and Retail – as well as a Senior Executive or member of the Board of Directors.

All Supporters Clubs are invited to submit questions for discussion at the forum and to nominate two of their members to attend. A number of independent, unaffiliated supporter representatives are also invited to attend on a rotating basis. To request to be added to this pool of representatives, please email: fans@bcfc.com

STADIUM PLAN, LOCATION & DIRECTIONS

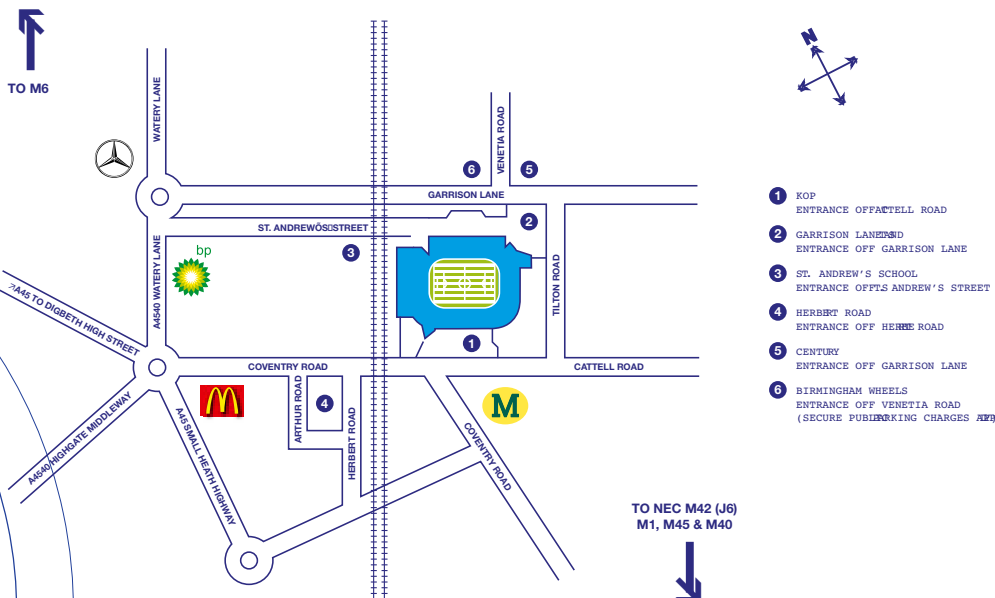
STADIUM SEATING PLAN



- TICKET COLLECTION POINT
- FIRST AID
- DISABLED ENTRANCES & EXITS
- HOME ENTRANCES
- AWAY ENTRANCES



LOCATION MAP



BY CAR

Birmingham City Football Club is situated just off the A45 in Small Heath.

From the M6 – come off the motorway at Junction 6, join the A38 Aston Expressway. Leave the Expressway at the 2nd exit which is signposted Ringroad. From here follow signs for Birmingham City Football Club.

From the M42 – come off the motorway at Junction 6 and follow the A45 into Small Heath. Birmingham City Football Club is located on the left hand side of Cattell Road.

SATNAV

Post code is **B9 4RL**. Please note the main entrance is on Cattell Road.

MATCHDAY CAR PARKING

There is no parking available at the ground, only street parking in the vicinity.

BY TRAIN

The nearest local railway station is Bordesley (matchday only) which is a ten minute walk away. The nearest mainline stations are Birmingham New Street, Snow Hill or Moor Street (25 minute walk).

A taxi to the ground from the mainline stations will cost roughly £7.

BY BUS

From the City Centre, the number 17 and 60 will stop right next to the ground. For further travel information please see National Express West Midlands: nxbus.co.uk/west-midlands



IMPORTANT INFORMATION FOR ALL VISITORS TO THE STADIUM

NON-PERMITTED ITEMS WITHIN THE STADIUM

Please note that supporters are not permitted to bring any of the following items which can be commonplace, into the stadium:



GLASSES



TOOLS



**SMOKE
CANISTERS**



FLAG POLES



BOTTLES



**GOLF
UMBRELLA**



FIREWORKS



DARTS



DRINK CANS



CAMERAS



KNIVES



**ANY ARTICLE
LIKELY TO CAUSE
INJURY**



**GAS
CANISTERS**



RADIO SETS

Any of these items may be confiscated on entry.

SMOKING POLICY

The use of both cigarettes and all types of electronic cigarettes (including vapes) is not permitted anywhere inside St. Andrew's @ Knighthood Park. This includes all areas inside the stadium bowl, toilets, concourses, stairwells and bars. Smoking of any type is only permitted in designated areas.

MATCHDAY FIRST AID MEDICAL PROVISION

There are two medical rooms within St. Andrew's @ Knighthood Park. Should you require medical assistance please contact your nearest steward.

FOUL AND ABUSIVE LANGUAGE

Any supporter who persistently uses expletives could face an ejection or ban from the stadium (for full information see page 11).

GROUND REGULATIONS

All supporters must adhere to our club's ground regulations which can be viewed outside of each turnstile entrance to the stadium. Supporters must abide by these comprehensive set of rulings and regulations and can face ejection if these are not abided by. A full and comprehensive guide is listed below:

Notice: Entry to the ground is expressly subject to acceptance by the visitor of these ground regulations and the rules and regulations of FIFA, UEFA, The Football Association, and The Football League in respect of the relevant competition. The ground regulations incorporate the club's customer charter (if any).

Entry to the ground shall constitute acceptance of the ground regulations.

"Ground" means this football stadium and all locations owned, occupied or utilised by the Club.

"Club" means this football club.

"Match" means any association football match taking place at the Ground.

"Material" means any audio, visual or audio-visual material or any information or data.

- 
- 1 Notwithstanding possession of any ticket the club, any police officer or authorised steward may refuse entry to (or eject from) the ground any person:
 - 1.1 that fails (or in the club's reasonable opinion is likely to fail) to comply with these ground regulations or any reasonable instruction issued by a police officer or authorised steward; and/or
 - 1.2 whose presence within the ground is, or could (in the club's reasonable opinion), constitute a source of danger, nuisance or annoyance to any other person.
 - 2 On no account will admission be granted to a person who is the subject of a current banning order under the Football Spectators Act 1989 (as amended) or has been convicted of ticket touting offences under the criminal Justice and Public Order 1994 (as amended).
 - 3 The 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 No guarantees can be given by the club that a match will take place at a particular time or on a particular date and the club reserves the right to reschedule the match without notice and without any liability whatsoever.
 - 5 In the event of the postponement or abandonment of the match, refunds (if any) will be made in accordance with the club's customer charter. The club will have no further liability whatsoever, including (but not limited to) any indirect or consequential loss or damage, such as (but not limited to) loss of enjoyment or travel costs.
 - 6 All persons seeking entrance to the ground acknowledge the club's right to search any person entering the Ground and to refuse entry to or eject from the ground any person refusing to submit to such a search.
 - 7 The following articles must not be brought within the ground - knives, 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 in possession of such items will be refused entry.
 - 8 Further, you may not bring into the ground any sponsorship, promotional or marketing materials save in respect of official club merchandise and/or other football related clothing worn in good faith nor may you offer (free or for sale by any person) any goods (including literature) of any nature without the express written approval of the management.
 - 9 The use of threatening behaviour, foul or abusive language is strictly forbidden and will result in arrest and/or ejection from the ground. The club may impose a ban for one or more matches.
 - 10 Racial, homophobic or discriminatory abuse, chanting or harassment is strictly forbidden and will result in arrest and/or ejection from the ground. The club may impose a ban for one or more matches.
 - 11 The following acts are offences under the Football (Offences) Act 1991 (as amended):
 - 11.1 The throwing of any object within the Ground without lawful authority or excuse.
 - 11.2 The chanting of anything of an indecent or racist nature.
 - 11.3 The entry onto the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse. Conviction may result in a banning order being made.
 - 12 All persons entering the ground may only occupy the seat allocated to them by their ticket and must not move from any one part of the ground to another without the express permission or instruction of any steward, officer of the club and/or any police officer.
 - 13 Nobody may stand in any seating area whilst play is in progress. Persistent standing in seated areas whilst play is in progress is strictly forbidden and may result in ejection from the ground.
 - 14 The obstruction of gangways, access ways, exits and entrances, stairways and like places is strictly forbidden. Nobody entering the ground shall be permitted to climb any structures within the ground.
 - 15 Football League stadia are smoke-free and smoking is not permitted inside the ground, this includes vaping/electronic cigarettes.

- 16 Mobile telephones are permitted within the Ground, provided that they are used for personal and private use only PROVIDED THAT no audio, visual or audio-visual material captured by a mobile telephone may be published or otherwise made available to any third parties including, without limitation, via social networking sites.
- 17 Under the Sporting Events (Control of Alcohol etc) Act 1985 (as amended), the following are offences for which a person can be arrested by a police officer and conviction could result in a banning order being made:
- 17.1 Attempting to enter the ground or being inside the ground whilst drunk;
- 17.2 Being in possession of any intoxicating liquor, or bottle, can or other portable container and which could cause damage or personal injury, when entering the ground or in a public area of the ground from which the event can be directly viewed.
- 18 Any individual who has entered any part of the ground designated for the use of any group of supporters to which he does not belong may be ejected from the ground either for the purposes of his own safety or for any other reason.
- 19 Save as set out in paragraph 16 above, no person (other than a person who holds an appropriate licence) may bring into the ground or use within the ground any equipment, which is capable of recording or transmitting (by digital or other means) any audio, visual or audio-visual material or any information or data in relation to the match or the ground. Copyright, database rights and any other intellectual property rights in any unauthorised recording or transmission is assigned (by way of present assignment of future rights to the club and The Football League. You further agree (if and whenever required to do so by the club and/or The Football League) to promptly execute all instruments and do all things necessary to vest the right, title and interest in such rights to the club and The Football League absolutely and with full title guarantee
- 20 No goods (including literature) of any nature may be offered either free or for sale by any person within the ground without the express written permission of the club.
- 21 Tickets are not transferable and may not be offered for sale without the prior written permission of the club. Any tickets that are transferred are transferred subject to these ground regulations. Any tickets offered for sale may be confiscated by any steward, officer of the club or any police officer. The club reserves the right to refuse admission to or eject from the ground, any person who has transferred his/her ticket in contravention of the relevant ticket terms and conditions (and/or the holder of any ticket that has been transferred in contravention of the relevant ticket terms and conditions.) Tickets remain the property of the club at all times.
- 22 CCTV cameras are in use around and in the ground and the club may itself use or pass to the police or any Football Authority, any recordings for use in any proceedings.
- 23 At all times whilst present in the ground, persons must comply with any and all instructions of any steward or officer of the club and/or any police officer. Failure to comply with any instruction may lead to immediate ejection from the ground.
- 24 By entering the ground, all persons are acknowledging that photographic images and/or video recordings (and/or stills taken from video recordings) may be taken of them and may also be used by the club for marketing or promotional purposes. Entry into the ground is confirmation that all persons have consented to such use of their image. If these images should feature an individual prominently the club will make reasonable efforts to gain the consent of that person before publishing such images, however, if this is not possible, then entry into the ground shall be deemed consent unless the club is notified in writing to the contrary.
- 25 Further to paragraph 24, if such person is under 18 years of age, the parent, guardian, or responsible adult who is accompanying them into the ground shall be deemed to have provided consent on their behalf.
- 26 Refused entry to (or ejection from) the ground may lead to further action by the club including, but not limited to, the withdrawal of any season ticket (without reimbursement), club membership and other benefits.
- 27 Gil Merrick Stand - food and drink policy. Supporters who purchase beverages and food in the Gil Merrick Upper area are not authorised to take their purchases out of the concourse and into their seating area due to Local Authority legislation.

STANDING POLICY

All visitors to St. Andrew's @ Knighthead Park are reminded that we are an all-seater stadium (except for licensed standing in seated areas) and in accordance with the Club's ground regulations, all supporters must remain in their seat whilst the game is in progress. Persistent standing in seated areas whilst play is in progress is strictly forbidden and may result in ejection from the ground and/or your season ticket suspended.

1. All persons entering the Ground may only occupy the seat allocated to them by their ticket (including those who have tickets to a Licensed Standing Area pursuant to paragraph 4 below) and must not move from any one part of the Ground to another without the express permission or instruction of any steward, officer of the Club and/or any police officer.
2. Nobody may stand in any seating area whilst play is in progress (except those persons who have tickets to a Licensed Standing Area pursuant to paragraph 4 below). Persistent standing in seated areas other than in Licensed Standing Areas whilst play is in progress is strictly forbidden and may result in ejection from the Ground.
3. The obstruction of gangways, access ways, exits and entrances, stairways and like places is strictly forbidden. Nobody entering the Ground shall be permitted to climb any structures within the Ground.
4. To the extent that the Club operates licensed standing in seated accommodation areas at the Ground as part of the UK Government's scheme on safe standing in conjunction with the Sports Grounds Safety Authority (the "Licensed Standing Areas"), only ticket holders who have tickets to the Licensed Standing Areas are permitted to access the Licensed Standing Areas. Ticket holders who have tickets to the Licensed Standing Areas shall:
 - 4.1 occupy the space in front of the seat allocated to them on their ticket only and must not move to different spaces within the Licensed Standing Areas or to different areas of the Ground;
 - 4.2 expect that other spectators will be standing while play is in progress (although of course they may sit on their allocated seat before and after the activity, or during an interval or halftime break);
 - 4.3 not sit or stand on the rails, or stand on the seats in the Licensed Standing Areas;
 - 4.4 not be permitted to admit anyone who does not have a ticket to the Licensed Standing Areas to the Licensed Standing Areas;
 - 4.5 be respectful towards staff, stewards, and other fans at all times;
 - 4.6 behave appropriately in the Licensed Standing Areas – anti-social behaviour will not be tolerated;
 - 4.7 unless needing to use facilities, not move around in the Licensed Standing Areas and shall stay in the designated space only as described on the relevant ticket and in accordance with paragraph 4.1;
 - 4.8 not be permitted to stand in the gangways or on the steps in the Licensed Standing Areas to watch the Match and acknowledges that these are for accessing and leaving seats only; and
 - 4.9 acknowledge that any failure to comply with the conditions set out in this paragraph 4 may lead to ticketholders being ejected from the Ground and/or banned from all Matches, and the Ground may lose the right to maintain the Licensed Standing Areas.

CLUB BANNING ORDERS AND ACCEPTABLE BEHAVIOUR CONTRACTS

Birmingham City is committed to maintaining a positive and friendly atmosphere within the stadium. Our supporter charter encourages spectators to come to the stadium and enjoy the event, but it will deal firmly with any persons whose conduct interferes with that aim.

There are two types of banning orders, Club which this policy relates to and are court imposed. Birmingham City Football Club will not support any appeal against a court banning order but will accept its outcome and possible reduction subject to our own terms and conditions.

At both home and away games, supporters may be subject to ejection from the stadium where they fail to comply with the EFL ground regulations and/or club rules or to instructions by a club steward, club official or a police officer. In most cases, supporters will be asked to change their behaviour when such contravention occurs; an immediate change will avoid any need for an ejection from the stadium. However, continued contravention will lead to an individual being ejected from the ground.

In addition to ejection from the stadium, supporters will be subject to a club ban where there is an aggravating feature to the offence or if the behaviour is persistent or sufficiently serious to warrant a further sanction, e.g. throwing of missiles, entering on the field of play, racially aggravated offences etc. In every instance reinstatement will only occur when the supporter has accepted and signed an acceptable behaviour contract.

Examples of potential bans might include contravention of club rules and ground regulations, but the list is not exhaustive and other misdemeanours will be dealt with on a scale relating to the seriousness of the incident. Persistent and repeated offenders will result in subsequent club bans at least double the length of the ban originally imposed. Any conduct whereby a fan is violent or threatening/abusive towards a member of staff or another supporter will attract a longer ban.

APPEAL PROCEDURE:

The right of appeal against a club ban is open to all fans when their original banning order has been served. Anyone who has recently completed a ban and is seeking reinstatement will be interviewed by the Club's Safety Officer and the Football Intelligence Officer (FIO) from West Midlands Police.

ONLINE ABUSE

Online abuse directed towards professional footballers from Birmingham City FC supporters will not be tolerated and the Club will work with West Midlands Police to identify social media accounts. The Club will fully cooperate with police investigations, and using police evidence, the Club will issue banning orders alongside any punishment from the police.

TICKETING INFORMATION & POLICIES

Birmingham City Football Club continues to strive to offer supporters a broad range of ticket prices for matches

The Birmingham City Football Club Ticket Office is run by Aamir Javaid, Ticketing Manager. The Ticket Office team can be contacted between the hours of 9.00am and 5.00pm, Monday to Friday over the phone on 0121 772 0101 opt 2.

On match days for face to face purchases, tickets can be purchased in the club superstore from 9am until 12pm. From 12pm, tickets can be purchased from the Ticket Office until kick-off, then opens once more for 15 minutes after the final whistle.

- **Write to us** Birmingham City Football Club, St. Andrew's @ Knighthood Park, Birmingham, B9 4RL
- **Email** ticket.office@bcfc.com
- **Call** 0121 772 0101 (option 2)

MATCHDAY TICKET PRICES 2023/24

CATEGORY A

STAND	ADULT	SENIOR	16-22	U16
THE TILTON	£35	£27.50	£25	£10
KOP	£40	£32.50	£27.50	£10
KOP CORNER	£37.50	£32.50	£27.50	£10
GIL MERRICK	£35	£27.50	£25	£10
ARTHUR'S AREA UPPER	£35	£27.50	£25	£5
ARTHUR'S AREA LOWER	£32.50	£25	£22.50	£5
MAIN STAND UPPER 2	£40	£32.50	£27.50	£10
MAIN STAND UPPER 1	£37.50	£32.50	£27.50	£10
MAIN STAND LOWER	£32.50	£25	£22.50	£5

CATEGORY B

STAND	ADULT	SENIOR	16-22	U16
THE TILTON	£32.50	£25	£22.50	£10
KOP	£37.50	£30	£25	£10
KOP CORNER	£35	£30	£25	£10
GIL MERRICK	£32.50	£25	£22.50	£10
ARTHUR'S AREA UPPER	£32.50	£25	£22.50	£5
ARTHUR'S AREA LOWER	£27.50	£22.50	£20	£5
MAIN STAND UPPER 2	£37.50	£30	£25	£10
MAIN STAND UPPER 1	£35	£30	£25	£10
MAIN STAND LOWER	£27.50	£22.50	£20	£5

CATEGORY C

STAND	ADULT	SENIOR	16-22	U16
THE TILTON	£27.50	£22.50	£20	£10
KOP	£35	£27.50	£22.50	£10
KOP CORNER	£32.50	£27.50	£22.50	£10
GIL MERRICK	£27.50	£22.50	£20	£10
ARTHUR'S AREA UPPER	£27.50	£22.50	£20	£5
ARTHUR'S AREA LOWER	£22.50	£17.50	£17.50	£5
MAIN STAND UPPER 2	£35	£27.50	£22.50	£10
MAIN STAND UPPER 1	£32.50	£27.50	£22.50	£10
MAIN STAND LOWER	£22.50	£17.50	£17.50	£5

SEASON TICKET PRICES 2023/24

KOP (UPPER/LOWER)	RENEW	EARLY BIRD UNTIL SATURDAY 22 JULY	STANDARD FROM MONDAY 24 JULY
Adult	£460	£470	£495
Senior	£265	£270	£285
16-22	£240	£245	£260
Under-16	£110	£110	£115

KOP CORNER	RENEW	EARLY BIRD UNTIL SATURDAY 22 JULY	STANDARD FROM MONDAY 24 JULY
Adult	£435	£445	£470
Senior	£265	£270	£285
16-22	£240	£245	£260
Under-16	£110	£110	£115

CLUB CLASS	RENEW	EARLY BIRD UNTIL SATURDAY 22 JULY	STANDARD FROM MONDAY 24 JULY
Adult	£550	£560	£590
Senior	£330	£345	£365
16-22	£240	£245	£260
Under-16	£110	£110	£115

MAIN STAND UPPER 1	RENEW	EARLY BIRD UNTIL SATURDAY 22 JULY	STANDARD FROM MONDAY 24 JULY
Adult	£435	£445	£470
Senior	£265	£270	£286
16-22	£240	£245	£260
Under-16	£110	£110	£115

MAIN STAND UPPER 2	RENEW	EARLY BIRD UNTIL SATURDAY 22 JULY	STANDARD FROM MONDAY 24 JULY
Adult	£460	£470	£495
Senior	£265	£270	£285
16-22	£240	£245	£260
Under-16	£110	£110	£115

MAIN STAND LOWER	RENEW	EARLY BIRD UNTIL SATURDAY 22 JULY	STANDARD FROM MONDAY 24 JULY
Adult	£300	£300	£315
Senior	£265	£270	£285
16-22	£240	£245	£260
Under-16	£110	£110	£115

ARTHUR'S AREA UPPER	RENEW	EARLY BIRD UNTIL SATURDAY 22 JULY	STANDARD FROM MONDAY 24 JULY
Adult	£395	£405	£425
Senior	£265	£270	£285
16-22	£240	£245	£260
Under-16	£23	£23	£23

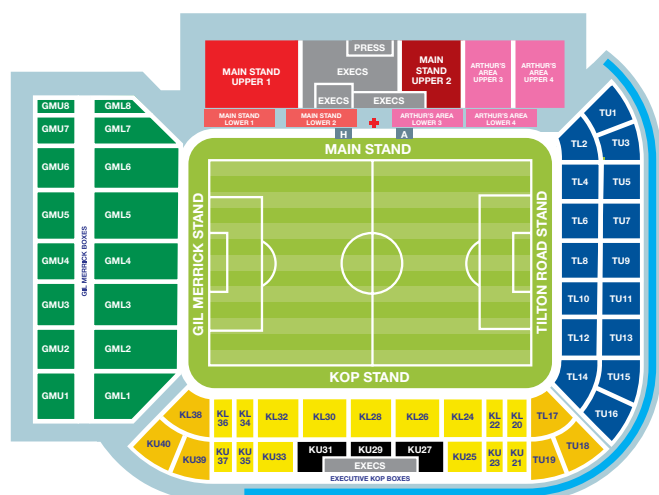
ARTHUR'S AREA LOWER	RENEW	EARLY BIRD UNTIL SATURDAY 22 JULY	STANDARD FROM MONDAY 24 JULY
Adult	£300	£300	£315
Senior	£265	£270	£285
16-22	£240	£245	£260
Under-16	£23	£23	£23

TILTON (UPPER/LOWER)	RENEW	EARLY BIRD UNTIL SATURDAY 22 JULY	
Adult	£395	£405	
Senior	£265	£270	£285
16-22	£240	£245	£260
Under-16	£110	£110	£115

GIL MERRICK (UPPER/LOWER)	RENEW	EARLY BIRD UNTIL SATURDAY 22 JULY	STANDARD FROM MONDAY 24 JULY
Adult	£395	£405	£425
Senior	£265	£270	£285
16-22	£240	£245	£260
Under-16	£110	£110	£115

TILTON/6M WHEELCHAIR	RENEW	EARLY BIRD UNTIL SATURDAY 22 JULY	STANDARD FROM MONDAY 24 JULY
Adult	£305	£310	£325
Senior	£155	£160	£170
16-22	£140	£145	£155
Under-16	£110	£110	£115

MAIN STAND WHEELCHAIR	RENEW	EARLY BIRD UNTIL SATURDAY 22 JULY	STANDARD FROM MONDAY 24 JULY
Adult	£275	£280	£295
Senior	£155	£160	£165
16-22	£140	£145	£260
Under-16	£110	£110	£115



KEY DATES:

RENEWAL WINDOW

WEDNESDAY 14 JUNE - MONDAY 17 JULY

EARLY BIRD

WEDNESDAY 14 JUNE - MONDAY 31 JULY

*SEASON TICKET HOLDERS THAT DO NOT RENEW DURING THE RENEWAL PERIOD WILL HAVE TO PURCHASE AT THE EARLY BIRD PRICE.

♦A maximum of two adults per child are permitted to sit within Arthur's Area. The child must accompany the adult to all matches. If the child does not attend they will be asked to relocate and pay the difference if required.

*Seniors: Supporters who purchase a senior Season Ticket must be aged 65 or over as of 1 August 2023.

†Under-16s: Under 16 season tickets in Arthur's Area must be purchased with a full paying adult. Please note Photo ID/birth certificate required at time of sale for new under 16 season tickets

16-22: Supporters who purchase a 16-22 season ticket must be 22 or under as of 1 August 2023

Disabled - For all disabled season ticket applications please visit the Kop Ticket Office - Disabled enquiries window during normal office hours (Mon-Fri 9.00am – 5.00pm) or call 0121 772 0101 option 2. Please note all paperwork is required before purchasing a Season Ticket. Details for the paperwork that is required can be found on www.bhcfc.com/club-and-fans/fans/disabled-information/.

Ambulant prices are priced as the same as each relevant area.

HOW DO I QUALIFY FOR A CONCESSION PRICE TICKET?

If you are under 13, under 19, 19-24 or 65 and over on August 1st 2022, you will qualify for a concession ticket price as published above. This deadline will not be moved or altered under any circumstances.

Please note that all concessions may also be required to show this ID at the turnstiles upon entry to the stadium and therefore **MUST** bring identification with them.

DO YOU OPERATE A SEASON TICKET FINANCE SCHEME FOR SUPPORTERS?

The Club has joined up with V12 Finance to offer all supporters the opportunity to spread the cost of their season ticket over 8 months. Please speak to the Ticket Office or select this option when renewing online.

INFORMATION FOR VISITING SUPPORTERS

The club abides by the Championship and Football League regulations governing the allocation of tickets to visiting clubs and for league games allocates a maximum of 1,900 tickets with a minimum of 10% of the ground capacity. Due to the current stadium closures the figure has been reduced to 1,900 from 2,800.

For FA Cup and Football League cup games, a maximum of 15% is allocated if the away club is confident of selling that number of tickets otherwise the amount is reassessed accordingly.

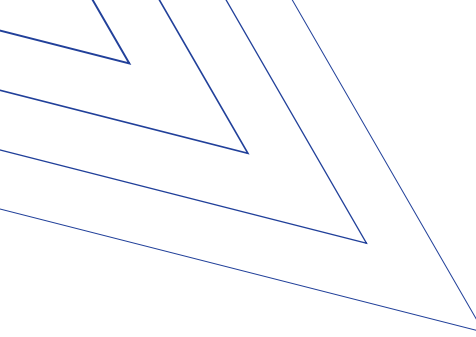
The Club charges the same admission price to both home supporters and supporters of a visiting club in the relevant area. Our concession rates offered to senior citizens and junior supporters also apply to supporters of the visiting club.

Travel information can be found at www.bcfcl.com and our Away Supporter Guide is available to view online as well.

Please also note that Birmingham City Football Club will only sell tickets to home supporters. If you are a supporter of a visiting team, tickets must be purchased through your club and not via Birmingham City Football Club. St. Andrew's @ Knighthead Park does not have a neutral area of the stadium.

CUP COMPETITIONS

Tickets for home cup competitions are priced dependent upon the competition, the stage of the competition and the anticipated interest in the game. Tickets are reserved for season ticket holders for a specified period of time prior to general sale.



TICKETING REFUND POLICY / FIXTURE CHANGES

Refunds on home match tickets will be issued to supporters providing that the ticket is returned fully intact up to no later than 24 hours prior to kick-off and this is operated at the Club's discretion.

Postponement of fixtures:

- If a fixture is postponed before kick-off, ticket holders are entitled to use the ticket for the re-arranged game
- If a match is abandoned after kick-off, tickets holders will be entitled to half price admission to the rearranged fixture

Please note however, that no refunds will be provided for any unused tickets received after the date of said fixture.

Fixture changes are commonplace throughout a season. We confirm that responsibility lies with a supporter to ascertain the correct date and kick-off time for any fixture as all fixtures are subject to change.

Fixture notification information is always fully communicated to registered supporters of our email system, via bcfc.com, social media platforms and the local and national media. For full terms and condition see www.bcfc.com for further information.

Tickets for away matches can only be refunded 48 hours prior to the off sale date of the fixture and it is operated at the Club's discretion. The away ticket has to be returned to the Birmingham City Ticket Office or Blues Store before a refund can be processed.

TRAVEL ARRANGEMENTS – FIXTURES

Supporters should be mindful when arranging flights or trains for travel to matches as Birmingham City Football Club cannot accept liability for any change in fixture dates resulting in cancellations or changes to travel details. Supporters should therefore ensure that their travel arrangements are fully insured and are flexible in the event of a change to the fixture date and time as no refunds will be applicable.

FAMILY FACILITIES

Birmingham City Football Club has a designated family section of seating which is located in the Main Stand Wing Blocks 5 & 6 and the East Paddock. Please note that we do have baby changing facilities on-site within the stadium for families with young children and the facility to leave pushchairs at our designated pushchair areas in the Kop (Entrance 8) and Main Stand (see map on page 9).

RESTRICTED VIEW / OBSTRUCTED VIEW SEATS – DEFINITIONS

Birmingham City Football Club can confirm there are both restricted and obstructed view seats within the stadium. These seats are predominantly located in both the Tilton and Main Stand. You will be informed at the time of booking of such definitions however, if you are purchasing online, the words “important seat information” will be attached to the booking and a supporter will need to accept or decline the terms of the seat as this point in order to proceed with any booking.

- A restricted view is a seat which does not hold a clear 100% view of the playing surface or sight lines due to stanchions or seating location
- An obstructed view is a seat which has an obscured view, specifically of the goal mouth, due to stanchions or seating location. These seats will always be the very last seats to be put on sale

Please note that an interactive seating plan is available for seats when purchasing online at [bcfc.com](https://www.bcfc.com)

AWAY TICKET PRIORITY SCHEME

For the 2023/24 season, the away ticket priority scheme will be in operation. The scheme will be open only for current season ticket holders who renew or purchase a season ticket for the 2023/24 season and who have an away match booking history with the Ticket Office.

Priority is determined by client reference number purchases for away match tickets during the 2022/23 season in all competitions. Client reference assignment must be added at time of booking.

The criteria for the 2023/24 away travel scheme is:

PRIORITY LEVEL	2023/24 TICKET BOOKING HISTORY
Platinum	19 or more 2023/24 away matches assigned to your client reference
Gold	10-18 2023/24 away matches assigned to your client reference
Silver	6-9 2023/24 away matches assigned to your client reference
Bronze	4-5 2023/24 away matches assigned to your client reference

Note individual matches only count towards the away travel scheme. If you have purchased multiple tickets for an away game then this still only counts as one game.

To qualify for an away membership, ticket purchases must match the age criteria of the ticket purchaser.

In order to qualify for away travel membership, you must have purchased your 2023/24 season ticket on or before the early bird deadline date of 9th July 2023.

Priority is determined by client reference number purchased for away tickets during the 2023/24 season in all competitions.

DATA PROTECTION POLICY

On 25 May 2018 the European General Data Protection Regulation (GDPR) came into force. We have updated our privacy policy in order to provide you with what you need to know about how we use your personal information. The new privacy policy includes details such as:

- The types of personal data we collect about you and what we use it for
- The lawful grounds for the processing of your personal data, and how long we keep it for
- Our information security policies and how we protect your data
- Any third parties with whom we share data
- Your rights in respect of your personal data, with information on how to exercise those rights

The new privacy policy applies to Birmingham City Football Club Plc, Birmingham City Women Football Club and Birmingham City Community Trust and can be viewed at <https://www.bcfc.com/privacy-policy/privacy/>



DISABILITY INFORMATION

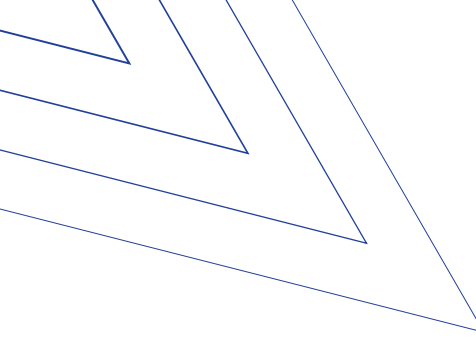
For full details on the Club's disabled facilities and for a copy of our full disability policy, please visit www.bcf.com. The disability policy is also available on request from Kop Reception and the Ticket Office.

2023/24 SEASON DISABLED TICKET PRICES

St. Andrew's @ Knighthead Park has the following seat allocation for disabled supporters:

- Wheelchair dependent supporters – 88 places available (67 home/21 away)

All disabled supporters are permitted to bring one personal assistant with them for FREE if required. Birmingham City Football Club will have dedicated stewards at the wheelchair points located around the stadium.



CARER TICKET ELIGIBILITY

To be entitled to a free carer ticket for the 2023/24 season, all supporters will need to be in receipt of one of the following:

- The middle rate care component or the highest rate mobility component of Disability Living Allowance (DLA), War Pensioners' Mobility Supplement or the enhanced daily living component or Personal Independence Payments (PIP). Severe Disablement Allowance or Attendance Allowance
- War Pensioners' Mobility Allowance or War or Service Disablement Pension for 80% or more disability
- Blind or partially sighted registration certificate (BD8 or CVI Certificate) or evidence from an eye specialist, for example an optometrist, that the individual would qualify to be registered as severely sight impaired (blind) or sight impaired (partially sighted). Further advice can be found on the Royal National Institute of Blind People (RNIB) website.

Supporters who do not have any of the above but feel they do require a carer ticket are advised to contact the Ticket Office to discuss their personal case further.

PROVISION OF FACILITIES AND AMENITIES – CAR PARKING FOR DISABLED SUPPORTERS

Birmingham City Football Club provides 6% of its parking places available to disabled supporters. All parking spaces have now been allocated through a ballot due to the high demand of applications for our disability parking spaces. To be placed on the waiting list for a car parking spot, please contact the Ticket Office. To be placed on the waiting list, supporters must be in receipt of both the enhanced daily living component and enhanced mobility component of Personal Independence Payments (PIP) or both the highest rate care component and the highest rate mobility component of Disability Living Allowance (DLA).

VISITING SUPPORTERS DISABLED PARKING PROVISION

Birmingham City Football Club provides five disabled parking spaces to away supporters. These spaces are allocated on a first come first serve basis. Away supporters must have a valid match ticket before requesting a disabled parking spot. To request a disabled away parking space please contact Aamir Javaid by email Aamir.javaid@bcfc.com or by phone on 0121 772 0101 option 2.

PICK UP AND DROP-OFF SERVICE

The club can confirm that a pick up/drop off service is available at the football club on match days. This service is available at both the Kop Stand car park and also at the Main Stand car park. Please note: The Coventry Road outside the Kop Stand car park will be closed approximately one hour before kick-off and then again 15 minutes before the final whistle, lasting for approximately 45 minutes.

MOTORISED SCOOTER POLICY

Birmingham City Football Club will allow motorised scooters for persons with mobility difficulties into the stadium. There is a designated location to house such vehicles in the Gil Merrick Lower Stand. Should any supporter wish to bring such a vehicle, please advise the Ticket Office at the time of booking.

BIRMINGHAM CITY WOMEN

Home ground : St. Andrews @ Knighthead Park

League: FA Women's Super League 1 (FA WSL 1)

Principal sponsor: UNDEFEATED

Birmingham City Women Football Club was formed in 1968 by a group of female fans who played local friendly matches until 1970. The Club progressed, competing in local and national leagues until 2011 and the formation of the Barclays FA Women's Super League. Following a successful application Birmingham City Ladies were announced as one of eight founding members and have competed in the league ever since. The Club transitioned from Birmingham City Ladies to Birmingham City Women following 50th anniversary celebrations in July 2018 ahead of a new restructured Women's Super League.

On the field, Birmingham City Women have enjoyed considerable success over the last few seasons seeing the team finish as League runners up in 2012, League Cup finalists in 2011, 2012 and 2016 and FA Cup winners in 2012. In 2014, Birmingham City Women reached the semi-finals of the UEFA Women's Champions League, only the second English club to have done so at that time. 2017 saw the Club make its debut at Wembley Stadium in the FA Cup Final against Manchester City Women in front of a record-breaking crowd of 35,271, and in the 2018/2019 season, the team finished fourth in the league with a record points tally of 40.

Heading into the 2023/24 season, Blues Women will be competing in the Barclays Women's Championship under the stewardship of Head Coach Darren Carter. The team will be aiming to gain promotion to the Barclays Women's Super League.

Twitter [@BCFCwomen](https://twitter.com/BCFCwomen)

Facebook <http://www.facebook.com/BCFCwomen>

Instagram [@BCFCwomen](https://www.instagram.com/BCFCwomen)



MERCHANDISE

Shop online with us at: www.bluesonlinestore.co.uk

Visit us at the Blues Store at St. Andrew's @ Knighthood Park.

For opening hours, please check www.bcf.com and our social media channels.

- Write to us: Birmingham City FC, St. Andrew's @ Knighthood Park, Birmingham, B9 4RL
- Email blues.direct@bcfc.com
- Call 0121 770 0101 (option 2)

MERCHANDISE REFUND POLICY

We want to ensure that you are completely satisfied with your purchase from Birmingham City Football Club. If for any reason you are unhappy with an item you are welcome to return it, in its original, unused/unworn condition, along with any wrapping and receipt to the Blues Store at St. Andrew's @ Knighthood Park within 28 days from the date of purchase and we will exchange it or offer a full refund.

Some products are excluded from this guarantee and these include personalised, printed replica shirts, earrings, body jewellery, made to order items and underwear. Please ensure all sizes and spelling are correct prior to printing.

Your statutory rights remain unaffected.

Birmingham City Football Club accepts no responsibility if a player leaves the Club or changes his squad number. Customised shirts relating to this issue cannot be refunded.



CHARITABLE SUPPORT

Birmingham City Football Club is proud of the considerable off field support it delivers each season to various charitable causes and community groups. The Club acknowledges the responsibility, impact and influence that professional football carries and through this, the Club aims to make a positive difference to the lives of people in Birmingham.

The Club is committed to supporting local charities, community organisations and individuals in raising awareness and/or funds for each of the various causes it supports, and fully recognises the positive part it can play through meaningful collaboration and partnerships.

The following policy and guidelines aims to set out and provide clarity and fairness to our charity policy.

All of Birmingham City's charity work operates under the umbrella name of The Blues Foundation.

The Blues Foundation covers the following:

- Birmingham City FC Community Trust
- UK charity partner: University Hospitals Birmingham Charity
- Birmingham City Former Players Association
- Birmingham-based charities, community organisations, individuals and EFL charity partnerships

The Club typically receives over 1,000 requests for donations to good causes each year from charities, community organisations and individuals. Whilst unable to fulfil all requests, the Club is committed to delivering assistance where possible and practical to **Birmingham-based charities, community organisations and individuals only.**

Throughout the course of each football season the Club will make available 150 pennants signed by the first team squad and 1,000 match tickets for selected home matches, which can be used by fundraisers to generate revenues for the charity, community organisations and individuals they support.

Due to such demands, the Club will allocate 5 pennants and 100 match tickets per calendar month of the football season.

Owing to the large number of applications received, the Club cannot accommodate requests from charities, organisations or individuals outside of Birmingham. Also, due to demands we are unable to help with prizes of signed shirts, footballs or monetary donations.

National charity initiatives such as Children in Need, Sport Relief, natural disasters are dealt with by the Club centrally and we do not therefore accept individual donation requests.

Please check your request against the criteria above. If your request falls within the guidelines please apply by completing the online request form on [bcfc.com](https://www.bcf.com). Please note that due to demand not all requests will be successful.

Only one application is permitted per football season.

If your request is not successful, the Club operates a Ticket Incentive Scheme for local schools, charities, youth groups and sports teams to earn commission by selling special rate tickets for selected home matches. Click here for more information on the Ticket Incentive Scheme.
<https://www.bcf.com/tickets-membership/ticket/ticket-incentive-scheme>

MATCHDAY HOSPITALITY

Experience a Birmingham City matchday made special by our award-winning hospitality. Our range of hospitality packages allow you to feel the pride, passion, and tradition of St. Andrew's @ Knighthead Park whilst enjoying tailored fine dining and beverages, top-notch service, and the best seats in the house.

Our historic stadium is the perfect place to entertain clients, celebrate special occasions with friends and family, or simply enjoy watching Blues with an added touch of class.

We have the right venue for any event - from the exclusive Boardroom Club with its champagne reception and delightful seven-course gourmet meal, to the ever-popular Legends Lounge with its relaxed bar environment and tributes to past greats, to your own private executive box with catering.

Should you wish to discuss packages, the commercial department can be contacted on **0121 772 0101 option 3**.



CONFERENCE & EVENTS

Here at St. Andrew's @ Knighthead Park we pride ourselves on delivering a first-class events service for all of our clients and understand that your special events need special thought, time and effort. With nine suites and 17 executive boxes available for private hire, you will find the perfect setting to host your unique event; whether it be an exhibition or conference, personal interview or board meeting.

TAILORED TO YOUR NEEDS

Birmingham City Football Club offers a range of mouth-watering menus from finger buffets to four-course sit down dinners, and all menus can be tailored to meet specific tastes and budgets.

UNIQUE EXTRAS

One of the charms of holding your event at St. Andrew's @ Knighthead Park is the unique extras that we can add into your package for you. Why not include a private behind the scenes stadium tour for your group during the day or treat your guests to a souvenir executive gift or signed memento?

FINISHING TOUCHES

We understand the time, detail and consideration that you put into planning your event because we do the same. We can tailor our venue around you, including adding personal welcome messages for your guests on arrival or incorporating your event branding within the suites and stadium.

OUR COMMITMENT TO YOU

Planning an event can be stressful, so we will ensure that you receive the highest level of professional help and support. From your initial enquiry to the smallest details on the day, your own designated event organiser will guarantee the smooth running and success of your event. Whatever you are looking for Birmingham City Football Club will offer that little bit extra, and we look forward to welcoming you here soon.

If you wish to receive further information or get in touch please contact us on 0121 772 0101, option 5.



EQUALITY & DIVERSITY

Birmingham City Football Club's aim is to confront and eliminate discrimination, whether by reason of race, colour, nationality, religion or belief, sex, sexual orientation, marital status, age, ethnic and national origin, disability or gender reassignment. Birmingham City works closely with West Midlands Police and together, we will not tolerate any form of discriminatory abuse within St. Andrew's @ Knighthead Park. Any offenders found to be guilty of such abuse will be subjected to a ban from St. Andrew's @ Knighthead Park and will face prosecution. Should any supporter witness any form of discriminatory behaviour within the stadium, the first course of action is to report it to a steward at the time of the incident. This allows the Safety Office to act immediately to any report of discriminatory behaviour. Alternatively you can report any incidents of discrimination in the stadium via the Kick It Out app.

DECLARATION AGAINST DISCRIMINATION

We the directors, players and staff of Birmingham City Football Club, along with the people of Birmingham reject discrimination. Football is our national sport and should be open to all. We pledge to tackle discrimination in all forms and make St. Andrew's a safe and welcoming place for all.

The Club further believes the adoption of its equality and diversity policy will also:

- Raise the general level of consciousness throughout the Club
- Set out and clarify expectations for staff, directors, customers, and other agencies that we work to provide professional football and associated services
- Ensure compliance with the Equality Act 2010

STAFF CONDUCT

Staff are required to behave with civility and respect towards their colleagues, customers and members of the public at all times. They shall use their best endeavours to promote the interests of the club and shall during their normal working hours, devote their whole time, attention and abilities to the business and its affairs. We require our employees to be of the highest integrity and it is important that they maintain their core standards outside of working hours.

All of our employees take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by fellow employees, supporters, suppliers, visitors, the public and any others in the course of the organisation's work activities.

SAFEGUARDING

The term 'child or children' refers to anyone under the age of 18. The Board equally accept that other people may be at risk who use the Club's facilities. Whilst they may chronologically be over 18, their susceptibility to abuse or harm is acknowledged.

The Board would also like to underline the particular vulnerability of children and adults at risk and also people with protected characteristics and will strive to ensure awareness of this fact is core to all training undertaken.

If any person raising a safeguarding concern is not satisfied or believe that the matter is not being managed appropriately or they hold genuine concerns about a child or adult at risk, then direct contact with the local authorities and/or Police should be made.

Birmingham City Football Club is aware that there are adults involved in and around football activities who potentially may pose a risk to children and adults at risk. It is therefore our joint responsibility to ensure every opportunity is taken to minimise that risk. At Birmingham City Football Club, the Board of Directors and all staff take our duty to uphold the principle that all children and adults at risk associated with the Club should be safe very seriously and we look to you, our fans/visitors, to help us achieve this.

Birmingham City Football Club has appointed a Safeguarding Services Manager to take responsibility to lead the way in creating and maintaining a safe environment for all children and adults at risk to enjoy all aspects of football free from harm.

Our current standard of practice ensures that every member of our team will share that responsibility and the Club has policies and procedures to guide safe practice. The Club's safeguarding procedures have been formulated to support and promote the safety of all children and adults at risk who have any direct/unsupervised access with our staff or external service providers. Our policies are influenced by other governing bodies associated within football. In addition to the policies and procedures at the Club, we have designated safeguarding officers and safeguarding stewards who seek to ensure that our policies and procedures are adhered to at all times. The safeguarding officers and safeguarding stewards are highly visible on match days and are on hand should any person want to raise a concern.

The safeguarding procedures are fully endorsed and supported by the Board of Directors and must be adhered to by everyone associated with the Club in an employment capacity.

FOUNDATION PRINCIPLES AND MISSION STATEMENT

The Board of Directors of Birmingham City Football Club requires all representatives of the Club, without exception and irrespective of the terms of their engagement status, to comply with the safeguarding policy and procedures. All external service providers to the Club will be required to demonstrate that their staff and workers meet the requirements needed for our own personnel if they are likely to have any contact with children and adults at risk.

Birmingham City Football Club's safeguarding policies and procedures have been designed to safeguard and protect all children and adults at risk, and are based on a variety of legislature in place at its creation and review. Whilst these guidelines are created to protect all children and adults at risk, who are involved in any way with the Club, they also apply in any external community situation.

Should you wish to discuss and safeguarding matters, please contact:

Stephanie Rolfe - Club Safeguarding Manager | M: 07817 359 329



ST. ANDREW'S STADIUM @ KNIGHTHEAD PARK
BIRMINGHAM
B9 4RL

BCFC.COM