



SUPPORTER CONDUCT CHARTER

26/27 SEASON



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SECTION I: PROVIDING A SAFE AND WELCOMING ENVIRONMENT FOR ALL SUPPORTERS

The purpose of this Charter is to endorse our commitment in providing a welcoming, safe and inclusive environment for all West Ham United supporters and all staff at home and away matches, on social media, Club related meetings or events, or in any other forum.

We expect all supporters to adhere to the English Football League Ground Regulations. These can be found at either side of each entry point at all gates around London Stadium, as well as across our web pages. The Ground Regulations published [here](#) should be read in conjunction with our Ticketing Terms and conditions which can be found [here](#) along with this Charter.

A framework of offences and suggested sanctions has been created, which outlines action the Club and the Stadium will take in handling behavioural and ticketing offences. These sanctions are in place to provide reassurance and transparency for all supporters who witness or experience any incidents or concerns when following West Ham United on our social channels and at our home and away fixtures.

The Club will review each incident on a case-by-case basis and reserves the right to use discretion within the recommended outcomes provided, depending on the offence and the impact this has had on the supporter/ staff member reporting the incident.

To ensure fairness, the Club has an Appeals Process. The Club refers all appeals to an Independent Adjudicator. This is done to ensure impartiality for our supporters including an independent external review.



SECTION 2: BEHAVIOURAL OFFENCES AND OUTCOMES

In cases where proven offences involve aggravating features such as discriminatory, violent, or threatening behaviour or where the Stadium and Club safety operation is impaired, the Club reserves the right to apply a greater sanction than those outlined below:

Level	Offence	Recommended outcome
1	Smoking (including e-cigarettes)	Written Warning
	Persistent standing	
	Refusal to follow steward's reasonable instructions	
	Misuse of tickets (e.g., in the wrong area, using concession ticket)	
2	Drinking in view of the pitch (criminal offence)	Up to 3 match ban
	Possession of any prohibited item listed in the Ground Regulations (increased sanction depending on item)	
	Repeat of any Level 1 Offence	
3	Deliberate or willful damage to property or facilities	Up to 12-month ban
	Attempting to gain access without a valid match ticket	
	Repetition of Level 1 or 2 offences	
4	Violent or aggressive behaviour towards others including supporters, staff or emergency services workers	Up to indefinite ban
	Any other illegal activity (criminal offence)	
	Possession of pyrotechnics/smoke grenades/flares (criminal offence)	
	Entering the pitch (criminal offence)	
	Throwing missiles (of any type) (criminal offence)	
	Possession of an illegal substance (criminal offence)	
	Assault (criminal offence)	
	Use of discriminatory language (criminal offence)	
	Tragedy abuse	
	Repetition of Level 1, 2 or 3 offences	

Where criminal offences may have been committed, evidence shall be passed to the relevant Police force. While Police investigations are ongoing, the individual involved may have their season tickets, memberships and/or access to London Stadium suspended, with no right to a refund. Certain breaches of the Ground Regulations, by individuals such as entering the pitch, shall also be passed over to the Police.

Possession of an illegal substance (criminal offence)

The UK Government announced that the conviction of drug use at designated football will be amended within the Football Spectators Act 1989 (schedule 1 offences) allowing for the Police application for a banning order, either in regard to personal use or for 'possession with intent to supply'.

In anticipation of this legislative change the Metropolitan Police Service will continue to carry out a number of proactive initiatives to detect, dispute and deter drug related disorder throughout the 2026/2027 season.

Activity will take place at key travel hubs, public houses and within the footprint of football clubs.

The Unauthorised Entry to Football Matches Act 2026 now makes it an offence for a person to:

(a) enter, or attempt to enter, premises for the purpose of attending a designated football match, and

(b) at the time of entry or attempted entry, does not have a match ticket (digital or paper) for the match that is eligible to use.

Those found guilty of unauthorised entry may face a criminal record, a fine of up to £1,000 and a Football Banning Order for up to five years.



SECTION 3: DISCRIMINATION

West Ham United has a zero-tolerance approach to any form of discrimination. Equality, equity, diversity and inclusion are at the heart of the Club and we are committed to ensuring that everyone feels welcome to attend our fixtures in a safe environment. Any form of discriminatory behaviour or chanting is unacceptable; it has no place in football or at West Ham United.

Engaging in this behaviour can have criminal consequences for the individuals involved. It can also result in the Club being hit with partial or full stadium closures or receiving a fine, which is then not able to be reinvested in the Club or playing squad.

What is discriminatory chanting?

Discriminatory chanting or abuse includes anything which is racially or religiously aggravated, or which is directed towards a person's sexual orientation, disability or the fact that they are transgender. **Discriminatory or tragedy chanting can be a criminal offence.**

Racist abuse

For charity Kick It Out, racism remains the most reported form of discrimination, accounting for 45% during the 2025/26 season. **Racist abuse** is any incident which is perceived, by the person who is the target of the abuse or someone else, to be motivated by hostility or prejudice based on a person's race or perceived race.

Some recent sanctions as a result of racist abuse in football are:

- **Fan sentenced for online comments after posting racist abuse about a player**
- **Fan given a football banning order for racially abusing players**

Homophobic abuse

Homophobic abuse or chanting (or bi, lesbophobic or transphobic abuse) is any incident which is perceived to be motivated by a hostility or prejudice based on someone's actual or perceived sexual orientation, or the fact that they are or are perceived to be a transgender person. Kick It Out have published a **video** to highlight a banned homophobic chant which is directed at Chelsea supporters. The West Ham United Fan Advisory Board recently shared a **message of support** for Pride of Irons, West Ham United's LGBTQ+ fan group and emphasised the fanbase's stance against hatred. Pride of Irons also works to action restorative justice for rehabilitation of alleged offenders alongside the Club and Kick It Out.

Some recent sanctions fans have faced after engaging in homophobic chanting or abuse include:

- **16 fans reported for homophobic chanting**
- **5 fans given football banning orders after shouting homophobic abuse at a match**

Tragedy related abuse

Tragedy-related abuse is when fans sing, chant or gesture offensive messages about disasters or accidents involving players or fans – such as footballing tragedies such as Hillsborough or the Munich air disaster (and sometimes tragedies not related to football). It should be noted that travelling West Ham United fans received widespread praise for the respect they showed at the Hillsborough anniversary memorial match last season.

Any type of tragedy-related chanting can have a devastating impact on the bereaved and their communities. Sport is for everyone to enjoy, and this type of behaviour jeopardises that.

Some recent CPS prosecutions of tragedy related abuse include:

- **Fan issued with football banning order for chanting about the death of Leeds fans.**
- **Fan sentenced for chants and videos mocking tragedies**

Religious abuse

Religious or faith-based abuse or chanting is any incident which is perceived by the victim or any other person, to be motivated by hostility or prejudice based on a person's religion or perceived religion. Kick It Out stats show that faith-based abuse, in particular reports of islamophobia rose by 88% in the 2025/26 season.

Some recent sanctions as a result of religious abuse in football are:

- **Fan given a suspended nine-month prison sentence and banned from football matches for five years after hurling anti-Semitic abuse at a match**

Misogynistic abuse

Misogyny is the hatred of, contempt for, or prejudice against women or girls. Kick It Out has seen reports of sexism and misogyny continue to increase over the last 5 seasons, with season 2025/2026 increasing to 40% which has brought this issue into sharp focus.

Some recent sanctions as a result of sexist abuse in football are:

- **Fans arrested after misogynistic chanting towards female referee**
- **Fan banned after shouting misogynistic abuse at female referee**
- **Club issues apology to staff member following abuse from fans**

Disability-related abuse

Disability abuse (ableism) may be physical or verbal and may be aimed at a disabled person or persons, or it may be that disability terminology or words are used in a derogatory manner towards non-disabled persons (such as a match official). In the 2025/26 season, Kick It Out saw a 20% increase in disability-related abuse.

Some recent sanctions as a result of this behaviour include:

- **Fans charged over hate crime towards disabled supporter**
- **Fan charged and fined after engaging in disability-related abuse**

What impact does discriminatory chanting have?

Discriminatory chanting or abuse can have a devastating impact on those who experience it, whether they are on the opposing team or not. The National Police Chiefs' Council (NPCC) and the CPS have outlined a **range of impacts** that discriminatory chanting can have:

- West Ham United supporters and supporters of the opposing team have the right to attend matches free from the fear of abuse and other crime, and the substantial majority of supporters do not engage in such behaviour.
- The local community around each of our home venues and host club stadiums have the right not to have their lives disrupted by this behaviour.
- People who work in and around football grounds and who provide transport services for supporters have the right to carry out their work without the fear of such behaviour.
- Anyone professionally involved in football such as players, pitchside staff, officials, club officers and journalists, have the right not to be subject to this behaviour, including abuse online or away from football matches.

What are the consequences for those involved?

There are serious consequences for individual fans and for their clubs. West Ham United will take the strongest possible action against any individual found to be engaging in discriminatory chanting or abuse, including indefinite bans and a referral to the police. The Club is proud to be an equity leader and was awarded with the Advanced level of the Premier League Equality and Diversity Standard (PLEDIS).

Discriminatory chanting can be a hate crime which has serious criminal consequences for individuals found to be taking part. Individuals could receive a Football Banning Order (FBO) which has a minimum duration of three years. Anyone subject to a FBO **may be required to surrender their passport before overseas matches and tournaments.**

The Club can face disciplinary action if any of its supporters are found to have engaged in this behaviour, which is not representative of the West Ham United fanbase and will not be tolerated by the Club. **West Ham United recently was fined £120,000** and imposed with an action plan after fans engaged in discriminatory chanting during the 2024/25 season. This fine takes away this £120,000 from being reinvested into the Club or playing squad.

As well as fines, the FA can also impose sanctions such as a partial or full stadium closure. **This sanction could be imposed on West Ham United** if a section of supporters engage in discriminatory chanting in the 2025/26 or 2026/27 seasons.

Does online abuse count?

Anyone found to be engaging in discriminatory abuse on West Ham United channels will face the same consequences as those listed above, which includes potential lifetime bans and referral to the police.

What should I do if I witness discriminatory chanting or abuse?

West Ham United provides a number of support mechanisms on matchday to ensure that supporters can report any incidents discreetly and in confidence. To report any incidents during a match, you can speak with the nearest steward or Supporter Liaison Officer, or text our reporting line on **07701401966**. You can also contact West Ham United at **supporterservices@westhamunited.co.uk**. Please provide as much information as possible, including the stand, row, seat number, description of the offender and incident.

We believe that the overwhelming majority of West Ham United supporters share these values and will work with us to continue to protect the Club's status as an equity leader in the Premier League, a position recognised and acknowledged through our award and continuous retention of the Advanced level Equality, Diversity and Inclusion Standard – the League's highest accolade attainable in this area. Anyone attending matches who does not share these values, does not share the diverse and inclusive values that West Ham United and our community stand for.



SECTION 4: TICKETING OFFENCES AND SANCTIONS

Tickets for home and away matches cannot be resold or transferred via any means other than through West Ham United's official channels, as detailed below. Supporters must:

- Only buy tickets by using the Club's Ticket Exchange. In using the ticket exchange to purchase tickets, you are confirming that you are a supporter of the Club.
- Only receive a ticket from a fellow West Ham supporter through the ticket forwarding option.
- Only purchase through WHUFC.com or official Club partners.

Tickets should not be sold via third party ticketing platforms or other websites. This is an offence under: Section 166 of the Criminal Justice and Public Order Act 1994 (CJPOA) which states:

S166 Sale of tickets by unauthorised persons states:

1. *It is an offence for an unauthorised person to—*
 - b. sell a ticket for a designated football match, or*
 - c. otherwise to dispose of such a ticket to another person.*

2. *For this purpose—*

a person is "unauthorised" unless he is authorised in writing to sell or otherwise dispose of tickets for the match. . . by the organisers of the match;

- a. a reference to selling a ticket includes a reference to—*
 - ii. offering to sell a ticket;*
 - iii. exposing a ticket for sale;*
 - iv. making a ticket available for sale by another;*
 - v. advertising that a ticket is available for purchase; and*
 - vi. giving a ticket to a person who pays or agrees to pay for some other goods or services or offering to do so.*
- b. a "ticket" means anything which purports to be a ticket;*

Offence	Recommended outcome
Selling home match tickets on unauthorised ticketing platforms, other websites, social media or fan forums	Up to indefinite ban
Purchasing tickets on behalf of banned supporters	Up to indefinite ban
Selling home tickets to away team supporters	Up to indefinite ban
Selling away match tickets on unauthorised ticketing platforms, other websites, social media or fan forums	Loss of Priority Points, Away Scheme Membership (If applicable) and up to indefinite ban

The Club reserves the right to take action against purchasers who have bought tickets from an unauthorised person, in the following way:

- Refuse entry to the stadium.
- Cancel the ticket.

If they are found to have knowingly participated in illegal resale schemes, they may be subject to legal action.

The Club will not refund in any circumstances, any monies to a supporter or group of supporters where the ticket(s) have not been purchased through West Ham's official channels as stated above.



SECTION 5: INVESTIGATIONS

For supporters who witness or experience any incidents on matchday or wish to report their concerns to the Club, it can be reassuring to know the steps that might be taken when investigating their concerns. **For information on our complaints policy click [here](#)**

The Club will review each incident on a case-by-case basis. Where a supporter has committed a combination of behavioural and ticketing offences, the Club will take that into consideration when conducting the investigation. This may also be reflected in the sanction provided.

As part of an investigation into any alleged offence, whether resulting in an ejection or not, the Club and Stadium management shall draw on a range of evidence including, but not limited to:

- Incident reports (from Stadium or Club staff)
- Witness statements
- Control room records
- Radio logs
- Body worn camera footage
- CCTV footage
- And, any evidence supplied by a host stadium following an incident at an away fixture.

The supporter will receive written notice of any sanctions deemed appropriate by the Club. These will always be considered in line with the Ground Regulations, ticketing terms and conditions and behavioural and ticketing sanctions, as outlined in sections 2 and 3 above.

The notice will be given formally in a letter and will contain details of the offence, how the offence was identified, the Ground Regulation or ticketing term found to have been breached and, length of the ban/sanction.

All sanctions are jointly agreed by West Ham United and London Stadium.

Where appropriate, offences will be reported to the Police by the Club and/or Stadium Management and Kick it Out.

While the Police/Club's investigation is ongoing, the supporter will have their account blocked. This means they will not be able to access their account or, purchase additional memberships or Club experiences.

There will be no refund of any monies paid for periods of ejection, ban or sanction. This includes periods where a supporter is subject to a criminal investigation. There will also be no reinstatement of away points. The only exception to this may be where a ban is overturned on appeal.

Appeal process

If you are unhappy with the Club's decision to impose a sanction, you can appeal the decision. You can do this by writing to **appeals@westhamunited.co.uk**.

You must:

- Submit your appeal within 28 working days from the date of the written notice given, detailing the Club and London Stadium's joint notice of sanction.
- Any appeals received after this date will only be considered in exceptional circumstances.

Your appeal should include:

- The reasons for appealing the decision.
- Any evidence you intend to rely on as part of the appeal.

Appeals will be concluded within 28 working days. If, for any reason, further time is required to review the appeal, the updated timescales for review will be communicated to the supporter.

All appeals are conducted by an Independent Adjudicator. They will review all evidence provided by the Club and supporter and reach their own independent conclusion on the matter. They will issue their decision and communicate their outcome to the Club and supporter.

An Independent Adjudicator may reach a decision which could uphold, reduce or rescind the original sanction imposed by the Club.

If the sanction is overturned on appeal, the Club will refund the cost of the matches paid for and missed during the sanction. This will apply to individual match tickets and season tickets.

If an individual has any queries regarding the appeals process, they should contact

supporterservices@westhamunited.co.uk

The Supporter Services Team are not able to comment on the Club and London Stadium's decision to issue a sanction. They will not be able to comment on any outcomes reached or any ongoing Police investigations.

The Independent Adjudicator's decision is the final part of the appeals process.

If the supporter is not satisfied with the outcome of the appeal, they will be advised that they can take their case to the Independent Football Ombudsman (IFO). They can contact the IFO at:

Independent Football Ombudsman

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

or by e-mail to: **contact@theifo.co.uk**

or via the website: **www.theifo.co.uk**

You may initially register your concerns by phone and may wish to call on **0330 165 4223**

You can find out about their complaints procedure at:

<https://www.theifo.co.uk/complaints-procedure/>

SECTION 6: SAFEGUARDING

The Club has a duty of care to all staff and supporters, taking our commitment to this, informed by contextual risk, intelligence and all statutory requirements, seriously. At every 'Home' and 'Away' match a qualified safeguarding team will be in place, led by our Matchday Head of Safeguarding a Safeguarding Manager and team of fully qualified Safeguarding Officers. Alongside the main Safeguarding Team there are also further members of Club staff who have received training and awareness making them Safeguarding Champions, showing the importance, we place in helping to keep young hammers and vulnerable adults safe, as they enjoy their matchday experience.

Where our Safeguarding team may be asked or directed to approach anyone, this will be due to a possible or perceived welfare concern, which may link to noted or presented fan conduct, as the Club has a 'Duty of Care' to ensure the welfare of all. A positive resolution will always be the aim of our Safeguarding Team.

If you have a concern or would like to report an incident that may impact on the welfare of a child or a vulnerable adult, please speak to any member of staff, or a steward, who will be able to report that to our Safeguarding Team.

For further information on the Club's Safeguarding policies and procedures, [click here](#) or email safeguarding@westhamunited.co.uk.



SECTION 7: FOOTBALL BANNING ORDERS

A Football Banning Order (FBO) is a civil order issued by the courts which might be imposed following a conviction for a football related offence or applied for by police without conviction in certain circumstances.

The Police Via Crown Prosecution Service (CPS) may make an application to the court to make a FBO in respect of a person who has at any time caused or contributed to violence or disorder, whether in the United Kingdom or elsewhere.

A FBO may ban someone from going to football matches for a set period of time. It may mean the supporter is not allowed to:

- be in specific places before or after games;
- travel abroad for games.

For full information on FBOs visit the Crown Prosecution Service website at:

<https://www.cps.gov.uk/legal-guidance/football-related-offences-and-football-banning-orders>

It is important to note that a FBO is different to the ban issued by the Club or Stadium Management as a breach of a FBO is a criminal offence. If a supporter receives a FBO they will automatically receive an indefinite ban to run concurrently alongside the FBO.

The supporter can only choose to appeal their Club or Stadium ban following the expiration of their FBO.



SECTION 8: EXPIRY OF A BAN OR SUSPENSION

The length of any ban or suspension will be outlined within the formal letter sent by the Club to the supporter.

Once a ban or suspension has expired, supporters can contact the Supporter Services Team to notify the Club that they wish to reactive their Season Ticket or membership and access to West Ham United matches or events.

The Supporter Services Team will notify the Club's Head of Operations who will agree that supporter can attend a meeting with the Club to sign an Acceptable Behaviour Agreement (ABA).

The Supporter Services Team will contact the supporter, and outline details of what will happen in the meeting and any necessary identification required. All meetings will be conducted in person during office hours Monday-Friday. Only in very exceptional circumstances will these be held virtually.

A supporter cannot renew their Season Ticket or membership, nor gain access to West Ham United matches or events without first confirming that they agree to the terms set out within the Acceptable Behaviour Agreement. Their account will remain on hold until the ABA is signed.

Acceptable Behaviour Agreement

An Acceptable Behaviour Agreement is a document co-signed by the supporter and West Ham United Football Club at a meeting between the two parties.

It is designed to seek assurances that the supporter will not fall foul of the terms set out within the ABA, including a recurrence of any issues or behaviour defined within the Ground Regulations, ticketing Terms and Conditions, or Supporter Conduct Charter.

Supporters will be prohibited from returning to London Stadium following a Club ban unless they have signed an Acceptable Behaviour Agreement. This agreement will set out the individual's commitment to adhering to the Premier League, EFL, FA and London Stadium Ground Regulations and acceptable behaviour standards at home and away matches.



SECTION 9: REPORTING AN INCIDENT OR CONCERN

On Matchday

We understand that we cannot legislate for everyone's behaviour whether this is in the stadium, on social media or in any other capacity representing the club. However, we recognise our responsibility to ensure the safety and welfare of all supporters and to respond to incidents and concerns where appropriate.

We would encourage supporters where possible, to let us know about an incident or concern, on matchday. This gives us the opportunity to resolve or investigate concerns, as they happen.

The Club provides a number of reporting mechanisms for supporters to get in touch and report an incident.

Should you witness or experience any incidents on matchday you can report your concerns by:

- Speaking with the nearest steward or Supporter Liaison Officer
- By texting your message to **07701401966**. This is a single reporting line for supporters to report matchday incidents on and is received direct by the Club. This is a dedicated messaging service for our supporters, just simply type your message and press send.

This message is received by nominated matchday staff, who will report this to the matchday control room. The operator will then liaise with the relevant staff, be it Stewards, Medicare or our Dedicated Football Officers – who are serving Metropolitan Police Officers, to get the necessary help required, or to monitor the area.

Your text message will be treated in the strictest confidence, and your personal details will not be shared with anyone in the Club or at our host stadiums. We will only share details of your message.

The Club works closely with our Dedicated Football Officer – a serving Metropolitan Police Officer. They are present with a team of officers on matchdays to ensure the safety of all supporters and to minimise anti-social behaviour, violence and crime. They will deal with matters as they arise, on matchday.

West Ham United and London Stadium take allegations of abuse and assault on supporters and staff very seriously. We ask supporters to report such incidents to us and if necessary, we will refer the matter onto the Police.

If you do need to report any concerns to the Club after the game, please contact **supporterservices@westhamunited.co.uk**. The Supporter Services Team will respond and forward concerns to the department best placed to investigate.

Online or social media abuse

We do everything possible to ensure our online communities are safe spaces for all West Ham United supporters. We recognise that football cultivates a range of opinions from across the fanbase and so we ask that supporters always engage on our platforms respectfully, even when their views may differ.

The Club will not tolerate any form of discrimination on its social media platforms and will take action against any offending posts working with supporters and the platform host or moderator. To help ensure our platforms continue to be safe and fun places for fans to enjoy, we encourage supporters to report any concerns to us and the platform host directly.

If supporters do witness or experience any form of discrimination online, they should report it to us and the platform host/moderator in the following ways:

X (Formally Twitter)

- By DM to **@WestHamHelp**
- By reporting the post and the user account directly to X
- We recommend that posts are reported to both the Club and to X

Facebook

- By email to **supporterservices@westhamunited.co.uk**
- By reporting the post and the user account directly to Facebook We recommend that posts are reported both to the Club and to Facebook

Email

- By email to **supporterservices@westhamunited.co.uk**

All enquiries and concerns are treated in the strictest confidence. We will require as much information as possible about the situation and any concerns about what you have seen to assist us in our investigation.

We will do what we believe will have the most impact in protecting the Club and its supporters. However, we recognise that it is not always possible or realistic for the Club to intervene in every single situation reported. The decision on whether to act will remain at the Club's sole discretion. Any decision not to act does not constitute an endorsement of the content under complaint by the Club. It just means that there is insufficient information for the Club to take the matter further.

Some of the actions we can take are outlined below. **For more information, please see our Social Media policy which you can find [here](#)**

This should be read in conjunction with our Supporter Charter, Supporter Conduct Charter which you can find [here](#) and Banning and Sanctions Policy. Action we may take includes:

- Banning the relevant individuals from attending fixtures.
- Getting the relevant individuals to sign an Acceptable Behaviour Agreement (as detailed further in Section 7 (Expiry of a Ban or Suspension) of our Supporter Conduct Charter
- Conducting educational sessions.
- Suspending, banning or removing the relevant individual's "Official Supporters' Club" membership status, including removing all official communications sent by the Club.

SECTION 10: SUPPORTER EDUCATION

Equality, diversity and inclusion are at the heart of West Ham United. We encourage everyone to stand side by side in supporting their team, providing an equal and inclusive experience for all our supporters, whether that be on matchday, online, via our day-to-day services, or through consultation with our supporters' groups and forums, everyone is valued equally.

We promote our values, of equality, inclusion and togetherness, and celebrate diversity amongst our fanbase. West Ham United is unequivocal in its stance - we have a zero-tolerance approach to any form of discrimination or abusive behaviour.

We recognise our responsibility in dealing with incidents in the right way and the safety and welfare of our supporters is our utmost priority. All incidents reported to the Club, on matchday or any other forum, are subject to the Club's offences, sanctions and educational processes.

All complaints are investigated and there are several ways that we may choose to take action, whether it be via the suspension or banning of membership, Acceptable Behaviour Agreements, or via educational sessions.

The Club has taken a progressive approach to dealing with any incidents of discrimination, offering a means of education to supporters, wherever possible. All our sessions are delivered in conjunction with Kick It Out and, where appropriate, alongside our supporters' groups.

The Club will not tolerate the behaviour of supporters who act in a discriminatory manner, but we will work with them, where possible, to reform their views, change perceptions and educate, whilst reserving the right to uphold their indefinite bans, should those efforts prove to be unsuccessful.

