



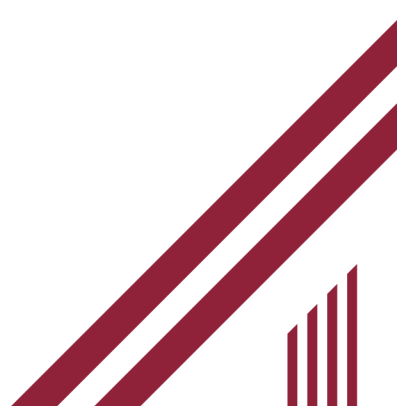
# SUPPORTER CHARTER 2025/26





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# WELCOME



At West Ham United, we value and appreciate the relationship we have with our supporters and we're extremely proud of the work we do with our partners and our engagement within the local community. We are wholeheartedly committed to providing the best supporter experience for all, whether that be on matchday at London Stadium, assisting with day-to-day enquiries, or listening to feedback and concerns, or through supporter consultation and engagement, working together with supporters to create new initiatives and enhance our services.

Our focus is on the safety, comfort and enjoyment of all supporters at London Stadium. and Fans can either visit our Matchday Guide, Access Statement, First Time Fan Guide or download our Visiting Supporters Guide, for all you need to know information ahead of your visit to West Ham United. If you can't find what you're looking for, contact us directly and our friendly Supporter Services team will be happy to assist.

Supporters can find the latest information by visiting WHUFC.com, the Hammers Help Centre, or by following us on social media. For information or assistance, our friendly Supporter Services team are on hand to offer support and answer any questions you may have.

The Supporter Charter has been created as a reference guide for all members of the West Ham Family. Here we outline our expectations and signpost to some of our matchday policies. We also display the life-changing work of the Club and the West Ham United Foundation and express our commitments to our supporters, ensuring our fanbase know what to expect from us and the key things we will always strive to deliver for you.

## OUR MISSION

### WORKING TOGETHER TO PROVIDE THE BEST SUPPORTER EXPERIENCE



# SECTION 2:

# SUPPORTER SERVICES



As your Supporter Services team, we commit to:

1. Be available 9-5, Monday to Friday via Email and X (Formerly Twitter) and at all home matchdays.
2. Listen to the concerns and feedback of our supporters, and ensure their voices are heard at the highest level of the Club.
3. Use all the feedback we receive to continually improve our services.
4. Create as many avenues as possible to make it easy for supporters to contact us with their feedback and queries. This includes our X, our [Matchday WhatsApp channel](#), email and in person at all men's and women's home fixtures and all men's away fixtures.

## Hammers Help

We believe communication is a key factor in maintaining our relationship with the fans, whether that be by making sure fans are updated with the latest news and information or by providing instant access to information with our online self-service helpdesk - Hammers Help.

Hammers Help is regularly updated providing answers to our most common queries. This is available 24/7 so supporters can find a quick answer rather than having to contact the team. Should you not find your answer on there, please select 'No' under 'Did you find it helpful?' this will then allow you to contact the team directly through a submission form. For any further queries you can reach out to the team via email at [supporterservices@westhamunited.co.uk](mailto:supporterservices@westhamunited.co.uk) or on X [@WestHamHelp](#)

## Matchday Experience

On a matchday the Club's Supporter Liaison Officers (SLOs) can be found at the turnstiles, stadium island and in the stands. Our SLOs have extensive knowledge of the stadium and Island and are there to provide guidance and support to our fans. They are also there to listen to your concerns and collect your feedback. You can find our SLO information points at Blocks 110, 153, 141, 132, 125 and externally at turnstiles G, H, J and D. Our SLOs are equipped with information to help supporters make the most of their matchday; from our matchday-specific supporter information guides, stadium maps and our dedicated matchday feedback forms for supporters. If you find that your matchday experience is not how it should be, or you have an enquiry please feel free to speak to an SLO who will be dressed in a bright blue West Ham United tabard or jacket. If you have an issue that cannot be resolved on the day, please contact us using the contact information on the following page.



## Complaints

We always aim to provide the very best service and experience for all supporters. We understand that sometimes things go wrong and there may be times when you are not satisfied with the level of service we have provided. We will always try to resolve things informally, in the first instance. To raise your queries or concerns formally with the Club, you can use one of the following methods below:

### Contact us

**EMAIL** - [supporterservices@westhamunited.co.uk](mailto:supporterservices@westhamunited.co.uk)

**LETTER** - Supporter Services, West Ham United Football Club, London Stadium, Queen Elizabeth Olympic Park, London E20 2ST

The Supporter Services team aims to acknowledge all enquires within one working day and to provide a resolution to any complaint within a maximum of 10 working days. Once a formal complaint has been received, a 'Ticket Reference Number' will be sent to confirm that the enquiry has been officially logged with the team for review. Quite often the team will be the intermediary between the supporter and the department best placed to answer the enquiry, to ensure the review is handled effectively and resolved in a timely manner. We aim to provide a satisfactory conclusion to all complaints and we hope there isn't a need to escalate these any further.

However, if you are not satisfied with the response you have received or feel your complaint has not been resolved, you can request to escalate this for final review which will be conducted by a senior member of the Club. They will conduct their own investigation, reviewing all correspondence to date, before responding with the Club's final response on the matter. This will explain what happens next.

You can find out more about the Club's complaint policy [here](#)

If we are unable to resolve your complaint at this stage, you may refer this to the Independent Football Ombudsman at:

Independent Football Ombudsman

Premier House

1-5 Argyle Way

Stevenage

Hertfordshire

SG1 2AD

or by e-mail to: [contact@theifo.co.uk](mailto:contact@theifo.co.uk)

or via the website: [www.theifo.co.uk](http://www.theifo.co.uk)

You may initially register your concerns by phone and may wish to call on [0330 165 4223](tel:03301654223)

You can find out about their complaints procedure at:

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

# SECTION 3:

## SUPPORTER CONSULTATION



West Ham United is committed to ensuring our supporters have the opportunity to make their voice heard. This happens in many ways, through formal consultation and engagement, forums, surveys, focus groups and regular communications between the club and its fanbase.

Enhancing our approach to consulting with our supporters West Ham United's Fan Advisory Board (FAB) is the Club's primary mechanism for formal consultation and engagement, with representatives sharing their views on issues which impact the Club's fanbase, including the Club strategic vision and objectives, London Stadium plans, operational matchday processes and any proposals relating to Club heritage items.

The FAB are also consulted on the Club's short, medium and long-term strategy, equality, diversity and inclusion commitments, the communities' strategy and West Ham United's plans for broader supporter engagement.

The FAB forms part of a wider structure for supporter consultation, working alongside the Club's multiple channels of supporter engagement, including our dedicated Supporter Services team, 50-strong Matchday Supporter Liaison team, the Hammers Help X handle [@WestHamHelp](#), [Hammers Help Centre](#), as well as regular surveys, personal communication, points of contact, and the recent addition of the [Hammers Hub](#), created in direct response to fan feedback.

For further information, [click Supporter Consultation](#).



# SECTION 4:

# COMMUNICATION



We aim to keep supporters reliably informed with the latest information across our communication channels and through personal and direct communication with all Season Ticket holders and Claret members. Our website [whufc.com](https://www.whufc.com).

is the best source for club news, highlights, and interviews, as well as containing all information on our club history, ticketing, hospitality and accessibility services.

For all fan information and FAQs, visit the [Hammers Help Centre](#). You can also keep up to date with us on our official social channels:

## Facebook:

[www.facebook.com/westhamunited](https://www.facebook.com/westhamunited)

## X:

- Main Account – [@WestHam](#)
- West Ham Women – [@WestHamWomen](#)
- Supporter Services – [@WestHamHelp](#)
- Foundation – [@WHUFoundation](#)

## International Accounts

- North America – [@WestHam\\_US](#)
- Portuguese – [@WestHam PT](#)
- Espanol – [@WestHamEspanol](#)

As well as the above, we launched a [WhatsApp channel](#) in November 2024. This provides access to matchday information for fans, while travelling to all our home and away fixtures. The link below details how supporters can subscribe to this channel:

**West Ham United Fan Information | WhatsApp Channel**

## Instagram:

[www.instagram.com/westham](https://www.instagram.com/westham)

## Snapchat:

[www.snapchat.com/add/westham](https://www.snapchat.com/add/westham)

## YouTube:

[West Ham United Football Club](#)



# SECTION 5:

# TICKETING AND MEMBERSHIP



The Club provides priority access to tickets and a range of exclusive benefits through our official Season Ticket and Claret membership schemes. Our ticketing system operates in a tiered structure and is specifically designed to be fair and transparent for all West Ham United supporters. The useful links section will guide you through our ticketing and membership policies, ticketing terms and conditions and processes in full detail.

## Season Ticket Holders

Season Ticket holders benefit hugely from their status with extremely favourable savings to be made when compared to purchasing match by match tickets. There is currently a [Season Ticket Priority List](#) List in operation which you can join for just £10. The list remains open throughout the season for new supporters to join to become a member of the West Ham family.

## Claret Membership

Membership is the best way to stay close to the Club, with priority access to tickets prior to tickets going on General Sale, ticket discounts, promotional offers, and access to a range of exclusive benefits and experiences. Claret membership is just £45, with Claret Kids for Under 16's at only £25. Click Claret membership to find out more. .

## Match Tickets

In the interest of fairness and transparency, tickets are made available in an Order of Sale. Depending on the nature of the game and the competition, the Order of Sale may vary. Please click Order of Sale for full details. All match ticket information, including details of pricing and selling criteria, will be updated on a regular basis and made available via the [official website](#). In addition, information will also be available from the Ticket Office, our Matchday Programme, e-mail and social media sites; X [@WestHam](#), [@WestHamHelp](#) and on Facebook [@WestHam](#)

## Useful links

- [Digital ticketing and stadium access](#)
- [Season Tickets](#)
- [Season Ticket Priority List](#)
- [Ticket Exchange](#)



# SECTION 6: CLUB LONDON



As a VIP guest, you can combine the excitement of the Premier League with an exceptional premium experience. Hospitality at West Ham United offers top of the range dining and lounge options while retaining the East End charm of the Hammers.

Whether you're making memories to last a lifetime with friends and family, or entertaining important clients, we have a range of packages which will provide the perfect backdrop to your occasion.

Each of our restaurants, lounges and bars has been refined with bespoke interiors inspired by West Ham United's rich heritage and the stadium's legacy of success.

For more on our seasonal packages, please see [here](#) Contact us:

[clublondon@westhamunited.co.uk](mailto:clublondon@westhamunited.co.uk)

0303 0311968



# SECTION 7: ACCESSIBILITY



At West Ham United, we are committed to providing a safe, and welcoming environment for all supporters and visitors to London Stadium. Access, equality and inclusion are at the heart of our values and as a club we are unequivocally committed to providing a fully inclusive and equal experience for all supporters.

The Club regularly consults with the West Ham United Disabled Supporters Association (DSA) on key matters of interest raised by our accessibility supporters. The Association provide valuable insight on matchday issues, and this helps the Club to enhance our services and facilities to provide the best possible experience for all supporters.

The Club employs around 45 Disabled Supporter Assistants (DSA) on matchday who are located inside and outside of the stadium to assist our fans.

All our bridge entrances provide an accessible lane for our supporters. Our DSA's will be at the entry point on each lane at the bridges and will be happy to assist. We also have accessible turnstiles at each gate where you will find a DSA if you require support.

## **Shuttle Bus:**

On matchday the Club offers a shuttle bus service to our accessible supporters who have registered a requirement with our accessibility team, to use this service. This is only available for accessible supporters and their personal assistants.

The service runs around 2 hours prior to kick-off, and 90 minutes after kick-off, with 2 nominated pick-up and drop off points.

You can find out more information about this service [here](#).

## **The Sensory Room**

The Sensory Room is designed to help those with sensory needs get more used to the environment inside the ground. It provides a space for supporters with sensory needs to enjoy Hammers matchdays in a calm and comfortable environment. The rooms offer a range of calming sights, sounds and apparatus and is managed on matchdays by specially appointed and trained staff. The room offers supporters the opportunity to familiarise themselves with the matchday environment and allows them to adapt to the surroundings in a safe and welcoming space.

Supporters also have the option to transition to an adjacent viewing room, where they can watch the game in a quieter environment. Should they be comfortable to do so, there are seats inside the stadium bowl available close to the room, they can move to, to watch the game.

Spaces in the room can be booked by contacting our Accessibility team on:

[accessibility@westhamunited.co.uk](mailto:accessibility@westhamunited.co.uk)



## Sensory Hour

The Stadium Store holds a weekly sensory hour on Mondays from 10am. Music is turned down in store, and as many of the sensory distractions are removed as possible to provide a calming environment for accessible shoppers visiting the store.

There is also a comfortable area for those shoppers should they need to relax for a while.

If you have any queries, feedback, or concerns, please do not hesitate to contact our dedicated accessibility team to discuss them. We will be happy to offer our assistance and support.

For more information on our accessible services and facilities on a matchday and non-matchday, you may wish to view our Access Statement.

## Contact us:

[accessibility@westhamunited.co.uk](mailto:accessibility@westhamunited.co.uk)

0333 030 0174

## Useful links:

[whufc.com](http://whufc.com)

[Accessibility FAQs](#)

[Ticketing Terms and Conditions](#)

## Disabled Supporters' Association

The Disabled Supporters' Association (DSA) provides an important link between our accessible supporters and the West Ham United Board and senior management. You can contact Joint-Chairs, Cathy Bayford and Trevor Bright, on [dsb@westhamunited.co.uk](mailto:dsb@westhamunited.co.uk)

For more information visit <https://www.whudsa.com/>



# SECTION 8:

# REPORTING INCIDENTS

# AND CONCERNS



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 of 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 at all times. However, we understand that we cannot legislate for everyone's behaviour before they come into the stadium or in the way they conduct themselves on social media or in their private lives. 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 to 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.

## **On Matchday**

The Club provides a number of reporting mechanisms on matchday to ensure that supporters can report any incidents discreetly and in confidence, this includes a dedicated SMS reporting service which is advertised in the matchday programme, on the big screens, on the [Hammers Help Centre](#), on [WHUFC.com](#), via [social media](#) and in all of the gangways in the upper and lower tier of the Stadium.

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

- Speaking with the nearest steward or [Supporter Liaison Officer](#)
- By texting Support and your message to 07701401966

All incidents are reported to the Control Room, text messages received are treated in the strictest confidence and are sent directly to the control room. This will enable the safety and security team to monitor and handle the situation at the time of it occurring.

The safety and security of all supporters is of paramount importance to us and we are committed to ensuring that everyone has a safe and enjoyable experience while they are at London Stadium.

It is vitally important to our investigations that any incidents are reported to us at the time they occur. This will enable us to monitor the situation and take the appropriate action on the day. However, if you do need to report any concerns to the Club after the game, please contact [supporterservices@westhamunited.co.uk](mailto:supporterservices@westhamunited.co.uk).



## Online or social media abuse

The Club routinely monitors all of its social media channels in order to identify and deal with any discriminatory posts online.

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 engage on our platforms respectfully at all times, even when their views may differ. 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.

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.

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 (Formerly Twitter)

By DM to [@WestHamHelp](#)

- By reporting the post and the user account directly to X
- We recommend that posts are reported to the Club and to X

### Facebook

- By email to [supporterservices@westhamunited.co.uk](mailto:supporterservices@westhamunited.co.uk)
- By reporting the post and the user account directly to Facebook We recommend that posts are reported to the Club and to Facebook

### Email

- By email to [supporterservices@westhamunited.co.uk](mailto: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 you may have in order to conduct a thorough investigation. All complaints are thoroughly investigated and there are a number of ways that we choose to take action as outlined in this policy.



# SECTION 9: WEST HAM UNITED STORES



We have four stores where fans can purchase the widest range of Hammers-related kit, clothing, merchandise and accessories available.

The Stores are situated at:

- London Stadium on Queen Elizabeth Olympic Park, in Stratford,
- Lakeside Shopping Centre in Thurrock,
- Liberty Shopping Centre in Romford
- or Eastgate Shopping Centre in Basildon

Find your nearest store by [clicking here](#).

Alternatively, supporters can shop online, 24 hours a day, seven days a week, at the Official West Ham Store.

## **Official Replica kit**

Our current sponsorship arrangements require the Club to launch both a new Home and Away replica kit each season. All replica kit merchandise clearly displays the life span of each kit on its barcode and swing tickets.

Details of the change of kits are available in advance from the Club on [whufc.com](http://whufc.com) and the [Official Store](#).

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

## **Retail contacts, feedback and complaints**

If you have an enquiry relating to an item, your order or wish to provide us with your feedback, please do not hesitate to get in touch.

You can submit your enquiry [here](#), or email us on [onlinestore@westhamunited.co.uk](mailto:onlinestore@westhamunited.co.uk)



# SECTION 10: DIVERSITY AND INCLUSION



The pursuit of addressing injustice and promoting well-being is a continual endeavour ingrained in the Club's heritage, tracing back to Arnold Hills. In 1900, Hills revamped the Thames Iron Works Football Team into West Ham United FC and took decisive steps to enhance the conditions, well-being, and engagement of its workers and players.

As a Club we are dedicated to listening, educating, influencing and raising awareness. Equality, diversity and inclusion sits firmly on the Board's agenda, and we will continue to push forward with our robust and effective community work to promote equality and are recognised as one of the Premier League Clubs leading the charge in this area. Our approach is an inclusive one and we focus on integration and cohesion and, as a result, in December 2020 the Club were awarded with the Advanced level of the Premier League's Equality Standard (PLES) – the highest level which can be achieved, recognising our ongoing commitment to EDI. The Club was awarded the Advanced level, now called the Premier League Equality and Diversity Standard (PLEDIS) for the second time in October 2023.

The Club engages in a number of EDI initiatives and is accredited as a London Living Wage employer, Disability Confident Leader and part of the [Valuable 500](#). We continue to be in regular contact, and have strong relationships with, external campaign organisations such as [Stonewall](#), [Show Racism the Red Card](#), and [Kick It Out](#).

Alongside this, we continue to work closely with all our Supporter Groups, including Inclusive Irons, Pride of Irons and West Ham United Disabled Supporters Association to ensure the supporter voice is heard in all club decision making, collaborating with them on dedicated initiatives, events and activities

Whether on matchday, online, through our day-to-day services, or through engagement with our supporters' groups and forums, we are committed to engaging authentically and proactively. Here are some of the reasons why:

- 1. We want to foster a welcoming atmosphere:** Embracing diversity ensures that all fans, regardless of their background, feel welcome and valued, creating an enjoyable environment for everyone
- 2. We want to promote mutual respect:** Inclusion fosters a bottom line of acceptable behaviour and reduces the likelihood of conflicts and abuse, leading to a safe experience for all our supporters
- 3. We want to ensure all our supporters can attend West Ham United:** Prioritising equity ensures that all fans have equal access to match day and supporter opportunities, experiences and resources. We are flexible and adaptable to the needs of supporters
- 4. We want to welcome new fans to the Club:** A commitment to diversity and inclusion demonstrates West Ham United is a club for all, and we encourage new supporters to come and get behind the team
- 5. We want our supporters to create lasting memories:** An inclusive and equitable environment allows all supporters to focus on enjoying the game, free from the distractions of discrimination or abuse.



# SECTION II: SAFEGUARDING



We seek to ensure the safety and wellbeing of all children, young people and adults who attend matchdays and engage in activities with the club. Safeguarding requires and contributes to a culture of vigilance, including that which values and promotes inclusivity and diversity, to ensure everyone remains safe and is treated with dignity and respect.

It is through the application of the Policy and Procedures that the club will seek to develop a positive and proactive welfare programme to enable all children, young people and 'adults at risk' to attend and participate in an enjoyable and safe environment. This equally applies to the safety and security of those working with and responsible for the activities involving children, young people and 'adults at risk'.

The Policy and Procedures have been approved and endorsed by the club's Senior Executives as well as the Local Safeguarding Children Board and promotes the statutory guidance for safeguarding and promoting the welfare of children. The club will also ensure compliance with the Protection of Freedoms Act 2012. Information sharing between West Ham Safeguarding practitioners, external welfare agencies, and children organisations are essential for effective identification, assessment, risk management and service provision. Fears about sharing information cannot stand in the way of the need to safeguard and promote the welfare of children and young people at risk of abuse and neglect.

Safeguarding policy at the club ensures there is a designated Safeguarding Officer/Lead on duty at all matchdays. The policy is available to download from [here](#).

For further information on the Club's Safeguarding matchday or other event arrangements, please email [safeguarding@westhamunited.co.uk](mailto:safeguarding@westhamunited.co.uk). If you have a concern on the day about the welfare of a child, young person or adult at risk, please inform the nearest Supporters Service Liaison Officer (SLO), steward or stadium response team that you wish to report a welfare/ safeguarding concern.

All matchday staff must escalate to Stadium Match Day Safety and the Club's Safeguarding Team who will respond. Post-match or event, the Safeguarding team can be contacted on [07801 406 447](tel:07801406447) or at [safeguarding@westhamunited.co.uk](mailto:safeguarding@westhamunited.co.uk)







# SECTION 12: ENVIRONMENTAL IMPACT



We understand our responsibility to the environment and are committed to reducing our environmental impact. We work closely with our landlords at London Stadium and benefit from a number of initiatives to reduce our footprint. Here are some of the environmental initiatives:

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## **Roof Solar Membrane**

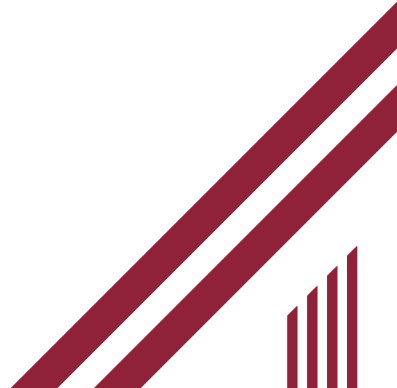
The stadium has just received tenders for a lightweight solar membrane on the stadium roof, which expects to:

- cover c.7,000 square metres (of 23,000 sqm)
- Generate around 1 million kWh of renewable energy per year
- C. 270 tonnes of carbon emissions annually

## **Energy Efficiency**

- Energy consumption expected to be c.15% lower in 2023 than 2022 (12m kWh to 10m kWh).
- Installing LED lighting and improved Event and non-event days control
- LED floodlights installed in August 2021
- Campaigns to turn lights off
- Building Management System used to optimise chillers, air conditioning, plant operation.
- Excellent BREEAM standard

## **Clean/Renewable Energy**

- Electricity is supplied from 100% renewable sources
  - New workforce entrance building has included 150 sqm of Solar panels, which is generating enough power for the building outside event days
- 

## Sustainable Transport

- London Stadium is promoted as a public transport venue
- London Stadium monitors transport used to travel to all events at the stadium
- This shows less than 1 in 8 people (12%) travel by car to watch matches
- Ten electric vehicle chargers have been installed in car park 1a. Installed for use by staff, broadcasters and event holders.
- London Stadium offers a cycle to work scheme

You can find out more information from the LLDC sustainability policy and reports [here](#).





# SECTION 13: DATA PROTECTION



We are committed to protecting your privacy and will ensure that all information held and processed about supporters complies with the General Data Protection Regulation ("GDPR"), Data Protection Act 2018 and our Privacy Policy, a copy of which can be found [here](#).

Our Privacy Policy contains information such as:

- What personal data do we collect?
- How do we use your personal data?
- What is our legal basis for processing your personal data?
- Who do we share your Personal Data with?
- Do we send your personal data outside the EEA?
- What is our personal data retention policy?
- How do we keep your personal data secure?
- Your rights as a data subject
- How to opt out of communications from us



# SECTION 14: COMMUNITY



## West Ham United Foundation

As our Official Charity, the West Ham United Foundation, represents the Club's ongoing endeavours to provide essential and innovative services to help create thriving communities.

With objectives consisting of responding to local need, uniting our community and providing an environment where all can thrive the Foundation delivers more than 35 initiatives across East London, Essex and international sites: engaging 50,000 people of all ages and abilities every year.

Alongside their initiatives which are centred around learning, employability, football development, youth and community, the Foundation offers opportunities for like-minded individuals, companies and philanthropists to support our endeavours in the community through events and Friends of the Foundation packages – helping to deepen our impact.

Together we are changing lives across our community.

For more on the West Ham United Foundation, please [see here](#).

Coinciding with this, we are delighted to collaborate with a range of Principal Charity Partners, [Charity Partners](#) and [Stakeholders](#).

## Official Charity Partners

West Ham United is proud to support seven incredible charity partners that carry out life-changing work in London and Essex.

### Our two Principal Charity Partners are:

- [The Moore Family Foundation](#), which provides life-changing opportunities for young people across east London and Essex; and
- [The DT38 Foundation](#), whose mission is to raise awareness and change the stigma associated with men's health issues with a focus on testicular cancer.

### Our five Official Charity Partners are:

- [Ambition Aspire Achieve](#), which works to provide opportunities for disadvantaged young people in the Newham and East London area;
- [Blesma](#), the Armed Forces charity that supports limbless veterans;
- [The Bobby Moore Fund for Cancer Research UK](#), which raises money for bowel cancer research and to increase public awareness of the disease;
- [Richard House Children's Hospice](#), which supports seriously ill children and their families from East London and into Essex; and
- [St Francis Hospice](#), which is one of the largest adult hospices in the UK and serves the populations of Havering, Brentwood, Barking and Dagenham, Redbridge and West Essex.

For more information on each charity, just take a look at [our website](#).



# SECTION 15: CONTACT US



## **Accessibility**

Email: [accessibility@westhamunited.co.uk](mailto:accessibility@westhamunited.co.uk)

Tel: +44 (0) 333 030 0174

## **Commercial and Sponsorship**

Email: [commercial@westhamunited.co.uk](mailto:commercial@westhamunited.co.uk)

## **Company Information Address:**

West Ham United PLC, London Stadium Queen Elizabeth Olympic Park London, E20 2ST

VAT No 697 2532 95

## **Corporate Hospitality Email:**

[clublondon@westhamunited.co.uk](mailto:clublondon@westhamunited.co.uk)

## **Insurance Employer's Liability or Public Liability insurance**

Address QBE Insurance Europe Ltd, Acclaim House, Central Park, New Lane, Leeds, LS115UF

All postal communications addressed to us relating to Liability insurance matters should be sent to:

AJ Mollett, Finance Director, London Stadium, Queen Elizabeth Olympic Park, London, E20 2ST

## **Mascots Email:**

[supporterservices@westhamunited.co.uk](mailto:supporterservices@westhamunited.co.uk)

## **Safeguarding**

Head of Safeguarding, Jackie Ferdinand

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

Our Safeguarding policies can be downloaded via the links below

Email: [safeguarding@westhamunited.co.uk](mailto:safeguarding@westhamunited.co.uk)



## Retail

Website: [Click here](#)

Email: [onlinestore@westhamunited.co.uk](mailto:onlinestore@westhamunited.co.uk)

Tel: 0208 548 2794

## Opening times:

Monday to Friday 09.30 - 17.00 Saturday 9am-5pm, Sunday 11am-5pm

Stadium Store London Stadium, Queen Elizabeth Olympic Park, E20 2ST

Lakeside Thurrock, Unit 71, Lakeside Shopping Centre, Thurrock, RM20 2ZP Tel: +44 (0) 1708 890 258

Liberty Romford, Unit GLA1A, Liberty Shopping Centre, Romford, RM1 3RL

Tel: +44 (0) 1708 741 877

Eastgate Shopping Centre, Unit 45, Basildon, SS14 1EB

Tel: +44 (0) 1268 527 191

Stadium Address: West Ham United, London Stadium, Queen Elizabeth Olympic Park, London, E20 2ST

Tel: +44 (0) 20 8548 2748

## Supporter Services

Address: West Ham United FC Supporter Services, London Stadium, Queen Elizabeth Olympic Park, London, E20 2ST

Email: [supporterservices@westhamunited.co.uk](mailto:supporterservices@westhamunited.co.uk)

X: [@WestHamHelp](#)

FAQs: [Hammers Help FAQs](#)

[WhatsApp link](#)

## Ticket Office

Address: West Ham United FC Ticket Office, London Stadium, Queen Elizabeth Olympic Park, London, E20 2ST

Website: [Click here](#)

Email: [ticketoffice@westhamunited.co.uk](mailto:ticketoffice@westhamunited.co.uk)

UK Sales

Tel: +44 (0) 333 030 1966

Post Sales

Tel: +44 (0) 303 0311966

