



# Arsenal Scotland Supporters Club

## CLUB RULES AND CODE OF CONDUCT [Proposed November 2022]

The Club is obliged to conduct its activity as a social club in compliance with the law and in support of our Aims and Objectives, as set out in the Club Constitution.

All members are subject to both the Club Constitution and to this document (Club Rules and Code of Conduct) which are posted on [arsenalscotland.com](http://arsenalscotland.com), our principal online presence.

Anyone joining Arsenal Scotland Supporter Club [ASSC] is deemed to have accepted such regulations, rules, policies and codes of conduct which are endorsed, from time to time, by the ASSC Executive and Management Committee.

Anyone (member or guest non-member) who is in breach of club rules or brings either Arsenal FC or ASSC into disrepute at a match is liable to be disqualified from ASSC and the use of its services.

More on the Club's disciplinary procedures, is in the Disciplinary Action & Appeals in section below.

### 1. CLUB RULES

- a) Members of the club are not permitted to resell match tickets obtained through the club to third parties/ticket touts under any circumstances. Unwanted tickets must be returned to the Secretary or the Ticket Team.
- b) Junior Members - under 18 in accordance with English Law (as we are selling tickets for English matches) will not be permitted to purchase tickets or attend matches unless accompanied by the Adult Member to whom they are formally related. The club will not be responsible for Junior members traveling alone. ASSC follow the guidelines of the Disclosure and Barring Service in England and Wales as well as Disclosure Scotland.
- c) Members shall refrain at all times from all forms of violence and verbal abuse 'of any kind' whilst attending Arsenal matches or in possession of Arsenal match tickets.
- d) Members shall refrain at all times from being drunk and disorderly whilst attending Arsenal matches or in possession of Arsenal match tickets. Members must observe the law in that being 'drunk' in a football stadium is an offence.
- e) Members shall refrain at all times from using excessive, offensive and directly aggressive language whilst attending Arsenal matches or in possession of Arsenal match tickets.



## **2. CODE OF CONDUCT**

Arsenal Scotland Supporters Club has a Zero Tolerance Policy towards any member using match tickets or facilities such as coach travel arranged by ASSC, that behaves in a way that is likely to damage the great reputation of either Arsenal Football Club or Arsenal Scotland Supporters Club.

Such behaviour includes, but is not limited to,

- Ejection from an any Arsenal match.
- Being refused admission to any Arsenal match.
- Being arrested at an Arsenal match.
- Being drunk and or disorderly while attending an Arsenal match.
- Being under the influence of banned substances (drugs) while attending an Arsenal match.
- Using excessive, offensive and directly aggressive language while attending an Arsenal match.

Please recognise that such behaviour causes damage to the reputation of both Arsenal FC and ASSC.

Anyone (member or guest non-member) that brings either Arsenal FC or ASSC into disrepute at a match is liable to be disqualified from ASSC and the use of its services.

## **3. DISCIPLINARY ACTION & APPEALS**

If any ASSC Member is witness to either a breach of the Club Rules or the Club's Code of Conduct, please regard it as your duty to report this (in strict confidence) to the Secretary. Should you wish to make this a formal complaint then this will be investigated by the Club Executive with recourse to the following procedure:

- Any complaints concerning any member (including Executive and Management Committee members) should be made in writing (by email or recorded postal delivery) to the Secretary.
- The Executive will meet by virtual means (such as Zoom) to hear from the complainant(s) within 10 days of a complaint being lodged. If it is felt appropriate the Secretary will convene a Disciplinary Committee consisting of 5 members of the Management Committee to consider the complaint. The Disciplinary Committee will have the authority to agree appropriate disciplinary action including:
  - Suspension or termination of ticketing privileges.
  - Suspension or termination of ASSC membership.

Any such decision by the Disciplinary Committee must be unanimous, else it is referred to the full Management Committee for further discussion and a majority decision. In the absence of a majority, the matter is then referred to the Executive for final discussion and decision, again by majority.

The outcome of the disciplinary hearing will be notified in writing (email) to the person who lodged the complaint and the member or members against whom the complaint was made within 3 days of the final hearing. There is a right of appeal, made in writing (by email or recorded postal delivery) to the Secretary within 7 days of the decision being notified. The matter is then referred to three (3) independent and long-standing members of ASSC not currently serving on the Executive of Management Committees. Their decision is final.