



OXFORD UNITED FOOTBALL CLUB

SUPPORTERS CLUB CHARTER

2025/26 SEASON

INTRODUCTION

Welcome to Oxford United Football Club's 2025/26 supporter charter.

Oxford United Football Club is a unique football club that sits proudly as the only professional sports team in the county of Oxfordshire.

We firmly believe that our dedicated supporters should be at the heart of everything we do. We recognise the huge contribution every supporter makes every year as we strive to make our Club bigger and better.

Oxford United Football Club would not be the Club it is without the commitment from our ever-growing fanbase from all over the city, the county, the country, and the world.

This Supporter Charter has been created to outline the levels of service you can expect from us, and to explain the procedures which affect you as a supporter of our Football Club.

As a Club, we aim to be as open and accessible to all supporters as possible as we strive to improve every interaction with the Club on matchday or non-matchday.

OBJECTIVES FOR THE 2025/26 SEASON

1. IMPROVEMENTS TO MATCH DAY EXPERIENCE

Whether it be by improving pre-match activities for children and families, making it easier to park or offering a wider choice at concession stands, the Club acknowledges that the match day experience starts long before kick-off. We aim to improve our service across the board to help every supporter have a memorable day.

2. FAN ENGAGEMENT

This Charter acknowledges our commitment to meet and surpass the minimum expectation in relation to fan engagement. This season will see us launch a new fan engagement strategy that will see us formalise how we interact with our supporters. Building on the established relationships we already enjoy with OxVox (Supporters Trust) and OUSP (Oxford United Supporters Panel), the Club will seek to hold events such as regular forums and meetings that will allow supporters to engage with the Club like never before.

3. CUSTOMER SERVICE

Oxford United Football Club is dedicated to providing the best possible service and building valuable relationships with all supporters who contact the Club. We strive to achieve excellent customer service and make a promise to supporters that we will honestly and genuinely investigate every enquiry we receive.

The point of contact for customer services is Aaron Kightley, who is the Club's Supporter Liaison Officer. Should any supporter have any queries, ideas, suggestions, comments, or complaints, please contact Aaron via the following methods:

Email: akightley@oufc.co.uk

X: @OUFCSLO

Write: Kassam Stadium, Grenoble Road, Oxford, OX4 4XP

COMPLAINTS POLICY

It is the Club's responsibility and commitment to supporters to ensure that all correspondence received is responded to within five working days where possible. We welcome complaints from supporters as a method for the Club to develop and implement changes.

Unfortunately, it is impossible for all procedures to appeal to every supporter, however we endeavour to explore every option.

Complaints should be submitted to Supporter Liaison Officer, Aaron Kightley via:

email: akightley@oufc.co.uk

X: @OUFCSLO

If a supporter is not satisfied with the response from the Club in line with stated Club correspondence timescales, supporters should be advised they can now refer the matter directly to The Independent Football Ombudsman (IFO) using the following details:

The Independent Football Ombudsman

Suite 49,

33 Great George Street,

Leeds,

LS1 3AJ

Email: contact@theifo.co.uk

Phone: 0800 588 4066

STAFF CONDUCT

At all times Club staff are expected to deal with supporters' enquiries/complaints in a courteous, responsible, and helpful manner. Oxford United are dedicated to treating all people equally in every aspect of its operation and employment practices. We expect all staff to communicate in a clear manner.

DATA PROTECTION POLICY

The Club is registered under the Data Protection Act 1988. The Club fully complies with the act with regards to the handling of personal data.

Information/data on our customers may be stored on computer or manual files to maintain accurate records.

Your personal data will not be passed to any third parties without your consent, and you can choose to opt out of receiving information from the football club at any time by emailing our Supporter Liaison Officer, akightley@oufc.co.uk

If you wish to update the information the Club hold on you, you can do so by contacting the ticket office: ticketoffice@oufc.co.uk or **01865 337 533**.

FL Interactive are responsible for ensuring data protection is in place in respect of any user data collected via the official Club website.

TICKETING INFORMATION

Information on ticket availability, will be updated daily and can be obtained by visiting <https://www.eticketing.co.uk/oxfordunited/> or by telephoning our Ticket Office Team on **01865 337533** or via email on ticketoffice@oufc.co.uk

TICKET ALLOCATION

The Club operates a ticket booking priority system for both home and away matches (where applicable) to ensure that tickets are allocated to supporters fairly. The Club reserves the right to change allocation levels and sales orders at the priority stage for fixtures which are deemed to be in high demand.

Home Ticket Priority:

1. Old Gold Members
2. Old Gold & United Oxford Home Members
3. General Admission (subject to availability)

Away Ticket Priority:

1. United Oxford Away Members
2. 2025/26 Season Ticket Holders
3. General Admission (subject to availability)

REFUNDS

A full refund will be given to any supporter returning a match ticket for a home match to the Ticket Office prior to 12:00pm the day before match day. A full refund will be given to any supporter returning an away match ticket prior to 3:00pm the day before match day. We must have the physical ticket returned to the Ticket Office before a refund is processed.

Refunds for Season Tickets are at the full discretion of the Club. Supporters must apply in writing via ticketoffice@oufc.co.uk stating the reasons for refund request.

In the event matches are determined by national or local authorities and/or governing bodies to be permanently cancelled or played behind closed doors, no refunds are guaranteed. The Club will communicate processes for Season Ticket Holders and match ticket holders via www.oufc.co.uk.

If a match is abandoned after spectators are admitted to the ground but before kick-off, ticket holders are entitled to free admission to the rearranged match.

CONCESSIONS

Concession ages are judged as of 1 August 2025 with no exceptions.

Disabled supporters are entitled to be accompanied by a free personal assistant – the additional PA ticket must be requested at time of purchase.

Proof of age is required to purchase an Under 7s, Under 13s, Under 18s, Students or Over 65s ticket. Proof of receipt of DLA is required to receive a free personal assistant ticket.

SEASON TICKET FINANCE – NOW OFF SALE

V12 Finance provides a Season Ticket finance offer, giving all supporters the opportunity to spread the cost of their season tickets, subject to terms, conditions, and approval.

Supporters can apply for finance at the time of season ticket purchase via oufctickets.co.uk.

There is also an option for supporters to purchase directly from the football club on a direct debit basis.

CUP COMPETITIONS

Tickets for home fixtures in cup competitions are priced individually.

Tickets for away fixtures in cup competitions are priced by the home club.

Information will be made available via oufc.co.uk and social media channels.

AWAY TICKETING

Tickets for away fixtures will – subject to availability – be available until 3:00pm on the last working day before the match. Updates on the availability of away tickets will be communicated through the club's official social media channels and can be obtained by contacting the ticket office directly.

FIXTURE CHANGES

If a match is abandoned after kick-off, Oxford United will communicate directly with supporters regarding the re-arranged fixture.

Information is always communicated through the Club's official website, official social media channels and the local media.

Full ticketing information and terms and conditions are available by following the link below.

<https://www.oufc.co.uk/ticket-terms-and-conditions>

DISABILITY INFORMATION

Oxford United takes pride in its relationship with disabled supporters and strives to ensure all supporter's needs are met to enjoy a match day at the Kassam Stadium.

The Club's Disability Liaison Officer is Andy Taylor. Should any supporter have any queries, ideas, suggestions, comments or complaints, Andy can be contacted in the following ways:

Email: ataylor@oufc.co.uk

Write: Kassam Stadium, Grenoble Road, Oxford, OX4 4XP

TICKETING

The Kassam Stadium has the following seat allocation for disabled supporters:

- Wheelchair dependent supporters: 144 places available (total – incl. PA 's).
 - 52 in the North Stand
 - 70 in the South Stand Lower
 - 24 in the East Stand
- Ambulant disabled supporters are welcome
- All disabled supporters are entitled to bring one personal assistant with them free of charge, if required.
- A disabled person may be asked to provide qualifying documentation.

MOTORISED SCOOTER POLICY

Motorised scooters are permitted within the stadium for persons with mobility difficulties. Please speak to a steward on arrival if you wish to house your scooter for the duration of the match.

FAMILY FACILITIES

Oxford United has a family section, which is situated in blocks 22 and 23 of the North Stand.

BABY CHANGING FACILITIES

Baby changing facilities can be found in the toilets in all accessible toilets throughout the stadium.

TRAVEL ARRANGEMENTS

Supporters are always encouraged to travel on official Club travel, which is provided through the London Road Club. Further details of the London Road Club can be obtained from the ticket office.

STADIUM INFORMATION

SAT NAV

The postcode for the Kassam Stadium is OX4 4XP

MATCH DAY CAR PARKING

There are 2,000 free car parking spaces at the Kassam Stadium, allocated on a first come first served basis.

There are marked disabled parking bays on all four corners of the stadium allocated on a first come first served basis. There is an overflow car park situated behind the Kassam Cinema/ Shopping complex opposite the stadium. Please note, there are parking restrictions in place on match day in nearby residential areas.

There is also Parking Eye system in place at the stadium on matchdays, but the parking restrictions will not apply from four hours before until four hours after kick-off at all Oxford United home games.

More information here: <https://www.oufc.co.uk/news/2024/march/important-notice-regarding-parking-at-the-kassam-stadium>

BUSES

The Oxford Bus Company City 5 route runs from Oxford Station through the City Centre and to Knights Road and Pegasus Road, which is a five-minute walk to the stadium. Stagecoach Service 1 starts from Speedwell Street and follows the same route to Knights Road and Pegasus Road.

Bus route and timetable: <https://city.oxfordbus.co.uk/timetables-fares/city5>

See the next page for the Football Special Bus services.

FOOTBALL SPECIALS

Oxford United can announce enhanced football special buses in conjunction with the Oxford Bus Company, Thames Travel and Pulham's, which run to home games for the new season.

The following football special route network to the Stadium will be operational for Championship home games for the 2025/26 season with the full timetable released prior to the start of the season:

- OX1 Wantage Kingsgrove - Wantage Market Place - Grove - Marcham - Abingdon - North Abingdon (Wootton Road / Dunmore Road)
- OX2 Didcot - Steventon - Drayton - Abingdon - Oxford Road Abingdon - Kassam [2 buses]
- OX3 Carterton - Brize Norton - Curbridge - Witney - Eynsham - Botley
- OX4 Burford - Minster Lovell - Witney - Eynsham - Botley
- OX5 Bicester
- OX7 Kidlington - Summertown - Marston - Headington - Cowley
- OX8 Chinnor - Thame - Wheatley - Sandhills (outside Thornhill only) - Risinghurst

More information: <https://www.oufc.co.uk/news/enhanced-football-special-bus-service-home-matches>

IMPORTANT INFORMATION FOR VISITORS

NON-PERMITTED ITEMS

All non-permitted items are listed within the Ground Regulations. A laminated copy of these can be found at every turnstile entrance, and on request from the Club.

In addition, the following items are not permitted to the Kassam Stadium:

- Electronic smoking apparatus

STANDING POLICY

The Kassam Stadium is an all-seater stadium, and all supporters should remain in their seat whilst the game is in progress. Persistent standing may result in an individual being ejected from the stadium.

SMOKING POLICY

E-Cigarettes are not permitted.

The Kassam Stadium is a smoke free stadium, however, there are smoking areas available at half time on a match day in the following areas:

- Executive/Hospitality supporters – situated near to stadium reception.
- East Stand supporters – situated in the southeast corner to the rear of the east stand.
- Away supporters (assessed on a match-by-match basis) – situated to the rear of the north-west corner of the north stand.

MATCH DAY FIRST AID

Oxford United Football Club meet and, where possible, exceed the minimum requirements as set out by the EFL. These are a minimum of two first aiders, and a ratio of one first aider for every 1,000 spectators. First aiders can be found quickly by speaking to the nearest steward.

The ambulance point on a match day is in the Southeast corner of the stadium.

FOUL AND ABUSIVE LANGUAGE

Oxford United Football Club is committed to providing a match day experience, which can be enjoyed by supporters regardless of age. Any supporter who persistently uses foul and abusive language could face ejection from the stadium.

Supporters can report unacceptable behaviour anonymously, prompting a member of our response team to observe the scenario discreetly, meaning we can take appropriate action. If you are at the game and hear someone using racist, homophobic, sexist or any other form of discriminatory language then all you need to do is text your stand, block, and seat number, with a brief description, to our reporting hotline 60075.

GROUND REGULATIONS

To view the current version of the EFL ground regulations please follow this link. [ground-regulations.pdf \(efl.com\)](https://www.efl.com/ground-regulations.pdf)

OXFORD UNITED WOMEN

Home Ground: Oxford City FC, Marsh Lane, Oxford, OX3 0NQ

League: WSL 2 Cup

Competitions: FA Cup, WNL League Cup, Oxfordshire County Cup

General Manager: Gemma Sims - gsims@oufc.co.uk

Oxford United Women compete in the FA Women's National League South which is the third tier in the Women's game. The OUWFC Development team play in the Thames Valley Counties Women's Football League.

On a match day Oxford City attracts an exciting family atmosphere, with the small ground allowing supporters to get up close with the action. The Women's Team offers several mascot packages to encourage local teams and schools to come and be part of the match day experience, providing a guard of honour to the teams as they walk out or walking out with the players as they prepare for kick-off.

Supporters may also get to meet Olivia and Olly, the Club's mascots.

There are 200 parking spaces available, including three disabled spaces. The ground is accessible for wheelchair users. The capacity of Oxford City is 3,000, with unreserved seating available in the main stand.

The main stand also incorporates the press box and runs parallel to the length of the pitch. There is also a standing terrace situated behind the dugouts (not wheelchair accessible). There are standing areas behind both goals, with the end closest to the clubhouse also featuring picnic benches for families.

Food and drink are available from the refreshment shop at the clubhouse.

SOCIAL MEDIA

Oxford United uses the following social media channels and communicates daily through these official channels only. Supporters should be careful not to confuse unofficial accounts with the official channels listed below:

X:

@OUFCOfficial

@OfficialOUWFC

@OUFCCommunity

@OUFCSLO

Facebook:

/OUFCOfficial

/OxfordUnitedWomen

Instagram:

@OUFCOfficial

Tik Tok:

@oxfordutdfc

Youtube:

/OxfordUnitedOfficial

EQUALITY, DIVERSITY AND INCLUSION

DECLARATION AGAINST DISCRIMINATION

We the players, staff and directors of Oxford United Football Club and Oxford United in the Community, along with the people of Oxfordshire reject discrimination. Football is our national sport and Oxford United and Oxford United in the Community believe that and will strive to ensure it is open to all. We pledge to tackle discrimination whether by reason of colour, race, nationality, religion, belief, sex, sexual orientation, age, ethnic origin, national origin, marital status, disability or gender reassignment and to make Oxford United Football Club a safe and welcoming place for all.

The Club and Charity believe the adoption of its equality, inclusion and diversity policy will also:

- Increase awareness of Equality, Inclusion and Diversity issues.
- Set out expectations for staff, directors, customers, and other agencies which we work with to provide services associated with the Club and Trust
- Prevent discrimination occurring.
- Meet and, where possible, exceed legislative requirements.

The clubs EDI Representative is Senior Safeguarding and Matchday Operations Manager, Andy Taylor ataylor@oufc.co.uk

CHARITY SUPPORT

The Club's recognised Official Charity is Oxford United in the Community.

Oxford United in the Community is a charity that empowers and inspires our fans, their families, and their communities to fully participate, reach their full potential and achieve their dreams.

The Club receives a high number of charitable requests and whilst we do our best to fulfil everyone's wishes, unfortunately we cannot guarantee successful application.

Oxford United in the Community will consider all applications of charity partnership and support, including match day bucket collections, in line with our charity purpose. If you can demonstrate that you can support us to meet our charitable purpose, the Community Trust will endeavour to support you in a relevant and meaningful way.

CONTACT US

If you wish to contact us to arrange a bucket collection or community match day event, please contact Oxford United in the Community.

Email: community@oufc.co.uk

Write: Oxford United in the Community, Kassam Stadium, Grenoble Road, Oxford, OX4 4XP

Charity Number: 1125173

The trust is a charity that aims to empower and aspire fans, their families and their communities to fully participate, reach their full potential and achieve their dreams. The Oxford United Community Trust will do this through four key themes of work:

Sports Participation and Coaching

Providing high quality multi-sport opportunities and supporting the football workforce from across Oxfordshire to be the best it can be.

Health and Wellbeing

Supporting the people of Oxfordshire to live long healthy happy lives.

Education, Training and Employment

Empowering people to fulfil their potential so that they can get where they want to in life.

Social Inclusion

Helping all members of the Oxfordshire community to positively and sustainably engage, improving their quality of life.

The Oxford United Community Trust do this by being:

- Professional
- Responsible
- Inclusive
- Exceptional

CONTACTS:

Email: community@oufc.co.uk

Write:

Oxford United in the Community,

Kassam Stadium,

Grenoble Road, Oxford, OX4 4XP