



STEVENAGE FOOTBALL CLUB

Complaints Policy

#WEARESTEVENAGE

Overview

All supporters are asked to contact the Club in advance of any fixture where they wish to bring a flag or banner of significant size for the approval of the Safety Management Team. The same applies to any musical instrument. This should be done with as much notice as possible via e-mail to info@stevenagefc.com.

In respect of visiting supporters, as a rule, if the size of the crowd is expected to exceed 1,100 spectators in the South Stand, flags of any significant size can start to become an issue in respect of blocking sightlines, endorsements and advertising.

If an attendance of below 1,100 is anticipated, then the Club will usually seek to accommodate flags and banners and place them in locations as so not to interfere with others enjoyment of the match.

Flags and banners must be situated in accordance with stewards' directions on the Stand and not cause danger, annoyance or nuisance.

Drums and other musical instruments are permitted but they must be situated in Block C or D of the South Stand and are subject to the same caveats as flags and banners.

All items are subject to search and final approval at the ground.

No sharp edges or items that can be of potential use as weapons or words/ symbols that contain offensive, inflammatory or political slogans etc... will be permitted into the stadium.