WREXHAM AFC

SUPPORTER CHARTER

LATEST UPDATE

IMPORTANT INFORMATION FOR THE 2025/26 SEASON

Please note that this Supporter Charter has been updated and is being continually reviewed to ensure it is as up-to-date and informative as possible.

Some sections are subject to change, and we will keep you informed of any relevant changes via our website and social media channels.

FOREWORD

MICHAEL WILLIAMSON, CEO

On behalf of Wrexham AFC, I am pleased to submit a copy of our Supporter Charter for the forthcoming EFL Championship Season 2025/26.

Since the original text of the Wrexham AFC Mission Statement was written by the Club's Owners, Rob McElhenney and Ryan Reynolds when they took charge of the Club in 2022, a great deal has changed and yet, a great deal has remained the same.

We have been promoted three times consecutively and have risen from the National League to the Championship, the first time we are back in the second flight of English professional football for 43 years.

We have seen our fortunes off the pitch rise in line with our achievements on the pitch and the Club is now on a healthy and stable financial footing.

We have invested in our youth academy and our women's team and we are continuing to look for a suitable location for a new training facility for the first team that we can call our own.

We have updated the design and received planning permission for our 5,500-seater new Kop Stand, and we are optimistic that soon we will get approval to expand this by a further 2,000 seats.

Meanwhile we continue to make improvements in other areas of the SToK Cae Ras. All of this is driven by our passion to give our fans, whether they are from the local area or from further afield, access to our home matches whilst we keep ticket prices at one of the most affordable levels in the entire Championship.

These are just some of the developments currently underway at the Club as we progress up the Football League pyramid to achieve Rob and Ryan's stated ambition of reaching the Premier League.

And while all these changes have signified progress for the Club, what hasn't changed under Rob and Ryan in these past four seasons is the commitment they have made to the Club, the community, the City of Wrexham and its amazing people and our fans, that as custodians they are here for the long-term to protect the Club, its values, the local community and its people.

The goal remains the same "to grow the team, establish Wrexham AFC as a Premier League club, in front of increased attendances at an improved stadium while making a positive difference to the wider community in Wrexham".

And whilst we are, amazingly, quite a long way down the road to achieving this goal, we have done so always by maintaining the utmost respect for the Club's heritage, history and values.

So, as we begin the new 2025/26 season, charting new territory for Club, it is important we do so with our supporters firmly placed at the centre of everything we do. I am therefore most happy to submit to you the Wrexham AFC Supporter Charter 2025/26.

Yours sincerely,

Michael Williamson

Wrexham AFC CEO

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CUSTOMER SERVICE

Wrexham AFC recognises the importance of maintaining an excellent approach to customer service. We value each customer and appreciate that, as a business, the Club relies on a strong customer base to progress.

The Club is committed to acknowledging any contact from a customer within seven working days and responding within a maximum of 21 working days. We believe in a simple and customer-friendly approach in dealing with all enquiries.

The Club responds to complaints by e-mail. If no email address is available then a letter will be sent.

All staff employed by Wrexham AFC and volunteers will receive training in customer service to a high standard and code of conduct and strive to constantly develop in order to improve productivity, quality and customer satisfaction.

The Club encourages customers to contact the department relevant to their query, but if you would like to contact the Club directly you can email:
General Enquiries - info@wrexhamafc.co.uk
Ticketing - ticketoffice@wrexhamafc.co.uk
Retail - clubshop@wrexhamafc.co.uk
Commercial - commercial@wrexhamafc.co.uk
Community - headofcommunity@wrexhamafc.co.uk
Donations and requests - good.causes@wrexhamafc.co.uk
Matchday safety - matchdaysafety@wrexhamafc.co.uk
Events - events@wrexhamafc.co.uk
Safeguarding - safeguarding@wrexhamafc.co.uk
Supporter Liaison Officer - kerry.evans@wrexhamafc.co.uk

Customer complaints in the first instance should be made in writing to the Club or via email info@wrexhamafc.co.uk and sent to:

Wrexham AFC
STōK Cae Ras
Mold Road
Wrexham
LL11 2AH

If not satisfied with response, please refer in the first instance to the IFO (Independent Football Ombudsman) and thereafter subsequent alternative bodies:

The Independent Football Ombudsman
IFO, Premier House, 1-5 Argyle Way,
Stevenage SG1 2AD
Email: contact@theifo.co.uk
Telephone: 0800 588 4066

or:

The Football Association of Wales Ltd
Hensol
Pontyclun
CF72 8JY
Email: info@faw.co.uk
Tel: 029 2043 5830
Fax: 029 2049 6953

EQUALITY, DIVERSITY, INCLUSION & SAFEGUARDING

WREXHAM AFC IS AN EQUAL OPPORTUNITIES EMPLOYER

Our activities will in no way discriminate against any individual; this includes, advertisement of jobs, working environment, pay and employment terms, selection for teams, training, development and appointments to honorary positions.
Wrexham AFC will not tolerate any form of harassment and will work to ensure that such behaviour is met with appropriate disciplinary action. Wrexham AFC supports the EFL & FAW in its commitment to develop a programme of ongoing training and awareness-raising events and activities in order to promote the eradication of discrimination.

Equality, Diversity, Inclusion & Safeguarding
Wrexham AFC are committed to equality, inclusion and diversity of opportunity to ensure we provide fair and non-prejudicial access to the services across the Club. It is the policy of the club that no person, whether player, job applicant, employee, volunteer or customer, shall be discriminated against.
The club opposes all forms of unlawful and unfair discrimination, either direct or indirect, or harassment, on the grounds of the following 'protected characteristics': Age, Disability, Gender Reassignment, Marriage & civil Partnership, Pregnancy & Maternity, Race, Religion or Belief, Sex and Sexual Orientation.
Wrexham AFC are committed to ensuring that Adults at Risk and Children are protected and safeguarded from harm, whilst engaged with the Club's activities. The Club is committed to fulfilling its safeguarding responsibilities and following best practice in safeguarding matters.
If you have any concerns in respect of Safeguarding at Wrexham AFC - Please email Safeguarding@wrexhamafc.co.uk

DATA PROTECTION

In accordance with the General Data Protection Regulation (GDPR) we are the data controller, responsible for the processing of any personal data you give us.

Our Privacy Notice, available on our website, explains in detail the types of personal data we may collect about you when you interact with us. It also explains how we will store and handle that data and keep it secure.
www.wrexhamafc.co.uk/privacy-policy
www.wrexhamafc.co.uk/club/policies/

OUR STAFF

WREXHAM AFC IS COMMITTED TO PROVIDING QUALITY SERVICES FOR ALL OUR CUSTOMERS. WE WILL DO OUR BEST TO PROVIDE EQUAL ACCESS TO YOU BY OFFERING ADDITIONAL HELP IF IT IS REQUIRED.

Wrexham AFC expects the highest standards of integrity and conduct of its employees and volunteers. All staff are expected to follow the club's Code of Conduct and act in the interests of the club at all times.

All staff, full-time, part-time or matchday workers, have a duty to act as ambassadors of Wrexham AFC and if a customer encounters any issues with a member of staff they should respond in the manner detailed previously on page 6, Customer Service.

Wrexham AFC is committed to providing quality services and products for everyone who comes into contact with or visits the Club.

This means when meeting face to face we will do our best to: -

•Be polite, courteous, friendly and helpful and listen to you, giving you our full attention.
•Use plain language and avoid jargon.
•Ensure that any area you are visiting is tidy, clean, pleasant, welcoming and accessible.

When answering the phone, we do our best to:-

•Answer calls as soon as possible; but please appreciate we do have some very busy periods.
•Greet in a courteous and helpful manner.
•State which department you are speaking to.
•Find out who can best help you, redirect your call if necessary and call you back if appropriate.

Our Expectations when dealing with your query:-

•Please be patient, we will do our best to ensure your query is handled quickly but we may need to come back to you.
•Please be polite and courteous to our staff and volunteers they are here to help.
•Wrexham AFC will not tolerate any abuse, confrontation or aggressive behaviour. Customers abusing our staff will be reported and appropriate actions will be taken. Wrexham AFC is committed to informing staff of all key issues in order for any customer enquiry to be duly satisfied quickly and efficiently.

MERCHANDISE

THE CLUB AIMS TO PROVIDE A WIDE RANGE OF PRODUCTS AVAILABLE FOR PURCHASE FROM THE CLUB SHOP. THE CLUB WILL ALSO ENDEAVOUR TO MAINTAIN A HIGH LEVEL OF POST-PURCHASE SUPPORT.

Fans can visit the online store via this link: https://shop.wrexhamafc.co.uk

Wrexham AFC reserves the right to withdraw any product on offer at any time. Normal refund policy applies to any product on offer. All offers are not transferable and may be available for a limited time only. We're happy to offer a full refund on most items providing they are returned in the original condition. To claim your refund, return the item to us within 28 days with the original receipt.

If there is a fault with any purchase you may return it and we may issue a refund if it is returned in an acceptable condition. You have 28 days from the date of purchase to qualify for an exchange or refund.

All exchanges and refunds will require an original receipt. If faulty we may return the items to the manufacturer for their consideration before issuing a refund. All shirts that are printed with either personal names or names with players on, are not returnable and non-refundable, and this also applies should the player leave the Club at any time after the decals are printed on the back of shirts.

We monitor what is requested to be printed and may decline some requests if they are deemed to be inappropriate. Refunds or exchange will not be given for incorrect chosen sizing on shirts after decals have been added to them.

Wrexham AFC is committed to preventing price fixing in relation to the sale of retail team kit.

Wrexham AFC offers refunds on merchandise in accordance with its legal obligations.

Our full returns and refunds policy can be found here: https://shop.wrexhamafc.co.uk/terms-and-conditions/

ENVIRONMENTAL POLICY

WREXHAM AFC IS ACUTELY AWARE OF THE IMPORTANCE OF MINIMISING THE IMPACT BY THE CLUB, STAFF AND SUPPORTERS ON THE ENVIRONMENT.

The Club adheres to a strict policy of using power on a day-to-day and matchday basis only when necessary in a bid to limit its carbon footprint. We are commited to a more ecologically-sustainable version of the club and stadium in line with our Mission Statement.

STEWARDING & FIRST AID PROCEDURES

Wrexham AFC Safety Stewards undertake comprehensive training and are fully qualified on appointment as well as receiving a full matchday brief before each home match.

All stewards are fully expected to embrace and adhere to the standards highlighted in the Staff Conduct section of this Customer Charter.

Stewards liaise closely with the Club's Safety Officer and Health and Safety Adviser to ensure a safe and controlled environment at the STōK Cae Ras. The Club have designated first aiders.

CATERING FACILITIES AND HOSPITALITY

WREXHAM AFC DELIVERS EXCELLENT HOSPITALITY FOR VARIOUS FUNCTIONS INCLUDING MATCH-DAYS, SOCIAL & BUSINESS EVENTS AND WEDDINGS, AND TAKES PRIDE IN THE EXCELLENT QUALITY OF THE SERVICE PROVIDED.

Whether in the hospitality suites or concourses, Wrexham AFC aims to provide high quality produce that represents value for money for the customer. Refreshments are available in both the Macron Stand and STōK Cold Brew Coffee Stand at the STōK Cae Ras, and are equally accessible for home and disabled supporters; served by staff who adhere to the Club's Staff Conduct policy.

NB. The Wrexham Lager Stand offers refreshments but does not have full accessibility provisions as per the Macron Stand and STōK Cold Brew Coffee Stand.

The Club is proud to provide in-house catering in line with the Food Standards Agency, with all work areas scrupulously inspected before food is prepared and served.

Visitors to the STōK Cae Ras are not permitted to bring their own food & drink, to the ground for any events.

TICKETING & ACCESSIBILITY

WREXHAM AFC CONTINUES TO STRIVE FOR A WIDER ACCESS TO MATCHES BY OFFERING A BROAD RANGE OF TICKET PRICES, INCLUDING REDUCED RATES FOR CONCESSIONS – I.E. JUNIORS, SENIOR CITIZENS AND YOUNG PERSONS.

Matchday ticket prices for the 2025/26 season are set out below.

We are encouraging all supporters to choose online purchases over in-person, to help reduce queuing times. Please note, the reduced online-purchase price will be available through to matchdays and refers to all online sales

We would once again encourage all supporters to make use of the print-at-home/eTicket option when purchasing tickets online. Full ticketing information and instructions on how to buy can be found on our website.

MACRON & WREXHAM LAGER STANDS

Adult	£26
Over-65/Under-21	£21
Under-18	£14
Under-11	£10

IN PERSON

Adult	£26
Over-65/Under-21	£21
Under-18	£14
Under-11	£10

STŌK COLD BREW COFFEE STAND

Adult	£24
Over-65/Under-21	£19
Under-18	£13
Under-11	£10

IN PERSON

Adult	£24
Over-65/Under-21	£19
Under-18	£13
Under-11	£1

TICKETING TO ASSIST DISABLED SUPPORTERS

All companions will receive free entry when accompanying a disabled supporter who has purchased a ticket at the standard rate.

Wrexham AFC reserves the right to request 'proof of disability' before issuing a concession. Such proof shall include:

•Receipt of enhanced rate DLA, PIP, Attendance Allowance for Care or Mobility/or CVI
•N.B. Receipt of a Blue Badge parking permit cannot be considered as sufficient proof of disability.

More information is available from the Club Disability Liaison Officer Kerry Evans: kerry.evans@wrexhamafc.co.uk

ABANDONED FIXTURES

Ticket holders have up to *14 days after the abandoned fixture* to claim any refund that might be offered. There will be no refunds/or partial refunds for tickets not bought from Wrexham AFC but via a secondary ticketing agency or from a third party.

Any tickets for a match which is cancelled after 75mins or more will not be entitled to a refund.

TICKETING & ACCESSIBILITY

TRAVELLING AWAY SUPPORT

Wrexham AFC's supporters will be offered and allocated tickets for away matches, with access to tickets determined on a match-by-match basis.

Our opponents determine the cost of these tickets, and how many away tickets will be available, and arrangements for sale.

Supporters can book a seat on the official Wrexham AFC supporters' coach to all games. Under-16s are not allowed to travel without an adult. All over 16s travel at their own responsibility. Under the Sporting Events Control of Alcohol Act 1985, it is an offence to carry alcohol on supporter transport and also to consume it. As a result, no alcohol is permitted on the buses, and anyone caught drinking alcohol will be banned from future travel.

Away Travel Cancellation Policy

In the event that a game is postponed and supporters have paid for their coach seat(s) a new date will be re-arranged. Once the new date has been agreed and set, supporters will be able to claim a refund or transfer onto the new date within 14 working days of the new date being announced.

In the event that Wrexham AFC cancels a coach due to insufficient numbers, supporters will be contacted three days prior to the match and a full refund will be issued. In order to claim a refund supporters need to bring their coach ticket as proof of purchase. The original credit/debit card will be required if the seat(s) were purchased by this method.

We offer wheelchair accessible away travel to a limited number of games.
For more info contact DLO kerry.evans@wrexhamafc.co.uk,or you can refer to our Disability Policy, available on the club website.

Should there be a cancellation of the match on arrival at an away venue no refund will be issued due to costs incurred by Wrexham AFC. It is at the Club's discretion to issue vouchers, if seen as appropriate.

TICKETING & ACCESSIBILITY

SEASON TICKETS AND TICKET PACKAGES

Season Tickets and ticket packages are non-refundable in either the package's entirety or on a game-by-game basis. If you would like to return your season ticket/ticket package, you can do so by sending the season ticket card or unused tickets to Wrexham AFC, with a covering letter detailing your request to cancel your season ticket/ticket package. In exceptional circumstances, the club may make a discretionary refund on a case-by-case basis, but cannot guarantee it will make any refund.

Season ticket holders must notify the club of any change of address.

Season Tickets cover all home league games but there is no guarantee as to the number of games covered by a season ticket which may change during the course of a season in exceptional circumstances.

If a ticket/season ticket is lost/destroyed/stolen, the Club is not obliged to issue a replacement. However, the Club may decide to issue a replacement and a charge of £20 per replacement will be made.

A season ticket can be changed for individual matches to a different age category a maximum of four times per season. The full price of the individual match ticket will be charged at the appropriate rate.

Away tickets

Away tickets are not the responsibility of Wrexham AFC even if purchased via Wrexham AFC and any refunds/complaints should be directed at the home club.

CUP COMPETITIONS

Tickets for cup competitions are agreed with the opposition and where possible, we consider some reductions for early rounds of Cup competitions or increases for later rounds with the agreement of the opposing Club. The process for allocating match-day tickets will be communicated on a match-by-match basis.

MISSED GAMES

It is each ticket-holder's responsibility to get to a game in good time, and the Club recommends allowing ample time to park and gain access to the ground. The Club does not take any responsibility for supporters who miss games due to travel difficulties.

Security checks at the turnstiles may also take time, especially at games where attendance is high, and the closer it gets to kick off. Wrexham AFC cannot issue refunds to fans who miss all or part of any match in these circumstances.

TICKET REFUNDS

All match tickets are non-refundable, unless the time and/or date of a fixture changes after the purchase of the ticket. In the event of a postponement, the ticket will be valid for the re-arranged match. It is the responsibility of the ticket holder to ascertain the new date and kick-off time.

Any tickets for a match which is cancelled after 75mins or more will not be entitled to a refund. Please read the below season ticket terms and conditions before booking. By purchasing a season ticket you are agreeing to these terms and conditions.

Our full set of terms and conditions can be found on our e-ticketing website.

MEMBERSHIP

WREXHAM AFC 2025/26 MEMBERSHIP PACKAGES

Red Dragon

- Personalised membership card & welcome pack
- Access to priority tickets for all home games at the STōK Cae Ras
- Access to our Official Club Ticket Exchange platform (when in use)
- Access to retail discount offers and promotions from Official Club Partners
- E-Birthday Card
- Monthly Email Newsletter

Junior Dragon (Under-18s)

- Personalised membership card & welcome pack
- Access to priority tickets for all home games at the STōK Cae Ras
- Access to our Official Club Ticket Exchange platform (when in use)
- Access to retail discount offers and promotions from Official Club Partners
- E-Birthday Card
- Monthly Email Newsletter

Junior Dragon (Under-16s, Under-11s)

- Personalised membership card & welcome pack
- Access to priority tickets for all home games at the STōK Cae Ras
- Access to our Official Club Ticket Exchange platform (when in use)
- Access to retail discount offers and promotions from Official Club Partners
- Chance to be a matchday mascot and meet Wrex the Dragon
- Chance to attend the Junior Dragons Christmas Party
- Discount off the daily admission price for our popular Soccer Schools during school holidays
- E-Birthday Card
- Monthly Email Newsletter

International Red Dragons

- Access to priority period for the purchase of tickets for all home games at the STōK Cae Ras, from the allocation of 75 tickets reserved for international members.
- Access to our Official Club Ticket Exchange platform (when in use)Monthly email newsletter

International Junior Dragon (Under-18s)

- Access to priority period for the purchase of tickets for all home games at the STōK Cae Ras, from the allocation of 75 tickets reserved for international members
- .Access to our Official Club Ticket Exchange platform (when in use)
- Monthly email newsletter

VISITING FANS

WREXHAM AFC DOES NOT CHARGE ADMISSION PRICES TO SUPPORTERS OF THE VISITING CLUB HIGHER THAN THOSE CHARGED TO OUR OWN SUPPORTERS FOR COMPARABLE ACCOMMODATION, I.E. OUR CONCESSIONARY RATES OFFERED TO SENIOR CITIZENS AND JUNIOR SUPPORTERS.

The Club abides by the relevant competition rules, governing the allocation of tickets to visiting clubs.

If you're visiting us for the first time, please familairise yourself with the ground regulations.

TRANSPORT, TRAVEL AND PARKING AT THE STŌK CAE RAS

BY CAR: The STŌK Cae Ras is located on Mold Road. The postcode is LL11 2AH. By car, take the A483 from Chester or Oswestry to Wrexham. Exit at the 'Mold' junction and then follow signs for 'Town Centre' and the STŌK Cae Ras will come quickly into view.
NB: Road closures are in place from 4.30pm on Saturdays for up to 45 mins, evening games from 9pm.
BY TRAIN: The nearest railway station is Wrexham General which is located next to the ground. Please continue to follow current government guidance when travelling.
BY BUS: Wrexham bus station is located in the centre of town. From the bus station, head towards the prominent multi-storey car park and turn right along Mold Road. The ground will be located on the right-hand side, just after you cross the bridge over the railway tracks, about half a mile along this

PARKING is available at the car park on the adjacent Wrexham University car park, with accessible blue-badge parking also available although these spaces are limited. All spaces are allocated on a first-come, first-served basis. The car park is owned by Wrexham University and managed by The Big Parking, with the fee set by them. Wrexham AFC is not liable or responsible for the management or operation of the car park, nor the belongings/vehicles parked within. Anybody attending the STŌK Cae Ras must not park in permit zones around the stadium, and we ask all visitors to be respectful and mindful of our neighbours. Do not block driveways, and do not park in an inconsiderate manner. Alternative parking can be found in the town centre which is a 15-20 minute walk

WREXHAM AFC WOMEN

WREXHAM AFC WOMEN'S HOME GAMES TAKE PLACE AT THE ROCK, RHOSYMEDRE. ENTRY IS OPEN TO SUPPORTERS WITH TICKETS AVAILABLE EITHER IN ADVANCE VIA THE WREXHAM AFC ETICKETING WEBSITE OR AT THE TURNSTILES (CASH ONLY).

Seating is unreserved, with tickets allowing access to the main stand on a first-come, first-served basis or for standing behind the pitchside barriers. The Wrexham AFC Ground Regulations apply, unless otherwise stated.

HOW TO GET TO THE ROCK

FROM THE A483:

Leave at Junction 1, signposted Whitchurch/Llangollen. Take the exit towards Ruabon/Llangollen (taking the third exit off the roundabout and going straight on at the next from the southbound carriageway – taking the first exit off the roundabout from the northbound carriageway) Ruabon/Llangollen and keep in the left lane.

Take the first exit on the roundabout on to the B5605 for 1.1 mile and turn right on to High Street. Take an immediate right turn on to Chapel Street and turn right at the end of the road.

The entrance to the Rock is approximately 50 yards on the left, opposite the cemetery.

FROM LLANGOLLEN/A5:

On reaching Llangollen join the A539 and turn right on to Mill Street. After 4.4 miles turn right on to King Street/B5096.

Follow B5096 round on to Crane Street and Well Street before going across the Tesco roundabout. Take the first left on to Rock Road and the stadium entrance is approximately 200 yards on the left, opposite the

PARKING:

A list of local parking options can be found here. Please park considerately, and be mindful of our neighbours at all times. Accessible blue badge parking will be available at The Rock on a first-come, first-served basis. There is no bike or scooter storage available at the ground.

BY RAIL:

The nearest station is Ruabon, approximately two miles away.

To walk to the stadium from the station, turn right at the end of the station's approach road and cross straight over the roundabout and follow the A483 directions from the B5605.

A separate pedestrian entrance is accessible opposite Church Street.

Alternatively, frequent buses – Arriva services 2 and 2A to Oswestry – run from Francis Court, opposite the station approach road, to Chapel Street.

WREXHAM AFC WOMEN

FIXTURE INFORMATION

Fixture information will be published on the official Wrexham AFC club channels. The league season runs from September to April, and is split into two phases. Fixture information for phase one will be published in line with the League in pre-season, while fixture information for phase two will be published in line with the League in February.
Ticketing information will be published on official club channels, and tickets can be purchased from eticketing.co.uk/wrexhamafc.

TICKET PRICES

Adults	£3
Under-16	£1

AWAY TICKETS

Tickets for away matches will be sold by the host club. These will usually be available on the gate, on the day of the game. Where this process varies, and we have been informed, we will communicate this through our official Club channels.

LIVE STREAMING

We are pleased to confirm all matches not selected for broadcast by S4C will be available to stream via the Wrexham AFC website. This service will be free of charge to account holders.

WREXHAM AFC WOMEN

SUPPORTER CONDUCT

Women's matches have a reputation for being very family-friendly atmospheres, but we would like to remind supporters of the potential safety implications and consequences that may occur as a result of pitch incursions and other illegal and unacceptable behaviour.

Supporters who encroach on the pitch risk facing a Football Banning Order as well as a criminal conviction, while the Club itself could also face a fine for these actions.

There may also be other implications for the Club, including restrictions on future away ticket allocations. This is due to potential safety measures the home Club are required to put in place which impacts on the availability of seating.

Please note, supporters are not permitted to film the game.

Wrexham AFC operates a zero-tolerance policy for discrimination of any kind, and supporters are encouraged to come forward and report any incidents it to the nearest steward, the Club, or Kick it Out.

Supporters are also reminded that no flags or musical instruments will be permitted into The Rock unless they have been authorised by our Safety Officer.

Should supporters wish to bring flags or musical instruments to the ground, they must contact info@wrexhamafc.co.uk at least 14 days prior to matchday. Fans should not travel with the aforementioned items if they have not been authorised prior to matchday.

The use of illegal substances and pyrotechnics, and the throwing of missiles, has resulted in various banning orders and is prohibited. Should you encounter any trouble or unacceptable behaviour, you can report this to your nearest steward or, confidentially, by emailing info@wrexhamafc.co.uk.

CONSULTATION & MEDIA INFORMATION

WREXHAM AFC IS COMMITTED TO KEEPING SUPPORTERS UP TO DATE WITH THE LATEST INFORMATION THROUGH THE CLUB WEBSITE AT WWW.WREXHAMAFC.CO.UK, IFOLLOW WREXHAM AND THE CLUB'S SOCIAL MEDIA CHANNELS ON FACEBOOK, X, INSTAGRAM, TIKTOK, YOUTUBE AND LINKEDIN. WE ARE COMMITTED TO ENSURING THAT OUR MEDIA CHANNELS ARE ENGAGING AND INFORMATIVE AND THAT WE HAVE A POSITIVE INTERACTION WITH OUR FOLLOWERS.

Supporters are requested to use social media forums respectfully and we will not tolerate any incidents deemed to be considered discriminatory, bullying or harassment, for example, making offensive or derogatory comments. The Club will act accordingly on anything reported or which appears on social media in this respect.

iFollow Wrexham

iFollow Wrexham gives supporters the inside track on Wrexham AFC with a range of benefits including live audio commentary and exclusive club content, that can all be accessed with an account. You will need to register at https://www.wrexhamafc.co.uk/wrexhamplayer/subscribe/.

A basic account is free and will enable you to watch interviews with the Manager and Players.

Digital Channels

You can find out news about Wrexham AFC on the club's website www.wrexhamafc.co.uk/

On match days, the Match Centre opens on the website with text commentary, team news and live updates.

You can follow the Club on the following channels:

X: @wrexham_afc

Threads: @wrexham_afc

TikTok: @Wrexham_AFC

www.youtube.com/user/WxmAFCOfficial

www.facebook.com/wrexhamfootballclub/

Instagram: @wrexham_afc

The Club publicises its position on major policy issues in an easily digested format in the Club programme, official website and through the local media. The Club has had, and continues to develop, ways to consult with the Stakeholders.

DIGITAL COMMUNITY STANDARDS

WREXHAM AFC BELIEVES IN OPEN COMMUNICATION ACROSS ALL ITS CHANNELS AND BOTH SHARES AND EMBRACES THE PASSION FANS HAVE FOR THE CLUB, COMMUNITY AND GAME AS A WHOLE.

The online conversation around our game is continuously evolving and there are now multiple opportunities for engagement, from forums to podcasts, and the 24/7 use of many different social media platforms. These avenues provide a vibrant, ever-changing place for people to come together to support their clubs and provide the opportunity to positively engage in meaningful conversations around the game we all love.

Ultimately, we believe everyone has the right to express their opinions and beliefs in a respectful and tolerant way online. Football is, after all, very much a game of opinion. However, we are also aware of the potential risks associated specifically with the misuse of online platforms. Such risks might impact on any number of stakeholders, either directly or indirectly, be it clubs, players, staff, supporters, partners or sponsors, for example.

Therefore, in order to strive for a safe, enjoyable and inclusive experience we continue to work with the relevant stakeholders to help create a positive social media environment, and we will not hesitate to report any individuals or organisations who breach official laws and guidelines.

The following guidelines offer transparency into how we hold ourselves and our communities to account for online activity. It sets out the standards the Club expects, and will uphold, across its online channels, and outlines measures we will take to maintain these standards, along with action individuals can take to help keep all fans and participants safe online.

Standards We Uphold On Our Channels

· Impartiality · Respect · A responsible approach · To uphold our values
· To be fan-facing

UNACCEPTABLE CONTENT

Wrexham AFC will not tolerate any online behaviour on its channels that constitutes hate speech, violence, threats and criminal activity. We further define such behaviour as follows:
Hate speech describes forms of communication or expression that promotes or encourage violence, hatred or discrimination against others, particularly because of their ethnicity, religion, gender, sexual orientation, transgender identity, disability, national origin or immigration status. It can take the form of:

· Offensive social media posts or comments
· Direct attacks on an individual via their personal accounts
· Threats
· Messages or posts calling for violence
· Links to websites with pictures, videos or words that glorify hatred against particular groups
· Chat forums where people encourage others to commit hate crimes
· Cyberbullying and Trolling

We define attacks as violent or dehumanising speech, harmful stereotypes, statements of inferiority, expressions of contempt, disgust or dismissal, cursing and calls for exclusion or segregation. We consider age a protected characteristic when referenced along with another protected characteristic.

We define hate crime as a crime against someone because of who they are. Characteristics covered by law include race, religion, sexual orientation, transgender identity and disability. When hate speech becomes a criminal offence, it is known as hate crime.

DIGITAL COMMUNITY STANDARDS

ACTION THE CLUB WILL TAKE

Wrexham AFC has dedicated staff who own and oversee all content published across our social media channels, including issuing and revoking access to any necessary third parties. This team is accountable to the entire Club and all staff and stakeholders know how to contact them with any queries.

Part of the team's responsibility is to identify any breach of these online community standard, and both flag and take action if any content viewed on our channels is deemed to be abusive, be classed as hate speech or discriminatory as defined above. If such content is spotted we have the right to:

- Capture necessary evidence
- Remove the content
- Block the user
- Report the user to law enforcement
- Share with UKFPU and other relevant stakeholders
- Report the user to social media companies

As a further safeguard, internal reviews of our social media content are regularly undertaken to ensure it meets the high standards we hold and expect.

HOW TO REPORT ONLINE ABUSE

We ask all users to adhere to the same high standards we aim to uphold on our channels. Occasionally fans and users of our channels may witness comments and messages that fall short of these standards, and we want such behaviour to be reported, in order for it to be removed and further action taken.

There are a number of ways users can play their part in upholding our community standards which include:

- Reporting any abuse to the Club
- Reporting any abuse to Kick It Out via their online reporting tool
- Inform Law Enforcement of any abuse or threats (Document the violent
or abusive messages with printouts or screenshots)
- Inform the social media company whose platform the abuse was witnessed on

Any malicious content can be reported to the relevant social media platforms directly using their respective in-built tools. Further information is available via:

Twitter https://help.twitter.com/en
Facebook https://www.facebook.com/help
Instagram https://help.instagram.com

To report to the Club, please email media@wrexhamafc.co.uk
Alternatively, fans can report any online abuse to Kick It Out. They have an online reporting form which can be accessed here. In addition there is further guidance on how to report incidents of discrimination in football via their website.

There are also various in-app safety tools available to users when using the respective social media platforms.

DIGITAL COMMUNITY STANDARDS

X Block any account instantly when you don't want someone to see your Tweets and don't want to see theirs. Click the 'three dots' icon located at the top of a Tweet from the account you wish to block and select 'Block.'

Users can mute an account if they do not want to see their Tweets, but don't want to unfollow the account or don't want them to know they're blocked. From a Tweet or profile page, click the 'three dots' icon and click 'Mute.' Users can also mute particular words, conversations, phrases, usernames, emojis, or hashtags. Go to 'Mute and Block' in 'Privacy and Safety' settings review.

Before sending a Tweet, users can decide who will beable to reply to it. Users will see a default setting of 'Everyone can reply' next to a globe icon in the compose Tweet box. Tapping this prior to posting allows users to choose who can reply to them.

Tweet authors have the option to hide replies to their Tweets. From a reply to one of your Tweets, click or tap the 'downwards arrow' icon. Select hide reply and confirm.

Filter the accounts you see in your notifications. Users can decide not to see Tweets that mention them from people who haven't confirmed their email or phone number or from new accounts. You can access advanced filter settings by navigating to 'Settings and Privacy' > 'Privacy and Safety' > 'Notifications' > 'Advanced filters'

INSTAGRAM

All Instagram accounts in the UK have the ability to filter Direct Messages (DMs). Users can use the platform's default list of potentially offensive terms, and add their own words/emojis to the filter. With the feature on, users can still report messages that contain potentially offensive terms, but without having to see the message.
Settings > Privacy > Hidden Words > Hide Message Requests

Just add emojis, words or phrases you find offensive to your comment filter, and no comment containing these terms will appear under your posts.
Settings > Privacy > Hidden Words > Manage Custom Word List

All accounts on Instagram have the option to switch off Direct Messages (DMs) from people they don't follow.
Settings > Privacy > Messages

In addition to filtering comments that contain certain words, phrases or emojis, (as above), users can control who can comment on their posts. Users can also access comment controls within a comment section of their own post.
Settings > Privacy > Comments

Users can block people to prevent contact from those they do not wish to interact with on Facebook or Instagram. Blocking someone also means they cannot search for the user's profile. When blocking someone, users will also have the option to pre-emptively block new accounts that person may create.

Review The social media landscape is constantly evolving and changing; therefore these guidelines must evolve and change with them. They will be reviewed at least once per year, published on our website and all Club employees will be provided with access to a copy for reference. We will continue to uphold these standards to ensure our social media channels reflect the passion, hope, and excitement felt by fans and strive to offer a safe and positive space for every single supporter.

CODE OF CONDUCT FOR SUPPORTERS

ANYONE WISHING TO REPORT UNACCEPTABLE BEHAVIOUR CAN CONTACT A STEWARD, OR BY CONTACTING THE CLUB DIRECTLY THROUGH EMAIL AT INFO@WREXHAMAFC.CO.UK OR TEXT TO 07852 510775. PLEASE DO NOT CONFRONT IT.

Wrexham AFC prides itself in promoting a family atmosphere at all home and away matches. Any ticket holder found to be demonstrating racist, offensive, abusive, homophobic or any unacceptable language or anti social behaviour will be ejected from the ground and no refunds will be given and further action may be taken, including reporting the incident to the police. Ticket holders are reminded that the Club expects all supporters and visitors to take full responsibility for their actions and to conduct themselves in an appropriate manner at all times.

Where incidents of unacceptable conduct are reported or detected, and after carrying out its own internal investigation, the Club reserves the right to ban supporters for life, or suspend supporters for a period of time deemed appropriate if the Club deems a supporter to be in breach of ground regulations.

This may include the removal of season tickets and bans from stadia for a specified period / or other appropriate actions. Unacceptable conduct may also lead to criminal charges. The Club is under no obligation to provide detailed evidence of any such breach to a banned/suspended supporter as it may interfere with ongoing Police investigations. The Club may, entirely at its discretion, refund any unused portion of a season ticket for any such banned/suspended supporter but is under no obligation to do so. Football formal complaints process enables supporters to refer any unresolved complaints at Club level straight to the Independent Football Ombudsman (IFO) address: IFO Primier House 1-5 Argyle Way, Stevenage, SG1 2AD

ALL flags and banners must be approved and certified by the Club. Approval for flags and banners not previously certified must be sought at least 48 hours prior to the game. All supporters intending to bring flags or banners into the ground, must contact the Safety Officer in advance to confirm the size is permitted, and must be accompanied by a flame retardant certificate with a fire safety certification to BS5867 Type B (or equivalent Fire Retardant Standards DIN 4102-1 B1 or ISO 6941). Wrexham AFC reserves the right to prohibit any banners from being displayed inside and within the footprint of the Racecourse Ground. Flags must not be damaged, torn, or frayed, and must be displayed in accordance with the requirements of the Club.

Wrexham AFC does not permit any banner/poster or other display that is of a political nature or any organisation which is not affiliated to the Football Club supported and which contains offensive or potentially offensive material. The Club does permit fans to display banners supporting their Football Club, providing they are not offensive to any other fans, and that they conform to the ground's safety and fire regulations as set out above. Fans who refuse to conform to Club rules and ground regulations in regard to banners and flags, will be asked to leave the ground, and banners and flags that are not removed may be confiscated. For more information please contact info@wrexhamafc.co.uk

To report racist, homophobic, anti-semitic, sexist, transphobic or any other discrimitory abuse feel free to e-mail confidentially info@wrexhamafc.co.uk or Text 07852 510775

Wrexham AFC fully endorses the EFL initiative, Love Football, Protect the game.

You can also use the following links:
https://www.theredcard.org/reportit
https://www.kickitout.org/forms/online-reporting-form

CODE OF CONDUCT FOR SUPPORTERS

CLUB BANS/APPEALS

The Club provides any such banned/suspended supporter a written right of appeal of any such action undertaken by the Club provided that the supporter writes in requesting this appeal within fourteen days of notification of the ban/suspension setting out in detail their ground(s) of appeal.

The complainant must submit their appeal in writing by email to the address on the letter including the reason(s) for the appeal and attaching any documents that they wish the Club to consider.

This appeal will be chaired by a nominated representative unconnected with the initial decision to ban/suspend the supporter and at their discretion, this appeal can be handled in writing or they can call a meeting in person if they consider it merits the same. The Club undertakes to send out written notification of the findings of any such appeal within 14 days of receipt of the appeal or the hearing whichever is later. The Club's decision after any such appeal will be final and binding.

The appeal will be considered by an appeals committee comprising of the Head of Stadium Operations, plus other management positions from across the club and a member of the Club's Safety Team. The appeals committee will meet within 30 days of receipt of the appeal and will communicate its decision to the complainant, with a short explanation of the reasons for its decision, within 14 days of the meeting.

The decision of the appeals committee could be to increase as well as decrease the sanction. The decision of the appeals committee will be final. Dependant on the circumstances, a further review may be carried out after a period of 12 months to evaluate each specific case.

FAN ADVISORY BOARD

WHAT IS THE FAN ADVISORY BOARD (FAB)?

Wrexham AFC is committed to listening to and fully understanding the interests of the fans of the Club, and conducting the business of the Club having proper consideration for those interests.

The Fan Advisory Board consists of representatives of various supporter groups and organisations as outlined below, and shall endeavour to meet on at least four occasions each season.

The Advisory Board's objects are to:

- Understand, engage with and assist the Club to develop the Club's business, vision and values
- Represent and express the views, opinions and interests of the Club's entire fan base on all matters the Club consults the Advisory Board on from time to time
- Enable the Club to understand the views, opinions and interests of its fan base and how prospective business decisions will or may be received by its fan base
- Assist the Club to maintain and develop the Club's relationship, interaction and communication with its fan base.

You can find out more information regarding the fan advisory board on the link below and by emailing fanadvisoryboard@wrexhamafc.co.uk

https://www.wrexhamafc.co.uk/club/fan-advisory-board/

COMMUNITY ACTIVITY

WREXHAM AFC FOUNDATION

Wrexham AFC Foundation is the Club's official charity. We use the power of football and the club to positively change the lives of children and young people.

Taking the club into the community through engaging programmes across Wrexham, North Wales and beyond.

What does the Foundation do?

Through a range of targeted delivery we Support Learning, Strengthen Communities, Provide Equal Opportunities and Improve Health.

To find out more about our community work please visit:https://www.wrexhamafc.co.uk/wrexham-afc-foundation

CHARITABLE DONATIONS AND REQUESTS

Wrexham AFC Foundation manages all charitable requests for official signed Wrexham AFC items.

We donate signed shirts, footballs and photographs to hundreds of charities and causes each year.

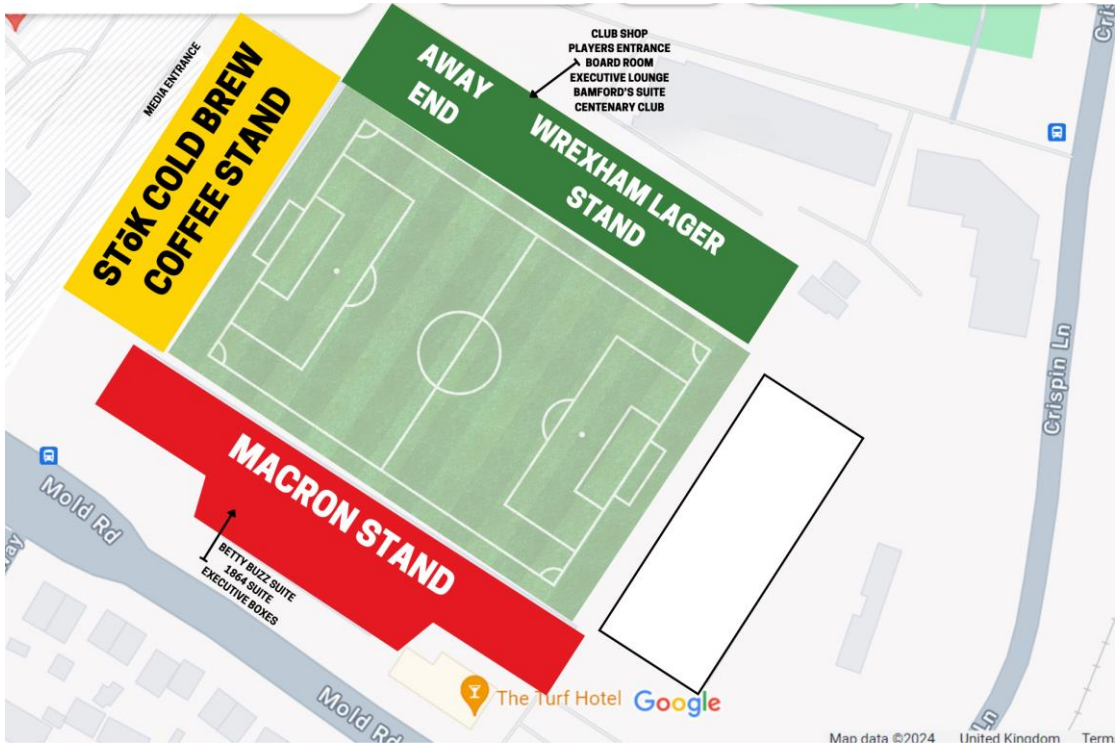
We receive a high volume of enquiries each week. As a result, you are not guaranteed a signed item when you submit an application. Due to player commitments, our fundraising request period is open between August and May and will be closed to applications outside of this timeframe.

We also understand that there are many dedicated individuals fundraising for numerous worthwhile causes and whilst keen to support as many as possible, to ensure we meet expectations we are required to have strict criteria in place. The focus for the club is to support local organisations and community groups in the Wrexham area.

Please note that all requests will need to be submitted six weeks before the date of your event. To apply, please fill in this form

FIND US

THE STŌK CAE RAS IS LOCATED ON MOLD ROAD. THE POSTCODE IS LL11 2AH



AWAY COACHES

Away Coaches will be directed to drop off at Wrexham University next to the the stadium and be parked off site. Coaches will return to the same point before the end of the match to pick up.

FROM THE NORTH

On the A483. Leave the A483 at junction 5 on the Mold Road Interchange. Stay in the nearside lane on the roundabout and follow the signs for Wrexham, Mold Road A541.

You will see The Range department store on the left-hand side. Stay in the outside two lanes and take the roundabout take the first exit towards Plas Coch B5101.

At the next small roundabout take the third exit into the University.

FROM THE SOUTH

On the A483. Leave the A483 at junction 5 signposted towards the Football Stadium. On the slip road take the offside right-hand lane.Mold Road Interchange take the third exit towards Wrexham A541 Mold Road.

Stay in the nearside lane and you will see the Range Department store on the left-hand side. Stay in the nearside lane and at the roundabout take the first exit towards Plas Coch B5101.

At the next small roundabout take the third exit into the University.

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