



LCFC

**KING POWER
STADIUM**

LCFC SUPPORTERS CHARTER 2018/19

Updated: August 2018



CONTENTS

WELCOME TO LCFC	3	SUPPORTERS WITH DISABILITIES	15
OUR COMMITMENT TO YOU	4	LCFC DSA	16
LEICESTER CITY FAN GROUPS	5	MATCHDAY HOSPITALITY	17
SAFETY ADVISORY GROUP	6	SPONSORSHIP & ADVERTISING	18
HOW TO FIND US	7	GROUND REGULATIONS	19
CYCLE PARK	8	BANNING ORDERS & APPEALS	20
CAR PARKING	9	FOXES FANSTORE	22
SEASON TICKETS, MATCH TICKETS & MEMBERSHIPS	10	LCFC COMMUNITY TRUST	24
AWAY DAYS	13	LCFC FOXES FOUNDATION	25
VISITING SUPPORTERS	14	OTHER EVENTS	26
		CONTACT DETAILS	28

WELCOME TO LEICESTER CITY FOOTBALL CLUB

Thank you for choosing to visit the home of LCFC. This Supporter Charter has been created to help you get the best from your visit to King Power Stadium

In this guide, you will find information on:

- How to find King Power Stadium
- Parking at and around King Power Stadium
- Visiting supporter areas (including concourses)
- Ticket information – including Fox Memberships
- Matchday hospitality
- King Power Stadium Ground Regulations
- Contact details

Should you require further assistance or information, the Club's Supporter Liaison and Disability Access Officer can be contacted via help@lfc.co.uk - or by calling **0344 815 5000 (Option 4)**.

You can also get in touch on Twitter through the handle [@lfcchelp](https://twitter.com/lfcchelp)



Large font, braille and audio copies are available on request by emailing disability@lfc.co.uk

OUR COMMITMENT TO YOU

Leicester City will continue to listen to its supporters through Your 90 Minutes sessions, Fans Consultative Committee (FCC) meetings – as well as through the designated LCFC Help hotline: **0344 815 5000 (Option 4)**, email address **help@lfc.co.uk** and on Twitter using **@lfchelp**

LCFC HELP

LCFC Help will endeavour to respond to all correspondence within eight hours of receipt, with a full resolution whenever possible made within a full working week of the 72-hour initial communication. If you are not happy with your response, please email the Manager, CEO & Board Office via **angela.white@lfc.co.uk**

Should you be dissatisfied with the response from the Club, you may contact the Independent Football Ombudsman at Suite 49, 57 George Street, Leeds, LS1 3AJ. Alternatively, email **contact@theifo.co.uk** or telephone **0800 588 4066**.

On a matchday, LCFC Help is also operational through a dedicated text shortcode service, which can be used to alert our stewards to any situations occurring within King Power Stadium. Use of this service is actively promoted within CITY Matchday Magazine, on big screens and across the matchday PA system.

To use the service, simply send a text to **60066**, starting the message with the word 'FOXES'. The Club's supporter service staff will then monitor the situation.

LEICESTER CITY FAN GROUPS

The Club works closely with supporters, holding regular meetings with the Fans Consultative Committee (FCC) – as well as hosting dedicated Your 90 Minutes sessions on a range of topics. Our aim is to ensure LCFC are actively engaging with supporters and addressing issues that matter to them.

Should you require further information about the Fans Consultative Committee, please email **help@lfc.co.uk**. Other fan groups that the Club actively engage with are:

- Leicester City Disabled Support Association: **lfcdsa@gmail.com**
- Leicester City Supporters Club: **leicestercitysupportersclub@hotmail.co.uk**
- The Foxes Trust: **office@foxestrust.com**
- Foxes Pride: **contact@foxespride.co.uk**
- Union FS: **filbospirit@gmail.com**

If you would like details on LCFC international supporter groups, please visit **lfc.com/fans-community/ supporter-groups** - or contact the Club on **help@lfc.co.uk**

EQUALITY POLICY

The Club is committed to creating a passionate, inclusive and welcoming environment in which everyone is free to enjoy the matchday experience. Should you experience any form of harassment, discrimination or bullying, please contact **help@lfc.co.uk** or call **0344 815 5000 (Option 4)**.

You can also speak to your nearest steward, while reporting any form of discrimination or hate crime by texting 'FOXES', followed by your message and seat details, to **60066**.

HERE TO HELP

On matchdays, Here to Help staff are on hand to help you get the most from your visit. They can direct you to various areas of King Power Stadium, as well as provide external directions. Here to Help staff are easily identifiable by their pink uniforms.

SAFETY ADVISORY GROUP

The Club meets regularly with the Safety Advisory Group to discuss health, safety and security issues. The group is chaired by the Local Authority and supported by several organisations including Leicestershire Police, Leicester Fire & Rescue Service and East Midlands Ambulance Service, amongst others. The Operations Director represents the Club, while one Leicester City supporter also sits on the committee. The name of the supporter is available request.

MULTI-FAITH PRAYER ROOM

King Power Stadium houses its own multi-faith room. For more information, or to be taken to the multi-faith room, please speak to your nearest steward or customer liaison officer.

SAFEGUARDING AT LEICESTER CITY FOOTBALL CLUB

LCFC aims to provide a safe and positive environment for everyone, and the Club takes its responsibilities in this respect very seriously. All supporters visiting King Power Stadium should come to games and feel safe - especially children, young people and vulnerable groups.

When you visit King Power Stadium, you have the right to feel treated with dignity and respect. All staff with responsibility for children, young people and vulnerable groups have a duty to keep them safe and to help protect them from abuse and harm.

On a matchday, you will find helpful contact numbers displayed throughout the concourses.

Should you have concerns of a safeguarding nature, please direct them to the Club's Safeguarding & Welfare Officer at **safeguarding@lfc.co.uk**

DATA PROTECTION

Our Privacy Policy

In-line with new data protection laws, the Club has updated its Privacy Policy. You are able to view this at LCFC.com/Club/Privacy

You're in control

We've made it easy for you to choose and change how you'd like us to contact you at any time (and if you'd prefer us not to). Just log into LCFC.com/account, click 'Communication Preferences' and then update your preference. Be sure to press 'Continue' to save your updates.

What do we do with your data?

Your privacy is important to us. The Club will never sell your data, all your details will be stored securely, and we will only send you communications we believe are relevant to you.

Your LCFC.com Account

Only you will be able to access your account. If you wish other people to access your account on your behalf (to make payments or amend details) you (the account holder) will need to give express written permission.

Parents and/or guardians remain able to manage their child's account, providing they are their legal guardian.

HOW TO FIND US

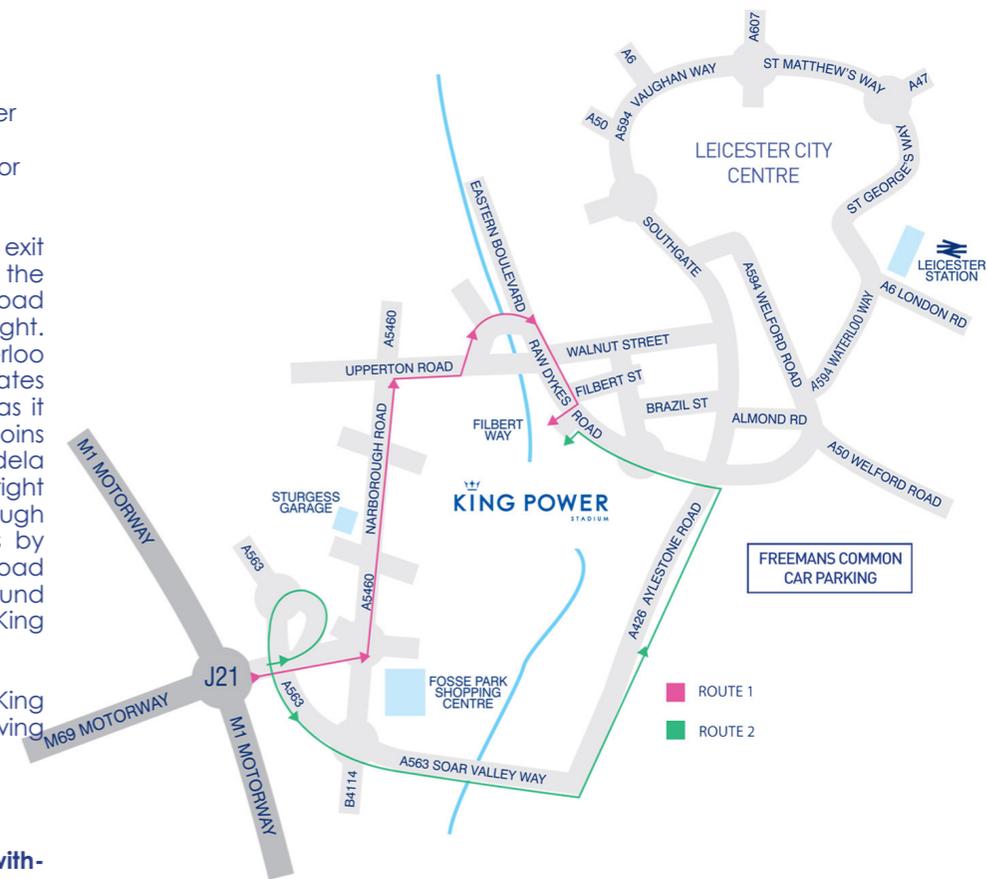
 **TRAIN** - Leicester Train Station is roughly 1.2 miles from King Power Stadium. This equates to an approximate five-minute car journey or up to a 45-minute walk.

To walk from Leicester Train Station, exit the station, cross London Road at the traffic lights, turn left and follow the road to King Power Stadium around to the right. Keep the Central Ring Road (Waterloo Way) on your left as the path separates from the road, staying on this path as it crosses New Walk. The path then re-joins the pavement, where Nelson Mandela Park with now be in view. Turn right onto Lancaster Road and walk through the park, heading for the crossings by the public toilets. Cross Welford Road and turn left, following the road around (passing Morrisons supermarket) to King Power Stadium.

For more information on travelling to King Power Stadium by train, visit the following pages:

nationalrail.co.uk

eastmidlandstrains.co.uk/travelling-with-us/our-network/trains-to-leicester/





CAR - The M1 and M69 Motorways interchange at Junction 21 (M1), where you should exit and follow the signs for the City Centre via the A5460. After three miles, turn right onto Upperton Road, follow the road down until you get to the Liberty Statue Island and take the fifth exit down Western Boulevard. You will then see King Power Stadium on your right-hand side.



BUS - A number of bus services run from Leicester City Centre to King Power Stadium, stopping on Aylestone Road, which is a five-minute walk from King Power Stadium. Most buses in Leicester are low floor vehicles, meaning they can be lowered to pavement level once the bus has stopped. Buses all include wheelchair spaces. For details on bus routes to Leicester, visit travelineeastmidlands.co.uk



PARK & RIDE - There are three Park and Ride sites in Leicester, operating from 7am until 7pm, Monday to Saturday. Users of the Park and Ride services can park for free at the sites.



For full details, including prices of Park and Ride services in Leicester, visit leicester.gov.uk/transport-and-streets/travelling-by-bus/park-and-ride



PLEASE NOTE: When walking around the local area on a matchday, please stick to the pedestrian footpaths and avoid walking in the road – even if the pavement appears congested. This is particularly important on Aylestone Road and Narborough Road with the amount of fast-moving vehicles passing.

Details of known road closures throughout the season will be communicated via the Club's media channels at the earliest opportunity.

CYCLE PARK

Leicester City are proud to promote all forms of 'green' travel. As such, the Club encourages local supporters to utilise the cycle park by cycling to King Power Stadium.

For those local to Leicester, cycling offers an attractive alternative, helping minimise the impact of pre and post-match traffic.

Supporters travelling to King Power Stadium on bike can use the Club's cycle park free of charge. The facility offers 20 spaces on a first come, first served basis. Cyclists should enter via Car Park B and show their match ticket on arrival.

CAR PARKING

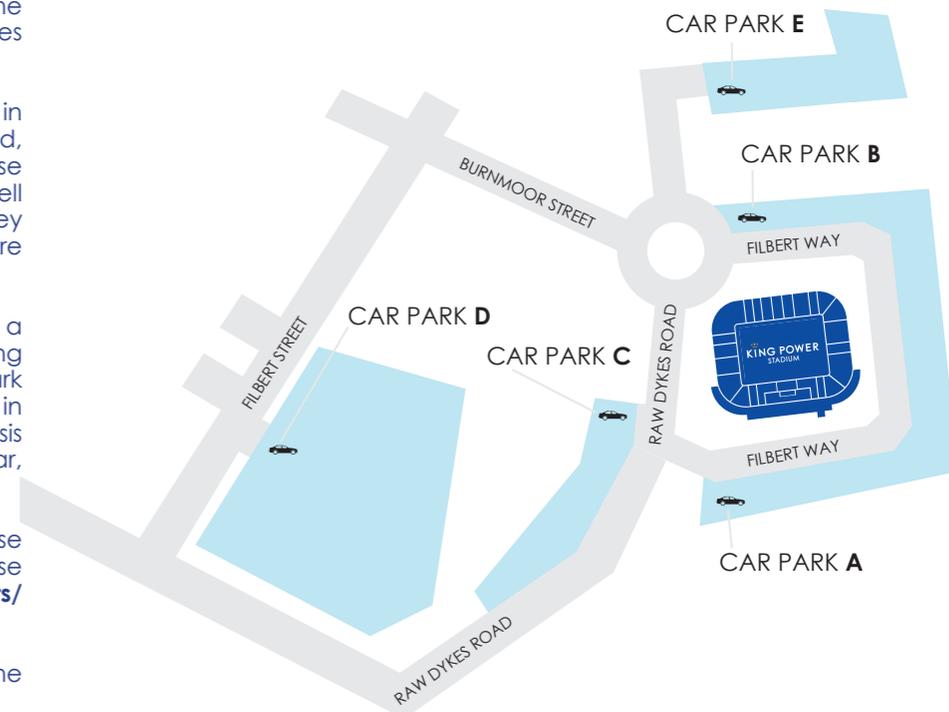
For supporters driving to King Power Stadium, parking is available on the Club's Filbert Street car park, priced at £17 per car. These spaces need to be pre-booked before the day of the match by calling the City Sales Centre on **0344 815 5000 (Option 1)**.

The Club also has 10 spaces available in Car Park C, situated on Raw Dykes Road, for visiting supporters with disabilities. These spaces will be sent to the visiting club to sell to their supporters prior to the fixture. They must be purchased in advance and are priced at £10 per car.

Within the surrounding area, there are a number of car parking options, including parking on Freemans Common Business Park (LE2 7SQ). Many independent car parks in this area are run in aid of a Multiple Sclerosis Therapy Centre, at a cost of £4 / £5 per car, with all proceeds going to the charity.

For further details on car parking in close proximity to King Power Stadium, please visit leicester.gov.uk/transport-and-streets/parking-in-leicester/where-to-park

Street parking is also available around the stadium vicinity – although supporters are advised to make note of parking restrictions which may apply on matchdays, including resident-only parking areas.



2018/19 MATCH TICKETS

There are three ways for supporters to purchase match tickets* for Leicester City fixtures:

1)In person by visiting the Foxes Fanstore at King Power Stadium. A full breakdown of Foxes Fanstore opening hours is as follows:

Monday – Friday: 9am to 6pm

Saturday: 9am to 5pm

Sunday: 10am to 4pm

Bank Holidays: 10am to 4pm

On a matchday, the Foxes Fanstore will remain open up to 45 minutes after the final whistle.

Any changes to the opening times of the Foxes Fanstore will be communicated on **LCFC.com** and via the Club's social media channels.

2) By phone by calling the City Sales Centre on **0344 815 5000 (Option 1)**.

The City Sales Centre is open:

Monday – Friday: 9am to 6pm

Saturday (non-matchday): 9am to 3pm

Sunday: Closed

3) Online by visiting **tickets.lcfc.com** and logging in using your supporter number. Once signed in, choose your seats and make the required payment.

PLEASE NOTE: Tickets for the Family Stand and for supporters with disabilities can also be purchased online.*

2018/19 SEASON TICKETS – SOLD OUT

Leicester City Football Club would like to thank all 23,000 Season Ticket Holders for purchasing a Season Ticket for the upcoming 2018/19 Premier League season.

If you have any questions regarding Season Ticket, match ticket or Fox Membership sales, please email **ticketsinfo@lcfc.co.uk**

*Subject to availability

2018/19 MEMBERSHIPS

Since the Club's return to the top flight in 2014 and the remarkable achievements that followed, Fox Membership has been supporters' best chance of securing Premier League match tickets at King Power Stadium. It is also the only way for supporters to put themselves in the frame for Season Tickets, demonstrated this summer when a significant number of Members were able to secure a 2018/19 Season Ticket.

2018/19 Fox Memberships will continue to give supporters the chance to purchase away tickets via an exclusive ballot, while fantastic discounts on the Club's award-winning hospitality packages have also been introduced for the coming campaign.

Other 2018/19 Fox Membership highlights include:

- Opportunities to attend away Premier League games by entering a ballot
- Priority on cup fixtures, after Season Ticket Holders
- Voucher booklet with offers to redeem on tours, retail and LCFC Community Trust courses
- Priority booking on free LCFC events
- Access to the Club's Foxes Rewards scheme
- Mascot opportunities for Junior Fox Members (ages 7-11)

Adult	Under-18s	Under-10s
Pen	Beanie Hat	Height Chart
Leather PU Cardholder	Leather PU Cardholder	Leather PU Cardholder
Voucher Booklet	Voucher Booklet	Voucher Booklet
		Water Bottle

International	Under-2s
Scarf	Milestone Cards
Leather PU Cardholder	Plate and Fork Set
Voucher Booklet	Lunchbox

CUP TICKETS

Priority will continue to apply to Season Ticket Holders and Fox Members for Cup fixtures throughout the 2018/19 season. Where possible, ticket prices will be agreed with the opposing club. Home and away ticket pricing will then be made available through **LCFC.com**. For more information, email ticketsinfo@lfc.co.uk

Season Ticket Holders will be given priority to purchase their current seats in the event of Cup ties being held at King Power Stadium, although should the seat be allocated to the opposition in compliance with competition rules, a suitable relocation will be granted to the Season Ticket Holder.

In the event of a smaller anticipated gate for certain Cup fixtures, all areas of the stadium may not be opened. This may result in certain Season Ticket Holders being required to relocate from their regular seats.

PRICING GUIDE

	Stand	Family Stand	West Stand				The Kop	East Stand					Fosse Club (Non-Dining)
			A	B	C	D		A	B	C	D	E	
	Blocks	P P1 P2 P3	B2	B1 B3	A2 C1	A1 C2 (JT)	SK1 SK2 SK3 SK4	J2	J1 J3	H1 K1	L1	G1 G2	
Adult	CAT A	£30	£50	£50	£40	£30	£40	£50	£50	£45	£45	£40	£75
	CAT B	£26	£48	£44	£32	£26	£36	£48	£44	£41	£41	£35	£65
Senior	CAT A	£29	£44	£41	£35	£29	£35	£44	£41	£37	£37	£35	N/A
	CAT B	£24	£42	£38	£30	£24	£32	£42	£38	£35	£35	£31	N/A
Under 23s	CAT A	£29	£44	£41	£35	£29	£35	£44	£41	£37	£37	£35	N/A
	CAT B	£24	£42	£38	£30	£24	£32	£42	£38	£35	£35	£31	N/A
Under 18s	CAT A	£24	£34	£32	£28	£24	£28	£34	£32	£30	£30	£28	N/A
	CAT B	£20	£33	£29	£22	£20	£26	£33	£30	£28	£28	£25	N/A
Under 12s	CAT A	£7	£15	£15	£8	£8	£10	£15	£15	£12	£12	£10	N/A
	CAT B	£6	£15	£13	£7	£7	£10	£15	£13	£12	£12	£9	N/A
Under 10s	CAT A	£5	£12	£10	£6	£6	£8	£12	£10	£10	£10	£8	N/A
	CAT B	£0	£12	£10	£6	£5	£8	£12	£10	£10	£10	£7	N/A
Under 6s	CAT A	£5	£12	£10	£6	£6	£8	£12	£10	£10	£10	£8	N/A
	CAT B	£0	£12	£10	£6	£5	£8	£12	£10	£10	£10	£7	N/A

AWAY DAYS

The Club's ticket sales procedure for away fixtures is designed to reward fans who most regularly travel the country supporting LCFC. Every time supporters purchase tickets for away fixtures, they are rewarded with points.

Supporters gain points to have priority to purchase away tickets, allowing the Club to offer a fair system of sales – particularly for the most in-demand games.

In addition to offering a points system for away games, the Club will continue to hold 2% of away tickets for 2018/19 Fox Members to purchase via a ballot. Please email membersinfo@lfc.co.uk for further details.

Before tickets go on sale, the Club will announce on-sale dates for each individual game. Supporters must have a specified number of points to be able to buy tickets* during the sale dates.

PLEASE NOTE All ticket selling dates will be announced on **LCFC.com** as soon as they become available.

*2% of away tickets will be available for Fox Members through a ballot system.



FOX TRAVEL

To make travelling to away games easier, the Club offers competitively priced travel arrangements via Fox Travel. As part of Fox Travel the Club provides:

- Two stewards per coach to help you to and from the match
- A hot and cold beverage service, with snacks also available
- Free parking at King Power Stadium

Please note: alcohol is not permitted on Fox Travel.

Departure times will be announced via [tickets.LCFC.com](https://tickets.lcfc.com)

Supporters can book Fox Travel by calling the City Sales Centre on **0344 815 5000 (Option 1)**, visiting [LCFC.com](https://lcfc.com) – or stopping by at the **Foxes Fanstore** at King Power Stadium.

For further information on Fox Travel, email ticketinfo@lcfc.co.uk

VISITING SUPPORTERS

Visiting supporters are accommodated in the corner of the North and East stands – all seats have unrestricted views. Visiting supporters can access their area through turnstiles 40 to 49 (dependant on ticket allocation) up to 90 minutes before kick-off. The accessible entrance is at turnstiles 42-43.

Leicester City are committed to ensuring visiting supporters' trips to King Power Stadium are enjoyable. As such, visiting supporters will be greeted with:

- A special welcome and thank you for travelling to King Power Stadium
- Kiosk staff in the concourse wearing visiting Club colours when serving

Within the concourse, supporters will also find a number of food and drink counters, male and female toilet facilities, and facilities for supporters with disabilities.

SUPPORTERS WITH DISABILITIES

LCFC are committed to providing services and facilities for supporters with disabilities. On matchday, there is a dedicated stewarding team to help these supporters make the most out of the matchday experience.

Each area of the ground has access for wheelchair users, while the concourses have accessible toilets, with access granted via RADAR keys. These can be obtained from stewards - or a member of our customer liaison team.

Other facilities available for supporters with disabilities at King Power Stadium include:

- **Audio descriptive service:** Designed for supporters with visual impairments, a specially trained team provides an account of all the matchday action. This service from the LCFC DSA (Disability Support Association) is free* to use for supporters, who can listen to the action through headsets available from the matchday staff entrance an hour and a half before kick-off. Headsets should be returned to the same location after the match.

*Failure to return the headset will incur an £80 fee – with deposit details taken on collection of the headset.

- **Catering:** Available in every stand throughout King Power Stadium, with level access provided to all food counters between 77cm – 109cm in height. Stewards are able to provide assistance with ordering food and drink, while plastic cutlery and cups are available, along with accessible cutlery, braille menu, hearing loops and low level shelving. Stewards can also assist in taking food and drink to the designated seating area(s).

- **Seating:** Disability wardens will provide blankets and any other services required.

- The Club looks forward to welcoming you to King Power Stadium. If you have any queries, please contact the Club's Supporter Liaison and Disability Access Officer, Jim Donnelly, on **0344 815 5000 (Option 4)** or through disability@lcfc.co.uk

In addition to offering facilities for supporters with disabilities at King Power Stadium, the Club are committed to providing accessible coach travel for away fixtures. As such, Leicester City provide wheelchair-accessible coach travel to every away fixture throughout the season.

These coaches are fully stewarded and come with the option to purchase hot / cold beverages and snacks, while free parking is provided at King Power Stadium for supporters using such coaches.

For more information regarding the Club's provision to aid Supporters with Disabilities, please refer to the **LCFC Access Statement** or visit disabledgo.com

LCFC DSA (DISABILITY SUPPORT ASSOCIATION)

The LCFC DSA (Disability Support Association) is an independent and voluntarily organisation, self-funded by membership fees and fundraising. Since its formation in 1997, the DSA has gone from strength to strength in attracting new members.

The main aim of the DSA is to highlight the needs of supporters with disabilities, ensuring they receive equality in respect of their individual needs when attending matches at King Power Stadium.

The DSA have built a strong working relationship with the directors and management at the Club and work on a variety of issues, including:

- Safe seating
- Sight lines/views
- Car parking
- Accessible coach travel to away games

All of the above has resulted in increased numbers of supporters with disabilities attending matches at King Power Stadium.

The DSA provides its members with advice and support by liaising with the Club on a regular basis. The DSA also hold social events for its members, including quiz nights.

The DSA Secretary can be contacted on 01858 467 456 or through lcfcdsa@gmail.com



MATCHDAY HOSPITALITY

Whether you're entertaining clients, rewarding staff, treating family or simply looking to absorb the matchday experience in style, Leicester City Football Club has a variety of hospitality packages to suit.

Hospitality can be purchased on a seasonal or match-by-match basis by calling the hospitality team on 0344 815 5000 (Option 2), emailing hospitality@lcfc.co.uk or by visiting lcfc.com/hospitality.

Premier Lounge:

The Premier Lounge is the Club's first class seasonal suite, accompanied with Directors' Box seating. It offers supporters complimentary refreshments and light bites throughout the day, along with a free copy of CITY Matchday Magazine at all 19 home Premier League fixtures.

The Gallery:

The Gallery is King Power Stadium's only pitch-facing restaurant, offering supporters with an inclusive drinks package a four-course choice meal and private seating at all 19 home Premier League fixtures. All supporters also receive a complimentary copy of CITY Matchday Magazine.

Legends Lounge:

Paying homage to some of the greats to pull on City's famous blue shirt, the Legends Lounge offers supporters a delicious four-course pre-match meal, cash bar, half and full-time refreshments, a complimentary copy of CITY Matchday Magazine and exclusive Man of the Match experience.



Fosse Club:

Set within a relaxed and welcoming environment, the Fosse Club provides supporters with a three-course Chef's table meal, first floor West Stand seating, half-time refreshments, cash bar, as well as a complimentary copy of CITY Matchday Magazine.

Banks Lounge:

Located on King Power Stadium's prestigious third floor, the Banks Lounge honours City's World Cup-winning ex goalkeeper, Gordon Banks. Serving a delicious two-course seasonal buffet, seating is accessed directly from the third floor adjacent to the press box. Half-time tea and coffee is included, as well as a cash bar and complimentary copy of CITY Matchday Magazine.

SPONSORSHIP & ADVERTISING

LCFC can promote your business to millions watching around the world through sponsorship and advertising opportunities at King Power Stadium.

To enquire, or for further information, call **0344 815 5000 (Option 2)**



GROUND REGULATIONS

All supporters are reminded that they are subject to the terms and conditions of the Club's Ground Regulations, which can be found on LCFC.com

A list of prohibited items within King Power Stadium can be found opposite.



WELCOME TO
LCFC

KING
POWER
STADIUM

We hope you enjoy your visit, thank you.

PROHIBITED ITEMS

These items are not permitted inside the stadium:

 <small>KNIVES/DARTS</small>	 <small>PYROTECHNICS/ EXPLOSIVES</small>	 <small>AIR HORNS</small>
 <small>WEAPONS</small>	 <small>DANGEROUS/ HAZARDOUS ITEMS</small>	 <small>LASER DEVICES</small>
 <small>BOTTLES</small>	 <small>GLASS</small>	 <small>DRINK CANS</small>
 <small>POLES</small>	 <small>MUSICAL INSTRUMENTS</small>	 <small>UMBRELLAS</small>

—

Access to the stadium
may be denied if you
refuse to be searched
by our officials.

🚭

NO SMOKING

Please keep our
stadium smoke free,
including the use of
electronic cigarettes.

18

19

BANNING ORDERS & APPEALS

Leicester City Football Club does not tolerate any form of anti-social behaviour. Should you find yourself in any trouble, information regarding the Club's banning order procedures are set out below.

STATEMENT OF INTENT

Leicester City Football Club will not tolerate verbal abuse, threatening behaviour, violent conduct or an assault towards any member of staff. Situations of this kind will be taken extremely seriously by the Club. The safety, security, health and welfare of the Club's employees and matchday attendees are paramount.

As a result any person committing:

- Verbal abuse toward a member of LCFC staff will instigate a three month ban from the footprint of the premises
- Threatening behaviour towards any member of LCFC staff will instigate a six month ban from the footprint of the premises (depending upon the severity, the ban may be increased)
- Violent conduct towards any member of LCFC staff will instigate a one year ban from the footprint of the premises (depending upon the severity, the ban may be increased)
- Assaulting a member of LCFC staff will instigate a lifetime ban from the footprint of the premises

PLEASE NOTE Leicestershire Police will be advised or involved with every incident

THE PROCESS

- A person ejected from King Power Stadium on a matchday is expelled via the Police detention room, whereby a duty Police Officer records their details and a slip is served outlining an automatic three-match ban. The Safety Management Team will serve notice via an official letter to the perpetrator posted the following working day. Subject to a Police enquiry, the Football Intelligence Officer may also request an extension to the ban.

- Depending on the severity of the offence, a banned supporter may be requested to sign a good behavioural document before the ban is rescinded.

- Supporters who wish to appeal must lodge their appeal via a signed letter addressed to LCFC Help, Leicester City Football Club, King Power Stadium, Filbert Way, Leicester, LE2 7FL - or attached to an email and sent to help@lcfc.co.uk stating the reason for a request for an appeal.

- The appeal procedure will be chaired by the Operations Director and supported by The Football Intelligence Officer of Leicestershire Police.

- The person will be advised of the Club's decision by an official letter within three working days of the appeal.

- A second offence carries a lengthier ban, subject to advice from Police Intelligence.

BANNING ORDERS

Leicester City Football Club provides a safe and inclusive environment for all supporters. The Club operates a zero tolerance to anti-social behaviour and anyone who breaches the Ground Regulations will be subject to a banning order. In some instances, the Club reserves the right to use season and lifetime bans.

Leicester City Football Club expects its supporters and all attendees at King Power Stadium to conduct themselves in an appropriate manner at all times. The Club will not tolerate any form of hate crime - including discrimination, violent, threatening, abusive, obscene or provocative behaviour or language and will take the strongest possible action against conduct that falls short of our expectations.



FOXES FANSTORE

The Foxes Fanstore at King Power Stadium is the flagship for all official lines of LCFC merchandise – many of which can now be purchased globally via **LCFC.com** and throughout Thailand at all King Power Duty Free outlets.

Open seven days a week, the Foxes Fanstore provides top quality, official Club merchandise to Leicester City supporters.

The opening times of the Foxes Fanstore are as follows:

- Monday – Friday: 9am – 6pm

- Saturday: 9am – 5pm (non-matchdays)

- Sunday: 10am – 4pm

- Bank Holidays: 10am – 4pm (Please note that opening times are subject to change. For latest opening times please visit **www.lcfc.com**)

The Foxes Fanstore will remain open up to 45 minutes after the final whistle on matchdays.

Whether making a purchase at **shop.LCFC.com** or in the Foxes Fanstore, the Club aim to provide supporters with an unparalleled shopping experience and to guarantee you a first class service.

In addition to providing a first class shopping service and experience, the Club want supporters to be 100% satisfied with products purchased, and to reaffirm that a full refunds policy is in place.

Refunds (Retail Purchases Only)

- If you're not satisfied with your purchases, please feel free to return them for an exchange or refund within 28 days of purchase
- Items with proof of purchase will be exchanged, or refunded in full by the original method of payment
- Items returned without proof of purchase will be exchanged, or refunded by a gift voucher or at the latest price
- Faulty items must be returned clean. Items worn or being worn will not be accepted
- No exchange or refund will be given on worn or damaged goods, unless items are of a manufacturing fault

The Club also strongly advises supporters to check their shirts and shorts before personalisation, as refunds will not be given on printed items. Your statutory rights are not affected.



LCFC COMMUNITY TRUST

LCFC Community Trust is currently enjoying a period of expansion as it continues to forge effective links between the Club and local communities. Specific emphasis has been placed on projects that harnesses the power of football to inspire people to strive to achieve their potential.

Partnerships with the Premier League, Leicestershire County Council, Leicestershire Police and corporate backers enable the LCFC Community Trust to provide opportunities that create a positive impact on the lifestyles of young people throughout the city and county.

Key areas of delivery are provided in education, employment, sports participation and community cohesion. The Club's rise to the Premier League and subsequent Premier League triumph has provided added value to the opportunities on offer, reflective of the following Premier League-backed initiatives:-

- **Premier League Primary Stars:** Delivery of School PE curriculum across the city for KS1 & KS2 pupils. These provide exit routes for participants to pursue player pathways in football by attending after school clubs, soccer camps and academy development centres.

- **Premier League Kicks and Premier League Works:** A project that helps Leicester's disadvantaged young people progress from crime diversion projects to employability and money management courses.

- **Premier League Girls Football and Premier League 4 Sports (multi-sports delivery):** Provide participation to engage alongside coaching, officiating and volunteering opportunities.

- **BT Inclusion Programme:** Seeks to remove the barriers that present those with a disability the chance to engage with sporting, education and employability activities.

Leicester City recognises its supporter base as the heart and soul of its community, and we strive to reach out and engage whenever possible.

The Trust continues to expand its offerings in line with LCFC's commitment to making a difference within local communities, as outlined in the Club's corporate social responsibility strategy.

Should you have any ideas you wish to discuss regarding LCFC Community Trust, please email trust@lcfc.co.uk

LCFC FOXES FOUNDATION

After a fantastic year of fundraising during the 2017/18 season seeing LCFC Foxes Foundation raise funds for Leicester-based charities, the Club are pleased to announce the foundation will be engaging in further fundraising drives during the 2018/19 season.

Once again, LCFC Foxes Foundation will aim to give back to the local community by raising vital funds for local charities that make a difference to children and young people; as well as health, education and human services throughout Leicestershire.

LCFC Foxes Foundation would not be able to raise the vital funds for Leicester-based charities, were it not for the magnificent help and support of LCFC supporters. The Club thanks them for their contribution.

 If you wish to get involved with LCFC Foxes Foundation's 2018/19 fundraising by arranging your own event, please email lcfcfoxesfoundation@lcfc.co.uk

TEXT TO DONATE: Simply text **LCFC17** and the amount you wish to donate (e.g. LCFC17 £5) to **70070**.

Texts are charged at your mobile phone operator's standard rate, and the charity will receive 100% of your donation. You must be 16 or over. Please ask the bill payer's permission.

 **DONATE ONLINE:** Donate online by visiting www.justgiving.com/info/terms-of-service

Full terms and conditions can be found via www.justgiving.com/info/terms-of-services





OTHER EVENTS

King Power Stadium is more than just a football stadium. All year round, its first class facilities are available to accommodate a host of purposes.

Situated close to the city centre and offering free car parking, Wi-Fi and nine conference and events suites, King Power Stadium delivers exceptional facilities and service to meet the needs of the contemporary event booker.

Whatever the event, the Club strive to consistently understand client requirements - and take that extra stride to deliver each and every time. The events team are committed to responding in the quickest possible time to every enquiry, providing a solution to deliver perfect occasions. King Power Stadium features:

- 42 Executive Boxes for smaller meetings, with pitch-facing views
- Conference space for 550 in the Walkers Hall
- Banqueting and party facilities for up to 600 guests
- Over 2000 square metres of exhibition space, plus free car parking for up to 400 cars on a first come, first served basis

Call the Club's dedicated events team on **0344 815 5000 (Option 3)** for further information – or email venuesales@lfc.co.uk





CONTACT US

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TELEPHONE

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WEBSITE

www.lcfc.com

TICKET SALES

Call: 0344 815 5000 (Option 1)

Email: ticketsinfo@lcfc.co.uk

Online: www.lcfc.com

In Person: Visit the Foxes Fanstore at
King Power Stadium

MERCHANDISE

Online: www.lcfc.com

In Person: Visit the Foxes Fanstore at
King Power Stadium

HOSPITALITY

Call: 0344 815 5000 (Option 2)

Email: hospitality@lcfc.com

SAFEGUARDING

Email: safeguarding@lcfc.co.uk

CONFERENCE & EVENTS

Call: 0344 815 5000 (Option 3)

Email: venuesales@lcfc.co.uk

LCFC HELP

Call: 0344 815 5000 (Option 4)

Email: help@lcfc.co.uk

Twitter: @lcfchelp

GRASSROOTS EXPERIENCES

Call: 0344 815 5000 (Option 5)

LCFC COMMUNITY TRUST

Email: trust@lcfc.co.uk

LCFC FOXES FOUNDATION

Email: foxesfoundation@lcfc.co.uk

