



Bristol Rovers Football Club CUSTOMER CHARTER 2026/27





INTRODUCTION

Bristol Rovers Football Club is a family club at the heart of our community. We strive to be a Club that our supporters are proud of and feel a part of.

Our overarching aim is to create an inclusive, interactive and enjoyable fan experience that fosters a strong sense of community and belonging among our supporters. We are committed to creating an environment where all fans feel welcomed and respected, no matter what community they identify with. We are focused on promoting equality and diversity at the Memorial Stadium, and as a Club, we pledge to play an active role in supporting meaningful inclusion.

This charter is designed to be informative; equipping supporters with an overview of our operations, key communication points and signposting individuals to further information or relevant contacts where this may be required.

Bristol Rovers aims to be a source of local pride in North Bristol and beyond. This includes ongoing infrastructure improvements, working towards financial sustainability, developing our youth side, growing the fanbase, fostering a strong connection between Club and community, and making continual improvements throughout the Club.

The Club liaises with supporters on a regular basis through regular structured meetings, Fan Forum events and meetings with the Bristol Rovers Supporters Club and Disabled Supporters' Association.

The Bristol Rovers Football Club Customer Charter is available in digital format on our website www.bristolrovers.co.uk or upon request via enquiries@bristolrovers.co.uk.

Telephone: 01179 096 648

Registered Address:
Bristol Rovers Football Club
The Memorial Stadium
Filton Avenue
Bristol, BS7 0BF

TICKETING

Season Tickets

Ahead of last season, Bristol Rovers implemented significant changes to make our Season Ticket offering more family-friendly, flexible and affordable. To provide our supporters with consistency, we have maintained this structure into the 2026/27 season.

Prices have been frozen across all stands and age categories for a second year running, and we have continued to offer free Season Ticket for U7s within our South Stand.

We have three purchasing windows: Early Bird, Second Release and General Sale, giving supporters more time to budget and accommodate for the cost of a Season Ticket, and a longer period to buy at a discounted rate.

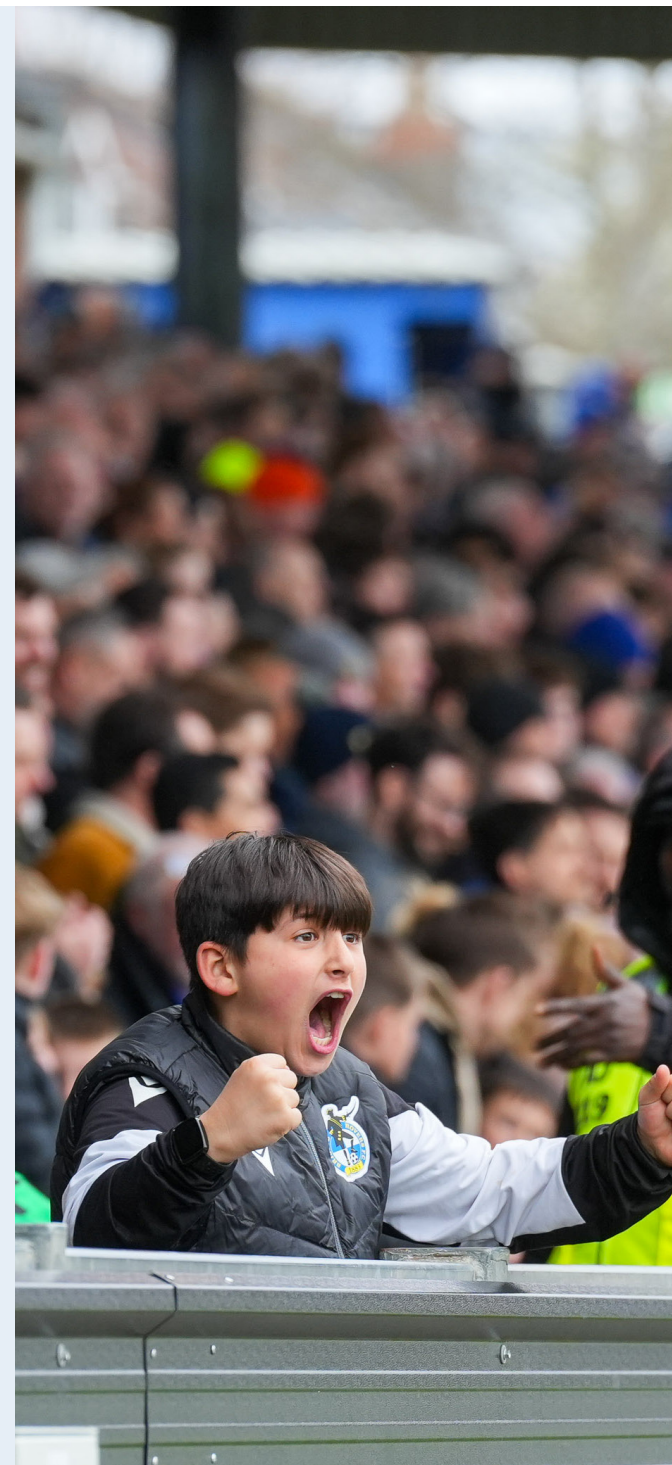
To further improve our Season Ticket offering, and in an effort to make Season Tickets more affordable and manageable for supporters, this year we worked with our eticketing provider to offer an interest-free Direct Debit option during the Early Bird window, enabling supporters to pay for their Season Ticket in instalments.

In line with our 'digital-first' approach across the stadium, all Season Ticket Holders will be issued with a Digital Season Ticket. Supporters

who wish to have a physical Season Card as well can purchase one for a supplementary charge of £15, available from the Club Shop or online at brfcdirect.co.uk.

This year we have added value for Season Ticket Holders by introducing the following benefits package:

- Exclusive matchday food and drink offers throughout the season
- Exclusive retail offer events and priority access to new product launches
- 10% off Hospitality bookings in our Poplar Hospitality Suite (for you and three guests)
- 10% off function room hire at The Memorial Stadium
- 10% off Community Trust mascot packages and summer schools
- Monthly Season Ticket super draw
- Exclusive ticket offers
- 125 Priority Points
- First refusal on all home cup games
- Free entry to a home Vertu Trophy group stage fixture
- Free entry to all Bristol Rovers Women home league games
- Discounts with local businesses



Matchday Tickets

Last year we streamlined our pricing structure, operating a single price band for all league home matches. This is continuing into the 2026/27 season.

Tickets can be purchased at an Early Bird rate online at eticketing.co.uk/bristolrovers up until the start of kick-off, or in person at the Club Shop up until the day before matchday. Online Matchday Ticket bookings do not incur a booking fee.

The Club encourages supporters to purchase tickets in advance where possible, which helps us to forecast appropriately, manage stewarding and security, and reduce wastage from our kiosks.

The Club reserves the right to vary arrangements at its discretion for individual matches, when as much notice as possible will be given.

When there is availability and security approval, tickets will be made available for sale in-person at the Matchday Ticket Office located at the stadium on the day of the match. These tickets will be subject to a £2 increase in price compared to tickets purchased in advance.

At least 5% of tickets for each game will be made available to Non-Season Ticket Holders.

Visiting Supporter Allocations

All visiting clubs will be able to make use of our covered seating area within the South Stand. Additional space will be opened up on the Away standing terrace if there is suitable demand to allow it. The maximum allocation for a visiting team is 1,750.

Ticket Price Categories

Concessionary rates are available in all areas of the ground:

- The Over 65s concessionary rate is available to supporters who have reached their 65th birthday before 1 July 2026.
- The Under 21s concessionary rate is available to supporters who are under the age of 21 years on 1 July 2026.
- The Student concessionary rate is available to supporters with valid student photo ID (TOTUM or U-card).
- The Under 18s concessionary rate is available to supporters who are under the age of 18 years on 1 July 2026.
- The Under 14s concessionary rate is available to supporters who are under the age of 14 years on 1 July 2026.
- The Under 7s concessionary rate is available to supporters who are under the age of 7 years on 1 July 2026.

Please also note that children under 14 are not permitted to attend a match at the Memorial Stadium unless accompanied by an adult 18

years and over.

Finally, small children or babies under the age of two can enter for free under the Baby in Arms Policy.

Family Zones

We aspire for all areas of The Memorial Stadium to be welcoming environments for families. However, we recommend families looking for a dedicated family space to purchase tickets within the MKJ Group (South West) Stand, which is a seated, covered and elevated space for families to enjoy the game together.

Alternatively we recommend the Cooling FX (North West) Terrace if you desire a terrace experience, which is located next to the player tunnel.

Away Matches

When the Club's supporters are allocated tickets for away matches, the home club determines the cost of these tickets in accordance with the regulations of the Competition in which the match is played. Details of admission prices and availability for forthcoming away matches are published on the official Club website in advance of the fixture.

Returns/Refunds

The Club's policy on the return and distribution of unwanted match tickets is that we do not offer refunds on matchday tickets unless under exceptional circumstances, or if the fixture has



been rearranged and the supporter is unable to attend the new fixture date.

In order to obtain a refund for a rearranged fixture, the home match ticket must be returned to the Club's ticket office within seven days of the rescheduling announcement (which shall be made on the Club website) provided this is still more than seven days before the rescheduled date. After this time no refunds will be offered on match tickets.

Tickets that include hospitality are subject to their own terms and conditions.

It is the responsibility of the ticket holder to check the date and kick-off time of matches. A refund will only be issued on production of identification, and the individual requesting the refund is the person to whom the home match ticket was originally sold.

For the avoidance of doubt, the final decision belongs to the Ticket Office Manager.

Season Tickets are sold as packages and no part of those packages will be accepted by the Club for exchange or refund.

Fixture rearrangements are commonplace during a season and are dictated to the Club by the EFL, broadcasters and other outside influences. Supporters should bear this in mind and check the Club website and other communication channels regularly for fixture updates. The Club website offers a calendar sync option to download fixture on your smartphone or tablet device.

A game may also be postponed due to adverse weather conditions and other unforeseen circumstances. Please see the section on

Abandoned / Postponed matches for full details.

Issue of Replacement Cards/Tickets

Lost Season Ticket Cards may be replaced at a charge of £15. These will be issued on the day of a match and ONLY to the named Season Ticket Holder who MUST produce matching photographic identification. This is exclusively at the Club's discretion.

Forgotten Season Tickets may be replaced for a single game with a paper match ticket free of charge. The Season Card will subsequently be cancelled for that match and the duplicate ticket, if issued, will take precedence. This is exclusively at the Club's discretion and no more than three duplicate matchday tickets will be issued in any one season.

Lost/forgotten/unprinted Matchday Tickets may be replaced at a cost of £1.50 per ticket. The original ticket will subsequently be cancelled for that match and the duplicate ticket, if issued, will take precedence. This is exclusively at the Club's discretion and no more than three duplicate Matchday Tickets will be issued in any one season.

Abandoned/Postponed Matches

Season Ticket Holders will use their ticket in the normal way for any rearranged fixture caused by postponement or abandonment of the original match. If a match is postponed prior to kick-off, Season Ticket Holders and Matchday Ticket Holders are entitled to:

- Free admission to the rearranged game on production of their Season Ticket or original Matchday Ticket.
- Matchday Ticket Holders may exchange

their ticket for another home match of the same grade or lower, in the same season, subject to availability by calling our Ticketing Team within seven days of the rescheduling announcement.

- A full refund of the value of the seat less any booking fee by contacting the Ticket Office, within seven days of the rescheduling announcement. (Terms may vary for packages or special offers.)

If the match is abandoned after kick-off and before halftime, match ticket purchasers are entitled to half-price admission for the rearranged match provided that they contact the Ticket Office within seven days of the rescheduling announcement. (Packages and special offer T&Cs may vary.) If the game is abandoned after half-time, no compensation will be available.

Visiting Supporters

The Club abides by EFL regulations governing the allocation of tickets to visiting clubs. The Club does not charge admission prices to supporters of visiting club, which are higher than those charged to our own supporters for comparable accommodation. In addition, the concessionary rates offered to juveniles under the age of sixteen and those who are over sixty- five years of age apply to supporters of a visiting club.

Flexi Memberships

Flexi Memberships allow supporters to buy a package of five Home League games, available within our Terraces and Brunel and MKJ Stands.

Once the Flexi Membership is active on your account, you will be able to allocate it

towards five Home League fixtures of your choice, subject to availability. Only one Flexi Membership can be purchased per supporter per year.

Priority Points System

Priority Points will be accrued through purchasing Season Tickets, Flexi Memberships and League and Cup games. When tickets are put on sale for high-demand games, they will be sold in order of points totals, and fans with the most points will be given priority.

Priority Points scoring system

Season Tickets – 125 points

Flexi Memberships – 25 points

Away Games (League and Cup) – 10 points

Home Games (League and Cup) – 5 points



SERVICE STANDARDS & COMPLAINTS POLICY

Complaints Process

As a club, dealing with complaints in a prompt but thorough manner is important to us, therefore should you wish to make a complaint we will follow this process in hearing it:

1. Complaint made to member of Bristol Rovers Staff either in person, over the phone or via email.
2. Complaint will be acknowledged and if required an investigation will take place
3. Following the investigation a formal response will be issued with proposed actions if required.
4. We hope that at this stage the complaint would have been resolved, however should you still not be happy with the outcome your complaint can be heard directly by our Director of Commercial & Revenue for their input and response.

Through any complaints processes we aim to learn from any feedback that has been given to avoid similar issues again in the future, whilst acting responsibly and reasonably to address all points raised.

We will attempt to resolve all justifiable complaints within 28 working days. If, however, this cannot be done we promise to keep the complainant updated on the progress of the complaint.

The complainant does have the option of taking the complaint to the Independent Football Ombudsman. If you are dissatisfied with the

progress or way their complaint has been dealt with please contact The Independent Football Commission.

Further details about the Independent Football Commission can be found at www.theifo.co.uk.

Details of all complaints are recorded and information will be provided to the Independent Football Commission as part of the reporting process.

IFO Address (For complaints):
Independent Football Ombudsman,
Premier House,
1-5 Argyle Way,
Stevenage, SG1 2AD

Matchday Complaints

Whilst at the stadium, we want all fans and visitors to the stadium to have a first class experience, in a welcoming, friendly environment, and enjoy a fantastic atmosphere. Should this not be the case or should there be any issues that you feel need addressing, you can follow one of these processes;

- Anonymous complaints of any discrimination or anti social behaviour can be made via our helpline advertised on the club website
- Alternatively, we have a large number of stewards on site who are on hand to hear your complaint and take the necessary steps to deal with the issue at source.

Any supporters who are not adhering to our Ground Regulations and/or are acting antisocially will be approached by the stewards

to be reminded of what is expected of all visitors to the stadium. Should the behaviour persist then the club reserves the right to remove the supporter from the stadium, which will result in a ban from future matches until we are satisfied that incidents will not occur again. Any criminal activity will be referred directly to the police.

Banning/Appeal Process

If a supporter is removed from the stadium or a ban is issued outside of a matchday then their details will be obtained and a banning letter will be issued from our Safety Officer outlining terms of ban and the options to appeal. Formal appeals will be heard by our Director of Commercial & Revenue and can be made in writing. Should any formal ban be breached then the Police will take over the matter with a formal response given within 14 working days.

DISABLED SUPPORTERS INFORMATION

Disabled Tickets

We offer a system of concessionary ticket prices tailored for disabled supporters. Separate designated areas are set aside and seats/bays can be purchased as a season ticket or on a match-day basis.

All applicants must register proof of their disability in advance with the Club. The Club reserves the right to retain 30% of the available space for wheelchairs for match-day purchase, including 15% for visiting supporters.

Where the need for personal support has been identified the club will admit the personal assistant free of charge on the understanding that they are providing a service to the disabled supporter to enable them to access match day facilities.

Disabled Policy

The Club fully supports the principle of equal opportunities and opposes all forms of unlawful or unfair discrimination on the grounds of disability. The Club operates a specific ticketing policy for disabled supporters and will ensure that the scheme does not discriminate between disabled people with differing impairments.

The Club recognises that not all of its facilities are fully accessible to disabled supporters and confirms that it is committed to making the

necessary reasonable adjustments described by the Equality Act 2010 and its relevant codes of practice to ensure full compliance with legislation.

Definition Of Disabled

As a fundamental principle the Equality Act 2010 states that disabled people should not be treated “less favourably, without justification” and “reasonable adjustments should be made to make goods, facilities and services accessible”.

For purposes of this policy only, the definition of a disabled supporter is: - “Any person who, because of their disability and impairment, is unable to use ordinary stand seating without contravening Health and Safety Regulations, Guidelines or Policy or where the club has provided a “reasonable adjustment” to enable that supporter to attend the venue. Any such person will be considered for use of the “designated areas” of the stadium in line with the procedures set out in this policy”.

A “reasonable adjustment” in the context should include (but is not limited to), the need to use a wheelchair bay, the need to bring a “personal assistant” for either personal care or safety reasons, or use of and auxiliary service.

A “designated area” is any area (including specific seats around the stadium) that the club shall, in its sole discretion determine as being

available for the disabled ticket price.

A person has a “disability” if he/she has a physical or mental impairment, which has a substantial and long-term adverse effect on his/her ability to carry out normal day-to-day activities. Bristol Rovers Football Club reserves the right to request “proof of a disability” before issuing any concession.

Disability Liaison Officer

Our Disability Liaison Officer is Clare McDonagh.
Phone: 01179 096 648 (Option 1)
Email: claremcdonagh@bristolrovers.co.uk



TRAVEL & PARKING

Bristol Rovers Football Club is a proud English Football League Green Club Member and will be working to meet the relevant standards, as supported by the EFL. The Club is committed to the development of sustainable forms of transport for both supporters and staff attending The Memorial Stadium, both for work and for leisure.

As a firm supporter of sustainable transport methods, we would encourage the use of the following methods of transport to the Memorial Stadium:

Walking

The Memorial Stadium is surrounded by an established network of well-maintained and illuminated footways that provide connectivity to surrounding residential and commercial areas, as well as local bus stops and railway stations.

Bus networks

The city of Bristol is well-served with frequent bus services, with many regularly running in the area surrounding The Memorial Stadium.

The Memorial Stadium is located within 50 metres of the nearest bus stops, which are situated on Filton Avenue, either side of the main vehicular access to the ground.

The Number 72, 73, 74 and 77 bus services operate from these locations, with these combined offerings providing between seven and nine services per hour during typical matchdays.

Alternative bus services - Numbers 17, 71, 75, 76 and T2 - are also available at the top of Gloucester Road, a very short walk along from Filton Avenue.

Bristol Rovers encourages supporters to use the following planner to arrange their visit to The Mem via bus travel: TravelWest.info

Railway stations

The nearest train station to the Memorial Stadium is Ashley Down.

Situated on Muller Road, Ashley Down railway station is a 20-minute walk away, with services regularly attending the station from Bristol Temple Meads and Gloucester.

The next nearest train stations to the Memorial Stadium are Filton Abbey Wood and Montpelier.

Filton Abbey Wood and Montpelier are both less than 3km from The Mem and are regularly serviced by trains from Bristol Temple Meads, also receiving trains from Gloucester, Cardiff Central and Taunton.

Cycling

The Memorial Stadium has cycle racks available for use by supporters on matchdays, with up to 50 bikes available to be parked and stored.

An equivalent number of safe and secure bike lockers will also be provided for storage of cycle equipment during matchdays.

The local road network is regularly used by cyclists and can accommodate significant levels of cycling traffic.

E-scooters

The Club is pleased to provide Dott Scooter parking in the north-east section of The Memorial Stadium. This parking section can be found next to the Matchday Ticket Office.

Visitors should note that Dott is currently the only authorised e-scooter provider allowed in Bristol.

Lift share

If it is not possible to avoid travelling by car to the Memorial Stadium, Bristol Rovers would encourage car-sharing as much as possible.

Apps such as LiftShare are available to connect with other supporters travelling to the stadium.

Parking

We encourage all supporters travelling to the ground to use public transport wherever possible, which should be quicker and easier

than driving.

Parking at the Club itself is not available on matchdays, with the spaces on site reserved for club officials, players, matchday staff and access for home and away coaches. Parking in the local vicinity of the ground is often not possible.

Visitors are also reminded that a Clean Air Zone (CAZ) is in operation in central Bristol, with non-compliant vehicles charged between £9-£100 to drive in the area.

On non-match days we have over 350 car parking spaces available on a first-come, first-served basis.

Accessible Parking

Home supporters who require accessibility parking are able to claim a pass from Bristol Rovers for parking at The Memorial Stadium.

Visiting supporters also in need of accessibility parking can contact the Club to request a bay. Please note spaces are available on a first-come, first-served basis.

Directions by car

The Memorial Stadium is located on Filton Avenue, just off the Gloucester Road (A38) and is approximately two miles from the centre of Bristol. The Memorial Stadium is well signposted with brown and white signs from the main motorway junctions on the M32 (from M4) and M5 (junction 18).



SUPPORTER SERVICES

Staff Conduct

Bristol Rovers Football Club staff will conduct themselves in a courteous and responsive manner in all dealings with supporters.

The Club has an equality policy that lays out its commitment to eliminate all discriminatory behaviour.

The Club recognises its responsibility for the safety and well-being of children and young persons who participate in the Football in the Community scheme's activities.

Club Liability

The Club is not liable for any loss, damage or injury sustained or incurred (howsoever arising) by any individuals or groups of individuals whilst on Club premises.

Supporter Consultation

Bristol Rovers Football Club launched a Supporter Consultation Group (SCG) in April 2025, and regularly met with its members throughout the 2025/26 season. This is a requirement under EFL Regulation 118.

Following the culmination of the 2025/26 season, Bristol Rovers has taken the decision to shift the SCG into a fully FSA-compliant Fan Advisory Board.

This board will remain a significant Club method for formal communication, consultation, and collaboration with our supporters, with elected representatives sharing their views on the issues that affect the Club's fanbase.

The group is regularly invited to consult on the Club's strategy, our plans for expanded supporter engagement and community initiatives and operational matchday processes, while providing a transparent and structured platform for these views to be shared.

The elected representatives meet throughout the season with Club officials to provide collective feedback from the wider fanbase, ensuring the opinions of different demographics are shared and heard.

In addition to meetings with fan groups, the Club is committed to hosting at least one Fan Forum event per year. These events offer supporters the opportunity to ask questions and discuss important issues.

The Club publishes its position on major policy issues on its website at www.bristolrovers.co.uk.

The Club continues to consult with Bristol City Council, sponsors, local community organisations and other interested parties.

The Club meets with its neighbours both at the

Memorial Stadium and The Quarters Training Ground to discuss matters affecting the area and to inform them of forthcoming activities.

In the event of any proposed changes to Club policy, early notice of the proposed changes will be published to enable those with concerns to express their views before a final decision to change policy is made.

Supporter Code of Conduct / Stadium Etiquette

All supporters must not only adhere to our ground regulations but also our supporters Code of Conduct whilst in the stadium. This can be found here and includes additional measures to ensure your safety whilst visiting us. The club will continue to update and communicate this document to reflect the Government Guidelines for stadia events.



CHARITY

Bristol Rovers Community Trust

The Bristol Rovers Community Trust was originally launched in 1992 as part of the PFA's nationwide Football in the Community initiative to encourage children to play football and support their local club.

The Community Trust has evolved, achieving charitable status in 2001, six years later coming under the governance of the English Football League Trust and can now offer projects to people aged from 4 to over 80 years old.

Bristol Rovers Community Trust works with a wide spectrum of the community offering social inclusion, health, education and sports participation projects to give people the opportunity of enhancing and improving their life choices. We aim to engage and inspire people of all ages as well as unite the communities in which they live.

To find out more about the work that the Bristol Rovers Community Trust undertake, please visit: www.bristolroverscommunity.org.uk.

Her Game Too

At Bristol Rovers we were delighted to be the first EFL club to partner with Her Game Too to help tackle sexism within the game.

Her Game Too was founded by 12 passionate

female football fans; who are committed to growing the campaign with the aim of fostering an ethos in football in which women are welcomed and respected equally.

Their aims are:

- Create awareness
- Educate
- Research
- Develop a strong sense of community
- Create regular content to champion women in football (players, staff AND fans)
- Create strong relationships with clubs
- Create strong relationships with club trusts and communities
- Have a presence at football grounds and sports bars to build a more welcoming environment for young girls and women
- Continue to campaign against sexism in football
- Continue to campaign against online abuse

We are delighted to be working with them to tackle this issue within the game, if you would like to find out more about their work you can visit them at www.hergametoo.co.uk/about or follow them online at @HerGameToo.



CLUB STORE

Replica kit

All replica strip designs shall have a minimum life span of one season.

The Club carries out its obligations under EFL/ FA regulations to prevent price fixing in relation to the sale of replica kit.

The Club offers refunds on merchandise in accordance with its legal obligations. The Club undertakes research on the design and number of new strips, which in recent times has seen record sales.

Bristol Rovers is pleased to offer fans a wide range of products and merchandise.

Our online shop at www.brfgdirect.co.uk provides an extensive range of official merchandise.

Opening Times

Monday – Friday: 10am – 4pm

Saturday (Matchdays): Midday – 5:30pm
(closed during game)

Saturday (Non Matchdays): CLOSED

Midweek Game: 10am – Kick Off

BRTV STREAMING

BRTV is the Club's in-house broadcasting channel.

It is through BRTV that supporters can purchase passes to watch live matches, catch up on highlights from games, view extended interviews around the Club and much more.

How has the new television deal changed match availability?

Sky Sports and the EFL have come to terms on a new broadcast deal that means more league matches than ever will be available to watch across the Sky Sports main channels and new Sky Sports streaming service, Sky Sports+.

Games chosen for broadcast on Sky Sports and streaming on Sky Sports+ will be communicated by the Club, the EFL and Sky Sports in due course, along with any changes to the kick-off time and date and fixtures.

As part of that agreement, Bristol Rovers and other EFL Clubs can no longer live stream any EFL competition fixtures in the domestic market (United Kingdom, Republic of Ireland and Channel Isles).

Clubs do retain the rights to provide live steam video of EFL competition matches to supporters outside the domestic market, and these can be viewed and purchased here!

EFL Clubs are not permitted to live stream video any Carabao Cup or FA Cup matches to any market.

EFL Clubs are still permitted to provide live audio coverage of EFL competition matches to the domestic market.

Match Streaming Passes

Early Bird Season Pass (available until Tuesday 28 July 2026) | £140

2026/27 Season Pass | £180

Monthly Passes | £25

Individual Match Pass | £10

Matches available to watch on BRTV will have PPV match passes available on our website.

As discussed previously, EFL competition matches will only be available to supporters outside the United Kingdom, the Republic of Ireland and the Channel Isles.

As such, supporters looking to purchase match passes from the domestic market will not be able to see the EFL options that are only intended for the international audience.

Audio Passes

With live commentary provided by BBC Radio Bristol, Gasheads all over the world can tune in and listen to all the happening from Bristol Rovers' fixtures from the 2026/27 campaign.

Audio passes for the entire season cost £45. Monthly passes can be purchased for £4.50, and a single match pass costs £2.50.

I am a supporter based in the UK. Can I view League Two matches through BRTV?

Unfortunately no.

The new Sky Sports broadcast deal, agreed with the EFL and commencing from the 2024/25 season, means all EFL Competition games for the domestic market (United Kingdom, Republic of Ireland and Channel Isles) are only viewable through the Sky Sports programming.

Matches will either be selected for broadcast on Sky Sports' main channels or for streaming on the new streaming service, Sky Sports+.

The Club will communicate match availability in due course.

I am in the international market - can I still purchase a Season Pass or Monthly Subscription?

Yes. On top of £10 PPV matches, the Club is providing monthly subscriptions for EFL League Two fixtures for £25 and a full Season Pass for £180.

Each of these are viewable to supporters outside the United Kingdom, Republic of Ireland and Channel Isles and can be purchased on our website at www.bristolrovers.co.uk.

I have purchased my pass. How do I watch the game?

All live streams can be viewed through the 'watch live' tab on BRTV. The streams will be found at the link here.

You will be required to register an account to purchase your match pass. It is important to ensure you are logged in to the Club website in order for the permissions and requirements to be applied, which in turn allows you to watch the live coverage.

Please ensure you are logged in here.

So long as you are logged in and you have purchased the right pass, your access to view the game will work.

Please note live-stream coverage may not start until five minutes before kick-off on some occasions.

Can I watch full-match replays on BRTV?

The Club is aware that full-match replays used to be available to subscribers to iFollow in previous systems.

At this present moment, the Club is unfortunately unable to provide a full-match replay option. However, the Club is exploring options for doing so as a priority. Bristol Rovers FC hopes to be able to present a solution for this in the not-too-distant future.

Who do I contact if I have a query or problem?

Bristol Rovers' streaming services, both video and audio, are provided by StreamAMG.

Please, in the first instance, contact StreamAMG either at the link here or at this email address: bristolroverssupport@streamamg.com.

Should your enquiry require assistance from the Club directly, StreamAMG will put you in touch with the required individual.





HOSPITALITY, CONFERENCES & EVENTS

The Memorial Stadium is one of the South West's most prestigious conference and hospitality venues, with individually designed rooms combining comfort with style and quality. With its central location less than two miles from the M32, and excellent facilities, it is an ideal venue for every occasion.

Whatever your needs, our dedicated conferencing and events team provide a tailored service, experience and catering in a unique venue within Bristol, including an in-house chef who can cater for all your needs and dietary requirements.

We host a wide range of events including:

- Conferences and Meetings
- Private Parties
- Awards Dinners
- Celebration of Life Events
- Christmas Parties
- Weddings

To find out more please contact our Hospitality & Events team at events@bristolrovers.co.uk.

DATA PROTECTION

Bristol Rovers FC is committed to a policy of protecting the rights and privacy of volunteers, staff & customers in accordance with The Data Protection Regulation 2018, which regulates the way in which all personal data is held and processed. Any breach of The Data Protection Regulation 2018 is an offence and in that event, disciplinary procedures apply.

As a matter of good practice, other organisations and individuals working with the Club, and who have access to personal information, will be expected to have read and comply with this policy.

To operate efficiently Bristol Rovers FC needs to collect and use information about the people who work or volunteer for the club. This also includes past and prospective employees and volunteers and others with whom the club communicates.

The Bristol Rovers Football Club privacy policy is available to read on our website here: www.bristolrovers.co.uk/privacy-notice.



DIVERSITY, EQUITY & INCLUSION

The Equality Code of Practice

The Quality Code of Practice continues to be an integral part of EFL Regulation (128) and achievement is mandatory for EFL Clubs. The Code requires Clubs to focus on priority groups in which under-representation exists, which are characteristics protected under the Equality Act 2010, which ensures that individuals are not discriminated against on the grounds of: Age, Disability, Gender reassignment, Marriage and civil partnership, Pregnancy and maternity, Race, Religion or belief, Sex, Sexual orientation. The Code also gives special emphasis toward Mental Health and Wellbeing and provides the opportunity for Clubs to focus on areas of underrepresentation which are key to their local demographic e.g., Social Economic, employment, education.

Bristol Rovers Football Club is committed to upholding the standards, values and expectations of The Football League's Code of Practice relating to equality, inclusion and anti-discrimination.

Bristol Rovers Football Club is committed to promoting inclusion and eliminating discrimination both from football and within our business; we take a zero-tolerance approach to any form of discrimination or bullying based on the grounds of the protected characteristics under the Equality Act 2010.

Bristol Rovers Football Club will ensure that it treats employees, officials, spectators, fans and visiting teams fairly and with respect. They can also be assured that the Club is committed to providing an environment in which their rights, dignity and individual worth are respected, and in particular that they are able to work and watch football in an environment without the threat of intimidation, victimisation, harassment or abuse. It will also provide access and opportunities for all members of the community to take part in and enjoy its activities.

Bristol Rovers Football Club will act promptly to deal with any complaints or grievances raised in respect of any breach of this policy and take appropriate disciplinary action where breaches of this policy are deemed to have occurred.

Bristol Rovers Football Club is committed to raising awareness and providing training and education to promote inclusion and eradicate discrimination within football.

This Equality, Diversity & Inclusion Statement will be reviewed on an annual basis.

You can visit our EDI page at www.bristolrovers.co.uk/fans/equality-diversity-inclusion.



GROUND REGULATIONS

Notice: Entry to the Ground is expressly subject to acceptance by the visitor of these Ground Regulations and the rules and regulations of FIFA, UEFA, The Football Association, the Premier League and The English Football League (EFL) in respect of the relevant competition and the terms of the Supporter Code of Conduct (if any). The Ground Regulations incorporate the Club's Customer Charter (if any). Entry to the Ground shall constitute acceptance of the Ground Regulations.

"Club" means this football club.

"Football Authority" means each of the Premier League, The English Football League (EFL), The Football Association, the Football Association of Wales, FIFA, UEFA and any other relevant governing body of association football.

"Illegal Substance" means any drug which is not legally obtainable, or which is legally obtainable but has not been legally obtained. The term includes prescribed drugs not being used for prescribed purposes.

"Ground" means this football stadium and all locations owned, occupied or utilised by the Club.

"Match" means any association football match (or any part or aspect of such a match) taking place at the Ground.

"Material" means any audio, visual and/or audio-visual material and/or any information or data.

"Supporter Code of Conduct" means any code of conduct to be adhered to by all those attending the Ground which can be found on – or accessed via – the Club's website or can be provided upon written request to the Club.

1. Notwithstanding possession of any ticket the Club, any police officer or authorised steward may refuse entry to (or eject from) the Ground any person

1.1 that fails (or in the Club's reasonable opinion is likely to fail) to comply with these Ground Regulations and/or the Supporter Code of Conduct and/or any reasonable instruction issued by a police officer or authorised steward or officer of the Club; and/or

1.2 whose presence within the Ground is, or could (in the Club's reasonable opinion), constitute a source of danger, nuisance or annoyance to any other person.

2. On no account will admission be granted to a person:

2.1 who is the subject of a current Banning Order under the Football Spectators Act 1989 (as amended); or



2.2 who has been convicted of ticket touting offences under section 166 of the Criminal Justice and Public Order Act 1994 (as amended).

3. The Club excludes to the maximum extent permitted by law any liability for loss, injury or damage to persons/property in or around the Ground.

4. No guarantees can be given by the Club that a Match will take place at a particular time or on a particular date and the Club reserves the right to reschedule the Match without notice and without any liability whatsoever, save only to the extent provided pursuant to paragraph 5.

5. In the event of the postponement or abandonment of the Match, refunds (if any) will be made in accordance with the Club's Customer Charter. The Club will have no further liability whatsoever, including (but not limited to) any indirect or consequential loss or damage, such as (but not limited to) loss of enjoyment or travel costs.

6. All persons seeking entrance to the Ground acknowledge the Club's right to search any person entering the Ground and to refuse entry to or eject from the Ground any person refusing to submit to such a search.

7. The following articles must not be brought within the Ground - knives, Illegal Substances, fireworks, smoke canisters, air-horns, flares, weapons, dangerous or hazardous items, laser devices, bottles, glass vessels, cans, poles and

any article that might be used as a weapon and/or compromise public safety. Any person in possession of such items will be refused entry to the Ground.

8. Further, you may not bring into the Ground:

8.1 any sponsorship, promotional or marketing materials save in respect of official club merchandise and/or other football related clothing worn in good faith;

8.2 any flags or banners larger than those maximum dimensions permitted by the Club from time to time (or, in the absence of such stipulations, 2 metres x 1 metre) and/or of an offensive nature; 8.3 nor may you offer (either free or for sale by any person) any goods (including literature) of any nature, without the express written approval of the Club's management.

9. The following activities are strictly forbidden and will result in arrest and/or ejection from the Ground:

9.1 using words that are, or behaving in a manner that is, threatening, abusive, insulting, foul, improper, offensive, violent, indecent, or provocative. This shall include, for the avoidance of doubt, engaging in chanting or other non-verbal actions or gestures concerning football or other tragedies (whether done at a Match, in-person or remotely, via any electronic communication, social media or otherwise). Any individual found to have engaged in

such activity may be subject to a ban from all Matches and other association football matches (or any part or aspect of such a match);

9.2 attempting to enter the Ground or be inside the Ground whilst under the influence of an Illegal Substance; and/or

9.3 being in possession of an Illegal Substance when entering the Ground or inside the Ground.

10. Racial, homophobic or discriminatory abuse, chanting or harassment is strictly forbidden and will result in arrest and/or ejection from the Ground.

11. The following acts are offences under the Football (Offences) Act 1991 (as amended):

11.1 the throwing of any object within the Ground without lawful authority or excuse.

11.2 the chanting of anything of an indecent or racist nature.

11.3 the entry onto the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse. Conviction may result in a Banning Order being made.

12 All persons entering the Ground may only occupy the seat allocated to them by their ticket (including those who have tickets to any Licensed Standing In Seated Areas (if any) pursuant to paragraph 15 below) and must

not move from any one part of the Ground to another without the express permission or instruction of any steward, officer of the Club and/or any police officer.

13. Nobody may stand in any seating area whilst play is in progress (except those persons who have tickets in any Licensed Standing In Seated Areas pursuant to paragraph 15 below). Persistent standing in seated areas other than Licensed Standing In Seated Areas whilst play is in progress is strictly forbidden and may result in ejection from the Ground.

14. The obstruction of gangways, access ways, exits and entrances, stairways and like places is strictly forbidden. Nobody entering the Ground shall be permitted to climb any structures within the Ground.

15. Where the Club operates licensed standing in seated accommodation areas at the Ground as part of the UK Government's scheme on safe standing in conjunction with the Sports Grounds Safety Authority (the "Licensed Standing In Seated Areas"). Only ticketholders who have tickets to the Licensed Standing In Seated Areas are permitted to access the Licensed Standing In Seated Areas. Ticket holders who have tickets to the Licensed Standing In Seated Areas shall:

15.1 occupy the space in front of the seat allocated to them on their ticket only and must not move to different spaces within the Licensed Standing In Seated Areas or to different areas of the Ground;

15.2 expect that other spectators will be standing while play is in progress (although of course they may sit on their allocated seat before and after the activity, or during an interval or halftime break);

15.3 not sit or stand on the rails, or stand on the seats in the Licensed Standing In Seated Areas;

15.4 not be permitted to admit anyone who does not have a ticket to the Licensed Standing In Seated Areas to the Licensed Standing In Seated Areas;

15.5 be respectful towards staff, stewards, and other fans at all times;

15.6 behave appropriately in the Licensed Standing In Seated Areas – anti-social behaviour will not be tolerated;

15.7 unless needing to use facilities, not move around in the Licensed Standing In Seated Areas and shall stay in the designated space only as described on the relevant ticket and in accordance with paragraph 15.1;

15.8 not be permitted to stand in the gangways or on the steps in the Licensed Standing In Seated Areas to watch the Match and acknowledges that these are for accessing and leaving seats only; and

15.9 acknowledge that any failure to comply with the conditions set out in this paragraph 15 may lead to ticketholders

being ejected from the Ground and/or banned from all Matches, and the Ground may lose the right to maintain the Licensed Standing In Seated Areas.

16. EFL stadia are smoke-free and smoking or the use of electronic cigarettes is not permitted inside the Ground.

17. Mobile telephones and other mobile devices are permitted within the Ground PROVIDED THAT (i) they are used for personal and private use only (which, for the avoidance of doubt and by way of example only, shall not include the capturing, logging, recording, transmitting, playing, issuing, showing, or any other communication of any Material for any commercial purposes); and (ii) no Material that is captured, logged, recorded, transmitted, played, issued, shown or otherwise communicated by a mobile telephone or other mobile device may be published or otherwise made available to any third parties including, without limitation, via social networking sites.

18. Under the Sporting Events (Control of Alcohol etc.) Act 1985 (as amended), the following are offences for which a person can be arrested by a police officer and conviction could result in a Banning Order being made:

18.1 attempting to enter the Ground or being inside the Ground whilst drunk; and/or

18.2 being in possession of any intoxicating liquor, or bottle, can or other portable

container and which could cause damage or personal injury, when entering the Ground or in a public area of the Ground from which the event can be directly viewed.

19. Any individual who has entered any part of the Ground designated for the use of any group of supporters to which they do not belong may be ejected from the Ground either for the purposes of their own safety or for any other reason.

20. Save as set out in paragraph 17 above, no person (other than a person who holds an appropriate licence) may capture, log, record, transmit, play, issue, show or otherwise communicate (by digital or other means) any Material in relation to the Match, any players or other persons present in the Ground and/or the Ground, nor may they bring into the Ground or use within the Ground (or provide to, facilitate or otherwise assist another person to use within the Ground) any equipment or technology which is capable of capturing, logging, recording, transmitting, playing, issuing, showing or otherwise communicating (by digital or other means) any such Material.

21. The copyright, database rights and any other intellectual property rights in and to all Material that you produce at the Ground in relation to the Match, any players or other persons present in the Ground and/or the Ground (whether produced in breach of paragraph 20 above, or pursuant to paragraph 17 above, or otherwise) is hereby assigned (including by

way of present assignment of future copyright pursuant to section 91 of the Copyright, Designs and Patents Act 1988) to the Club and the EFL. You further agree (if and whenever required to do so by the Club and/or the EFL) to promptly execute all instruments and do all things necessary to vest the right, title and interest in such rights to the Club and the EFL absolutely and with full title guarantee.

22. No goods (including literature) of any nature may be offered either free or for sale by any person within the Ground without the express written permission of the Club.

23. Tickets are not transferable and may not be offered for sale without the prior written permission of the Club or otherwise in accordance with the relevant ticket terms and conditions. Any tickets that are transferred are transferred subject to these Ground Regulations. Any tickets offered for sale may be confiscated by any steward, officer of the Club or any police officer. The Club reserves the right to refuse admission to or eject from the Ground, and/or exclude any person who has offered for sale or transferred his/her ticket in contravention of the relevant ticket terms and conditions (and/or the holder of any ticket that has been transferred in contravention of the relevant ticket terms and conditions). Tickets remain the property of the Club at all times.

24. CCTV cameras are in use around and in the Ground. Body worn video cameras recording video and/or audio may also be used as appropriate, to record images or audio which

identifies you as an individual, for example to record prohibited behaviours as referenced in paragraphs 9, 10 and 11. The Club may itself use or pass to the police or any Football Authority or other clubs, any recordings for use in any proceedings.

25. At all times whilst present in the Ground, persons must comply with any and all instructions of any steward or officer of the Club and/or any police officer (including without limitation any instructions regarding health and safety such as those in respect of communicable diseases (and such persons shall comply with any government guidelines in respect of the same)). Failure to comply with any instruction may lead to immediate ejection from the Ground.

26. By entering the Ground, all persons are acknowledging that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be taken of them and may also be used, by way of example and without limitation, in televised coverage of the game and/or for promotional, training, editorial or marketing purposes by the Club, the EFL or others (including commercial partners and accredited media organisations) and entry into the Ground constitutes consent to such use. You further acknowledge that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be used (by the Club or by a third party, such as a law enforcement body) to identify you as an individual, where permitted by data

protection laws, for the purposes of preventing or detecting crime, or any breach of these Ground Regulations. Information about the Club's use of your personal data will be brought to your attention by the Club (see for example any applicable privacy policy, signage and/or other forms of announcement in or around the ground). For further information please contact the Club.

27. All ticket holders agree that the Matches for which the tickets have been purchased are public, and that their appearance and actions inside and in the perimeter of the Ground where a Match occurs are public in nature, and that they shall have no expectation of privacy with regard to their actions or conduct at Matches.

28. Further to paragraph 26, if such person is under 18 years of age, the parent, guardian, or responsible adult who is accompanying them into the Ground shall be deemed to have provided consent on their behalf.

29. Refused entry to (or ejection from) the Ground may lead to further action by the Club including, but not limited to, the withdrawal of any season ticket (without reimbursement), Club Membership and other benefits. Please read the applicable Terms & Conditions of Entry.

Published by the EFL



CLUB CONTACTS

Finance

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Supporter Liason

Our Supporter Liaison Officer is Clare McDonagh.

