Supporter Charter

SEASON 2025/26



AUGUST 2025

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01

Welcome to Leicester City Football Club

Thank you for choosing to visit the home of Leicester City. This Supporter Charter has been created to help you enjoy your experience when visiting King Power Stadium.

Should you require further information or assistance please contact the Club's Supporter Liaison Officer & Access Manager via **help@lcfc.co.uk** or by calling **0344 815 5000 (Option 2)**.



LCFC Help

The LCFC Help team are available to assist with supporter enquiries, Monday to Friday 9am-5pm and will endeavour to respond to all correspondence within eight business hours of receipt. Where possible, the LCFC Help team will try to resolve your query within five business days.

If you are not happy with the response from LCFC Help, please email **boardoffice@lcfc.co.uk**.

If you are not happy with the response received after contacting the Club's Board Office, you may contact the Independent Football Ombudsman at **Premier House, 1-5 Argyle Way, Stevenage, Hertfordshire SG1 2AD**. Alternatively, you may complete and submit the form available at the following link **https://www.theifo.co.uk/contact-us.html**, email **contact@theifo.co.uk** or telephone **0330 165 4223**.

On a matchday, LCFC Help is also operational through a dedicated text short code service, which can be used to alert our stewards to any situations occurring within King Power Stadium.

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

On matchdays, Here to Help staff, easily identified by their pink uniforms, are on hand to assist you.

To contact the LCFC Help team, please email **help@lcfc.co.uk** or call **0344 815 5100 (Option 2)**.

Our Commitment to You

FCC Working Groups will meet four times per year in September, January, April and July. Meetings will take place concurrently and in the same location to enable appropriate rotation of personnel and collective debriefs.

Minutes for each FCC Working Group meeting will be recorded, with actions documented and shared with other FCC Working Group members and published on the Club's website.

Should you require further information about the Fans Consultative Committee, please email **help@lcfc.co.uk**





2025-26 Fan Engagement Plan

As we enter the second year of our Fan Engagement Plan, we remain committed to learning from the experiences of our fans through a structured programme of dialogue that's representative of all our supporters.

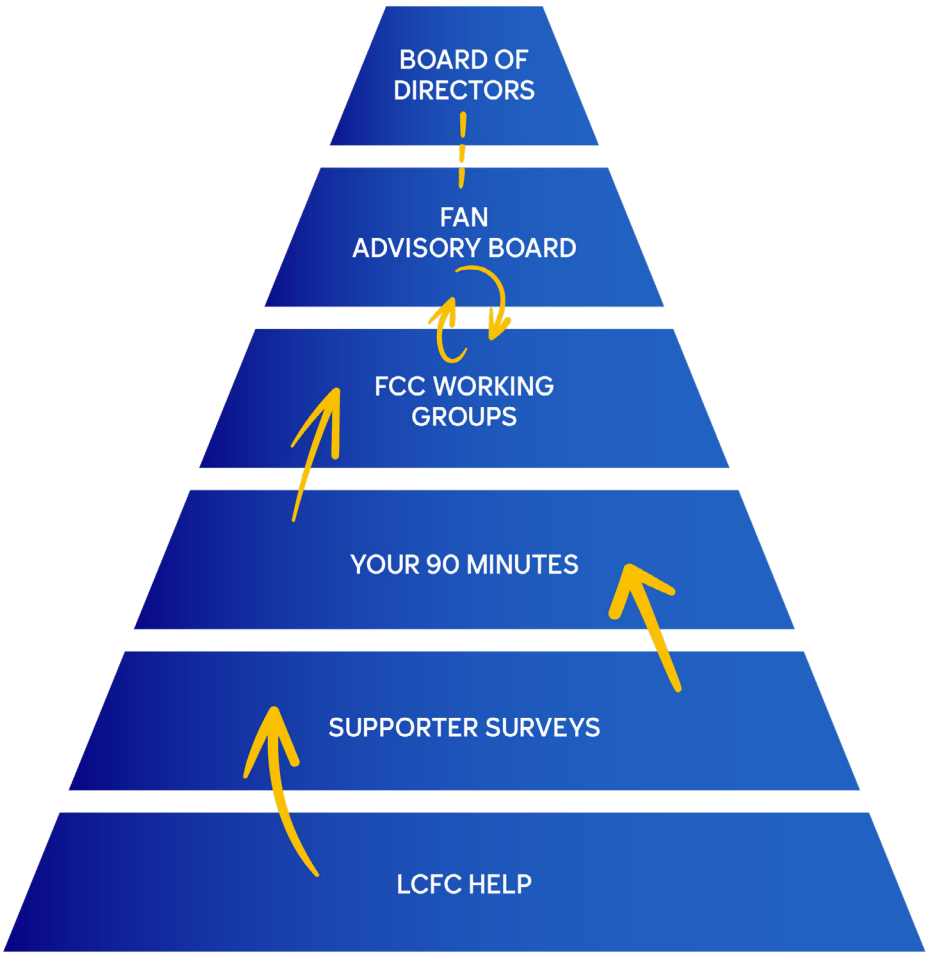
The 2025-26 Fan Engagement Plan reflects our ongoing dedication to engage with as many fans as possible, using consultation to support decision making on matters that directly affect fans' experiences.

Our fans are at the heart of everything we do, which is why we want to create opportunities for structured, two-way dialogue that ensures all voices, from as diverse range of fans as possible, are heard.

Following review feedback, a key focus of this year's plan is to engage more fans, to enable us to hear a diverse range of views to make more informed decisions about things that directly impact our supporters. We also know that we need to better show the impact of this feedback, which has already shaped decision making on a range of issues, from Safe Standing to Matchday Ticket Pricing.

We want to make our fan engagement more inclusive, more transparent and representative of every supporter by encouraging more fans to come and share their feedback with us across all levels of the Fan Engagement Plan.

The Fan Engagement framework is shown in the diagram below and more detail can be found in the Fan Engagement Plan **HERE >**



Inclusion

One City. One Club. One Leicester.
Leicester City is Football Club is THE Football club for Leicester we are proud to represent one of the most ethnically diverse cities in the UK. With just over 40% of people living in Leicester born outside the UK, our One Club mentality celebrates our uniqueness whilst embracing what unites us.

We are fully committed to inclusion which it is at the heart of the Club's vision and values. Our values guide the work we do internally and across our communities, which we are proud to be part of and represent.

Our Mission

Our inclusive mission is "To create a culture within our Club where valuing the individual is our highest priority and where our staff supporters and partners are respected and can be their authentic selves."

This is achieved through our Method of the three C's; Culture, Celebration and Continuity.

Our Strategy

As part of our Inclusion Strategy, our priority is to create an environment that values the individual; from our staff to supporters and stakeholders.

Across the season, we are committed to supporting a range of inclusive related campaigns to highlight the inequalities and for the marginalised groups to be heard and feel supported. As such, our Club have been recognised for our commitment to inclusion, by maintaining our Advanced Status as part of the Premier League Equality Diversity and Inclusion Standards (PLEDIS) whilst being recognised as a Leader within the Government's Disability Confident framework.

Across the season, we are committed to:

- Develop strong inclusive systems and processes across the Club.
- Use data to support and shape our inclusive practices on and off the pitch.
- Train and equip our staff across inclusive related topics.
- Work with local and national organisations to amplify our inclusive impact across the sector and beyond.

If you wish to find out more about the Club's commitment to inclusion, click here or email **inclusion@lcfc.co.uk**

CULTURE

We will harness an inclusive culture, driven by the recognised needs of our community.

CELEBRATE

Celebrate, support and profile the diverse make up of our Club and community.

CONTINUITY

Drive growth and innovation to attract, develop and retain the right people within our Club and reflect our community.

SUPPORTER GROUPS

Supporter groups that currently actively engage with the Club are:

- Leicester City Disability Support Association
- Leicester City Supporters Club
- The Foxes Trust
- Foxes Pride
- Union FS
- LCFC Women's Official Supporters

As part of our Fan Engagement Plan for the 2025/26 season, we're introducing a formal Supporter Group Network to help us work together more collaboratively and more effectively. We're inviting all supporter Groups to register via our online form **HERE**. Find out more about our Supporter Group Network in our Fan Engagement Plan **HERE**.

To achieve our aim, Leicester City Football Club continually works alongside Leicester City in the Community and with equality specialist groups, to support our journey towards achieving our inclusive vision.

We are proud to be recognised as a Diversity Champion of Stonewall, a Disability Confident Employer, a Cornerstone Employer, a partner of Autism East Midlands and have made the Time to Change Pledge in association with Mind as well as supporting the Premier League Mentally Healthy Football declaration.

We also work with local businesses, schools, colleagues and universities as well as charities, along with our supporter groups – the Disability Supporter Association, Foxes Pride – and our Supporter Equality Working Group to further our knowledge, support our fans, and help us share our equality work and act as a platform for change in Leicester.







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 and Safety Officer represent the Club.

Safeguarding At LCFC

LCFC aims to provide a safe environment for everyone. Visiting King Power Stadium, all supporters should be treated with dignity and respect. All staff have a duty to keep children, young people and vulnerable groups safe and to help protect them from abuse and harm.

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

LCFC staff who engage with children undergo a DBS check. In order to preserve the safety of supporters, the Club does not permit children under the age of 2 to attend matches at King Power Stadium.

Children under the age of 16 must be accompanied by a person over the age of 18 when attending a match.

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

For more information on safeguarding, please visit **LCFC.com/pages/en/safeguarding**

Data Protection

Our privacy policy

The Club's privacy policy tells you what to expect us to do with your personal information.

The latest privacy policy can be found here **LCFC.com/terms**

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 preferences. 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.



02

Supporters with Disabilities

LCFC is committed to providing services and facilities for our supporters with disabilities. On matchdays, there is a dedicated stewarding team to help supporters to ensure they enjoy their matchday experience.

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

Other facilities available for supporters with disabilities to enhance their matchday experience at King Power Stadium, include:

Audio descriptive service
Headsets with full descriptive commentary can be provided for visually impaired supporters. These are available from the matchday staff entrance an hour and a half before kick-off.
*Failure to return the headset may result in a charge.

Hearing loops
Hearing loops are fitted and clearly signed at various locations around King Power Stadium including the ticket office, Foxes Fanstore, main reception and catering outlets.



Sensory Pack
Please apply for your pack, including ear defenders, in advance of a home fixture by emailing **disability@lcfc.co.uk**

Disability Matters

Catering
Available in every stand throughout King Power Stadium, fitted with lower level counters.

Additional support
The Club also provide wheelchair accessible coach travel for all away fixtures throughout the season. Please see Fox Travel for more information.

If you have any other queries, please contact the Club's Disability Liaison Officer by emailing **disability@lcfc.co.uk** or telephone **0116 229 4540**.

Access Cards
To apply for an access card, please email **disability@lcfc.co.uk**



LCFC DSA

The LCFC DSA (Disability Support Association) is an independent and voluntary organisation, self-funded by membership fees and fundraising.

Their main aim is to highlight the needs of supporters with disabilities. The LCFC DSA has built a strong working relationship with the Directors and management at the Club to ensure all supporters are treated equally at King Power Stadium.

We are delighted that this 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 LCFC DSA can be contacted on **lcfcdsa@gmail.com**







03
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:

1. Cross London Road at the traffic lights, turn left and follow the road to King Power Stadium around to the right.
2. 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.
3. The path then re-joins the pavement, at which point Nelson Mandela Park will be in view.
4. Turn right onto Lancaster Road and walk through the park, heading for the crossings by the public toilets.
5. 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, please visit the following:
nationalrail.co.uk
eastmidlandsrailway.co.uk



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.

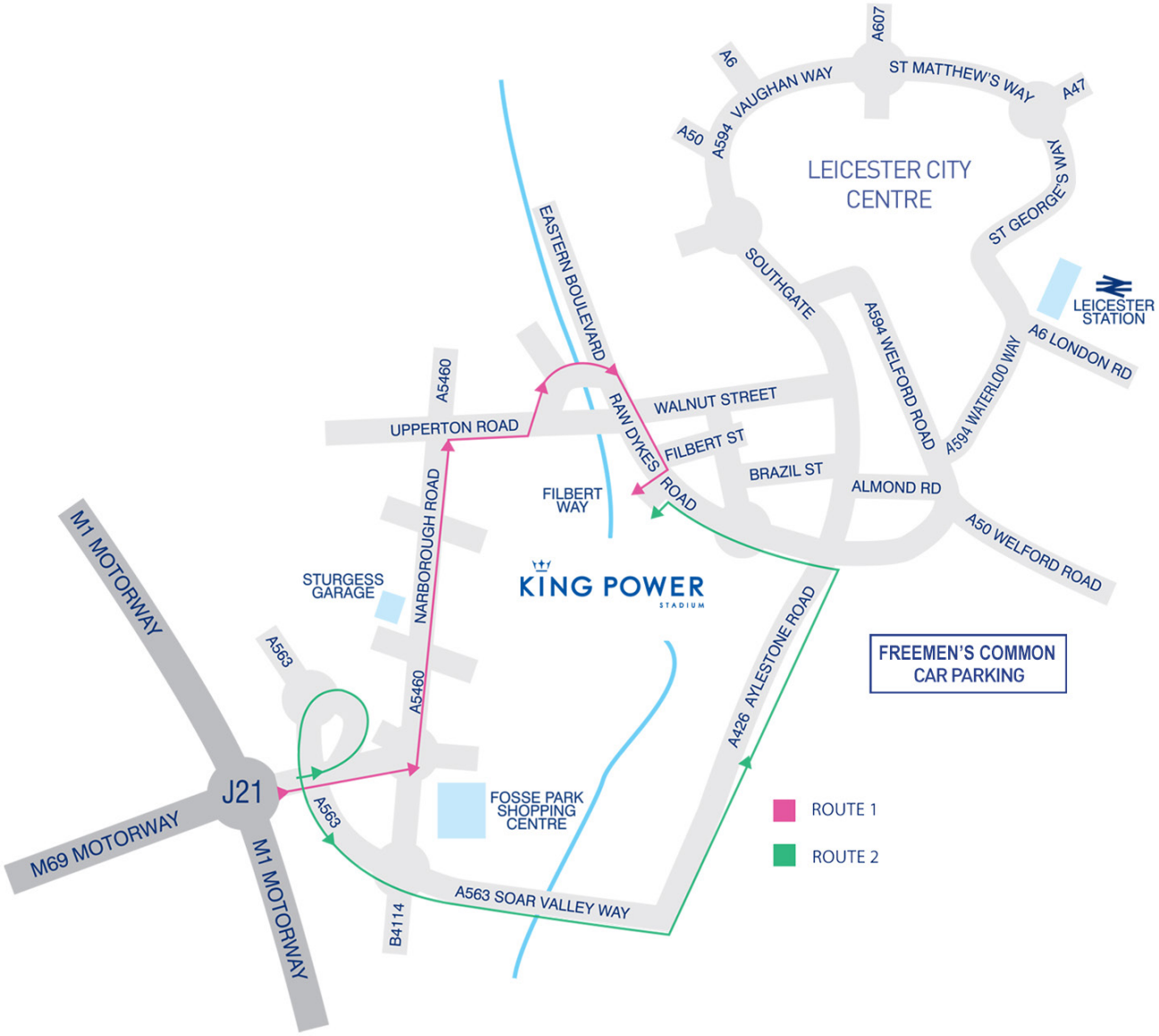
Bus

Several 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 routes to Leicester, visit
travelineeastmidlands.co.uk



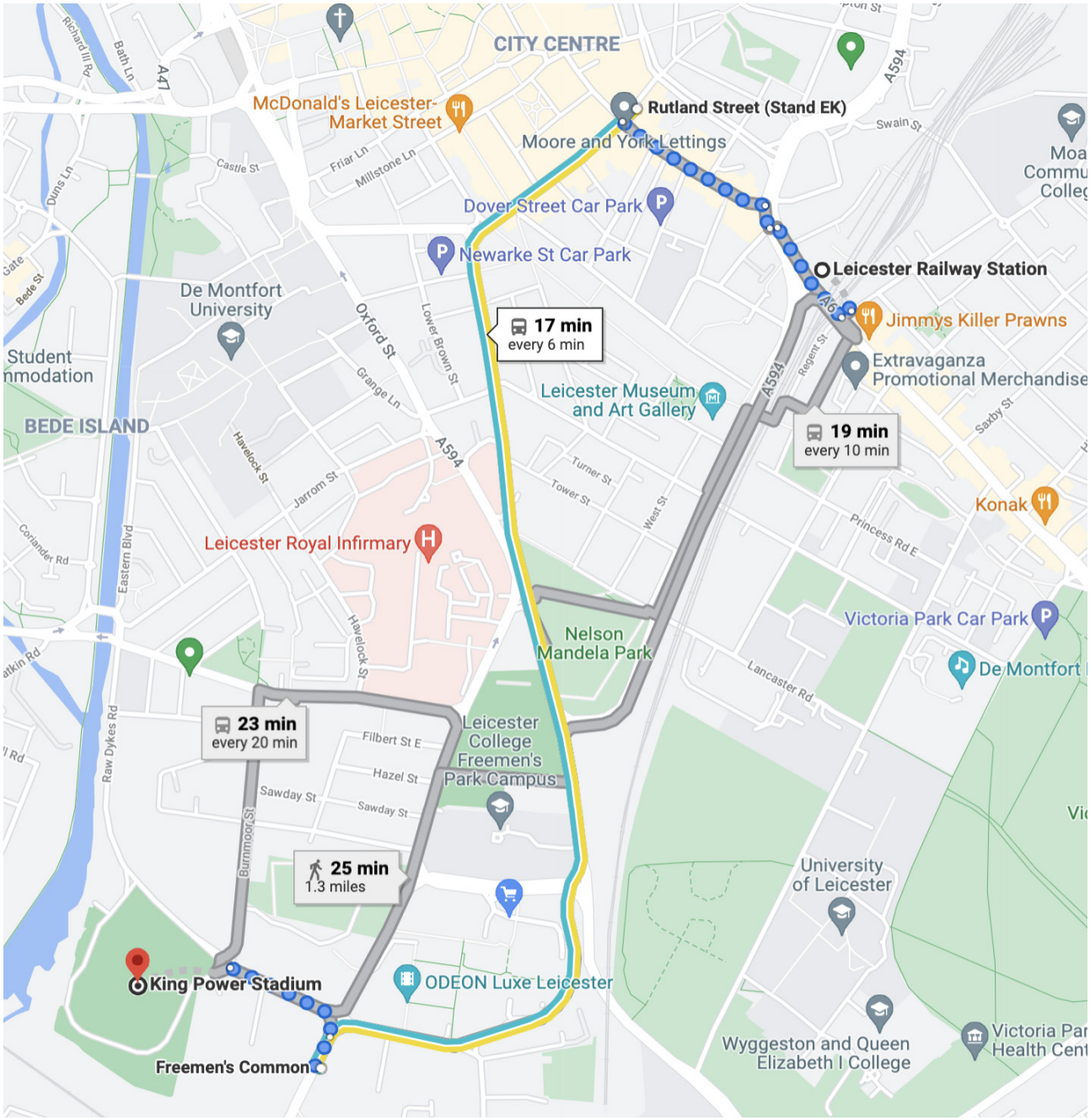


Park & Ride

There are three Park & Ride sites in Leicester, operating from 7am until 7pm, Monday to Saturday.

Users of the Park & Ride services can **PARK FOR FREE** at the sites.

For full details, including prices of Park & Ride services in Leicester, please visit **choosehowyoumove.co.uk/park-ride**



On Foot

When walking around the local area on a matchday, please do not deviate from 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 number of fast-moving vehicles passing.

Details of known road closures throughout the season will be communicated via the Club's communications 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 matchday traffic.

Supporters travelling to King Power Stadium on bike can use the 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 can be purchased prior to the day of the match for £19 per car on the Club's Filbert Street car park.
To book, please call the City Sales Centre on 0344 815 5000 (Option 1) or online at LCFC.com/tickets

There are also several independent car parks in the area surrounding King Power Stadium. The car parks are situated around Freemens Common and Leicester Tigers Rugby Stadium which is around a 10-minute walk from King Power Stadium.



04
Tickets

Season Tickets

Leicester City has once again sold its full allocation of Season Tickets for LCFC Men's 2025/26 season.

A number of 2024/25 Fox Members were also able to secure Season Tickets for 2025/26.

As we continue to celebrate the incredible achievements of the Lionesses, you can secure your seat on Filbert Way for each and every home league game at King Power Stadium with 2025/26 LCFC Women Season Ticket's now on General Sale.

Matchday Tickets

Information on sale dates for LCFC Men and LCFC Women home matches will be shared on the Home Tickets page on tickets.lcfc.com throughout the 2025/26 season. Tickets can be purchased online at tickets.lcfc.com or by phoning the City Sales Centre on **0344 815 5000 (Option 1)**.

Fox Membership continues to be the best chance for supporters to secure match tickets for EFL fixtures at King Power Stadium. With tickets in high demand and no guarantee of fixtures reaching general sale, those who wish to be closer to the action this season, and for seasons to come, are advised to join the scheme.

Please note we do not sell tickets via any third-party platforms.

Mobile Tickets

Mobile Tickets (also known as NFC) are the default option for all Match Ticket purchasers at King Power Stadium.

The use of mobile tickets is now commonplace for mass spectator events all over the world. Through the reduction, and eventual removal, of physical tickets and transferring to tickets being held on smartphones, venues all over the world have been able to improve security, tackle ticket touting and reduce the carbon footprint created by printing thousands of paper and plastic tickets for every event.

For a list of FAQs relating to Mobile Tickets at King Power Stadium, please click **HERE.**

To ensure the experience is as smooth as possible, we urge Match Ticket holders to familiarise themselves with new processes relating to Mobile Ticketing before entering King Power Stadium.

1. Watch our Video Guide to Mobile Ticket entry
2. Check your email to find your Mobile Ticket(s)
3. Download your Mobile Ticket(s)
4. Charge your smartphone
5. Arrive Early
6. Seek support on matchday (if required)

Apple Guide »

Android Guide »



Fox Membership

Fox Memberships for the 2025/26 season are now on sale, with the latest scheme offering a sense of belonging for supporters alongside an improved fan experience.

With more than 2,000, 2024/25 Members managed to secure a Season Ticket for Leicester City's EFL Championship campaign, the scheme continues to prove its worth in getting fans closer to action not only this season, but for seasons to come.

Fox Memberships give supporters priority on purchasing match tickets, as well as applying for any available Season Tickets at the end of the campaign.

For full details, please visit **tickets.lcfc.com/memberships**





Cup Tickets

Please note that cup tickets are NOT included in Season Tickets for LCFC Men or LCFC Women. Season Ticket Holders will be given a priority window in which to purchase their own seat for any cup tie. This window will be available for a limited period, which will be communicated through the Club's official channels.

As a Season Ticket Holder, once the deadline for purchasing your own seat has passed, all seats will be released for sale to Fox Members. If you do not wish to purchase your usual seat for the match, you will need to wait until tickets go on sale to Fox Members. All tickets are subject to availability.

Should the Club decide to open part of the stadium, no seats will be placed on reserve, however, Season Ticket Holders will have a priority window to purchase an alternative seat.

To purchase tickets during the Season Ticket Holders' sales period, supporters should sign into their LCFC.com account or call the City Sales Centre on **0344 815 5000 (Option 1)**.

Once the Season Ticket Holder sales period has passed, any remaining tickets will be made available to Fox Members. Tickets can then be purchased at one ticket per Membership, subject to availability.

To purchase tickets during the Fox Members' sales period, supporters should sign into their **LCFC.com** account or call the City Sales Centre on **0344 815 5000 (Option 1)**.

Cup tickets will be made available on general sale at the Club's discretion, should any remain beyond the Season Ticket Holders' and Fox Members' sales periods.



Pricing & Stadium Map

Stand		North Stand		The Kop	East Stand					West Stand					Away Stand
Blocks		**P P1**	**P2 P3**	**SK1 SK2 SK3 SK4**	**J2**	**J1 J3**	**H1 K1**	**L1**	**G1 G2**	**B2**	**B1 B3**	**A2 C1**	**A1 C2**	**First Floor**	**M1 M2 M3 M4**
Adult	Category A	£39	£30	£39	£49	£49	£44	£44	£39	£49	£49	£39	£35	£88	£35
	Category B	**£36**	**£26**	**£36**	**£47**	**£43**	**£40**	**£40**	**£35**	**£47**	**£43**	**£31**	**£30**	**£72**	**£30**
	Category C	£31	£21	£31	£40	£38	£35	£35	£30	£42	£38	£27	£25	£50	£25
	Category D	**£25**	**£20**	**£25**	**£30**	**£30**	**£30**	**£30**	**£25**	**£30**	**£30**	**£22**	**£20**	**£50**	**£20**
Senior 65+	Category A	£35	£28	£35	£43	£40	£37	£37	£35	£43	£40	£35	£33	£88	£33
	Category B	**£31**	**£24**	**£31**	**£41**	**£37**	**£35**	**£35**	**£31**	**£41**	**£37**	**£30**	**£28**	**£72**	**£28**
	Category C	£25	£20	£25	£38	£32	£30	£30	£25	£35	£30	£25	£23	£50	£23
	Category D	**£20**	**£15**	**£20**	**£30**	**£25**	**£25**	**£25**	**£20**	**£25**	**£25**	**£20**	**£20**	**£50**	**£20**
Under 22	Category A	£35	£28	£35	£43	£40	£37	£37	£35	£43	£40	£35	£33	£88	£33
	Category B	**£31**	**£24**	**£31**	**£41**	**£37**	**£35**	**£35**	**£31**	**£41**	**£37**	**£30**	**£28**	**£72**	**£28**
	Category C	£25	£20	£25	£38	£32	£30	£30	£25	£35	£30	£25	£23	£50	£23
	Category D	**£20**	**£15**	**£20**	**£30**	**£25**	**£25**	**£25**	**£20**	**£25**	**£25**	**£20**	**£20**	**£50**	**£20**
Under 18	Category A	£27	£24	£27	£34	£31	£30	£30	£27	£34	£31	£27	£26	£88	£26
	Category B	**£26**	**£20**	**£26**	**£33**	**£30**	**£27**	**£27**	**£25**	**£33**	**£28**	**£21**	**£20**	**£72**	**£20**
	Category C	£20	£15	£20	£28	£23	£22	£22	£20	£25	£25	£15	£15	£50	£15
	Category D	**£15**	**£12**	**£15**	**£20**	**£17**	**£17**	**£15**	**£15**	**£20**	**£20**	**£12**	**£12**	**£50**	**£12**
Under 16	Category A	£19	£15	£19	£25	£24	£20	£20	£19	£25	£24	£18	£17	£88	£17
	Category B	**£18**	**£13**	**£18**	**£24**	**£21**	**£18**	**£18**	**£17**	**£22**	**£20**	**£15**	**£14**	**£72**	**£14**
	Category C	£15	£10	£15	£20	£15	£15	£15	£10	£15	£15	£10	£10	£50	£10
	Category D	**£10**	**£7**	**£10**	**£15**	**£10**	**£10**	**£10**	**£7**	**£10**	**£10**	**£7**	**£7**	**£50**	**£7**
Under 12	Category A	£10	£7	£10	£15	£15	£12	£12	£10	£15	£15	£8	£7	£88	£7
	Category B	**£9**	**£6**	**£9**	**£13**	**£13**	**£10**	**£10**	**£9**	**£13**	**£13**	**£7**	**£6**	**£72**	**£6**
	Category C	£5	£5	£5	£5	£5	£5	£5	£5	£5	£5	£5	£5	£50	£5
	Category D	**£5**	**£5**	**£5**	**£5**	**£5**	**£5**	**£5**	**£5**	**£5**	**£5**	**£5**	**£5**	**£50**	**£5**



1. Matchday Ticket Collections
2. Foxes Fanstore
3. 1884 Sports Bar
4. Matchday Ticket Office
5. Keith Weller Lounge and Media Entrance
6. Players Entrance
7. Reception
8. Hospitality Entrance
9. Audio Descriptive Collection

Entrances for Supporters with Disabilities

Pitchside Accessible Area

Accessibility Areas

Family Area

Safe Standing

For full terms and conditions please visit **LCFC.com/terms**

Changes to Dates, No Refunds and Exchanges

No guarantees can be given by the Club that a match will take place at a particular time or on a particular date. Match dates may be subject to change from time to time due to reasons beyond the Club's control (including, without limitation, television scheduling, cup competitions, participation in European tournaments by other clubs or adverse weather conditions). The Club reserves the right to reschedule any match without notice and without any liability. Changes will be announced on the Club's social media channels.

In the event of the postponement or abandonment of a match (or if the match has, for any reason, to be played out of view of the public or with limited/restricted attendance with the result that you are unable to use the relevant ticket), you will be entitled to receive the equivalent ticket for the subsequent re-arranged match via such application procedure as the Club stipulates from time to time. The Club will have no further liability whatsoever.

Tickets are non-refundable and non-transferable if you are unable to attend a fixture for any reason. Refunds will only be considered in exceptional circumstances and any refunds will be solely at the Club's discretion. In all cases, the Club's decision is final. Where any tickets are purchased from a reseller (and not the Club), the Club shall not be liable for any refunds of tickets purchased under any circumstances whatsoever. Tickets cannot be downgraded for any supporter who would qualify for a lower concession price.

Please see the applicable ticketing terms and conditions for more information.

Decisions regarding visiting supporters' tickets will be decided by the visiting club to King Power Stadium.









Matchday Hospitality

Savour your matchday experience in style and reconnect with colleagues, friends and family with 2025/26 matchday hospitality.

King Power Stadium boasts a diverse range of matchday hospitality experiences, tailored to all tastes and budgets, with all 2025/26 packages offering an unrivalled setting in which to enjoy the matchday experience.

For information on matchday hospitality packages, please visit **LCFC.com/hospitality** or call **0344 815 5000 (Option 1)**.

Away Fixtures

With limited away allocations, Leicester City operates a tiered sales approach to these fixtures, with sales staggered to Season Ticket Holders by number of Away Priority Points earned.

Should tickets remain for fixtures after all points thresholds have had a chance to purchase, tickets will go on sale to all Season Ticket Holders first, followed by all Fox Members, though this is not guaranteed.

Supporters should note that away tickets are non-refundable and cannot be upgraded once they have been purchased, cannot be relocated.
All purchases are subject to availability and T&Cs.
All tickets must be used by the named ticket holder.

Subject to availability, please note on some occasions, a window may not be available to the supporters. The Club will inform Season Ticket Holders of selling arrangements for each game.

For full terms & conditions, visit **LCFC.com/terms**.
Unless otherwise specified, tickets go on sale at 8am online and 9am over the phone.

Arrangements for LCFC Women's away fixtures will be confirmed on LCFC.com on a match-by-match basis.







Fox Travel

To make travelling to away games easier, the Club offers competitively priced travel arrangements via Fox Travel.

Fox Travel includes:

- Two stewards per coach to help you to and from the match
- Free parking at King Power Stadium

To book Fox Travel, please call the City Sales Centre on **0344 815 5000 (Option 1)**, or visit **LCFC.com**

Visiting Supporters

Visiting supporters are accommodated in the corner of the North East corner of King Power Stadium – all seats have unrestricted views.

These 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 turnstile 43.

Visiting supporters with disabilities can purchase car park spaces for £11.00 per car from their respective club, before the day of the game.

Arrangements for visiting supporters attending LCFC Women fixtures will be confirmed on **LCFC.com** on a match-by-match basis.







05
A Safe & Inclusive Environment

The Club celebrates diversity and works to create an experience on matchdays and non-matchdays that is safe and enjoyable for all. The Club welcomes all to King Power Stadium, regardless of age, disability, gender, race, faith, sexual orientation or any other protected characteristic.

The Club continues to work with The FA, Premier League, EFL and other key stakeholders across the game to tackle anti-social and criminal behaviours within football grounds, and to underline the importance of a safe matchday environment.

All supporters and staff must be treated fairly and with respect.

The Club condemns, and does not tolerate, any form of discriminatory, abusive, and/or anti-social conduct or behaviour at King Power Stadium and any other football stadium. If the Club finds any supporter committing any of the prohibited offences or behaviours at, around or on the journey to/from King Power Stadium, any other Club premises or any other football stadium, or via online media or any other media, the Club shall be entitled to impose such sanctions on the supporter as it considers appropriate in the circumstances, which may include (by way of example) match bans, a lifetime ban from all Club fixtures, the withdrawal of tickets and/or memberships, without reimbursement, and/or the removal of any Club benefits (including priority points). In addition, such supporter could face arrest and prosecution by the police.

Supporters are reminded that the King Power Stadium Ground Regulations and any applicable Supporter Code of Conduct, must be adhered to at all times.

Where applicable, Club sanctions will be issued in accordance with the Club's Sanctions and Appeals process, taking into account applicable policies and guidance (including the Premier League Commitment regarding Discriminatory and Abusive Conduct).







Social Media Sanctions Policy

LCFC's Social Media Banning Policy, which can be found on the Club's website at LCFC.com/pages/en/help-sanctions-appeals-guidance, states that any individuals or groups observed to be making discriminatory or abusive comments on Leicester City Football Club's official social media channels should be banned using each social network's reporting/banning mechanism.

Any online conduct deemed to be a "Prohibited Activity" under the Premier League Commitment will be dealt with in accordance with the agreed process set out in section C of the PL Commitment.

Leicester City is a family club and is connected online with supporters of all ages from a wide variety of backgrounds. As such, the Club's social media accounts should harbour an environment and community that is welcoming and free of inappropriate messages/behaviour.

The Club's Content Department regularly monitor posts for such behaviour and other online users may report incidents of online abuse to the Club. The remit of the Club's Sanctions Committee extends to all forms of abuse and/or inappropriate behaviour and so supporters found to be committing online offences may be subject to Club sanctions.

Sanctions are imposed for, but not limited to, swearing, threatening messages, any post that discriminates against protected characteristics and other behaviour that the Club deems inappropriate on its channels. This includes, but is not limited to, general spam and the posting of links to illegal match streams.

Protected Characteristics (Equality Act 2010):

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

Social networks include, but are not limited to: Facebook, X (Twitter), YouTube, Instagram, Threads, LinkedIn and TikTok.

All decisions to ban or block accounts from LCFC media channels are made at the Content Department's discretion.

LCFC does not tolerate online abuse in any form and if you are a Season Ticket Holder, Member, or match by match purchaser of tickets to Club fixtures conducting such abuse, you will be referred to the Club's Sanctions Committee who will consider whether to issue a sanction to you in respect of your online activity.

If you use online abuse on non-LCFC media channels towards the Club, our players, or staff, you will be reported to the social network company and if you are a Season Ticket Holder, Member, or match by match purchaser of tickets to Club fixtures, you will be referred to the Club's Sanctions Committee who will consider whether to issue a sanction to you in respect of your online activity.

In addition online abuse can be reported directly to the Kick It Out by taking a screen shot of the alleged abuse and emailing it to **report@kickitout.org**

Sanctions & Appeals

Depending on the severity and nature of your conduct/offence, the Club's Sanctions Committee may review the conduct/offence and issue sanctions as it sees fit.

The sanction may include (without limitation) a written warning, match bans, the removal of priority points, a seasonal ban and/or a lifetime ban.

Second offences will automatically carry a lengthier ban.

Appeals Process

If you have been issued with a Club sanction and wish to appeal such sanction, you must lodge your appeal to the Club's Board Office. This can be done either by sending a signed letter addressed to Board Office, Leicester City Football Club, King Power Stadium, Filbert Way, Leicester LE2 7FL or by emailing boardoffice@lcfc.co.uk, stating the reason for your appeal and providing any supporting evidence, within seven days of the date of the letter confirming your sanction.

Your appeal will be brought before the Club's Appeals Committee (separate to the Sanctions Committee) as soon as is reasonably possible, and you will be advised of the outcome of your appeal within 14 days of a decision being made.

Should you be dissatisfied with the response from the Club following your appeal, you may contact the Independent Football Ombudsman at Premier House, 1-5 Argyle Way, Stevenage, Hertfordshire SG1 2AD. Alternatively, you may complete and submit the form on the following link, **https://www.theifo.co.uk/contact-us.html**, email **contact@theifo.co.uk**, or telephone **0330 165 4223**.



06

Foxes Fanstore & City Sales Centre

The Foxes Fanstore at King Power Stadium is the flagship store for all official lines of Leicester City merchandise. Official merchandise is also available to purchase 24/7 at LCFC.com/shop and throughout Thailand at all King Power Duty Free outlets.

Foxes Fanstore:

GENERAL OPENING HOURS

Monday – Friday
9:30am – 5pm
Saturday
9:30am – 5pm
Sunday
10am – 4pm

Bank Holidays*
10am – 4pm

*Subject to change.

MATCHDAY TIMINGS

First Team
Closes at kick-off
Reopens up to 45 mins after the final whistle

LCFC Women Sunday Fixtures
10am – 4.30pm,
(purchase from 10.30am)

Autism Hour
First Friday of the month
10am - 11am

Dementia Hour
Third Thursday of the month
9.30am - 10:30am

Disability Matters Hour
Every Third Wednesday
1pm-2pm

Please Note: Opening times are subject to change for Bank Holidays and matchday held at King Power Stadium.

Whether making a purchase at **LCFC.com/shop** or in the Foxes Fanstore, the Club's aim is to provide supporters with a first-class shopping experience.

Should you not be 100 per cent satisfied with your purchase, please see the Club's refund & returns page at **shop.lcfc.com/returns**.

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

City Sales Centre

OPENING HOURS

Please visit the City Sales Centre page **HERE** as times change depending on matchdays and kick off times.

You can purchase tickets and memberships online at any time via our WEBSITE.

07

Leicester City in the Community

Leicester City in the Community is an independent charity, governed by a Board of Trustees.

We use the power of the brand 'Leicester City Football Club' to make a measurable difference in our communities.

Our services and activities support our most in-need residents across Leicester, Leicestershire and Rutland, which we deliver through four themes of work – education, community engagement, football development and health & wellbeing.

Our communities are large and varied – challenges most pertinent to inner-city Leicester may not be the same as those in rural Leicestershire. Our approach is to respond to all communities' needs on a local level.

To help positively engage our diverse communities, we continue to grow our staff team through six core values. We engage, inspire and empower through togetherness, respect and pride.

Please follow us on social media to see what we are up to:

- @LCFCCommunity
- @LCFC_Community
- @LCFC_Community
- /LeicesterCityintheCommunity
- @LCFC_Community
- /LeicesterCityintheCommunity

To find out more go to **LCFC.com/community**
To contact email **community@lcfc.co.uk**





08

The Vichai Srivaddhanaprabha Foundation

The LCFC Foxes Foundation was renamed The Vichai Srivaddhanaprabha Foundation in November 2018 in honour of Leicester City's late Chairman, Khun Vichai, who tragically lost his life in a helicopter accident in October 2018, along with four other people.

The VS Foundation is committed to giving back to the Leicestershire community by raising large sums of money for life-changing causes in the county that have a real impact on the lives of those in need.

With former player and legendary Club Ambassador Alan 'The Birch' Birchenall as its driving force, the Foundation uses the reach of the Premier League, the passion of fans and a creative approach to fundraising to benefit its community in a number of ways.
The Foundation was formed in 2011/12 with the launch of the 'One In A Million' campaign, which looked to take the total of £850,000 already raised by The Birch beyond the £1M mark.

This feat was achieved in the very first season thanks to a host of fundraising events, that culminated in Birch's Annual Run around the pitch prior to the team's final home game of the campaign.

Money raised over the past decade has gone towards several important causes, including the funding of a renovation of Leicester Royal Infirmary's Children's Outpatient Ward, lifesaving equipment desperately needed by the Children's Intensive Care Unit, and the restoration of Leicester Cathedral.

Furthermore, dozens of local causes have been supported, including Leicester Hospitals Charity, LOROS, Rainbows Children's Hospice and Leicestershire Children's Holiday Centre, as well as the installation of several life-saving defibrillators in key areas around the city and county and the funding of a Professorship in Child Health at the University of Leicester.

More recently, in April 2022, the VS Foundation donated all funds raised throughout the month to Leicester Hospitals Charity's Neonatal Incubator Appeal. In a month where the Club unveiled a statue of Khun Vichai outside King Power Stadium, the Foundation continued to uphold a key part of the former Chairman's legacy by supporting key charitable causes in its communities.
Following this, LCFC Chairman and Khun Vichai's son, Khun Aiyawatt Srivaddhanaprabha, donated £1M to the Appeal at the Club's End of Season Awards in May 2022, with The Birch's 40th and final annual End of Season Run focusing on raising funds to support the Appeal.

To date, the The Vichai Srivaddhanaprabha Foundation has raised an incredible £5M for local Leicestershire causes.

If you wish to get involved with The Vichai Srivaddhanaprabha Foundation's fundraising by arranging your own event, please email **vsfoundation@lcfc.co.uk**.

The Vichai Srivaddhanaprabha Foundation







09

Other Events

All year round, King Power Stadium's 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.

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 2,000 square metres of exhibition space, plus free car parking for up to 400 cars on a first come, first served basis

Please email all enquiries to **lcfcevents@oakviewgroup.com**







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Contact Us

Address

Leicester City Football Club
King Power Stadium
Filbert Way
Leicester
LE2 7FL

Telephone: **0344 815 5000**
Website: **lcfc.com**

City Sales Centre

Website: **lcfc.com/tickets**
Call: **0344 815 5000 (Option 1)**
Email: **ticketsinfo@lcfc.co.uk**

Merchandise

Website: **lcfc.com/shop**
In Person: Visit the **Foxes Fanstore** at King Power Stadium
Call: **0344 815 5000 (Option 3)**

Hospitality

Website: **lcfc.com/hospitality**
Call: **0344 815 5000 (Option 1)**
Email: **hospitality@lcfc.co.uk**

Safeguarding

Email: **safeguarding@lcfc.co.uk**

Conference & Events

Email: **lcfcevents@oakviewgroup.com**

LCFC Help

Call: **0344 815 5000 (Option 2)**
Email: **help@lcfc.co.uk**

Supporters with Disabilities

Call: **0116 229 4540**
Email: **disability@lcfc.co.uk**

Grassroots Experiences

Call: **0344 815 5000 (Option 2)**

Leicester City in the Community

Email: **community@lcfc.co.uk**

The Vichai Srivaddhanaprabha Foundation

Email: **vsfoundation@lcfc.co.uk**



IMPORTANT LINKS:

Privacy Policy

Ticket Terms & Conditions

The Club reserves the right to update this charter from time to time.