LEEDS UNITED FOOTBALL CLUB

SUPPORTER CONDUCT CHARTER

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CONTENTS

PAGE 3: PROVIDING A SAFE AND WELCOMING ENVIRONMENT FOR ALL SUPPORTERS

PAGE 4-6: TICKETING

PAGE 7-10: INVESTIGATIONS AND SANCTIONS

PAGE 11: APPEALS PROCESSES

PAGE 12: FOOTBALL BANNING ORDERS

PAGE 13: EXPIRY OF BAN OR SUSPENSION

PAGE 14-15: DISCRIMINATION

PAGE 16-17: HOW TO REPORT AN INCIDENT OR CONCERN

PAGE 18: SAFEGUARDING

PAGE 19: RELATED LINKS

PROVIDING A SAFE AND WELCOMING ENVIRONMENT FOR ALL SUPPORTERS

The purpose of this Supporter Conduct Charter is to endorse our commitment in providing a welcoming, safe and inclusive environment for all Leeds United supporters and all staff at home and away matches, on social media, at Club-related meetings or events or in any other forum.

All supporters are required to adhere to the Ground Regulations issued by the Premier League, which are applicable to the Club and all other clubs. These can be found at each entry point outside Elland Road, as well as on the Leeds United website. The Ground Regulations should be read in conjunction with the Club's Ticketing Terms and Conditions and this Supporter Conduct Charter.

A framework of offences and suggested sanctions has been created, which outlines the action the Club will take as a result of behavioural and/or ticketing offences.

These sanctions are in place to provide reassurance and transparency for all supporters and staff who witness or experience any incidents or concerns when following Leeds United at our home and away fixtures, on our social channels and otherwise.

For supporters or staff who witness or experience any incidents or wish to report their concerns to the Club, it can be reassuring to know the steps that might be taken by the Club when investigating their concerns.



TICKETING

Buying or receiving match tickets

Supporters must only buy tickets to Leeds United home or away matches through the Club's official ticketing platform, ***tickets.leedsunited.com.***

Club members may receive a home match ticket through the Club's ticket forwarding scheme.

The Club reserves the right to cancel the ticket, without refund, and refuse entry to the stadium to any person who has bought tickets (including hospitality tickets) from any third party.

The use of any automated software/computer system to search for, reserve, participate in a ballot for, buy or otherwise obtain any match ticket(s) is prohibited. If the Club reasonably believes that a supporter has directly or indirectly carried out any of the foregoing, the Club may cancel the relevant match ticket(s) without refund and may also cancel any season ticket, other match ticket(s) or membership purchased (and all associated benefits) by the supporter without refund.

Selling or transferring match tickets

Tickets for home and away matches remain the property of the club at all times.
They cannot be resold or transferred by any means other than:

- Home matches - via the Club's Ticket Exchange or ticket forwarding scheme.

- Away matches - if a supporter is unable to attend the away match, the ticket cannot be sold or transferred but can be returned to the Club for a full refund at any time up to two working days before the day of the match.



All ticket holders must be aware of the criminal offence created by Section 166 of the Criminal Justice and Public Order Act 1994, which states:

(1) It is an offence for an unauthorised person to:

(a) sell a ticket for a designated football match, or
(b) otherwise to dispose of such a ticket to another person.

(2) For this purpose:

(a) a person is "unauthorised" unless he is authorised in writing to sell or otherwise dispose of tickets for the match. . . by the organisers of the match;

a reference to selling a ticket includes a reference to:
(i) offering to sell a ticket;
(ii) exposing a ticket for sale;
(iii) making a ticket available for sale by another;
(iv) advertising that a ticket is available for purchase; and
(v) giving a ticket to a person who pays or agrees to pay for some other goods or services or offering to do so.
(b) a "ticket" means anything which purports to be a ticket.

Leeds United reserves the right to take the strongest possible action against anyone found to be selling, offering for sale or passing on via any secondary websites, any social media platform or any other unofficial channel or means, any match ticket(s) and/or season ticket(s) for any Leeds United home or away match. This applies regardless of whether or not a sale actually takes place.

Additionally, the Club reserves the right to take precautionary action against any supporter(s) who is/are linked to anyone found to have sold tickets unofficially. This can be a link via previous purchase history, recorded methods of payment or by postal and/or email address.

The Club is aware that a number of tickets for our away fixtures are sold, offered for sale or transferred unofficially to supporters that do not qualify for tickets to away matches. As a result, genuine supporters who may otherwise qualify for a ticket are denied the opportunity to support the team away from home.

This is often done online via unofficial websites and social media. We regularly monitor such sites, make test purchases and will take the strongest possible action against any season ticket holder or member selling on match tickets for profit and/or to boost their Away Attendance Tracker tally.

Any supporter found to have purchased tickets and subsequently sold or passed them on to other supporters, or offered them for sale, will be subject to sanctions by the Club including, but not limited to, a deduction to their Away Attendance Tracker and/or the applicable sanction as set out in Part 3.

In a further effort to ensure that correct supporters are using away match tickets, we reserve the right to randomly select supporters to collect their away match tickets from the host venue on the day of a match. In such situations, the host venue will be instructed to only release individual tickets to the named ticket holder who can show photographic identification.

The Club also reserves the right to deactivate any digital home ticket or season ticket and require the holder to attend the Matchday Ticket Office for it to be reactivated. The Club will only reactivate the E-ticket if the match attendee can show photographic identification which must accord with the named ticket holder.

If a supporter is selected to collect their ticket at the host venue (for an away match) or at the stadium (for a home match) and fails to do so, further investigations may be carried out. If the supporter fails to attend the ticket office for two or more matches during a season, the supporter will losetheir right to apply for home and/or away tickets and the Club reserves the right to cancel their home and/or away season ticket and/or Club membership (in each case without a refund).

In the event that the Club is satisfied that a ticket has been resold or passed on in breach of our Ticketing Terms and Conditions, a sanction will be imposed by the Club, depending on the severity of the situation and also the past conduct of the supporter(s) concerned. These are set out in Part 3.

If anyone has any other information regarding touting related issues, these should also be reported to ***tickets@leedsunited.com***.
This will again help us to ensure that tickets are allocated to genuine supporters and in line with the Club's own allocation rules and procedures.

Please note that all information the Club receives from supporters is kept confidential and will under no circumstances be disclosed to the individual who has resold their ticket.



INVESTIGATIONS AND SANCTIONS

Investigations and notice
A framework of offences and suggested sanctions has been created, which outlines the action the Club will take as a result of behavioural and/or ticketing offences.
As part of an investigation into any alleged offence, the Club will draw on a range of evidence including, but not limited to:

- Incident reports (from Club staff or police)
- Witness statements
- CCTV footage
- Control room records
- Body worn camera footage
- Any evidence supplied by the home club following an incident at an away fixture
- Social media posts

The Club will consider all available evidence when dealing with incidents and determining the length of any sanction, if applicable. Where appropriate, offences will be reported to the police and Kick it Out.

While any police and/or Club investigations are ongoing and/or any trial for an alleged criminal offence has yet to be held, the supporter will have their season ticket, membership and/or access to home and away matches suspended, with no right to a refund. During any period of suspension, the supporter will not be able to purchase or apply for season tickets, match tickets, memberships or Club experiences or attend any home or away match as the guest of any other person.

During any period of suspension the supporter will be given written notice of any sanction deemed appropriate by the Club. This notice will be given formally in a letter and will contain details of the offence and the length of the sanction.

This letter will be emailed to the email address then registered with the supporter's ticketing account with the Club. Supporters are responsible for keeping their information up-to-date and the Club will not have any liability if a supporter's information is out of date and any deadline date for any appeal is missed as a result.



SANCTIONS

The table on the next page is a guide for how the Club will treat behavioural and ticket offences.

The Club will review each incident on a case-by-case basis and reserves the right to use discretion within the recommended sanctions, depending on the offence and the impact this has had on the supporters and/or staff members affected by the matter. Where a supporter has committed a combination of behavioural and ticketing offences, the Club will take that into consideration when conducting the investigation and this may also be reflected in the sanction provided.

In cases where a proven offence involves aggravating features such as discriminatory, violent or threatening behaviour or where the Club's safety operation is impaired, the Club reserves the right to apply a greater sanction than those outlined in the santions table.

The Club may impose a sanction independent of any action or sanction applied by the police, the court or other relevant authorities. Any Club action or sanction will be decided on the balance of probabilities on the evidence available to the Club and not the criminal burden of proof.

In addition to imposing a sanction, the Club may hold a supporter responsible for any losses, liabilities, damages, costs or expenses incurred by the Club (including, without limitation, any regulatory charges, sanctions or fines imposed by The Football Association, the Premier League, the English Football League, or any other football authority) which arise directly or indirectly from:

• a breach of the Club's Ticketing Terms and Conditions, the Ground Regulations or any applicable law; or

• conduct inside or in the vicinity of the stadium, including (without limitation) entering the playing area/an adjacent area to which spectators are not generally admitted, the use or possession of pyrotechnics, violent, dangerous or discriminatory behaviour or the throwing of objects

and may require the supporter to reimburse the Club in full for any such losses, fines, sanctions, costs or expenses referred to above, which the Club can reasonably demonstrate were incurred as a result of the supporter's misconduct.

LEVEL	OFFENCE	RECOMMENDED SANCTION
1	Misuse of tickets (e.g. located in wrong area/seat, using concession ticket)	1-4 Match Ban
	Facilitating away fans access to home areas	
	Persistent standing or blocking of gangways	
	Breach of Licensed Safe Standing Club Regulations, terms and/or instructions	
	Standing on seats or barriers	
	Refusal to follow police or steward's reasonable safety or other instructions	
	Reported/suspected violation of Ground Regulations (including possession of any prohibited item)	
	Foul/abbusive/aggressive or antagonistic behaviour or language towards any other indiviudal	
	Drinking alcohol in view of the pitch	
	Smoking (Including e-cigarettes and vapes)	
	Drunk/intoxicated inside the stadium or whilst entering the stadium	
	Being under the influence of an illegal substance or in possession of an illegal substance for personal use	
2	Unauthorised transfer of a match ticket/allowing unauthorised use of a season ticket	5-10 Match Ban
	Attempting to gain access to the stadium without a valid match ticket	
	Damage to or vandalism if any property or facilities	
	Offensive gesturing, antagonising or obscene behaviour towards any person	
	Persistant foul/abusive/aggressive behaviour or langauge towards any person	
	General disorder including fighting	
	Repitition of Level 1 Offence	
3	Discriminatory/threatening behaviour or language (including on any social media platform). This can be any conduct, act or statement, whether expressed or implied	1-3 Year Ban
	Possession of an illegal substance with amount/intention to supply	
	Misogyny or sexism towards an individual or group of individuals (includes verbal or physical acts)	
	Discriminatory, gender, offensive or tragedy based chanting and/or gesturing	
	Repetition of Level 1-2 Offences	
4	Possession, throwing or lighting of flares, smoke bombs or any other pyrotechnics	Indefinite ban
	Violent or aggressive behaviour (verbal or physical) toward supporters, players, staff or police	
	Entering the playing area/an adjacent area to which spectators are not generally admitted	
	Throwing anything at or towards the playing area/an adjacent area or in the stands	
	Physical assault	
	Selling, advertising, offering for sale or making available any match ticket(s)	
	Any other illegal activity	
	Repetition of Level 1-3 Offences	

Supporters are advised that:

• Bans apply to home matches only, but restrictions on attending apply to all matches (home and away) until the home match ban has been served. Any period of a ban will also apply to attendance on Club premises as well as participation in any competition or event and the right to purchase or apply for tickets, memberships or experiences.

• Bans may carry over from one season to the next.

• Sanctions can be applied for offences that take place at Elland Road, at away grounds or when travelling to matches.

• Sanctions can also be applied to any offences committed by supporters on non-match days. This includes discriminatory, threatening or abusive language towards or about Club staff on Club premises or via social media, telephone, email or other electronic messaging service.

• Parents/guardians will be held responsible for any offence committed by children under the age of 16 and may be subject to a sanction in addition to the child.

• If a supporter is banned and he/she normally attends matches with a child under 16, that child will not be permitted to attend matches alone, but the Club will try and assist if there is another ticket holder he/she could attend with.

• If a supporter has more than one hospitality ticket in his/her/company name, one ticket will be deactivated during the period of a ban, and the banned supporter will not be permitted to attend matches. Further, hospitality ticket holders must not knowingly invite as their guest a supporter who is banned from attending matches.

• In cases where a supporter could create a risk to others (for example where offences have been violent, discriminatory or threatening in nature), the Club may provide details of the sanctioned supporter to opposition clubs. The Club is registered with the Information Commissioner's Office and manages personal data in accordance with its Data Protection Policy.

• Other than as referred to in Part 4, there will be no refund of any monies paid for a period of ejection, suspension or ban or for any period in which an investigation is conducted, whether by the Club, police or other authority.

• If a ticket holder transfers his/her ticket in breach of the ticket terms and conditions and the transferee commits an offence for which he/she is sanctioned, the same sanction can be applied to the original ticket holder, in addition to any sanction for a ticketing offence.

APPEALS PROCESS

If you are unhappy with the Club's decision to impose a sanction, you can appeal the decision. You can do this by writing to ***appeals@leedsunited.com*** provided that there is no right to appeal where:

- You are subject to a Football Banning Order, details of which are contained in Part 5; or

- The matter is subject to an ongoing police investigation or court case.

You must submit your appeal within 14 days from the date of the written notice detailing the Club's sanction. Any appeal received after this date will only be considered in exceptional circumstances. Your appeal should include the reasons for appealing the decision and any evidence you intend to rely on as part of the appeal.

All supporter appeals against club sanctions are decided by at least two senior Club employees, who will review all of the evidence and reach their own conclusion on the matter. The appeal is not in person, and you are requested to provide any additional written evidence you would like to be considered should you decide to appeal.

Appeals will normally be concluded by the Club within 28 days. If, for any reason, further time is required to review the appeal, the updated timescales for review will be communicated to the supporter. The result of the appeal will be notified to the supporter as soon as possible after it has been held.

The outcome could involve the sanction applied by the Club being upheld, reduced or overturned. If the sanction is overturned on appeal, the Club will credit to the supporter's account the cost of the matches paid for and missed during the sanction. This will apply to individual match tickets and season tickets (on a pro-rata basis).

The Appeal Panel's decision is the final part of the appeals process. If the supporter is not satisfied with the outcome of the appeal, they will be advised that they can take their case to the Independent Football Ombudsman (IFO).

They can contact the IFO at:
Independent Football Ombudsman
Premier House 1-5 Argyle Way
Stevenage
Hertfordshire
SG1 2AD

or by e-mail to: ***contact@theifo.co.uk***
or via the website: ***www.theifo.co.uk***
Concerns may be initially register by phone on ***0330 165 4223***

FOOTBALL BANNING ORDERS

A Football Banning Order (FBO) is a civil order issued by the court which might be imposed following a conviction for a football related offence or applied for by the police without conviction in certain circumstances.

For full information on FBOs visit the Crown Prosecution Service website at:
https://www.cps.gov.uk/legal-guidance/football-related-offences-and-football-banning-orders

It is important to note that a FBO is different to the ban issued by the Club as a breach of a FBO is a criminal offence. If a supporter receives an FBO, they will automatically receive an indefinite ban from attending Club matches, to run concurrently alongside the FBO.

A supporter can only choose to appeal their Club ban following the expiration of the FBO. Season ticket holders should be aware that the Club's Ticketing Terms and Conditions provide that if the holder is prohibited from attending any football ground, the Club may terminate the season ticket contract without refund. Clearly, if the season ticket contract is terminated, the supporter cannot transfer any match ticket through the Club's ticket forwarding scheme or list any match ticket on the Club's ticket exchange as the supporter will have ceased to have any right to the season ticket or any associated benefits.



EXPIRY OF A BAN OR SUSPENSION

The length of any ban or suspension will be outlined within the formal letter sent by the Club to the supporter.

The supporter can contact the Club's Safety Officer stating that they wish to reactivate their season ticket or membership and access to Leeds United matches or events once their ban or suspension has expired. This should be done by email to ***stewarding@leedsunited.com***

If the Safety Officer is satisfied that the supporter can resume attending matches, the supporter will be obliged to sign and return to the Club an Acceptable Behaviour Agreement. The supporter's account will remain on hold until the Acceptable Behaviour Agreement is signed.

At the discretion of the Club's Safety Officer, the supporter may be required to attend a meeting with the Club and the police to discuss matters and sign the Acceptable Behaviour Agreement. These meetings are conducted in person during office hours, once per month at Elland Road, usually mid-month. The supporter will be required to produce evidence of ID at the start of the meeting.

Following the meeting, the Safety Officer may decide that it is not appropriate to lift the supporter's suspension, in which case the suspension will remain in place.

Acceptable Behaviour Agreement
An Acceptable Behaviour Agreement is designed to seek assurances that the supporter will not fall foul of the terms set out within the agreement, including a recurrence of any issues or behaviour defined within the Ground Regulations, Ticketing Terms and Conditions or this Supporter Conduct Charter.

The signed Acceptable Behaviour Agreement will be kept on record by the Club and will be reviewed and referred to in the event of future behavioural issues involving the supporter.



DISCRIMINATION

Leeds United has a zero-tolerance approach to any form of discrimination. Equality, diversity and inclusion are at the heart of the Club, and we are committed to ensuring that everyone feels welcome to attend matches at Elland Road in a safe environment.

We encourage everyone to stand side by side in supporting the team, providing an equal and inclusive experience for all of our supporters, whether that be on matchday, online, via our day-to-day services, or through consultation with our supporters' groups and forums, everyone is valued equally.

We promote our values, of equality, inclusion and togetherness, and celebrate diversity amongst our fanbase. However, we understand that we cannot legislate for everyone's behaviour before they come into the Stadium or in the way they conduct themselves on social media or in their private lives. The Club is unequivocal in its stance - we have a zero-tolerance approach to any form of discrimination or abusive behaviour.

Any form of discriminatory behaviour, tragedy chanting or abusive behaviour is unacceptable - it has no place at Leeds United or otherwise in football. Engaging in this behaviour can have criminal consequences for the individual involved. It can also result in a partial or full stadium closure or the Club receiving a fine.

What is discriminatory chanting?

Discriminatory chanting or abuse includes anything which is racially or religiously aggravated, or which is directed towards a person's sexual orientation, disability or the fact that they are transgender.

Racist abuse

Racist abuse is any incident which is perceived, by the person who is the target of the abuse or someone else, to be motivated by hostility or prejudice based on a person's race or perceived race.

Homophobic abuse

Homophobic abuse (or transphobic abuse) is any incident which is perceived to be motivated by a hostility or prejudice based on someone's actual or perceived sexual orientation, or the fact that they are or are perceived to be a transgender person.

Tragedy related abuse

Tragedy-related abuse is when fans sing, chant or gesture offensive messages about disasters or accidents involving players or fans. Any type of tragedy-related chanting can have a devastating impact on the bereaved and their communities.

Religious abuse

Religious or faith-based abuse or chanting is any incident which is perceived by the victim or any other person, to be motivated by hostility or prejudice based on a person's religion or perceived religion.

Misogynistic abuse

Misogyny is the hatred of, contempt for, or prejudice against women or girls.

Disability-related abuse

Disability abuse may be physical or verbal and may be aimed at a disabled person or persons, or it may be that disability terminology, or words are used in a derogatory manner towards non-disabled persons (such as a match official).

What are the consequences for those involved?

There are serious consequences for individual fans and for their clubs. Leeds United will take the strongest possible action against any individual found to be engaging in discriminatory chanting or abuse, including potential lifetime bans and referral to the police.

Discriminatory or tragedy chanting can be a hate crime which has serious criminal consequences for individuals found to be taking part. Individuals could receive a Football Banning Order which has a minimum duration of three years. Anyone subject to a Football Banning Order may be required to surrender their passport before overseas matches and tournaments.

The Club can face disciplinary action if any of its supporters are found to have engaged in this behaviour, which is not representative of the Leeds United fanbase and will not be tolerated by the Club.

What about online abuse?

Anyone found to be engaging in discriminatory abuse on Leeds United channels will face the same consequences as those listed above, which includes potential lifetime bans and referral to the police.

ALL LEEDS, AREN'T WE?
REAL FANS DON'T DISCRIMINATE

TEXT LEEDS TO 60006

HOW TO REPORT AN INCIDENT OR CONCERN

On matchday

We understand that we cannot legislate for everyone's behaviour whether this is in the stadium, on social media or in any other capacity. However, we recognise our responsibility to ensure the safety and welfare of all supporters and staff and to respond to incidents and concerns where appropriate.

Leeds United takes allegations of abuse and/or assault on supporters and staff very seriously. We ask supporters to report such incidents to us and if necessary, we will refer the matter onto the police. We would encourage supporters where possible, to let us know about an incident or concern on matchday. This gives us the opportunity to resolve or investigate concerns as they happen.

Should you witness or experience any incidents at home matches you can report your concerns by:

- **Speaking with the nearest steward**

- **Text LEEDS and your message to 60006**

This is a dedicated messaging service for our supporters, just simply type your message and press send. This message is received during home matches only by nominated matchday staff, who will report this to the matchday control room. The operator will then liaise with the relevant staff, be it stewards or police to get the necessary help required, or to monitor the area.

Your text message will be treated in the strictest confidence, and your personal details will not be shared with anyone. We will only share details of your message.

Please provide as much information as possible, including the stand, row, seat number, description of the offender and incident.

The Club works closely with our Dedicated Football Officer, a serving West Yorkshire Police Officer, who is present on matchdays with a team of officers to ensure the safety of all supporters and to minimise anti-social behaviour, violence and crime.

After the match

If you need to report any concerns to the Club other than on a matchday, please email:

- ***Tickets@leedsunited.com*** – for any ticketing related concerns; or

- ***Stewarding@leedsunited.com*** – for any other issue. Your concern will be forwarded to the Club department best placed to investigate.

Online or social media abuse

We do everything possible to ensure our online communities are safe places for all Leeds United supporters. We recognise that football cultivates a range of opinions from across the fanbase and we ask that supporters always engage on our platforms respectfully, even when their views may differ.

The Club will not tolerate any form of discrimination on Club social media platforms and will take action against any offending posts, working with supporters and the platform host or moderator. To help ensure our platforms continue to be safe and fun places for fans to enjoy, we encourage supporters to report any concerns to us and the platform host directly.

All enquiries and concerns are treated in the strictest confidence. We will require as much information as possible about the situation and any concerns about what you have seen to assist us in our investigation.

We will do what we believe will have the most impact in protecting the Club and its supporters. However, we recognise that it is not always possible or realistic for the Club to intervene in every single situation reported. The decision on whether to act will remain at the Club's sole discretion. Any decision not to act does not constitute an endorsement of the content under complaint by the Club - it just means that there is insufficient information for the Club to take the matter further.



SAFEGUARDING

The Club has a duty of care to all staff and supporters, taking our commitment to this, informed by contextual risk, intelligence and all statutory requirements, seriously. A qualified safeguarding team, led by the Club's Wellbeing Team, will be in place at every home match.

Where our Wellbeing Team may be asked or directed to approach anyone, this will be due to a possible or perceived welfare concern, which may link to noted or presented fan conduct, as the Club has a 'duty of care' to ensure the welfare of all. A positive resolution will always be the aim of our Wellbeing Team.

If you have a concern or would like to report an incident that may impact on the welfare of a child or a vulnerable adult, please speak to any member of staff, or a steward, who will be able to report that to our Wellbeing Team.



RELATED LINKS

Home Tickets Conditions of Sale

Season Ticket Conditions of Sale

Away Tickets Conditions of Sale

Membership Terms and Conditions

Ground Regulations

Premier League Commitment Regarding Discriminatory and Abusive Content

Ticket Exchange

Ticket Forwarding

Premier League Guide to Safe Ticket Buying

Premier League Unauthorised Ticket Websites

VERSION HISTORY

VERSION	DATE RELEASED	ORIGINATOR	AUTHORISED	COMMENTS
V1.0	6/3/26	LUFC	LUFC SMT	PUBLISHED
V1.1	5/11/26	LUFC	LUFC SMT	PUBLISHED