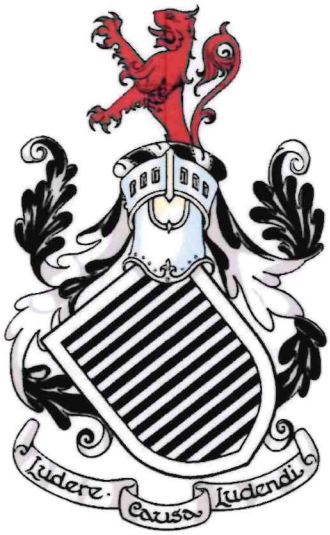

The Queen's Park Football Club Ltd
Policy towards Supporters
Customer Charter

June 2026

Review Date: June 2026
Next Review Date: June 2027

Policy / Plan Details

Name of Policy / Plan	Customer Charter
Policy / Plan Owner	Alan Marshall
Policy / Plan Reviewer	Alan Marshall
Date Policy / Plan Created	November 2021
Date Last Updated	June 2026
Date for Review	June 2027
Signatures	Policy Owner Alan Marshall Date :30/06/2026 Counter Signatory David Stevenson Date 13/7/26.

Revision History

Date Revised	Reason	Author
30/06/2026	Annual Review Change of Signatories	Alan Marshall

Review Date: June 2026
Next Review Date: June 2027

Supporters Liaison Officer; Keith McAllister- Tel: 01416321275,

Email: secretary@queensparkfc.co.uk slo@queensparkfc.co.uk

Introduction

The Queen's Park Football Club Limited has, since 23 June 1903, been registered Registration No 5382) with the Registrar of Companies for Scotland as a company limited by guarantee and not having a share capital. The company's registered offices are located at J B McAlpine Pavilion Hampden Park, Glasgow, G42 9BA. The Club is comprised of its members who, at their Annual General Meeting, elect from amongst their number a President, Past President, a Treasurer, and eight others Members to form a committee, which is charged with the responsibility of conducting the affairs of the Club. These eleven Members of Committee (the "Directors") do not receive any remuneration for carrying out their duties. Furthermore, any funds generated by the activities of the Club cannot be distributed to the Members but are instead applied towards the development of football at all levels. The rights and privileges of every Member of the Club are personal to him or to her and shall not be transferable or transmissible by his or her own act, or by operation of law, and shall cease upon his or her resignation, expulsion, or death. In order to become Members, and to remain as such, individuals must demonstrate that they are fully prepared to espouse and uphold the aims, objectives, and principles of the Club. The Members form the nucleus of the Club and they are, therefore, and almost by definition, deemed to be "Supporters".

Indeed, it could be argued that Queen's Park Football Club is the archetypal Supporters' Trust!

Stadium & Access

The Club plays its First XI home fixtures at The City Stadium (Lesser Hampden Park), the stadium offering safe, all-seated, and unrestricted viewing facilities for all categories of supporters. For its First XI fixtures. Except for Members, Season Ticket Holders, and Complimentary Ticket Holders, admission to matches is normally by pre-purchased ticket, tickets can be bought from our website or by calling 01416321275. Turnstiles are electronically controlled and linked to a computerised counting and registering system.

Admission Prices & Policy

Season Tickets (*Not Valid for Cup-Ties)

- Adult – £325
- Students - £215
- Concessions (Senior citizens aged 65 and over) - £215
- Under 18 £130
- Under 12 -£75(FOC on Renewals

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Turnstile Prices (*League matches)

- Adult – £24
- Concessions (Senior citizens aged 65 and over) £17
- Students £17
- Under 18- £12
- Under 12 £8 Under 12 must be accompanied by an adult)

Disabled Supporters are charged the appropriate rate for their age and their Carers are admitted free of charge, you must call 0141 632 1275 in advance of the game for this ticket category.

Visiting Supporters There is no differential pricing policy in place; visiting Supporters can access the same level of facility as the Home Supporters, and at the same price levels.

Please note there are limited parking spaces available at Hampden Stadium.

Travel to Away Matches This can be booked through the Supporters Association, details available in the match day programme.

Match-Day Programme The digital match-day programme, which is edited and published by the Club, includes match reports, club notes, and supporters' notes. Items for inclusion in the programme may be e-mailed to programme@queensparkfc.co.uk . The link to this id displayed all around the stadium (Inside the web)

Official Website The Club's Official Website at www.queensparkfc.co.uk is by far the most efficient and effective medium for disseminating up-to-date information. The site, which is updated on a daily basis, contains the following features: -

- Details of forthcoming home matches.
- 1st Eleven match reports.
- Team News.

Other Avenues of Communication Office Telephone: 0141-632-1275 TE-mail: General Enquiries secretary@queensparkfc.co.uk

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