



# **MEN'S FIRST TEAM SUPPORTER CHARTER**

2024/25 Season



# CONTENTS

<b>03</b>	Welcome	<b>17</b>	Supporter Engagement
<b>04</b>	Matchdays at the Etihad Stadium	<b>18</b>	Supporter Groups
<b>06</b>	Ticketing	<b>20</b>	Sustainability
<b>08</b>	Travel and Transport	<b>21</b>	City In The Community
<b>11</b>	Accessibility and Safeguarding	<b>22</b>	Contact Us
<b>13</b>	Equality and Diversity	<b>23</b>	Complaints
<b>14</b>	Sanctions and Bans		





# WELCOME

**We were founded in 1894 to serve our community and bring it together.**

This concept remains our focus today as we aim to serve our 21st-century communities on a local and global scale.

We are immensely proud of the steadfast support we receive from our fans in Manchester and across the world, and this Supporter Charter is for those fans. Over the following pages, fans will find key details for attending matchdays at the Etihad Stadium, including details of the Club's ticketing policy and sanctions and bans policy, as well as information on how to make the most out of their matchday experience.

This document also details the Club's values and approach to supporter engagement and communication. It outlines our principal commitments and policies to ensure transparency and accountability.

## WE WILL NEVER FORGET WHO WE ARE OR WHERE WE COME FROM





# MATCHDAY AT THE ETIHAD

We seek to provide the best matchday experience for all our fans while ensuring the highest standards of health and safety are maintained. Whether you are visiting the Etihad Campus for the first time, attending a match at the Etihad Stadium, or need assistance to plan your visit, you can search [Manchester City Matchdays](#) for further information.

## BLUE CARPET EXPERIENCE AND PLAYER ARRIVAL

- The Blue Carpet Experience takes place outside the Colin Bell Stand entrance, with team arrival usually 90 minutes before kick-off.
- Live music, performers, entertainment, prizes, and giveaways enhance the experience.
- Jumbo screens and food vendors are available, with the City Store located opposite.

## IN THE STADIUM

- The Etihad Stadium has a 53,500 capacity, including 5,620 rail seats in the lower tier of the South Stand.
- General admission turnstiles open 2 hours before kick-off, with food and refreshments available.
- Season Ticket Members with an NFC Season Ticket benefit from a 10% discount on food and drink.
- Supporters are encouraged to be in their seats at least 15 minutes prior to kick-off.
- Half-time entertainment includes activities, special guests, and interactive fan games.
- Hospitality entrances open 3 hours before kick-off.
- The Stadium accepts cashless payments only.

## PLAYMAKERS

Our Playmakers – dressed in yellow – are around the stadium, City Square and in the Family Stand. They are there to help and if you have any questions please ask as they are only too happy to help. They are regularly stocked with free goodies and treats for all so make sure to say hello.

## FAN SUPPORT

There are 2 fan support pods open on all matchdays.

- East Fan Support Pod is located next to entrance J.
- West Fan Support Pod is located opposite entrance S.



## BAR AND FOOD

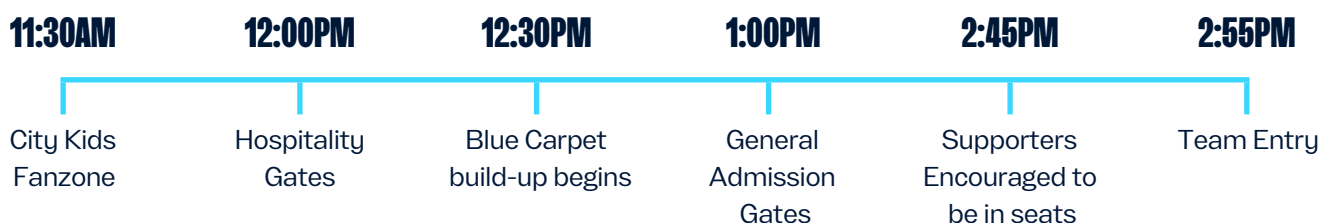
Due to the construction of the North Stand, the Summerbee Bar has relocated to the East side, alongside various food vendors. The Summerbee Bar is open for 1 hour after the final whistle in the East Stand.

## KIDS FANZONE

The Man City Kids Fanzone is a completely free event that runs for two-and-a-half-hours before every home weekend match on the indoor pitch located at City Football Academy. Join us for loads of free pre-match fun. Get involved with all our activities, meet Moonbeam and Moonchester and take part in our competitions to win some exclusive prizes.

## MATCHDAY TIMINGS (FOR A 3PM KICK-OFF)

The below follows the timings for a 3pm kick off. While the specific timings will change to be aligned with the relevant kick off time, the timeframes will remain largely the same.



## BAGS

- Large bags are not permitted in the stadium. Small bags not exceeding A4 size (12"x8"x3") are accepted.
- A bag storage facility is located on orange car park and is available for bags exceeding the allowance (£5 for Season Ticket Members £10 for match buyers).
- If you have a medical condition that requires you to bring a bag or other equipment, please contact the Access Team at [access@mancity.com](mailto:access@mancity.com). Parents or Guardians with young children are allowed to bring in small backpacks with childcare essentials.

## SEARCHES

Personal searches are required for fans aged 14 or over. These will be conducted appropriately. Should you have any concerns related to religion, gender or disability please speak to a member of our security team.

## GO-OP LIVE

CO-OP Live events may coincide with matches at the Etihad Stadium, with coordinated efforts to manage increased footfall.



# TICKETING

A summary of the Club's ticket policy is provided below:

## Match Ticket Information:

All details regarding pricing and selling criteria for match tickets are regularly updated and made available on our official website: [mancity.com/tickets](https://mancity.com/tickets).

## How to Buy:

Match tickets can be purchased online or over the telephone. Please note that booking fees may apply.

## Ticket Criteria:

- **Cityzen Matchday and Junior Members:** Receive priority access to tickets for all home matches, including Premier League and Cup competitions. Some games may have restricted sales, requiring prior attendance at the Etihad Stadium. Please verify before purchasing a membership for a specific game.
- **Season Ticket Members:** Enjoy access to all 19 Premier League matches, with the option to sign up for the Club's Cup Schemes to attend domestic and European cup matches.

## Entry Methods and Requirements:

- **Mobile Ticket:** Entry to the stadium is via a Mobile Ticket. For information on downloading a mobile ticket, please follow [this link](#).
- **Under 14s:** Must be accompanied by an adult (over 18) to enter the stadium.
- **Children Aged 5 and Over:** Must possess a valid ticket for the match they are attending.
- **Children Under 5:** May enter the Ground for free if accompanied by an adult aged 18 or over, but no seat will be provided for the child.
- **Supervision:** Appropriate supervision must be provided to all children at all times.

## Disabled Supporters:

- The Club recognises that some supporters may need assistance to fully enjoy the matchday experience and offers a variety of reasonable adjustments based on individual needs.
- **Physical Season Ticket:** Available for supporters who cannot access mobile ticketing and are unable to collect a ticket from the stadium on a long-term basis. Requests are reviewed individually by the Club's Access team.
- **Contacting the Access Team:** Email [access@mancity.com](mailto:access@mancity.com) or call **+44 (0) 161 444 1894** (press **option 1**, then **option 2**).
- **Personal Assistant Ticket Upgrades:** Required when a disabled supporter is unable to attend a match.





- **Personal Risk Assessment:** Supporters are advised to carry out their own personal risk assessment before purchasing a match ticket, considering all aspects of their experience, including travel to the stadium and access to necessary facilities.

#### **Can't Attend?:**

#### **Ticket Transfer:**

- Season Ticket Members can transfer their mobile ticket to their 'Friends & Family' for matches they cannot attend. This can be done from your account on a match-by-match basis. For more information on Ticket Transfer, follow [this link](#).

#### **Ticket Exchange:**

- Season Ticket members can list their ticket for all 19 Premier League games at the Etihad Stadium. For more information on Ticket Exchange, follow [this link](#).

Tickets purchased with a Cityzens Matchday Members are non-transferable.

- On the Ticket exchange you can list your ticket for 12 matches to get a guaranteed refund. This must be done 10 days before each match day.

#### **CITY in the Community Donation:**

- As a Season Ticket Member, you can donate your match ticket refund to City in the Community if you are unable to attend a match.
- You can donate your refund for up to 12 matches throughout the season, and this can be done up to 7 days before the respective matchday. Your ticket will then be listed for sale 3 weeks before the match, giving another fan the opportunity to attend and support the team.
- Donating your match ticket refund when you can't attend a match counts towards your minimum Season Ticket usage for the season and supports the Club's charity, which empowers healthier lives through football, impacting thousands across Greater Manchester.

#### **14 Match Policy:**

- Season Ticket Members are required to use, list on the Ticket Exchange, or transfer their ticket for at least 14 home Premier League matches in the 2024/25 season. For more details, please see the Season Ticket terms and conditions here.
- You will be deemed to have 'used' your Season Ticket for a match if one of the following actions occurs:
  - You attend the match and have your Season Ticket scanned upon entry to the stadium.
  - You transfer your ticket to another City Fan.
  - You list your ticket on the Ticket Exchange, which is open until 6 hours before kick-off.
  - You donate your match ticket to City in the Community.
  - Flexi-Gold Season Ticket Members are required to purchase a minimum of 10 matches in the season.



# TRAVEL AND TRANSPORT

The Club collaborates with Transport for Greater Manchester, Greater Manchester Police, Manchester City Council, and local transport operators to ensure you can arrive at the stadium on time and get home safely. Always plan your journey in advance and check with your local transport operator for the most up-to-date travel advice on your route.

We use an online booking system with Auto Number Plate Recognition (ANPR) technology to maximise the available spaces at the Etihad Campus. Car parking must be pre-booked on a match-by-match basis.

For more information, please visit our [parking information and FAQ page](#).

## TRAVEL OPTIONS

- **Metrolink:** Fans can use Metrolink to travel to and from the Etihad Stadium. The Etihad Campus stop is adjacent to the stadium, offering a convenient alternative to driving.
- **Dedicated Walking Route:** A dedicated walking route is available on matchdays for fans who prefer to walk to the Etihad Stadium.
- **Cycling:** Fans can also cycle to the Etihad Stadium. Bicycle racks are available around the stadium.
- **Matchday Bus Network:** The bus network sees 15 different routes operating across 64 stops, covering a combined total of more than 340 miles.

Detailed information about the stops can be found on TfGM's website, but below is a map outlining the different routes:

All of the buses in use are fully accessible for wheelchair users and have low floors to make it easier for fans who use wheelchairs, mobility scooters or those with small children and pushchairs.

Adults will pay £6 for a return ticket from Zone 1, and £8 for a return from Zone 2. Single tickets cost £3 and £4 respectively.





# PARKING

- **Pre-Booking:** Fans wishing to drive to the Etihad Stadium must pre-book a parking spot via our website. Spaces are issued on a match-by-match basis and are subject to availability. Parking must be pre-booked no later than 4 hours prior to kick-off. For further details, please visit our [parking information and FAQ page](#).
- **ANPR Technology:** We utilize an online booking system with Auto Number Plate Recognition (ANPR) to optimise available parking spaces at the Etihad Campus.
- **Booking Information:** For further information and to book parking, please follow [this link](#).

# ACCESSIBLE PARKING

- **Blue Badge Discount:** Registered Blue Badge holders will receive a 50% discount on parking this season. Additionally, we will provide 20% more Blue Badge spaces for every match.
- For matches at the Etihad Stadium, we operate a deposit scheme for Blue Badge parking. This is part of our effort to improve utilisation of the spaces. This means that:
  - Blue Badge holders will pay a deposit for their space when booking:
    - £6 for cars with two or more people (multiple occupancy).
    - £7 for cars with one person only (single occupancy).
  - If you use your reserved parking space on matchday, we will refund your payment. This will be repaid within 3 weeks of matchday.
  - If you cancel your reservation ahead of kick-off on matchday, you will also receive a full refund.
  - If you book Blue Badge parking but do not cancel and do not use it on matchday, you will not receive a refund. Instead, your payment will be donated to City in the Community.







# ACCESSIBILITY AND SAFEGUARDING

## ACCESSIBILITY FOR DISABLED SUPPORTERS

We are committed to ensuring that all supporters have a positive matchday experience. Our dedicated Access team is available seven days a week, including on matchdays, to offer help and support to disabled supporters. We work closely with our disabled supporters to remove barriers to enjoying football and are constantly seeking new ways to ensure a fully inclusive and equal experience for all.

## SUPPORT FOR DISABLED FANS

Disabled supporters who need assistance can bring a personal assistant or essential companion at no additional cost.

## WHEELCHAIR POSITIONS

Wheelchair-accessible viewing positions are available in all stands and tiers of the Etihad Stadium, providing a range of options for supporters. The stadium also includes accessible toilets, a Changing Places facility, and food and beverage kiosks with lowered counters. Induction hearing loops are available throughout the stadium.

## AMBULANT SUPPORTERS

Supporters are encouraged to sit anywhere in the stadium that best suits their needs. The Access team can provide advice on the best seats based on specific requirements.

## ADDITIONAL ACCESSIBILITY SERVICES

- Changing Places facility.
- Sensory Room.
- Sensory equipment available.
- Complimentary wireless units for blind or partially sighted supporters to listen to audio match commentary.
- Matchday information is displayed on the electronic scoreboard and announced via the Public Address System.
- Low-level counters at bars and kiosks.



For more details about our services, visit [mancity.com/access](https://mancity.com/access). If you have any feedback or suggestions, please contact us at [access@mancity.com](mailto:access@mancity.com).

## SAFEGUARDING

We are dedicated to ensuring that everyone in our care or attending our activities feels safe and free from harm. The Club takes safeguarding very seriously and is committed to creating a safe and positive environment for everyone.

## RECRUITMENT AND TRAINING

Safeguarding responsibilities are shared by everyone at the Club. Our policies and practices apply to all involved, and we strive to embed a culture of safeguarding across all aspects of the Club.

We are committed to involving the right people through a robust recruitment process, including checks, training, and monitoring.

## SAFE AT CITY

On matchdays or other events, a designated Safeguarding Officer and welfare team are on duty. If you have a concern about the welfare of a child or vulnerable person, or the behaviour of an adult towards them, please speak to a member of staff.

## POLICIES AND PROCEDURES

The Club has developed and implemented effective policies, procedures, and good practices to protect all children and vulnerable people involved in our activities. Our "Safe at City" safeguarding policy is a comprehensive resource that outlines how good practice is embedded across all activities.

## GOVERNANCE

The Club complies with government legislation related to safeguarding children and vulnerable people, adheres to regulatory requirements set by the Football Association and Premier League, and works closely with the NSPCC and Local Children's Safeguarding Board guidelines.

For further information, visit [www.mancity.com/club/safeguarding](https://www.mancity.com/club/safeguarding) or email [safeatcity@mancity.com](mailto:safeatcity@mancity.com). All matters will be treated with the strictest confidence.





# EQUALITY AND DIVERSITY

**At Manchester City, we are committed to embedding equality and diversity at every level of our Club. We believe that football's values of performance, teamwork, and sportsmanship can empower individuals to lead better lives.**

## **Our Commitment:**

**Zero-Tolerance Policy:** We maintain a zero-tolerance approach to all forms of discriminatory and abusive behaviour, including Racism, Homophobia, Islamophobia, Antisemitism, Sexism, and disability discrimination. This includes abusive comments, tragedy chanting, and gestures. Those found acting in such a manner will receive an automatic Club ban.

## **Reporting Misconduct:**

- Fans who witness or experience such behaviour can report it anonymously by texting **077 001 518 94** with seat details and a description of the incident.
- Alternatively, unacceptable behaviour can also be reported to a steward or the police.

## **We Are Committed To:**

- **Addressing Discriminatory Behaviour:** Ensuring that any discriminatory behaviour is managed in line with Club policy, working with law enforcement and other partners as necessary.
- **Reporting Facilities:** Providing multiple ways to report inappropriate or discriminatory behaviour, including anonymous text reporting, and reporting to stewards or the police.
- **Inclusive Services and Facilities:** Ensuring our services and facilities exceed fan requirements, which includes a prayer room, halal catering, and accessible facilities throughout the stadium.
- **Fan Engagement:** Working closely with fans to gather feedback through the Club's elected fan network, City Matters, as well as our Official Supporters Clubs, Canal Street Blues, and the Manchester City Disabled Supporters Association.

Partnerships for Inclusion: We are proud to collaborate with a range of partners to promote inclusion in football and ensure that our community is welcoming and supportive for everyone. For more information search 'equality and diversity' in our Help Centre.





# SANCTIONS AND BANS

**When attending any football activity (for example but not limited to matches, training or coaching sessions) involving a Manchester City representative side and purchasing a ticket you must be aware of, and adhere to, the terms and conditions of sale, Ground Regulations and any applicable Code of Conduct. These can be found on the Club's official website.**

Failure to make yourself aware of these conditions, and follow them at all times, may lead to a sanction being applied in line with the Club's official sanction process. The Club reserves the right to investigate incidents at any time that evidence is presented to them and will work with the Police and other authorities where a criminal act has taken place.

## ADDITIONAL INFORMATION

- 01** The Club's Investigations Team will conduct a full investigation following receipt of a formal complaint via a steward on matchday, through the Kick It Out app or the Club's discriminatory reporting text service, or Fan Support. The Investigations Team shall also determine if a complaint constitutes a "standard" case, in which case they shall inform the Club's Sanction Panel of the action taken or a "complex" case, in which case the Sanction Panel shall be convened to determine the action taken.
- 02** Examples of the factors which may be considered by the Sanction Panel when applying any sanction shall include but not be limited to: any previous offence committed by the supporter, age of the supporter, multiple offences committed in one incident, safety risk to other individuals and intent. The panel will also consider any reasonable mitigation offered by the supporter when deciding the level of sanction applicable.
- 03** The Club reserves the right to impose a temporary suspension of a supporter's Season Ticket and/or their ability to purchase match tickets and to cancel any match tickets already purchased (for matches at home, away or neutral stadia), during an investigation and/or prior to making any further decisions. In such circumstances the Club will communicate with the supporter in writing and will provide the facts and evidence it has based its decision on.
- 04** The Club may impose a sanction independent of any action/sanction applied by the police and/or other relevant authorities. The Club will proactively provide relevant information to the Police and/or other relevant authorities
- 05** Any supporter issued with a sanction by the Club further to this sanction process and procedure shall not be entitled to any refunds unless the Club informs the relevant supporter otherwise.
- 06** All formal correspondence shall be provided to the supporter via post or email and sent to the details which are registered on the supporter's account.





**We appreciate that no two incidents are the same. Our Safety & Security Team will consider all available evidence when dealing with incidents and determining the length of a ban, if applicable. The table alongside indicates the type of penalties that may be issued against supporters. Please note this is intended as guidance only and we reserve the right to suspend a supporter's account whilst the investigation takes place.**

**Supporters are also advised that:**

- Bans may carry over from one season to the next.
- The number of match bans apply to home matches only but restrictions apply to all matches (home and away) until the number of home match bans has been served.
- The Club reserve the right to uplift and/or apply additional sanctions not shown.
- Supporters may need to sign an Acceptable Behaviour Agreement before they return to the Club. Supporters may also be required to take part in an education course.
- Parents/Guardians will be held responsible for any offence committed by children under the age of 14 and may be subject to a sanction.
- All adults and children may be subject to a sanction.
- Supporters who breach any of these offences on non-matchdays towards staff (for example, in the City Store, in conversations with Fan Support, or Security/Stewards) the sanctions and bans procedure will be followed.



Offence	5-Match Home Ban	10-Match Home Ban	1 Year+ Ban	3 Year+ Ban	Indefinite Ban
<b>Unacceptable Conduct</b> Including but not limited to: Persistent standing - outside of designated safe standing areas, visiting supporters in home areas and any conduct the Club deems to be unacceptable in its full discretion	×				×
<b>Persistent, Threatening, Abusive or Insulting Language</b> Towards players, staff, fellow supporters home and visiting	×				×
<b>Drinking Alcohol in View of The Pitch</b> In stands, marked concourse areas, hospitality areas with a view of the pitch	×				×
<b>Smoking / Vaping</b> Non-compliance in Stadium and on Campus	×				×
<b>Alcohol Abuse</b> On concourses, in stands and/or hospitality areas, or elsewhere within the campus footprint		×			×
<b>Class A Drugs</b> The possession and/or use of class A drugs on concourses, in stands and/or hospitality areas, or elsewhere within the campus footprint			×		×
<b>Controlled Substances</b> Criminal possession and or use of controlled substances (including Class B and C drugs) on concourses, in stands and/or hospitality areas, or elsewhere within the campus footprint		×			×
<b>Ticketing</b> Touting, mis-use of concessionary tickets, failure to upgrade, accountability of friend or family member using your ticket		×			×
<b>Physical Abuse/Aggression</b> Verbal or physical abuse			×		×
<b>Discriminatory Behaviour/Activity</b> Inside or outside the stadium, including social media and tragedy chanting/mockng				×	×
<b>Missile Throwing / Possesion of Prohibited Items</b> Objects thrown onto the pitch, in stand, flares, pyrotechnics and smoke bombs (including the lighting of)			×		×
<b>Pitch Incursion</b> Pre, post or in-game			×		×
<b>Other Criminal Offences</b>		×			×

× Minimum Suggested Ban

× Maximum Suggested Ban



# SUPPORTER ENGAGEMENT

We strive to keep supporters informed and involved through various channels:

- **City Matters:** Regular meetings with elected fan representatives to discuss important issues and feedback.
- **Community Groups:** Ongoing dialogue and meetings with local community groups.
- **Official Supporters Clubs:** Frequent interaction and attendance at meetings.
- **Supporters' Associations/Groups:** Regular discussions with recognized groups.
- **Annual Premier League Fan Survey:** Gathering insights from fans.
- **Supporter Experience Surveys:** Including focus groups, forums and panels for feedback.
- **Club Newsletter:** Regular updates and information.

Stay updated with the latest Manchester City news, highlights, interviews, and policy changes on our website at [www.mancity.com](http://www.mancity.com). Follow us on social media:



@ManCity



[facebook.com/mancity](https://facebook.com/mancity)



[instagram.com/mancity](https://instagram.com/mancity)



[tiktok.com/@mancity](https://tiktok.com/@mancity)



[youtube.com/@mancity](https://youtube.com/@mancity)

Fans who want to receive surveys to share feedback with the Club should opt into receiving surveys in their account preferences.

For supporter and matchday information, follow [@mancityhelp](https://twitter.com/mancityhelp).



# SUPPORTER GROUPS

Manchester City is proud to work with and support various supporter groups:



**City Matters:** The Club's elected fan network, meeting regularly to discuss fan issues and ideas. City Matters is Manchester City's elected fan network, made up of voluntary members, who meet with the Club on a regular basis. As well as discussing a wide range of issues and topics which are important to fans, the network has been designed to create an environment where ideas and feedback can be shared, so that new initiatives can be introduced, to benefit everyone who supports Manchester City. Contact details for fan representatives are available at [www.mancity.com/citymatters](http://www.mancity.com/citymatters).

## Supporter Groups Include:

- Black, Asian or of Mixed-Heritage
- Disabled
- Families
- Women
- LGBTQ+
- Official Supporters Clubs
- Over 65s
- Seasonal Hospitality
- Season Ticket Holders
- Under 25s
- Cityzen Matchday Members



**Manchester City Supporters Club:** Founded in 1949, with over 400 branches worldwide and a combined membership of over 37,000 fans. Find details of your local branch on our website [www.mancity.com/supporters-clubs](http://www.mancity.com/supporters-clubs).

For more information on any supporter group or to get involved, visit our website or contact the relevant groups directly.



**Disabled Supporters Association:** Established in 1999, the Manchester City Disabled Supporters Association has played an important role in supporting the Club to provide the best access facilities and services for disabled supporters.

The MDSA enables like-minded supporters to join forces to enjoy the match or attend regular meetings whether it's to discuss the latest team news or the services and facilities that the Club provides.

To join the Manchester City Disabled Supporters Association or to find out more, please email [ManchesterCityDSA@gmail.com](mailto:ManchesterCityDSA@gmail.com).







# SUSTAINABILITY

**Manchester City is dedicated to creating a sustainable environment and aims to achieve CO2 Net Zero by the end of the decade. Our goal is to make the Etihad Campus one of the country's most sustainable sports venues.**

## Key Initiatives:

- **Single-Use Plastics:** All single-use plastics have been removed from the stadium. We have reduced our waste output to ensure none goes to landfill, saving approximately 800,000 cups and 250,000 other items from waste.
- **Compostable Packaging:** We use only compostable packaging on matchdays. Food waste and grass cuttings are composted and used on landscape areas across the City Football Academy Campus, saving 180 tonnes of waste from being transferred off-site.

- **Local Sourcing:** About 70% of our food and drink are supplied by local producers, reducing food miles on matchdays.
- **Energy Efficiency:** LED lighting in the stadium is 55% more efficient, saving nearly 30 tonnes of CO2 annually. The underground 'Permavoid' system holds up to 500 cubic meters of water from rainfall, which is then reused to water the pitch.
- **Sustainable Transport:** We are developing practical travel and transport plans for the future.

Further information about the Club's sustainable efforts can be accessed here, please follow [this link](#).

## COMMUNITY COMMITMENT

**Manchester City is committed to being a considerate neighbour to the residents of East Manchester. We ask all visitors to:**

- **Respect Local Property:** Carefully dispose of rubbish and use the toilets provided on the campus.
- **Adhere to Parking Regulations:** Follow the residents' parking scheme.
- **Minimise Disruption:** Be mindful of noise and disruption as you arrive and leave the campus

Local residents who wish to contact the Club can email [mancity@mancity.com](mailto:mancity@mancity.com).







# CITY IN THE COMMUNITY

**Manchester City’s community involvement dates back to 1880 when the Connell family used football to support their local community. Today, the Club continues to drive positive change through football both locally and globally.**

## About City in the Community:

Founded in 1986, City in the Community is Manchester City’s official charity. It focuses on empowering healthier lives through football by addressing physical and mental wellbeing, and fostering healthy futures and communities.

## Programmes and Impact:

- **Programmes:** City in the Community runs 17 programmes categorized under three main pillars:
  - Healthy People
  - Healthy Futures
  - Healthy Communities

- **Reach:** In the 2021/22 season, these programmes engaged 20,000 people aged 2 to 79, delivered over 22,000 community sessions, and averaged 29 hours of contact time per participant

## Core Values:

- **Caring:** Prioritizing people with compassion, pride, and passion.
- **Inclusive:** Ensuring all individuals and communities have access to opportunities and support.
- **Transformative:** Driving positive change through innovative and individualized programmes.
- **Youth-led:** Involving and empowering young people in decisions affecting them.

## New Fundraising Initiative:

In May 2023, City in the Community introduced "Healthy Goals," a fundraising initiative aimed at improving the physical and mental health of local youth. The funds raised will be used to create new community football pitches in Manchester, where youth-led programmes will be delivered.

For more information about City in the Community, please follow [this link](#).





# CONTACT US

We are extremely proud of our relationship with our fans and constantly strive to improve our matchday experience. You can contact us using one of the following methods:



[mancity.com/help](https://www.mancity.com/help)



[mancity@mancity.com](mailto:mancity@mancity.com)



+44 (0)161 444 1894



[access@mancity.com](mailto:access@mancity.com)



@ManCityHelp



Manchester City Football Club,  
Etihad Stadium, Etihad Campus,  
Manchester, M11 3FF



Online form available at  
[www.mancity.com/contact-us](https://www.mancity.com/contact-us)

## CITYSTORE

Please contact a member of the Retail Customer service team should you have a question, query, complaint or any feedback relating to an item purchased within the City Store or online using one of the following methods;



+44 (0)161 444 1894 (option 3)



Customer Help  
[www.shop.mancity.com/gb/en/customer-service](https://www.shop.mancity.com/gb/en/customer-service)



Manchester Arndale,  
Manchester, M4 1AZ



Manchester City Football Club,  
Etihad Stadium, Etihad Campus,  
Manchester, M11 3FF



[shop@mancity.com](mailto:shop@mancity.com)





# COMPLAINTS

If you encounter any issues, please contact us as soon as possible. We aim to resolve most problem immediately, but we will keep you informed of our progress. For unresolved issues or further complaints:

## 01 Immediate Assistance:

- Speak to a steward or uniformed staff member at the venue.
- Call the Fan Support Team: **+44 (0) 161 444 1894**
- Email: **mancity@mancity.com** or **access@mancity.com** (for registered disabled supporters)
- Write to us at: Fan Support, **Manchester City Fan Support, City Football Academy, 400 Ashton New Road, Manchester, M11 4TQ**
- Tweet us at: **@ManCityHelp**

## 02 Resolution Timeframe:

We aim to settle complaints within 10 working days. If more time is needed, we will inform you of the expected timeline and keep you updated.

## 03 Further Review:

If you're not satisfied with the outcome, your complaint will be reviewed by our Head of Fan support. You will receive a final response detailing our position.

## 04 Independent Review:

If you remain dissatisfied after following our complaints process, or if your complaint remains unresolved after 8 weeks, you can escalate it to the Independent Football Ombudsman at [theifo.co.uk](http://theifo.co.uk). The Club reserves the right to update information contained within the Supporter Charter during the season.



Process from Investigation Team to Sanction & Appeal Panel - 2024/25 Season.

