

Largs Thistle Football Club
Barrfields Park, 69-70 Brisbane Road, Largs
KA30 8NP



CUSTOMER CHARTER

Largs Thistle Football Club ("the Club") is committed to delivering the very highest standards of service to its supporters and customers.

As a Club at the heart of our community, we recognise our role in empowering supporters to participate in our day-to-day operations. This Customer Charter will explore:

- our standards as a Club
- how supporters can contact and share feedback with the Club
- your matchday experience
- how Largs Thistle participate in our community
- how supporters can participate in Club operations

To ensure the Club meets the needs of all supporters, we will make every effort to ensure that its policies and practices are open, accessible and communicated as effectively as possible.

A review of this Customer Charter will be conducted each year. Any change to this Charter will be communicated across Club social media, the Club website and via the local press.

- Please be aware of our designated Disability Policy, Equality, Diversity and Inclusion Policy and Ground Regulations. Each policy explores how the Club strives to support disabled supporters, and to ensure a safe matchday environment for all, in specific detail

Contents

1. Contact us	2
2. Our standards.....	3
3. Your matchday experience.....	3
3.1 Admission.....	3
3.2 Catering.....	4
3.3 Hospitality	4
3.4 Merchandise.....	4
4. Our community outreach	5
5. How you can participate.....	5
5.1 Club sponsorship	5
5.2 Facility hires	6
6. How we review this Charter	6

1. Contact us

Largs Thistle is contactable via the email address largsthistlefc1889@gmail.com, the [contact form on our website](#), or via Club Chairperson Alistair McMaster on 07775 578795.

You can also speak to any Club official on matchday. Club officials are identifiable via black Club-branded jackets or shirts. If you are unsure who to talk to, please visit the front gate or the fan's cabin and our officials will be happy to direct you to the correct person.

Largs Thistle commits to responding to all correspondence received within three working days. Where this may not be possible, we will commit to responding to and actioning such correspondence to an agreed timescale.

2. Our standards

Largs Thistle Football Club is a member of the [West of Scotland Football League](#) ("WOSFL") and the [Scottish Football Association](#) ("SFA"). We have represented the town of Largs for more than 100 years.

To remain a successful Club, Largs Thistle strives to meet the following standards on and off the pitch:

- We are *aspirational*: we will be successful at the level of football appropriate for our size, aspirations and resources
- We are *accessible*: we will provide a safe and accessible environment, for supporters of all ages and backgrounds, to enjoy football in their community
- We are *empowering*: we will be regarded as an asset to the local community of Largs and its surrounding areas
- We are *approachable*: we will ensure democratic and equitable governance at all levels of Club operations

3. Your matchday experience

As a Club accessible to all, Largs Thistle offers supporters an affordable, enjoyable matchday experience.

3.1 Admission

Admission to competitive - league or cup matches - is by pay at the gate (in cash). As of November 2025, this is set to £9 for adults ages 16 to 65, and £6 for adults aged 65 and over, or unaccompanied under-16s. Accompanied under-16s may attend matches free of charge with a paying adult, otherwise admission for under-16s is £6.

- Prices for cup matches are determined subject approval of the WOSFL, SFA, cup sponsor, and/or visiting Club

Every year, season tickets are available. This covers all home league matches, at a reduced rate compared to individual matches. Those are available before the first matchday and by contacting the Club.

3.2 Catering

The Club offers a selection of hot and cold food on matchday from the Club canteen, for which payment is available in both cash and via card. Directions to the canteen are signposted throughout Barrfields Park.

When purchasing food or drink, please make our canteen staff aware of any allergies or any other requirements you have.

3.3 Hospitality

The Club offers refreshments within our fan's cabin. This opens one hour before kick-off. It reopens for half-time and finally opens once more after full-time and for up to one hour after the match finishes. This cabin is licensed to sell alcohol during the above periods.

Tailored matchday hospitality is available to supporters by booking in advance. This is hosted inside our Largs Legends room and can be booked [via Club communication channels](#).

The Club will strive to make your experience as enjoyable as possible. Please do not hesitate to reach out during the course of your visit to ensure we can do so.

3.4 Merchandise

The Club sells merchandise from our approved suppliers, [Only Sport](#). Club strips are available via [the Club website](#) or by asking on matchday.

The Club sells matchday programmes on select matchdays. Costing £3 per programme, those are available via the front gate. Previous editions can be found [on the Largs Thistle website](#). The Club may have physical previous editions on sale; [please ask](#) and we will endeavour to source those.

4. Our community outreach

Largs Thistle aspires to be at the heart of our community. Below are examples of how the Club welcomes community groups at Barrfields Park:

- Every day, Barrfields Park is used by youth teams – including boys and girls – and local schools, including Largs Academy. We host matches and training sessions for children aged younger than ten, through to adult first team and amateurs matches
- Largs Thistle is proud to host the annual Largs Memory Walk, supporting dementia and Alzheimer's research. This event allows families living with dementia and Alzheimer's to enjoy a healthy walk around an accessible venue in their town

We want to empower our community and welcome all suggestions for future events at Barrfields Park. [Contact us today](#) about a cause that matters to you and to local people

5. How you can participate

Largs Thistle is approachable to all supporters and friends of our Club. You can contribute to Club operations in many ways including, though not limited to:

- Attending the Club Annual General Meeting. This is advertised at least one month in advance, via Club social media, the Club website and local press. Supporters are welcome to make submissions no sooner than two weeks in advance of the Meeting
- Standing for election to the Committee, in a matchday volunteering role or in a role supporting Club functions i.e., ground and facility management away from matchday
- [Contacting the Club](#) with queries, suggestions or feedback

5.1 Club sponsorship

The Club welcomes sponsorship and partnerships. This includes, though is not limited to, sponsorship and advertising opportunities at Largs Thistle. Please [contact us](#) and we will endeavour to offer a package right for you.

5.2 Facility hires

Barrfields Park is available for pitch hire for all ages. We offer affordable, fun sessions on our 3G artificial surface, with floodlighting available until 9pm. Such hires cover football – on full-sized and mini pitches - and other community activities. [Contact us now](#) to learn more.

6. How we review this Charter

This Charter is subject to regular review and amendment, in line with the [Scottish Football Association Club Licensing Scheme](#). This Charter complements [other Club policies](#) including:

- Unacceptable Conduct Policy
- Disability Policy
- Ground Regulations
- Safety Policy and Contingency Plan
- Equal Opportunities Policy
- Child Wellbeing and Protection Policy
- Medical Risk Assessment and Medical Plan

Copies of these policies are available on our website and posted around Barrfields Park.

DOCUMENT CONTROL

To be reviewed and published annually:

Reviewed by Club on 4 December 2025

Next Review Date: no later than 4 December 2026