



Lincoln City Football Club
Customer Charter
2026/27

Contents

Your Charter	3
Our Winning Formula – Vision Statement	3
Club Promise	3
Fan Engagement	4
Our Team	5
Equal Opportunities	6
Supporter Liaison Officers (SLOs)	6
Contact Us	6
Find Us	7
Ticketing	7
Restricted View Seats	8
Concessionary Tickets	8
Refunds	9
Abandoned Fixtures	9
Club Retail	10
A Warm Welcome to Families	11
Facilities for Disabled Supporters	12
Visiting Supporters	13
Fun Farm Family Area (GBM Lower 1)	13
Hospitality	13
Matchday Catering	14
Follow Online on Socials and Imps+	14
Our Stadium	14
Supporters Code of Conduct	15
Safe Text	16
Smoking Policy	16
Stewards	16
Stadium Bans & Appeals	16
Anti-Discrimination	17
Safeguarding	17
Data Protection	18
Community: Lincoln City Foundation	18
Charity Partners	19
Feedback or Complaints	20
Independent Football Ombudsman - Alternate Dispute Resolution Status	20
The Football Supporters' Federation	21
Club Policies Summary	21

Your Charter

At Lincoln City Football Club, we are proud of the special bond we share with our loyal and passionate supporters. We deeply value the vital role every fan plays in the club's ongoing success.

Whether you've followed the Imps for years or are visiting for the first time, you are an important part of the Lincoln City family. We are committed to working together with fans and the wider community to create lasting memories shaped by the values you hold dear.

We aim to be open and approachable, sharing information clearly and effectively through the most suitable channels. Our supporters are the heart of the club, and we hope this charter strengthens the ways we connect and communicate with you.

This is your club and we want you to be proud of it. We present this Customer Charter as a reflection of that.

Thank you for your continued support.

Clive Nates

Co-vice Chairman, Lincoln City FC

For and on behalf of Club Directors

Our Winning Formula – Vision Statement



Club Promise

Lincoln City Football Club is proud of its high standards and strong commitment to delivering excellent customer service. We expect all staff and representatives of the club to act with courtesy and professionalism, always aiming to exceed your expectations.

Whether you're a lifelong supporter or attending your first match, you'll receive a warm welcome at Lincoln City. We want it to be easy for everyone to feel part of the Lincoln City family, and we work closely with fans and the wider community to create meaningful experiences that reflect our core values and build lasting memories with the club.

We will act with integrity when things don't go to plan. Togetherness and compassion are central to who we are and if we fall short, we'll go the extra mile to put things right and restore your pride in the club. All our staff, including those on matchdays, are trained to be approachable, supportive, and helpful at all times.

We aim to respond to all emails or letters within 16 working hours and will work to resolve issues within 10 working days wherever possible.

We also recognise the environmental impact of our operations, whether day-to-day activity, infrastructure projects, or our wider influence across the community. Lincoln City is committed to environmental responsibility and protection at every level.

Fan Engagement

Lincoln City are extremely proud of the level of engagement with our fans which has received national recognition for excellence. However, we will strive to make further improvements as the club continues to grow as an EFL club.

We will continue to take steps to ensure that all supporters are informed, wherever possible, of any decision that will directly affect them through a variety of communication channels including the club's official website, official social networking sites, the Supporter Liaison Officers, the public-address system on matchdays, and local newspaper and radio.

In 2017/18 our first ever fan surveys were launched giving you, the fans, the opportunity to tell us exactly what you think of Lincoln City both on and off the pitch; where we can improve, where we are successful, how valued you feel by the club and what Lincoln City means to you. These surveys will be conducted every year.

We are committed to continually improving the communication with you, our fans. Club officials will continue to regularly meet with supporters, via the Fan Advisory Board (formerly Supporters Board), meetings with the Red Imps Community Trust, other fan groups and the Fans' Forums which will take place at least twice annually. We will discuss club issues and policies as appropriate. Through these channels of consultation, the club encourages supporters' viewpoints and constructive feedback on a wide range of topics.

The Board of Directors and the Chief Executive Officer of Lincoln City Football Club are also committed to attending official Supporters Club meetings to engage in direct dialogue with the fans.

During the 2023/24 season, the Board elected existing director David Lowes as the director responsible for fan engagement. This designed to further advance and demonstrate our clubs' commitment to ensuring long term meaningful engagement with fans. A nominated Board-level official, the Fan Engagement Director (FED) will oversee the club's fan engagement activities, working closely with the CEO and senior club officials.

The 2024/25 season saw the club launch its first Fan Engagement Plan designed to strengthen the relationship between the club and our supporters, outlining how the club will listen, communicate and collaborate with fans.

In 2026, the club also launched the 1884 Collective, a collaborative approach to conversing and curating the history of Lincoln City FC with a focus on events, moments and stories that highlight the club's identity, and what it means to fans both young and old.

The 2025/26 Fan Engagement Plan can be found [HERE](#). This includes full details on the club's framework for supporter consultation. The 2026/27 Fan Engagement Plan will be available in due course.

Our Team

You can find more details of who is who, and their contact details via the official website. Whilst Lincoln City FC employ a range of team members to carry out a host of key duties; it is our minimum expectation that all staff work towards a set of common responsibilities.

They are to:

- Carry out duties in accordance with all relevant company policies, including, but not exclusive to, the Health and Safety at Work Act, Code of Conduct, Diversity & Equality Policy, Equal Opportunities Policy, Financial Regulations Policy & Social Media Policy.
- Safeguard and promote the welfare of all children, young people and adults at risk.
- Be vigilant and support all safety and security operations. • Recognise commercial opportunities across all products within Lincoln City FC.
- Promote the brand identity and increase Lincoln City fanbase throughout.
- Support the Lincoln City FC 'green' energy saving strategy and meet all requirements including but not exclusive to recycling, waste reduction, energy efficiency.
- Act always with utmost good faith to the Club and the Company.
- Devote full attention and ability to fulfilment of the duties required by the role.
- Work closely with partnership organisations, to maintain good relationships and collaborative working practices.
- Work with colleagues throughout Lincoln City FC to extend knowledge and skills in order to identify and develop best practice.

- Deal with enquiries and general day-to-day liaison with customers, colleagues and partners.
- Actively participate on continuing professional development and the appraisal process.
- Undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job.
- Maintain the quality-of-service provision, regularly evaluating work and seeking to make improvements.
- Present a professional image when dealing with both internal and external contacts and partners, acting in a professional manner always.

Equal Opportunities

Lincoln City Football Club is proud provide equal opportunities for both our employees and supporters. All employees and supporters will receive equal treatment regardless of age, disability, race, faith or beliefs, gender, sexual orientation, pregnancy & maternity, marriage & civil partnerships, gender reassignment or any other unjustifiable reason.

Supporter Liaison Officers (SLOs)

Lincoln City's Supporter Liaison Officer is Alan Long. We have recruited and appointed a number of fans to become additional Supporter Liaison Officers and as such they will be available on matchdays to communicate with fellow supporters and assist in resolving any issues by contacting key personnel at the club quickly and effectively.

Your Supporter Liaison Officers (SLOs) will also be on hand to assist with issues such as, directions, travel information and general supporter related enquiries from all supporters. You will be able to find one of your SLOs on a matchday in and around the footprint of the stadium or by asking your nearest steward to contact an SLO on your behalf. They will also have representatives in the club shop at the SLO help point on matchdays from two hours before kick-off.

We also have a designated Disabled Liaison Officer, (DLO) to supporters with disabilities who may need assistance. Lincoln City's Disabled Liaison Officer is Heidi Langham.

For all supporter queries, contact SLO@theredimps.com. Any supporters with disabilities who have any queries, should contact dlo@theredimps.com.

Contact Us

Please use the contact form [HERE](#).

Lincoln City Football Club

Telephone: 01522 880011

Contacts

Ticket Office: tickets@theredimps.com

Club Shop: shop@theredimps.com

General Enquiries: admin@theredimps.com

Venue and events: venue@theredimps.com

Commercial: commercial@theredimps.com

Media & press: media@theredimps.com

Academy Administration: academy@theredimps.com

Lincoln City Foundation: enquiries@lincolncityfoundation.co.uk

Telephone: 01522 563792

Find Us

Lincoln City Football Club

Sincil Bank

Lincoln

LN5 8LD

Ticketing

The club offers two options (season memberships and match by match tickets) enabling you to select a ticket to suit your personal budget. The stadium is sectioned into zones for pricing categories. Full details are available to view on the official club website.

For further information regarding prices please contact the Ticket Office or visit the 'Tickets' section on the official website for prices and sales dates. Finance options are available to those supporters wishing to spread the cost of their season ticket through pre-determined direct debit dates.

Allocation

Season ticket holders have their own seats guaranteed for all home league fixtures in the Sky Bet EFL Championship competition for 2026/27 (unless otherwise stated in 'Terms & Conditions').

The club will continue to operate a ticket-booking priority system for home, away, and cup fixtures, based on supply and demand.

Tickets for home matches will be made available in the following order:

1. Paid Membership Holders
2. General Sale

Tickets for away fixtures will follow this priority order:

1. Gold Members
2. Paid Membership Holders
3. General Sale

Where demand is low and not expected to exceed supply, the away ticketing process may be streamlined accordingly.

Ticketing arrangements for cup fixtures will be determined on a match-by-match basis. However, where demand is high, the club will always apply a priority purchase structure to ensure fairness for members.

The Club reserves the right to restrict the number of tickets which can be purchased under this priority if it is deemed necessary.

After such priority periods tickets will be available to all customers through general sale.

The club reserves the right to operate a 'like for like' policy during priority purchase periods in respect of away match ticket purchases on any occasion when it deems appropriate to do so (for example, a Junior Season Ticket holder may only purchase an equivalent ticket for the Away fixture).

The club may also (in accordance with EFL Regulations) offer ticket promotions to customers from time to time.

Restricted View Seats

A seat is classed as a restricted view if the view of one or both goals is impaired without reasonable movement in the seat. Stanchions, dugouts or handrails may interrupt the supporter's view. All seats Lincoln City deem to be restricted view will be sold online and in the Club Store at the stadium. No discounts will be attached to restricted view prices, but the purchaser will be notified in advance that they are purchasing a restricted view ticket. Restricted view seats are taken into consideration with the stadium zoning for price categories.

Very Restricted View – The club will only release **very** restricted seats when all other seats have been exhausted, these seats will be sold online at the zone appropriate prices and will be clearly defined as such during the purchase process.

Concessionary Tickets

Season memberships are offered at concessionary prices to Juniors under the age of 18, Young Adult (18-21), citizens aged 65+ and above, the 1st of August being the date which determine if the supporter for the various types of concession rates. Supporters using wheelchair bays can purchase tickets at the concessionary price. Ambulant disabled supporters will pay their age-relevant ticket price. All disabled supporters (whether wheelchair users or ambulant disabled) who need to be accompanied by a personal assistant can apply for an additional match ticket free of charge for their personal assistant if they are in receipt of a high rate of DLA or enhanced rate of PIP. Please email the ticket office for more details.

Age related match by match tickets are determined by the date of birth at the time the fixture takes place.

Lincoln City encourages supporters of all ages to attend its matches but children under the age of 14 should be accompanied to matches at all times by adults. In accordance with this recommendation, club staff will exercise discretion in the sale of tickets to anyone under the age of 14 years or children under the age of 14 trying to gain access without appropriate adult supervision.

The club also offer babies in arms tickets if they do not require a seat and therefore will not be charged. These can be requested from the ticket office.

Refunds

Home - A full refund may be given to a fan who has purchased a ticket for a Home match (League or Cup) if the ticket is returned to the Ticket Office three hours ahead of kick off i.e. 12 noon for a 3pm kick off and 4:45pm for a 7:45pm kick off. Visiting supporters should seek refunds from their respective clubs and refunds will only be issued at the discretion of the visiting club prior to taking tickets off sale.

Away - Refunds in respect of Away fixtures may only be granted if the ticket is returned to the Ticket Office before tickets are taken 'Off Sale'.

Away Travel – Refunds in respect of Away fixtures may only be granted before the match tickets for the relevant fixture are taken 'Off Sale'.

Season Ticket - Refunds on Season Tickets may only be granted at the discretion of the club in extenuating circumstances. Customers requesting such a refund must apply in writing to the club, stating the reason for the request, and enclosing any supporting documentation.

Abandoned Fixtures

Once it is determined the abandoned game will be replayed the following policy will be applied.

1. If the game is played but abandoned before half time, the person keeps their ticket for the rescheduled fixture;
2. If the game is abandoned during half time, the person keeps their ticket for the rescheduled fixture;
3. If the game is played but abandoned after half time, the person has to purchase another ticket for the rescheduled fixture.

Season ticket holders will be exempt from payment should point 3 apply.

All details will be announced via the Club Website in the weeks following this eventuality.

EFL Regulation

Rules 33.2 states: Duration of Matches. All League Matches shall be of 90 (ninety) minutes duration but any League Match which from any cause whatever falls short of 90 (ninety) minutes duration may be ordered to count as a completed fixture or be replayed in full or in part on whatever terms and conditions the Board shall in their absolute discretion determine and shall be played in compliance with these Regulations and the Football Association Rules respectively and under the Laws of the Game as approved by the International Football Association Board. In the event of conflict between any such Rules, Regulations and Laws as aforesaid, the Football Association Rules shall prevail.

External Events

In the event of the cancellation of an event by the organiser/promoter (i.e. a cancellation due to circumstances beyond the promoters' control, including Acts of God, power failure and flooding, we will only refund the face value of the ticket. We will use best endeavours to contact purchasers either by phone, email or in writing (using the details provided at the time of ordering) and advise them to return the tickets. Please note, however, it is the customer's responsibility to check whether the event is going ahead at the scheduled date, time and venue and we cannot guarantee that we will be able to inform each individual customer of any changes to the event date, time or venue.

Club Retail

From the Club Store at the stadium and the Fan Village unit (matchdays only), Lincoln City's aim is to provide a range of quality products that will appeal to all fans.

All home and away replica strips will have a minimum lifespan of one year. This lifespan will be announced via our club media before the strip goes on sale.

We will continue to work with our kit and apparel partners Oxen to ensure all official merchandise products will exceed the minimum legal manufacturing standards.

Lincoln City offer a 28-day money back exchange guarantee on purchases of merchandise on production of a valid receipt and all packaging providing the product is in a new and unused state.

Personalised products are excluded unless the item is faulty or delivered broken. A refund cannot be given if a player leaves the club or their squad number changes for any personalised products you may have bought.

To contact us with any suggestions or feedback on our Retail Department, email shop@theredimps.com.

A Warm Welcome to Families

At Lincoln City, we believe football is for everyone and that includes families of all sizes. Whether you're a lifelong supporter or visiting for the very first time, you're part of the Imps family the moment you walk through our gates.

We're proud of our club's growing reputation as a welcoming and inclusive place to watch football. That's why we're always working to improve the matchday experience, from vibrant fan zones to exciting activities for all ages. Your voice matters to us too, and we'll continue to listen through regular surveys and feedback to shape the matchday experience for all.

We also promise to maintain open and honest communication with our fans, including through supporters' forums and our Fan Advisory Board. It's important that every family feels heard and represented.

Bringing Young Children to the Match

We want your visit with your child to be safe, comfortable and full of great memories. If you're planning to bring a little one under the age of five, please take a moment to consider the following guidance:

Staying Together

Stadiums are big, busy places and it's easy to become separated. Please always keep your child with you but it is worth agreeing on a meeting point in case you do get separated. Show them who the staff are and explain they can go to any staff member for help. If someone in your group becomes lost, the Club Store/Ticket Office is our designated meeting point. Staff and our Supporter Liaison Officers will be happy to help.

Be Ready for All Weather

Whether it's blazing sunshine in August or a chilly Tuesday night in January, our British weather can be unpredictable! Dress your child in layers, including a warm coat, hat, and gloves in colder months. Check the forecast before leaving home and be ready for conditions to change. Layers can always be removed if needed — better to be too warm than too cold!

Matchday Noise

Football can get loud with singing, chanting, cheering and music! If your child has sensitive hearing, consider bringing ear defenders or earmuffs. Look for quieter seating areas, our family area is a great choice for young fans. If you find yourself in a noisy area, you can ask a steward if you can be relocated to a quieter area of the stadium. Be aware that occasional adult language may be heard in some parts of the ground.

Watch Out for Flying Footballs

Especially if you're sitting behind the goals or close to the pitch, there's a small risk of being hit by a football, particularly during the warm-up, when multiple balls are in use. Please keep an eye on the pitch and stay alert, especially with little ones in tow. Protective netting is in place behind the goals, but it's still possible for balls to enter the crowd.

What If There's an Emergency?

It's unlikely, but it's always best to be prepared. Talk with your child about how you'd leave quickly and safely, where your nearest and alternative exits are and where to meet outside the stadium if you get separated. Our friendly stewards and Supporter Liaison Officers are here to help answer any questions.

Your Child's Safety Comes First

We want every child to feel safe and happy at Lincoln City matches. If you ever have concerns about a child's welfare while attending a fixture, please don't hesitate to contact us. The club operate a QR code based safe reporting system. Using a mobile phone, you can scan the QR code to report an issue. Alternatively, you can email safeguarding@theredimps.com or you can also speak directly to one of our stewards at the stadium. We are here to help.

A Final Thought

Please remember, bringing a young child to a match should always be about their experience. If you're not sure you can meet their needs during the game, it might be better to arrange childcare so you can enjoy the game without worry.

We look forward to welcoming you and your family for football, fun and lifelong memories together.

Facilities for Disabled Supporters

We have facilities for supporters with disabilities in many areas of the stadium with the exception of the executive box corridor. The Greenlinc 200 Club is accessible via a stairlift within the Greenlinc Stand however, this will require that a person is able to transfer to and from the stairlift. Please note that there is no lift to transport a wheelchair or mobility aid to the lounge which is located on the first floor and is only accessible via stairs. We have also installed an accessible toilet within the Greenlinc 200 Club Lounge area. We also have a lowered counter within the Club Store to aid those supporters who are in wheelchairs, but we do not have lowered counters at catering points. If you require assistance we have SLO's, a DLO and stewards that are available to help.

Newly renovated in 2025, the Stacey West Car Park is available to purchase on a seasonal basis, we have a limited number of bays specifically for wheelchair users (including visiting supporters). Supporters may also have the option to purchase on a match-by-match basis;

however, these bays will be sold on a 'first come first served' basis and will be very limited. If parking for supporters with disabilities is sold out, there is a drop off area for supporters to gain access to the stadium footprint.

Visiting Supporters

The club welcomes and values all supporters of visiting clubs and makes tickets available to them in accordance with English Football League regulations.

Admission prices for visiting supporters will be no higher than those charged for home supporters in comparable areas. Concessionary prices are available to visiting supporters in line with those available to home supporters. The club offers tickets for visiting disabled supporters at the same admission prices. Away clubs are provided with an allocation of tickets, this allocation will include wheelchair disabled tickets, the visiting club will handle any queries in regard to their allocation. All ticket information for visiting supporters will be shared by the visiting club in the first instance.

Creating an atmosphere

Lincoln City are committed to assisting supporters in generating a fantastic matchday atmosphere, creating a lot of noise and backing the team. Therefore, we recommend that any supporter wishing to sit in Upper Block 7 of the GBM Stand should be aware that this is the main area where supporters generate noise and create a vibrant matchday atmosphere and in the summer of 2023 had barriers installed to create a 'safe standing' area. If you'd rather not be in this environment, we would not recommend purchasing a ticket within this block.

Fun Farm Family Area (GBM Lower 1)

In line with our continued commitment to attract younger supporters and to provide an enjoyable matchday experience, the club has designated a family area. In line with this commitment the club fosters an atmosphere and code of behaviour within the family area designed to attract and retain these families and younger supporters.

The club reserves the right to regulate the sale of adult tickets against junior tickets within this area.

Hospitality

Lincoln City offer a range of match day and season packages for hospitality guests which includes food before kick-off. Any dietary requirements can be met; however, any requests must be made no later than five days ahead of your visit.

Ticket holders for the Greenlinc 200 Club also have access to the luxury seating within the Greenlinc Stand to view the match in comfort.

The Branston Legends Lounge offers an opportunity to enjoy a match from the GBM Stand (upper 2) and relaxing in the club's match day sports themed lounge.

Introduced for the 26/27 season, our new hospitality lounge combines a premium served buffet and stunning views of Lincoln Cathedral from the Rilmac stand.

For more information, please see our corporate brochure or contact our commercial team via email: commercial@theredimps.com.

Matchday Catering

The club will continue to work closely with the fans, our clients and the businesses that use the stadium to tailor the match day offering specifically to suit Lincoln City fans and will continue to survey you to understand your preferences and requirements so that these can be reflected in the types and mix of food kiosks we install.

Follow Online on Socials and Imps+

Our online digital presence includes a brand-new website and mobile phone app launched in the 2024/25 season.

You can also follow us on social media channels:

[Facebook](#)

[Instagram](#)

[X](#)

[YouTube](#)

[TikTok](#)

[LinkedIn](#)

[Bluesky](#)

[WhatsApp](#)

Live video and audio broadcasts are available via the club website and official iOS/Android apps.

Live video coverage of games is available for domestic and international fans, but there are restrictions on what fixtures can be broadcast due to EFL broadcasting rules and regulations.

Live audio offers fans alternative ways to follow matches if they can't attend games with live commentary of every game during the season. All audio commentaries are available worldwide.

Our Stadium

Entry to the Ground is expressly subject to acceptance by the visitor of these Ground Regulations and the rules and regulations of FIFA, UEFA, The Football Association, the

Premier League and the English Football League (EFL) in respect of the relevant competition. The Ground Regulations incorporate the Club's Customer Charter (if any). Entry to the Ground shall constitute acceptance of the Ground Regulations.

The full stadium ground regulations can be found on the official website [HERE](#).

Supporters Code of Conduct

Lincoln City Football Club is a family club open to all, and we make every effort to make everyone feels welcome when they come to the LNER Stadium. The Club will not tolerate unacceptable conduct at LNER Stadium or at away football stadiums. Unacceptable conduct brings the Clubs excellent reputation into disrepute. It is recognised that football is a passionate game, and supporters will have their own way of expressing their support and reactions. This is acceptable and welcomed as it often adds positively to the matchday experience.

Lincoln City FC expects all our supporters to conduct themselves in a way that represents the values of the Club. Conduct which jeopardises the safety and enjoyment of others or is likely to bring the Club into disrepute is not acceptable and will not be tolerated.

Unacceptable conduct is conduct considered to be violent or disorderly. Violent conduct includes any actual, attempted or threatened physical violence against any person, or intentional damage to property.

Disorderly conduct includes that which is designed to create hatred or ill will towards individuals or groups based on their:

Gender, colour, race or religion: Sexual orientation: Transgender identity or disability:

Using threatening or abusive language or conduct:

Displaying anything which is threatening, abusive or insulting:

In respect of any individual who is guilty of a football related offence or is in breach of EFL Ground Regulations either at the LNER Stadium or when visiting other stadia the club (and where necessary the Police) will take appropriate action.

Such action is likely to include:

- Refusal of entry to, or ejection from the stadium followed by a written warning
- Temporary and / or indefinite club or Football Banning Order from attending Lincoln City FC home and away fixtures.
- Report to the police potentially resulting in criminal proceedings leading to banning orders for all matches and / or custodial sentences.

It is recognised that the action taken will be relevant to each individual case and Lincoln City work closely with Lincolnshire Police to share and collate information regarding any supporters involved in unacceptable conduct and behaviour at both home and away fixtures.

Safe Text

Football is a family game, and it is vitally important that we attract, encourage and retain young people and their parents by providing a safe environment in which they can enjoy the match without feeling intimidated by the aggressive behaviour of others.

If your enjoyment of the match is being spoiled because of excessive abusive language, the club encourages you to bring this matter to the attention of our officials via the matchday safety team or using the 'safe text' which is accessible via QR codes located around the stadium. You can report anti-social behaviour to the stadium control room via this method. Simply scan the QR code and report the issue which can be done anonymously.

Smoking Policy

The stands, concourses, staircases, toilets and hospitality areas are all smoke free. Smoking bubbles (zones) are in place for those supporters wishing to smoke at half time and/or intervals (your nearest steward or SLO can direct you), please note supporters will not be allowed to leave and return to the stadium, at any time during the duration of an event to smoke. Please note this rule also includes the use of e-cigarettes. Any supporter caught using cigarettes and/or e-cigarettes outside of the smoking bubbles may be ejected. Full details of the policy can be found [HERE](#).

Stewards

All our Event Stewards are accredited or working towards an NVQ Level 2 or HABC Level 2 Certificate in Event Security Operations. They will deal with all supporters in a friendly and professional manner at all times. Providing a first-class customer service is our aim while ensuring that all supporters comply with the Football League Ground Regulations.

Our stewards and match day staff will always do their best to ensure that everyone at the LNER Stadium has an enjoyable time in a safe environment.

Stadium Bans & Appeals

As a last resort Lincoln City Football Club retain the right to issue stadium bans in the interest of safety and fairness to all staff and supporters. The club follows a formal incident investigation procedure for all reported incidents of potential disorder.

If a supporter is subject to a stadium ban but has not been issued a ban from football by the courts, or has already served a ban from the courts, they may appeal against a stadium ban from Lincoln City.

All appeals should be sent to the Safety Officer in writing within 14 days of a ban being served. Appeals will be led by the CEO in consultation with the Safety Officer, Lincolnshire Police and other club senior staff.

The outcome of the appeal process will be final and not subject to further appeal.

Anti-Discrimination

Lincoln City Football Club is committed to treating everyone with equal consideration regardless of age, disability, race, faith or beliefs, gender, sexual orientation, pregnancy & maternity, marriage & civil partnerships, gender reassignment or any other unjustifiable reason. The club, in association with its governing bodies (The Football Association and The English Football League) and all football authorities, is determined to eradicate prejudice in football by ensuring that no barriers exist to anyone playing/enjoying the national game. The club will not tolerate any such form of discriminatory behaviour (physical or verbal) and will work to ensure that any such behaviour is met with appropriate disciplinary and/or legal action in whatever context it occurs.

Safeguarding

At Lincoln City, safeguarding is everyone's responsibility and club personnel have a duty to safeguard the welfare of children and vulnerable adults.

Lincoln City Football Club does have in place comprehensive safeguarding policies and procedures which meet the requirements of The Football League, The FA Safeguarding Children Rules and Government legislation to ensure the National Standards for safeguarding are met and implemented throughout the club.

If you have a concern, you should contact the club's Safeguarding Lead:

Mark Johnson

Tel: 07424 692385

Email: mjoh@theredimps.com

If you are worried about the immediate safety or welfare of a child or vulnerable adult you can also contact:

- The Police (in an emergency): 999
- The NSPCC Child Line: 0800 1111
- Children's Assessment Team: 023 80 833336

Full details of the Safeguarding Policies can be found [HERE](#).

Data Protection

Lincoln City Football Club recognises its responsibility with reference to all customer information on our databases. All such information is stored confidentially in accordance with the Data Protection Act (1998) and GDPR (2018), and no data is issued or sold without prior consent.

Full details of the privacy policy are available to view on the official club website [HERE](#).

Community: Lincoln City Foundation

Established in 1994 to deliver football programmes as Lincoln City Football in the Community (FiTC), they evolved to become a registered charity in 2009. They use the unique brand, reputation and reach of Lincoln City Football club alongside many influential partnerships to inspire lives and communities.

The Vision

Happier, healthier, inspired communities.

The Mission

To work with Lincoln City Football Club and their key partners to inspire, empower, and help individuals and communities to improve their physical, social and mental wellbeing.

The Charitable Objects

- To provide or help provide facilities and opportunities for participation in sport, recreation or other leisure time occupation for people who have the need for such activities in the interest of social welfare with the object of improving their conditions of life for whom the facilities are provided.
- To promote health by encouraging participation in sport and physical activity and to encourage healthy living.
- To advance the education of children and young people through such means as the Trustees think fit in accordance with the law of charity.
- To develop the capacity and skills of the members of the socially and economically disadvantaged communities in such a way that they are better able to identify and help meet their needs to participate more fully in society.

Key Themes and Aims

Education and Employability - They will provide positive learning environments to inspire people and develop skills for life.

Sport and Physical Activity – They want to use the power of sport and football to inspire people of all ages to become more active and to increase levels of physical activity and participation in sport across all the communities with which we engage.

Health and Mental Wellbeing – They will promote a better understanding of physical and mental health issues, and support and tackle health inequality. They will contribute to a healthier community by providing and delivering programmes which are designed to promote and facilitate healthy living.

Inclusion and Community Cohesion - Using the power of their brand and reputation, they will lead, support, and respond to the needs of our communities, especially those in the most deprived areas, inspiring and changing lives.

Charity Partners

Lincoln City has currently chosen three official charity partners who are given priority for fundraising support and profile awareness. For 2026/27 these are as follows:

- [Lincoln City Foundation](#) (Charitable arm of LCFC)
- [Alzheimer's Society](#) (Fans Vote)
- [Sophie's Journey](#) (Fans Vote)

To find out more about these charities or to see how you can help, click on the charity name above.

Throughout the season, the club is committed towards helping these charities at management level in order to assist with fundraising activities, all designated to raise the profile of the charity. The official charity partners will be given the utmost priority for the club's help in fundraising activities, including matchday bucket collections.

Additional Charity Requests

All requests from non-charity partners during a month will be placed into a monthly charity draw.

To qualify for our monthly charity draw you will be required send in the below information to charity@theredimps.com

- Chosen Local Charity
- Charity Number
- Name
- Address
- Email Address
- Contact Telephone Number

All requests must be registered at least 24 hours before the 1st of each month. Unfortunately, no telephone requests can be accepted. One prize from the list below could be won in the monthly draw.

- A signed LCFC shirt
- A signed LCFC ball
- Five pairs of tickets to a nominated fixture
- Two pairs of hospitality tickets to a nominated fixture

Please note: Tickets are subject to availability and for the designated game only. The winner once drawn will be contacted with further details. Due to the number of requests we receive, we will only notify the winners of each draw which will be announced on the club's website. Applications will not be rolled forward; however, you can apply again each month.

Feedback or Complaints

Providing an excellent customer service is important to all staff at Lincoln City and in most cases, this is exactly what you will receive.

However, just occasionally, if something goes wrong and a supporter has an issue that needs to be resolved please feedback your issue to the Club Services department via the contact form [HERE](#).

The Club Services department will endeavour to acknowledge receipt of your enquiry/complaint within 3 working days of receipt and aim to bring a satisfactory resolution within 10 working days.

Full details of the club's complaints policy can be found [HERE](#).

Independent Football Ombudsman - Alternate Dispute Resolution Status

If you are dissatisfied with the response from the club, you can ask the Independent Football Ombudsman to adjudicate.

The IFO can be contacted via

www.theifo.co.uk

Independent Football Ombudsman,

Premier House,

1-5 Argyle Way,

Stevenage

SG1 2AD

0800 588 4066

Contact@TheIFO.co.uk

The Football Supporters' Federation

The Football Supporters' Federation (FSF) are also able to offer advice and support fans.

The FSF can be contacted via

www.fsf.org.uk

Football Supporters' Federation,

1 Ashmore Terrace,

Stockton Road, Sunderland,

Tyne & Wear,

SR2 7DE

0330 44 000 44

Emailinfo@fsf.org.uk

Club Policies Summary

Access statement – [Link](#)

Charity policy – [Link](#)

Complaints policy - [Link](#)

Environmental policy – [Link](#)

Equality, diversity and inclusion – [Link](#)

Equality, diversity and inclusion action plan – [Link](#)

Ground regulations – [Link](#)

Health and safety policy – [Link](#)

Prohibited items and search policy - [Link](#)

Safeguarding policies – [Link](#)

Smoking policy – [Link](#)

Supporter sanctions policy – [Link](#)

Supporter sanctions procedure – [Link](#)

Ticket office terms and conditions - [Link](#)