



AWAY TRAVEL SAFEGUARDING POLICY

Version 1.3

Season 2022/2023

Plymouth Argyle is committed to safeguarding and promoting the welfare of young people and adults at risk and expects all staff, volunteers and visitors to share this commitment.



Policy Purpose

This safeguarding policy reflects the safeguarding ethos at PAFC. Plymouth Argyle is committed to safeguarding and promoting the welfare of young people and adults at risk and expects all staff, volunteers and visitors to share this commitment.

This policy relates to the safeguarding arrangements for PAFC organised away travel and should be read in conjunction with the main 'PAFC Safeguarding and Child Protection Policy'. The main safeguarding policy is a point of reference for all policies and reference material used by PAFC. The 'PAFC Safeguarding Adults at Risk Policy' reflects the same ethos.

In addition, the safeguarding policy aims to promote the safety and wellbeing of the young and vulnerable and to provide assurance to parents, carers and other parties.

Who this policy applies to

This policy and its operating principles apply to all staff and volunteers (including all players) of PAFC, irrespective of the type of contract on which they are employed or the hours and days that they work, or the nominated location at which they work.

The policy also applies to any other individual, worker or consultant who is engaged by, or does work on behalf of, or for, PAFC. This policy does not form part of any employee's contract of employment.

Key Safeguarding Terminology and Definitions

- PAFC / the Club – Plymouth Argyle Football Club. Any property or training ground belonging to or where PAFC operate, or where their activities occur.
- ACT – Argyle Community Trust.
- FA – Football Association
- EFL – English Football League
- CEO - Chief Executive Officer
- Staff – paid or unpaid workers, agency or third-party workers, volunteers, who provides a service
- DSO – Dedicated Safeguarding Officer
- SSM – Senior Safeguarding Manager
- DLO – Disability Liaison Officer
- Child or young person – Defined by the Children's Act (1989) as any young person under the age of 18.



- Safeguarding - refers to the actions we take to ensure all children are safe from harm when involved in our clubs and activities.
- Child Protection - is a set of activities that are required for specific children who are at risk/or are suffering from significant harm.
- Abuse - refers to the acts of commission or omission that lead to a child experiencing harm.
- Harm - refers to the negative impact or consequences upon the child of those actions.
- Significant Harm - The Children Act 1989 introduced the concept of significant harm as the threshold that justifies compulsory intervention in family life in the best interests of children.
- Violence - refers to “all forms of physical or mental violence, injury and abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse.”

Policy statement

PAFC takes its responsibilities very seriously regarding providing a safe and positive environment where children and vulnerable adults are present at any of its PAFC led activities and (under the supervision) of one or more members of our staff.

All children and vulnerable people, regardless of age, disability, gender, gender reassignment, pregnancy and maternity, marriage and civil partnership, race, religion and/or sexual orientation (defined as Protected Characteristics within the Equality Act 2010) have the right to equal protection from all types of harm or abuse

All participants and visitors to PAFC activities have the right to feel safe and to be safe. Wherever they come into contact with us they will be treated both lawfully and fairly and with both dignity and respect. All the members of our staff have a duty to keep children safe and to help protect them from abuse or harm. All managers ensure that their staff understand and apply that duty. Good safeguarding practice takes many forms. It is a thread that weaves throughout all PAFC activities that involve children and other vulnerable people.

This policy applies to all members of PAFC, from both the paid and volunteer staff, and all partner organisations including commercial partners, licence holders, contractors and consultants. For the avoidance of doubt this policy does not apply to the ACT; who operate in accordance with their own policies.

This policy also applies to individuals not included in this list who may be conducting related work that involves the children in our care. The policy has been written in line with all relevant Government legislation including the “Working Together to Safeguard Children” guidance published in July 2018.



Principles of safeguarding children and young people

The term safeguarding is a shortening of the phrase “safeguarding and promoting the welfare” of children and young people. We follow the 6 principles of safeguarding:

1. **Empowerment:** it is important for a young person to be supported and encouraged to make their own decisions and give informed consent
2. **Prevention:** it is better to take action before harm occurs
3. **Proportionality:** the least intrusive response appropriate to the risk presented
4. **Protection:** support and representation for those in greatest need
5. **Partnership:** local solutions through services working with their communities – communities have a part to play in preventing, detecting and reporting neglect and abuse
6. **Accountability:** accountability and transparency in safeguarding practice

Confidentiality and Managing a Concern

Plymouth Argyle ensure that confidentiality of safeguarding cases is maintained.

The secure reporting and management system ‘My Concern’ is used. Only the DSO and people involved will be aware, on a need to know basis.

Statutory information sharing protocols will be followed where necessary including the FA safeguarding case management, the EFL safeguarding team, the local authority and the police.

A child centred approach to safeguarding is at the centre of the PAFC ethos. Wherever possible the young or vulnerable person will be involved in every aspect of managing the concern.

If a person is at immediate risk of harm or about to become the victim of a crime, the police must be informed via 999. All other concerns must be reported to the DSO, either directly or via the ‘My Concern’ system.

Allegations made against an employee or anyone engaged by PAFC

Plymouth Argyle operate in an open and transparent manner. Any concerns relating to a member of staff or volunteer, should be recorded via the ‘My Concern’ and the DSO informed.

Where necessary PAFC will work in partnership with the Local Authority Designated Officer (LADO), the FA Safeguarding Case Management Team and EFL Safeguarding Team. PAFC have a whistleblowing policy.



Roles and Responsibilities

Andrew Parkinson – CEO and Senior Safeguarding Manager

Darren Green – Designated Safeguarding Officer

Jamie Yabsley – Head of Marketing & Communications

Nicki Errington – PAFC Ticket Office Manager

Introduction

PAFC is committed to ensuring that all supporters who travel to away fixtures on PAFC organised transport remain safe from abuse and promote their wellbeing. We understand that people of all ages and some with disabilities wish to see PAFC play at other locations. PAFC agree to have at least one coach for each away EFL fixture. These are on a first come first served basis.

While we commit to one coach, PAFC must be accountable financially and not make a loss for subsequent coaches. Where the demand does not warrant a second coach, we may be able to work with other supporter groups to assist spectators.

This policy is to be read in conjunction with the sale of tickets, coach travel terms and conditions.

Limitations of Policy – This policy only refers to the away travel of PAFC spectators, when the entry ticket and transport are purchased together in a PAFC arranged package. For transport arranged through any other organisation, or where a ticket is purchased separately, please refer to the away travel policy of that organiser.

Away Travel Information

Plymouth Argyle Responsibility – Plymouth Argyle are responsible for the spectators for the time that is spent with us during the transport and in accordance with the terms and conditions of purchase. It does not cover when the spectators are away from the coach, for example at the away fixture, or at service breaks.

Coaches – PAFC have a contract with a coach provider, who are responsible for their vehicles to be well maintained, safe comply with relevant legislation. The coach company will provide suitably qualified drivers, DBS checked, who will have experience in the safe transport of our spectators.

Chaperones – PAFC have volunteers, who assist in the safe travel of our supporters. We endeavour to have one per coach. They will have a list of spectators on their coach and emergency contact details in the event of unforeseen incident. The chaperones are the official contact point between the spectators and PAFC. The chaperones are not responsible for the care needs of spectators, nor in making alternate arrangements should a spectator fail to show at the agreed location or time.

Safeguarding – We understand that some of our spectators may come from vulnerable groups. PAFC have clear policies, which are published on the website. Our Chaperones are the first point of contact for our away travel. PAFC will ensure that our Chaperones have a DBS certificate and receive safeguarding training wherever possible.



Accessible facilities - The coaches will have the facility for a limited number of disabled passengers. Normal terms and conditions apply for their care and any personal assistants that travel with the disabled person. While we endeavour to make the events as accessible as possible, PAFC are not responsible for the care needs of any of the spectators.

First aid – Should there be a requirement for first aid, the coach driver will be the initial point of contact and in the event of a medical episode we contact the emergency services and the spectator's emergency contact as appropriate.

Adverse behaviour - The coach driver is ultimately responsible for the spectators' safety and has the authority to refuse entry or eject a spectator if there is any abuse / drunkenness / any other incident that affects the wellbeing of the driver or the passengers. This will be at the consequence of the spectator causing disruption. PAFC will work in partnership with the coach company and share information should there be a claim for recompense from the coach company. This does not preclude any action from PAFC regarding standards committee, which may also follow.

Under 18s – PAFC encourage our younger supporters to enjoy the experience of away games. We also understand that long journeys may have an effect on the wellbeing of the young person, especially if they will be attending school the day after a late return. The welfare of the young person sits solely with the responsible adult they are travelling with.

- No person under 16 can travel alone. They must be with a parent / carer.
- Any person 16-18 travelling on their own must have the written authority of their parent / carer and they must be mature enough to be responsible for their actions.
- We will have the details of the parent / carer with us when they travel and contact them where appropriate.
- Both the parent and young person are responsible for their own care needs.
- No groups of 16-18 year olds will be allowed to travel together.
- Parental responsibility remains with the parent / carer at all times, whether they are present, or whether in the case of a 16-18 year old, they are travelling solo.

For clarification, please note the following information

PAFC are responsible for:

- The safe transport of our spectators.

PAFC are not responsible for:

- Not arriving on time at; the departure point, the agreed collection point following the game, any of the stops at services.
- The spectator when they have left the coach for either the game or stops enroute or return.
- Delays out of our control, which mean a late arrival or not arriving at the away fixture (For example coach breakdown or heavy traffic).
- Behaviour or damage caused to the coach by any individual on board.



Exceptional Circumstances – In the event of a large number of supporters wishing to use PAFC to attend a major event, we will endeavour to comply with the ethos of this policy, however there may be the necessity to make appropriate changes for the event.

Emergency Incident Procedure - In the event of a major disruption to our coaches' safe return, there will be a point of contact at PAFC, who did not travel and who will have the relevant information and could assist and arrange key personnel and information to be available.

Any questions, or if further information is required, please contact the ticket office direct: ticketing@pafc.co.uk. If you have any concerns about the safeguarding of any of our children, young people or adults at risk, please contact the Designated Safeguarding Officer: safeguarding@pafc.co.uk

Photography, Images and Social Media

This policy should be read in conjunction with PAFC policies; Safeguarding Children, photographic and Image policy and General Social Media.

PAFC welcomes photographs and images that celebrate the sport, the values and objectives of PAFC and positive reflections of our PAFC operations. We understand, however that photography and video imagery and it's use can present difficulties, risk and sensitivity in a range of circumstances.

Data Protection Law & Photography

Data protection laws apply to the photography of children or other vulnerable people at PAFC activities. Where it applies and where practical, if images are captured by a member of staff or for PAFC purposes, consent from the parent or carer should be obtained and the option to opt out is available. If in any doubt a picture should not be taken or published.

Match Day, Public Events, Incidental Image Capture & Consent

Large crowds may create further questions with consent and image use. At events such as matches, concerts and special public events, explicit consent is not required as there is a reasonable expectation that any person attending may have their image captured or broadcast. In any situations where children may be subject to 'incidental image capture' (i.e. they are in the background behind a main subject), where practical they should be informed that they may be on camera and have the opportunity to opt out.

Where a person finds that their image or that of their child has been used in these circumstances and they do not wish it to be used then we will endeavour to remove it from circulation where it is practical to do so and where there are reasonable grounds to do so.



Legitimate interest

Should parents or children have any issues arising out of images being processed for the PAFC's legitimate interests they may contact Andy Bradford, PAFC's Data Protection officer, dataprotection@pafc.co.uk Details of all processing activities are documented in the PAFC's privacy notices available from the PAFC website.

Parents

Photography by PAFC staff, press and members of the public will continue and PAFC will not have control of this or subsequent social media images. Parents or carers must be reminded of the extra attention being at a football match may bring.

This is in a public space and photos will be taken by staff and the public. Parents / carers must be wary if there is a sensitive matter and photos are not wanted to be published. This remains the responsibility of the parent / carer at the time to make the decision whether their young person takes part in this very public activity.



APPENDIX 1 – Code of Conduct for young persons

23/05/2022 CODE OF CONDUCT FOR YOUNG PERSONS TRAVELLING ON PLYMOUTH ARGYLE FC (PAFC) OFFICIAL COACHES

1. Required / Permitted behaviour - PAFC wish all supporters to have a pleasant and comfortable journey. Therefore, you agree to:
 - Behave in a reasonable, sensible, considerate and lawful manner whilst on the coach, towards fellow passengers and at the away stadium and adhere to ground regulations
 - Fully comply with any requests made to you by the coach driver and coach stewards.
 - Use mobile phones and other electronic or similar devices considerately.

2. Prohibited behaviour - You will/must not:
 - Bring alcoholic refreshments or any form of illegal substance on board the coach
 - Have in your possession any form of pyrotechnics, flares, smoke bombs, or anything that emits smoke or visible gas
 - Have glass bottles or other similar items in your possession
 - Be abusive, violent, threatening or use foul or abusive language to the coach driver or any other passengers
 - Conduct yourself in any way which may endanger your fellow passengers or the coach driver
 - Cause discomfort, inconvenience, damage, distress or injury to any fellow passengers or coach driver
 - Smoke on board the coach
 - Vandalise the coach or items on board the coach

Consequences of poor / anti-social behaviour – If you breach this Code of Conduct CAFC will ban you from using the official coach service for a period of time deemed necessary and proportionate by the club.

I confirm that I have read and understood this Code of Conduct and will abide by its terms.

Dated	
Signed	



APPENDIX 2 – Under 16 Consent Form

MILES AWAY TRAVEL CLUB

Plymouth Argyle's Official Away Travel

Under 16 – Travel Consent Form

As per the terms and conditions of travel all Under 16's are required to travel with a named adult, (adult being 21 or over)

To ensure that you are able to travel on the Day, this form will need to be submitted to the Home Park Ticket Office, either in person or via email on tickets@paafc.co.uk, no later than 48 hours prior to the travel date. A copy must then be shown on the day of travel with either the parent or named responsible adult.

PLEASE NOTE: If this form is not submitted or shown you will not be able to travel and no refunds or credit will be issued

Name of Under 16 Travelling	
Date of Birth	
Away Game Attending	
Name of Parent / Guardian	
Address	
Contact Number	



PLYMOUTH ARGYLE FOOTBALL CLUB

Home Park, Plymouth, PL2 3DQ

If, as a parent/guardian, you are not able to travel with your son/daughter, please provide details of your named responsible adult, who must be over 21

Name of Responsible Adult	
Contact Number	

I understand as the named responsible adult above child, I have full responsibility for this child on this trip. I confirm that I am over 21 years of age

Signature of Responsible Adult	
---------------------------------------	--

Signature of Parent / Guardian	
Date	





APPENDIX 3 – Parental Consent Under 18 (16 / 17 years)

Young Persons Under 18 years (16-17 Years) Parental Consent for Independent Travel to Away Matches

Details of Young Person Travelling

Full Name	
Date of Birth & Age	
Address	
Postcode	
Supporter ID	
Contact Number	
Parent / Guardian	
Emergency Contact 1	
Emergency Contact 2	



PLYMOUTH ARGYLE FOOTBALL CLUB

Home Park, Plymouth, PL2 3DQ

I am the parent or legal guardian of the young person named above. I confirm that the details provided are correct and that the young person is aged 16 and over.

I hereby give my consent for the young person named above to travel unaccompanied to Plymouth Argyle away fixtures on the official coaches organised by Plymouth Argyle for the 2022/23 season.

I agree that parental responsibility remains with me for the whole time while the young person is travelling independently with PAFC.

I accept and agree that, other than as set out in the Conditions of Carriage, Plymouth Argyle assumes no responsibility for and owes no duty of care to and shall have no liability in respect of the young person's safety, welfare, well-being, conduct or possessions or the consequences of any breach by the young person of the Code of Conduct, the Conditions of Carriage or the general law.

Young person's travelling unaccompanied will not be accompanied into the away stadium.

The Young Person will be responsible for their own behaviour from leaving the coach until the point of return to the coach. Should they be ejected from the stadium for any reason then the away team ejection policy will apply.

In supporting the rights of the young fans to travel independently to away matches PAFC would like to point out to both the young person and parent/guardian(s) the responsibilities associated with independent travel in respect of personal behaviour standards, and as outlined in the Conditions of Carriage. Please ensure you as a parent outline/discuss with your son/daughter the need to be responsible and behave in an appropriate manner.

If your child misses the coach for any reason and is not considered to be at risk it may be that they need to make personal arrangements for the return journey.

You should ensure that your child know what contingency plans they can make should this unlikely incident occur, and also that they have contact numbers and appropriate funds to support a return home. Consideration will be given to the age and maturity of young supporters should these circumstances arise.

I am responsible for notifying Plymouth Argyle of any changes to the emergency contact number(s) provided above, and understand that failure to do so may result in the refusal to carry the above named child on Plymouth Argyle coaches, for changes to contact details please contact 01752 907700 or email tickets@pafc.co.uk



PLYMOUTH ARGYLE FOOTBALL CLUB

Home Park, Plymouth, PL2 3DQ

I understand and agree that Plymouth Argyle may revoke the young person's permission to travel at any time.

I confirm that I have read and agree to the Code of Conduct and the Conditions of Carriage.

Signature	
Name	
Relationship to Under 18 year old	





APPENDIX 3 – PAFC Coach Travel Terms and Conditions

PAFC Coach Travel Terms & Conditions

1. These conditions apply to all Coach Travel tickets purchased through Plymouth Argyle Football Club.

2. Tickets

2.1. Your Ticket – Your ticket is a record of our agreement to carry you on the journey stated on your ticket. Your Ticket is our property and shall be returned to us on request. If Your Ticket is purchased by someone else for you, it is a requirement that the name of the person using the ticket is supplied

2.2. Validity of Your Ticket

2.2.1. Travel permitted by your Ticket: Your Ticket permits you to make the journey as stated on your ticket.

2.2.2. Your ticket is valid only for the journey stated on the ticket(s).

2.2.3. Expiry of your Ticket: When your Ticket expires in accordance with Condition 2.2(b), it is no longer valid for travel.

2.3. Ownership of Ticket - Your Ticket remains our property at all times. If a Ticket is defaced, damaged or tampered with, or lost, it may not be valid for travel. We may at our discretion replace Your Ticket in such circumstances. Your Ticket provided we can confirm that is still valid and subject to Condition 6.3.

2.4. It is your responsibility to check that your ticket is correct

You must check your Ticket for errors as soon as you receive it or, if you or someone on your behalf is purchasing it by electronic means, before it is purchased (and, in this section, “you” includes you and any person acting on your behalf) and to contact us if you consider that there are any errors, as explained below.

2.4.1. If your Ticket was issued to you in person or by post, then you should check your Ticket as soon as you receive it and bring any errors immediately to the attention of the person who issued the Ticket to you.

2.4.2. If you purchase an E-Ticket online, it is your responsibility to check the details to ensure that they are correct on the screen before payment is made and on your booking confirmation once received.



2.4.3. If you purchase an M-Ticket, it is your responsibility to check the details to ensure that they are correct on the screen before payment is made and it is your responsibility to check at the time of receipt that the text message on your mobile phone screen shows the correct date and time for your Journey.

2.4.4. If you believe that the Ticket we have sent or issued does not meet the information you provided at the time of booking, please contact us immediately and, at least, within the timeframes set out in paragraph (e) below.

We will not be obliged to make any amendments to an E-Ticket or M-Ticket after booking, except where you can provide evidence (which we consider to be satisfactory in the circumstances) in order to demonstrate that an error was due to our fault or technical error. In all other circumstances, any amendment to an E-Ticket or M-Ticket will be made in accordance with Condition 3.5.

2.4.5. If you fail to inform us of any errors in respect of any Ticket within the earlier of: (i) the date 2 Working Days after your receipt or purchase of the Ticket; and (ii) the departure time of the Service, then your Ticket will be assumed to be correct.

You must check the departure location and times shown on the Ticket as it is your responsibility to arrive at the correct departure point by no later than required under Condition 6.6.

3. Types of Fare & Travel Conditions

- 3.1. We offer a reduced fare if you hold one of our Miles Away Travel Club.
- 3.2. The Miles Away Adult fare applies to all those aged 18 and above
- 3.3. The Miles Away Junior fare applies to all those aged 17 & below.
- 3.4. All other fares are at a standard price for all age brackets
- 3.5. Under 16's are not permitted to travel without an adult. (Adult being deemed as Over 21). The Club reserves the right to refuse travel if the ticket holder is deemed to be under age or turns up without an adult. In such circumstance refunds/credit vouchers will not be issued
- 3.6. For the above, the relevant permission form must be supplied to the Home Park Ticket Office, either in person or via email tickets@pafc.co.uk. A copy of this form will also need to be shown on the day of travel to the steward, by the parent/guardian or responsible adult. Failure to supply will result in a refusal of travel and there will be no refund or credit for this.
- 3.7. For supporters aged 16/17 years, a Permission to Travel form needs to be completed and returned to the Home Park Ticket Office, alongside a signed Code of Conduct form. This can be given in to the Home Park Ticket Office in person or via email on tickets@pafc.co.uk. This is a once a season form, and we will check all phone numbers on this. This needs to be provided no later than 48 hours before your intended first trip. Failure to submit will result in a refusal of travel on the day and no refund or credit will be issued.



- 3.8. If you only require travel in one direction the full fare will apply. Please advise this at the point of booking or if booked online please email Tickets@pafc.co.uk once you have made your booking to advise.
- 3.9. Names and contact details are required for all passengers travelling. When booking online these can be assigned providing the client has a valid online account and is in your network. If they are not please email Tickets@pafc.co.uk once you have booked with their details. Tickets will not be processed without this.
- 3.10. If after booking you are unable to travel we advise you call the Home Park Ticket Office on 01752 907700 during office hours or email on Tickets@pafc.co.uk. It will be at the Clubs discretion as to whether a credit voucher is issued and you will be advised accordingly.

4. Coach Number & Seat

- 4.1. The first coach will be the coach which makes the stops at the designated pick up points as in
- 4.2. You will be advised of the coach that you are travelling on, on the morning of departure.
- 4.3. If you wish to be on a specific coach you will be required to contact the Ticket Office no later than 5 working days prior to the travel date; unless booking within this period.
- 4.4. Switching of coaches on the day is prohibited
- 4.5. You are not able to reserve seats.

5. Passenger Responsibilities

- 5.1. You must travel with a valid ticket. Your Ticket must be available for inspection at any time if requested by either the designate Coach Steward or the Coach Driver.
- 5.2. Travel without a valid ticket: You will be considered to not be travelling with a valid ticket if you:
 - 5.2.1. Fail to produce Your Ticket for inspection when asked at any given point on the journey.
 - 5.2.2. Do not have sufficient battery on your phone/device to display Your Ticket. We recommend you travel with a printed copy of Your Ticket as it may not always be possible to display Your Ticket.
- 5.3. Travel with a ticket you are not entitled to;
 - 5.3.1. Effect of travelling without a valid Ticket: We will not allow you to board the Coach without a valid ticket.



5.3.2. Fraudulent Tickets: If we have reasonable grounds to believe that a Ticket has been fraudulently obtained or used we reserve the right to prevent you travelling. You will not be entitled to any refund in respect of any Ticket invalidated in accordance with this condition

5.4. Take Care of Your Ticket.- You must take care of Your Ticket, including by not losing, tampering with or spoiling Your Ticket and ensuring that any mobile device is sufficiently charged so that a ticket texted to your phone (M Ticket) or accessed via email (E Ticket) can be displayed at point of starting your journey and at all times during the journey.

5.4.1. Lost and Stolen Tickets: We will not be obliged to replace Your Ticket if it is lost or stolen. You will be required to purchase a new ticket (at the full fare if a reduced ticket) if you wish to travel.

5.4.2. Tampered with Tickets: We will not be obliged to replace Your Ticket if it is tampered with (including by any information altered or obscured in any way we consider is, or is likely to be, deliberate. If you wish to travel you will be required to purchase a new Ticket.

5.4.3. Spoiled, Damaged or Corrupted Tickets: If Your Ticket has been spoiled, damaged or corrupted in any way (including by it or any information on it being obscured in a way we consider is, or likely to be, accidental then we may, at the Club discretion, re issue the ticket for the relevant administration of fee of £2 per ticket. You will be required to provide us with proof of the booking and valid ID for us to be able to do this.

5.4.4. No Refunds: We will not give refunds in respect of any lost, tampered with or spoiled, damaged or corrupted tickets.

6. Departure Times

6.1. If departing from Home Park

6.1.1. All coaches depart from the Park & Ride perimeter road outside of the Devonport End and will leave this point at the time advertised on Your Ticket

6.1.2. Please ensure you arrive at least 15 minutes prior to this departure time. This allows time for Your Ticket to be checked and for the coach you are travelling on to be advised.

6.1.3. Under no circumstances will coaches wait beyond the departure time. Refunds/credit vouchers will not be issued against no shows.

6.1.4. If departing from any of the designated pick up points:



- Ivybridge – Slip road as you exit onto the A38 - @ 20 minutes after the scheduled departure time from Home Park
- Ashburton – 2nd Junction and in bus stop – @ 35 minutes after the scheduled departure time from Home Park
- Drumbridges – Bus stop on the slip road – @ 40 minutes after the scheduled departure time from Home Park
- M5, Junction 25 – Garage on the first left turning after coming of slip road - @ 85 minutes after the scheduled departure time from Home Park

6.2. Departure after the Final whistle

6.2.1. Coaches will depart from the away stadium @15 minutes after the final whistle.

6.2.2. The Coach Steward will advise the collection point at the point of drop off and it is your responsibility to make your way back to your coach promptly.

6.2.3. If it is reported that a coach is delayed due to a non show or late return the Club may refuse travel in the future.

7. Seat Belts

It is your responsibility to ensure that you comply with the following seat belt requirements

- 7.1. If provided you must wear the seat belt provided at all times (this is required by law and for your own and others safety) You may still use the toilet facilities on board the coach but must refit your seat belt immediately on returning to your seat.

8. Mid Journey Breaks

Under the driving laws the coach will make mid journey stops at service stations. You will be advised as to how long this stop is for and the time you are required to be back on the coach.

Please be punctual as coaches cannot be delayed. If we have a report that a coach is delayed by a late return this could lead to a refusal on future bookings.

9. Alcohol on Coaches

Alcohol is not permitted on any coaches organised by Plymouth Argyle Football Club. This is in line with the Sporting Events (Control of Alcohol etc) Act 1985.

- 9.1. Any person attempting to bring alcohol onto an organised coach can be refused to travel. Refunds/credit vouchers will not be issued in the event of non travel.
- 9.2. Any person caught drinking on an organised coach will be reported to the Club and a travel ban will be issued.



- 9.3. Any person deemed to be and reported as being in an intoxicated state on an organised coach could be subject to a Club Ban.

10. Fixture Changes

It is your responsibility to be aware of any changes to fixture dates and times. Plymouth Argyle Football Club constantly update their website and social media channels with these changes as soon details are known.

- 10.1. The Club reserves the right to the decision as to whether refunds or credit vouchers are issued in these circumstances.
- 10.2. In the event of a fixture postponement, once the Club has the rearranged date for the fixture, details relating to the return of coach tickets will be advertised.
- 10.3. Under no circumstances will tickets be accepted as returned after the date of the fixture.



APPENDIX 4 – Version History

Version	Date	Author	Status	Comment
1.0	July 2022	D Green	Draft	Initial safeguarding policy
1.1	July 2022	N Errington	Draft	To check content and relevance
1.2	July 2022	D Green	To CEO	Final amendments ready for sign off
1.3	July 2023	J Yabsley	For publishing	Layout and numbering changes

This policy will be regularly reviewed and monitored and in any case not longer than every 12 months.