



Supporter Charter 2026/27

Club values and philosophy

Brentford Football Club (the club) is committed to providing a high quality of service to all its supporters and other customers, and to maintaining and enhancing its relationships with the local community and other stakeholders.

The club strives to deliver on its values which are being respectful, progressive and fostering a spirit of togetherness, and these values are also underpinned by our focus on equity, diversity and inclusion and the safeguarding of children and adults at risk of harm.

We recognise and value the importance of fans and endeavour to listen to fans' views throughout the season and involve our official fan groups in key decisions impacting the overall wellbeing of the club.

The Supporter Charter sets out the club's principal commitments to fans and aims to support transparency and accountability in how these are delivered.

We will consult our supporters and stakeholders

The club will seek feedback from supporters on a regular basis, including via post-match surveys sent to selected supporters after each game, an end-of-season and mid-season survey, working groups, fans forums and consultative groups, and via meetings with the club's Fan Advisory Board (FAB).

The FAB currently includes representatives from Brentford Independent Association of Supporters (BIAS), Brentford Football Community Society Limited (the club's supporters' trust), Bees United, along with one representative each from the LGBees, Her Game Too and Brentford Disabled Supporters Association to support the representation of the fanbase as a whole. The FAB was established during the 2022/23 season as part of the club's commitment to meeting the Premier League's Fan Engagement Standard. The FAB will cover matters of club strategy and policy with other working groups and fan forums providing input on more day-to-day operational matters. Further information on the FAB and other consultative groups can be found on our website and the club's Fan Engagement Plan outlining priorities for the 2026/27 season is available [here](#)

The club commits to providing supporter groups and the wider fanbase with advance notice of any changes to key policies or systems that will impact the fanbase, in particular in relation to ticketing, together with the reasons for those changes.

The club will also ensure that, where possible, any operational/technical issues impacting fans are shared with supporter groups as soon as possible so they can support any communication to the wider fanbase.

The club also holds regular consultation meetings with the London Borough of Hounslow and with community engagement groups made up of representatives from



local residents' associations, together with other relevant stakeholders near both Gtech Community Stadium and the club's training ground.

We will communicate effectively with our supporters

As a club, we will ensure that effective communication methods are in place with all of our supporters, including via phone, social media, email, web stories, Brentford FC official App, text messages and face-to-face where appropriate. If these communication channels are unavailable for certain supporters, we will ensure that any important policy changes or renewal dates are communicated by post.

As part of our ongoing commitment to accessibility, the club will also review where improvements can be made for all forms of communication, including the use of hearing loops and subtitles for videos wherever possible.

The club will ensure any key dates or changes to policies/systems that impact fans are communicated effectively with sufficient notice to avoid any confusion or misunderstanding.

The club aims to respond to any queries within 72 hours where possible with the exception of complaints which are subject to a separate process (see "*We will respond to queries and complaints properly*" below). During exceptionally busy times, it may not be possible to meet the 72 hours target, but every effort will be made to respond to all queries within seven working days. The club will prioritise queries and respond accordingly and to provide appropriate supporting information to assist fans with resolving less complex queries. Full details of club email addresses can be found [here](#).

Any general enquiries can be sent via email to enquiries@brentfordfc.com.

Fan specific issues and questions can be sent by email to our Supporter Liaison Officer, Hayley Carson, via email to supporterservices@brentfordfc.com, or by post to Supporter Liaison Officer, Brentford FC Vantage London Great West Road Brentford, London TW8 9AG.

We also commit to hosting at least one Fans Forum per season to answer questions from fans with further club communication or updates from our owner, chief executive or chair during the season.

Further information on how the club communicates with its supporters can be found in the club's [Fan Engagement Plan](#) outlining priorities for the 2026/27 season.

Club Partners may communicate with fans from time to time in accordance with their sponsorship package. Any marketing campaigns will be reviewed and signed off by the club in advance to ensure that these are in line with agreed contracts. Any mass email campaigns to fans will be shared with supporter groups prior to issuing. If fans have opted not to hear about our Club Partners via email, they will not receive these communications.

We will make our stadium a welcoming place for everyone

The club will make every effort to ensure that Gtech Community Stadium is a welcoming and inclusive environment for everyone including families that attend



games. More details on what to expect on matchday and any restrictions and requirements can be found in our [visiting the stadium guide](#).

There are currently no restrictions in place with regard to the age of children who can attend games at the Gtech Community Stadium, however, parents/carers may want to consider that the stadium can get very noisy and it is a very busy environment. The west stand is our safe standing area with rail seating in place so this may not be suitable for young children.

All children under the age of 14 must attend with a responsible adult and all supporters who attend the stadium must have a valid ticket for the game, including babes in arms. For further information please see our [visiting the stadium guide](#).

The club's [Diversity & Inclusion Policy](#) makes clear that we are committed to confronting and eradicating any form of discrimination, whether it is of race (including ethnic origin, colour, nationality and national origin), religion or belief, sex, sexual orientation, marital or civil partner status, age, pregnancy or maternity, disability or gender reassignment.

The club's stadium meets the requirements of the Accessible Stadia Guide and works closely with Level Playing Field and others to review and enhance facilities where possible. Our [Access Statement](#) provides more information on the facilities for disabled fans at our stadium and our Accessibility team is on hand to support fans with any queries via email at accessibility@brentfordfc.com.

The club also offers pricing strategies to help make coming to games as affordable as possible, with [a range of ticket prices](#) and a commitment to Gen10 that caps the price of away tickets for juniors to £10, regardless of the price charged by away clubs.

Concessions on matchdays are offered for junior supporters (under 18 years of age), young people (18-24 years) and senior supporters (aged 65 years and over). Direct debit payments are also available to spread the cost over the year.

A number of complimentary tickets are also offered for each game for community groups and other local residents who may not otherwise be able to come to games. Any requests for these tickets should be sent by email to supporterservices@brentfordfc.com.

The club will ensure a robust safeguarding policy for children and adults at risk of harm is in place and implemented on matchdays, with a safeguarding team on matchdays and during the week to provide informed help and support if required via email at safeguarding@brentfordfc.com.

You can find out more about what safeguarding means to the club along with our safeguarding policy [here](#).

The club operates a smoke and vape free policy inside the stadium footprint on matchdays.

Our staff will be courteous, helpful and well-informed

The club expects its staff, stewards and other representatives to be courteous, helpful and well informed and is committed to providing training and guidance to support



this. Any person who feels that any of the club's personnel are failing to meet the standards they would reasonably expect should notify the club by email to report@brentfordfc.com.

For complaints relating to the conduct of one of our employees, it may be necessary for the club to deal with this outside of the complaints process outlined within this Supporter Charter in order to comply with employment law.

The club will monitor the phone system and website regularly to ensure that all information provided is current, fully updated and meeting acceptable standards.

We will focus on delivering an excellent and safe matchday experience for all fans

We strive to ensure everyone coming to games feels safe and free from harm.

The club is also committed to delivering an excellent matchday experience for our fans (and for those from the visiting club) and are proud to have come first in the Premier League's Matchday Fan Experience & Engagement Survey for the 2025/26 season.

We conduct regular pre-match checks to ensure our stadium is clean and safe on matchdays and deliver regular training for all matchday staff to ensure that all safety and service standards are met.

The club offers a wide range of facilities including a Sensory Room for fans who need a quieter environment, and fan support team staff who offer advice and guidance and wheelchair pick-ups for supporters with accessibility needs. We also offer a range of pre-match activities in the family area and engaging in-bowl entertainment in the stadium.

The club regularly reviews the food and drink options available to fans and has installed self-service ordering units in key areas across the stadium to help reduce queues, particularly at half-time. A pre-order app (BeeOrder) is available to allow supporters to choose items that meet specific dietary requirements and to order items from other kiosks around the stadium to increase the range of food and drink options available for fans. The club will continue to have food and drink offers on matchdays, including early bird and bundle offers.

Our Accessibility team is dedicated to providing excellent support and guidance for disabled supporters and ensuring we support their matchday and non-matchday requirements. This team works closely with the Brentford Disabled Supporters Association to continue to improve the ways in which we ensure a fully inclusive experience for all fans.

Our [Fan Engagement Plan](#) provides more information on our plan to deliver excellent fan engagement this season.

We will not tolerate bad behaviour

Supporters attending games at Gtech Community Stadium must abide by the Premier League's Ground Regulations, the club's [Acceptable Behaviour Policy](#) and [Equity, Diversity & Inclusion Policy](#) as well as the relevant terms and conditions relating to the issue and use of tickets.



Club staff on matchdays are there to ensure the safety and wellbeing of all supporters and will take action where required to deal with incidences of behaviour that breach any of the regulations outlined.

Brentford FC has the right to eject or ban any supporter or another person from the stadium at the discretion of the club.

Supporters are encouraged to report instances of behaviour that breach our policies and regulations.

On matchdays, reports can be made in person to matchday stewards, via the QR code that's displayed around the stadium (including on the back of many seats); via the "report an incident" function on the Brentford FC app; or by sending a WhatsApp message to +44 20 3833 0327 so that our matchday operations team can be immediately notified.

Reports can also be made by email to report@brentfordfc.com. Supporters are advised to report incidents during the match wherever possible as this provides the best opportunity for the club to take effective action, including involving the police where necessary.

Any sanctions issued by the club will be considered in line with club policies and also any relevant policies and guidance from The FA, Premier League and English Football League.

Ticketing offences will also be subject to the club's Acceptable Behaviour Policy. For home matches, all tickets sold will be traceable back to the purchaser and should these tickets be touted or used by away supporters, the future right to purchase tickets could be withdrawn and other club sanctions may be imposed.

Any proven away fan found in any of the designated home areas of Gtech Community Stadium will be ejected from the ground.

Education programmes, verbal and written warnings, Acceptable Behaviour Agreements and stadium bans will be considered in the event of any breaches of ground regulations, or evidence of football-related offences committed elsewhere, and any other circumstances that are likely to bring the reputation of Brentford FC into disrepute, including social media posts that breach our [Social Media Policy](#).

Prior to a ban or other sanctions, supporters will be asked to provide feedback on the incident in question and may be invited into the club to discuss the allegations. If the supporter fails to provide information or attend the meeting, the club will decide on sanctions in their absence. These sanctions will be confirmed in writing to the supporter, together with the club's appeals process.

At the end of each season, the club will provide to the Premier League in confidence, (and will share anonymously with BIAS and Bees United), a summary of club bans imposed that season, which will include the number of supporters receiving club bans, the duration of these bans, the offences for which they were imposed, the number of supporters who have used the appeal process and the number of successful and unsuccessful appeals. The club also provides updates at least twice per season to fans on the actions it has taken to deal with fan behaviour issues.



We will respond to complaints properly

Anyone with a complaint about the club should make contact via the appropriate emails or contact numbers listed on our '[Contact us](#)' page on our website. The club will aim to acknowledge receipt of complaints received within three working days and to respond fully, where possible, within seven working days.

If a complaint relates to the conduct of one of our employees, it may be necessary for the club to deal with this outside of the commitments made within this Supporter Charter in order to comply with employment law.

If the complaint is about discrimination, the process for making a complaint is detailed within the club's Diversity and Inclusion Policy [here](#).

If the complaint relates to a safeguarding issue for a child or adult at risk of harm, please see the specific advice provided below.

If a supporter feels less than satisfied with the response to their complaint, they should direct their concerns to the club's fan & community relations Director, Sally Stephens, who will also consult with other members of the executive team where necessary. Complaints should be sent via email to sstephens@brentfordfc.com, or by post to Sally Stephens, fan & community relations director, Brentford FC Vantage London Great West Road Brentford, London TW8 9AG.

If the supporter is still dissatisfied, they can contact the club adjudicator, Stuart Hatcher via email to adjudicator@brentfordfc.com, or by post to Stuart Hatcher, Club Adjudicator, c/o Brentford FC, Brentford FC Vantage London Great West Road Brentford, London TW8 9AG.

In the case of complaints sent to the club adjudicator, the aim is to acknowledge receipt within seven working days and to respond fully, where possible, within fourteen working days.

If after dealing with the club adjudicator the supporter still feels dissatisfied, they should contact the Independent Football Ombudsman.

The Independent Football Ombudsman (IFO) has been established by the football authorities (The FA, The Premier League and The English Football League) to receive and adjudicate on complaints which have not been resolved at an earlier stage. Complaints should be sent via email to contact@TheIFO.co.uk, or by post to Independent Football Ombudsman, Premier House, 1-5 Argyle Way, Stevenage, Hertfordshire SG1 2AD Phone: 0800 588 4066.

Safeguarding complaints

If anyone wishes to raise a concern or make a complaint regarding a safeguarding issue relating to a child or adult at risk of harm, please email safeguarding@brentfordfc.com. This complaint will be dealt with in line with the club's safeguarding procedures. Please visit the safeguarding section of the club's website for specific information in relation to safeguarding <https://www.brentfordfc.com/en/safeguarding>



A concern would be classified as a safeguarding matter when it relates to either:

- Complaints regarding poor practice in relation to children's activities or relating to children (under 18s), such as bullying
- Complaints relating to an adult at risk of harm

We will be fair in selling tickets

Pricing of season tickets and match tickets

The pricing for season tickets can be found [here](#) however season tickets are sold out for the 2026/27 season. The availability of season tickets is determined each season based on the renewal rate for existing season ticket holders. For the 2026/27 season, around 300 season tickets were available for purchase, and these were offered to members who met the relevant eligibility criteria by Friday 22 May. For adults, the criteria was 1,000 Ticket Access Points (TAPs) and attendance at a minimum of 12 games, at least 10 of which were at home. Juniors met the criteria if they had attended a minimum of 14 games by Saturday 18 April (or if they met the criteria set out for adults). For the 2027/28 season, the eligibility will also be determined by similar TAPs and attendance criteria, but the level of TAPs required will be adjusted due to the move to the move to a five-year rolling TAPs model for the 2026/27 season. The exact criteria cannot be provided until after the season ticket renewal process is complete, which determines the number of season tickets available for purchase.

More details on match ticket pricing can be found [here](#).

Members will have access to buy match tickets via their ticketing account, subject to the match category and their Ticket Access Points (TAPs) as outlined below.

Home match tickets

Home games have been categorised as either Category A*, A, B, or Friends & Family access.

Category A* home games are: Arsenal, Chelsea, Liverpool and Manchester United.

Category A home games are: Aston Villa, Fulham, Manchester City, Newcastle United and Tottenham Hotspur.

Category B home games are: AFC Bournemouth, Coventry City, Crystal Palace, Everton, Ipswich Town, Hull City, Leeds United and Nottingham Forest.

Friends & Family Access games are: Brighton & Hove Albion and Sunderland.

Our Friends & Family fixtures will give members the opportunity to purchase an additional ticket for someone in their Friends & Family network who has a Brentford FC ticketing account.

Please note that categories may be subject to change throughout the season based on security advice or changes to dates and times ahead of each match.

Full details on the sales process for home match tickets and the number of TAPs awarded for each match are available [here](#).

Every seat counts policy



The club will continue to implement its 'every seat counts' policy for season ticket holders for the 2026/27 season. Further details of the policy can be found [here](#).

Ticket exchange

Members can buy tickets that have been listed for sale on the ticket exchange by season ticket holders who are not able to attend that fixture themselves. Each member is eligible to buy one ticket* per fixture on the ticket exchange if they have not already bought a ticket at the original sale. (*For 'friends & family' fixtures, this limit increases to two match tickets per member).

Season ticket and premium seat holders will gain access to the ticket exchange 48-72 hours before kick-off, subject to ticket availability.

If a season ticket holder or premium seat holder lists their ticket at least seven days before matchday, they will avoid a yellow card and receive a guaranteed pro-rata credit, even if the ticket doesn't sell.

A concession rate is available for those under 18 on the ticket exchange. Adult tickets will remain the same price on the ticket exchange as they are for adult purchases on eticketing.co.uk/brentfordfc.

Bees Overseas members will also have access to the ticket exchange on the closest business day to three weeks before the fixture.

Tickets for disabled supporters

Supporters who qualify for a complimentary personal assistant ticket can purchase those home tickets online (subject to the relevant documentation being submitted to the club). Please contact the club at accessibility@brentfordfc.com for further information.

Transferring tickets

- Season ticket holders or match ticket holders may forward their ticket to a guest as long as this is below or at the face value. Eligibility requirements are in place around the forwarding of tickets. Season ticket holders can forward their ticket to anyone in the friends and family network with a Brentford FC ticketing account for Category A or B games. (For Category A* games, the recipient must also meet the 100+ TAPs criteria).
- Premium seat holders can transfer their ticket online via the recipient's email address – even if that person is not in their friends & family network.
- My Bees members can forward their match ticket for Category B games to anyone in their friends & family network who has a membership. For Category A and A* games, My Bees members can only forward their match ticket to anyone in the friends & family network who is a member and also meets the TAPs criteria for that fixture.

Please note: when fans pass on their ticket for a fixture, they remain responsible for that ticket and for the behaviour of the person that attends in their place, and they should ensure that their guest is aware of the club's [Acceptable Behaviour Policy](#) that governs attendance at games.



Away match tickets

For all away matches, the club will liaise in writing with the home club and agree a fair allocation to be available for sale in advance, which will be based on the anticipated demand for tickets from Brentford supporters and communicated when tickets go on sale.

The club will ensure that pricing for Brentford supporters is consistent with Premier League rules on away ticket pricing and the club's Gen10 policy will ensure that prices for juniors will be capped at £10, with the club paying the difference should the away club charge more than £10 for junior tickets.

Away games have also been categorised as either Category A, B or Friends & Family access for the 2026/27 season.

Category A away games are: AFC Bournemouth, Arsenal, Chelsea, Fulham, Liverpool, Manchester United and Tottenham Hotspur.

Category B away games are: Brighton & Hove Albion, Coventry City, Crystal Palace, Everton, Hull City, Ipswich Town and Leeds United.

Friends & Family Access games are: Aston Villa, Manchester City, Newcastle United, Nottingham Forest and Sunderland.

Full details on the sales process for away match tickets and the number of TAPs awarded for each match are available [here](#).

Restricted view seats for home and away fixtures

The club has reviewed all the seats at Gtech Community Stadium with regard to any restricted views. Any seats that do not have a clear view of either goal have been removed from sale.

Should any season ticket holders or match ticket purchasers feel that their view is unduly restricted, they should contact the Box Office team at tickets@brentfordfc.com or 0333 005 8521, Monday to Friday between 10am and 5pm.

The club will endeavour to ensure that any restricted view seats for away games are clearly identified during the ticket buying window.

Refunds for home and away fixtures

Once a ticket is purchased, it is non-refundable unless the given match is rescheduled, postponed, cancelled or abandoned. If a match is rescheduled, postponed or abandoned, fans will have seven days to claim a refund. If no refund is claimed their ticket will be valid for the re-arranged fixture.

For fans that are unable to attend home games due to illness, the following options are available:

- Season ticket holders or match ticket holders may forward their ticket to a guest as long as this is below or at the face value. Eligibility requirements are in place around the forwarding of tickets. Season ticket holders can forward their ticket to anyone in the friends and family network with a Brentford FC ticketing account



for Category A or B games. (For Category A* games, the recipient must also meet the 100+ TAPs criteria).

- Premium seat holders can transfer their ticket online via the recipient's email address – even if that person is not in their friends & family network.
- My Bees members can forward their match ticket for Category B games to anyone in their friends & family network who has a membership. For Category A and A* games, My Bees members can only forward their match ticket to anyone in the friends & family network who is a member and also meets the TAPs criteria for that fixture.

Please note: when fans pass on their ticket for a fixture, they remain responsible for that ticket and for the behaviour of the person that attends in their place, and they should ensure that their guest is aware of the club's [Acceptable Behaviour Policy](#) that governs attendance at games.

Season ticket holders and match ticket holders who are unable to use any of the methods above should contact the Box Office for advice. (Please note that away match tickets are non-refundable).

Should there be any future restriction placed on supporters attending games (as was experienced during the COVID-19 pandemic), the club will announce any mitigation plans following consultation with the club's Fan Advisory Board.

Complimentary tickets

A register of all complimentary tickets will be maintained at the club.

Tickets for away supporters

The Club abides by Football Association and Premier League rules governing the pricing and allocation of tickets to visiting clubs.

We will offer membership schemes that benefit supporters

Membership schemes

The club offers the following membership schemes:

Season ticket holders and premium seat holders: priority access is given for cup and away league matches, together with a number of other benefits including access to season ticket holder events, and the allocation of Ticket Access Points (TAPs) to help gain priority access to tickets and other benefits. More information on season tickets is available [here](#).

My Bees membership includes the following packages: Adults, Bees Overseas, 18-24, The Swarm (11-17), The Bee Team (3-10) and Babees (0-2). More details of each scheme are provided [here](#).

Ticket Access Points

In order to reward fans who attend the most games, Bees' supporters are able to earn TAPs from both home and away ticket purchases. From the 2025/26 season, TAPs from the previous four seasons plus the current season will be used to determine access to



tickets. A record will also be kept of supporters' 'lifetime' or 'legacy' TAPs which have been accrued since the 2013/14 season.

TAPs for home games are allocated as follows:

10 points - Arsenal, Chelsea, Fulham, Liverpool, Manchester City, Manchester United, Newcastle United, Tottenham Hotspur.

15 points - AFC Bournemouth, Aston Villa, Brighton & Hove Albion, Coventry City, Crystal Palace, Everton, Hull City, Ipswich Town, Leeds United, Nottingham Forest, Sunderland.

TAPs for away matches are allocated as follows:

15 points – Arsenal, Chelsea, Fulham, Tottenham Hotspur.

20 points – AFC Bournemouth, Brighton & Hove Albion, Crystal Palace

30 points – Aston Villa, Ipswich Town, Nottingham Forest.

40 points – Coventry City, Everton, Leeds United, Liverpool, Manchester City, Manchester United.

45 Points – Hull City

50 points – Newcastle United, Sunderland

Please note that the club reserves the right to change the TAPs awarded during the season based on specific factors for that game or rescheduled fixtures.

TAPs for cup games will be assessed individually and these will be advised when tickets go on sale.

More information on TAPs is provided [here](#).

TAPs are allocated when a supporter attends a game and accesses through the turnstile. If fans transfer their ticket via the club's official ticket exchange or via the digital ticket forwarding process, the person who the ticket is allocated to will receive the TAPs for that game (if they attend and access through the turnstile).

If fans feel that there are issues with their personal TAPs total, for example, because they may have more than one ticketing account, they can contact the club by email at tickets@brentfordfc.com with details of the enquiry and the club will investigate that.

We are committed to improving the sustainability of the club's operations

We are committed to improving the sustainability of the club's operations and have developed a Sustainability Strategy to guide our work in this area. An overview of the club's Sustainability Strategy is provided [here](#).

The club's head of sustainability and community will take forward the implementation of key environmental sustainability projects to reduce the negative impact of the club's operations.

The club commits to providing at least an annual update to supporters on the progress it is making on environmental sustainability.



We won't exploit buyers of our merchandise

The club will not knowingly buy goods from any supplier or manufacturer who does not comply fully with the labour, safety and other relevant laws of the countries of manufacture with respect to minimum wages, hours of work, overtime, sick pay and holiday entitlement.

Replica kit has a life span of a minimum of one season – our home kit for this season will be for two seasons. The club is committed to ensuring a competitive price for all replica kits and not entering into price-fixing in relation to the sale of replica kits.

The club offers refunds on merchandise in accordance with its stated policy on display in its retail venues and legal obligations. This can be found in the "conditions of sale" section of the club's online store.

We will make a valuable contribution to the local community

Brentford FC is proud of the contribution it makes to the community, both by the club and also through Brentford FC Community Sports Trust.

More information on the work of Brentford FC Community Sports Trust is available at www.brentfordfcst.com.

The club will ensure that members of each of its squads (the men's first team and B Team, women's team and boys' academy, where appropriate) regularly support community events during the season.

At the club, there is a dedicated fan & community relations team that leads the club's community work. Please contact supporterservices@brentfordfc.com for any further information.

We will support selected charities

The club is committed to working with the local community, in partnership with Brentford FC Community Sports Trust, and supporting charities wherever possible. However, due to the number of requests received, it is not possible to support every request.

Priority for support is given to local charities meeting the club's overall community and social causes strategy and to Brentford supporters undertaking charity fundraising initiatives. For the 2026/27 season, the priority charities for support include:

- Brentford FC Community Sports Trust
- The Royal Brompton & Harefield Hospital Charity via the Heart of West London cardiac health campaign
- Hounslow Community FoodBox
- Planet Penguin Football Foundation
- London's Air Ambulance
- RNLI
- Royal British Legion

Additional charities may be added to this priority list during the course of the season.



Brentford FC will only accept charity requests received on headed charity notepaper or with an accompanying letter from the appropriate charity. Letters requesting support should include as many details as possible about the charity and what assistance the club can provide.

Requests may be turned down if they are not from a local charity or organisation; if the charity or organisation has already received support from the club in the past 12 months; or if the club's limit on charitable donations in a particular period has been reached.

Requests should be sent by email to supporterservices@brentfordfc.com or by post to Fan & Community Relations, Brentford Football Club, Brentford FC Vantage London Great West Road Brentford, London TW8 9AG

A small number of charity bucket collections are permitted during the season, ideally those that can accept automated payments as the stadium is now cashless.

Brentford FC will try to assist anyone visiting as part of The 92 Club during normal opening hours, with prior arrangement where possible. It's not typically possible to organise these visits on matchdays. Please email supporterservices@brentfordfc.com for more information and to arrange any visits to the stadium.

The club does not give away merchandise and souvenirs but a wide range of merchandise is available to buy online in the Official Bees Store www.shop.brentfordfc.com.

We will manage fans' data responsibly

The club takes seriously its responsibilities for managing data in line with relevant data protection legislation. The club's [Privacy Policy](#) provides more information.

We will review this charter annually

Following the end of the season, the club will undertake a review of the points listed in this Supporter Charter with reference to key internal and externally collected data and make recommendations on any changes to be incorporated.

The club will then review any changes with its Fan Advisory Board, and the final approval will be undertaken by the club's fan & community relations director (with any significant changes ratified by the chief executive) prior to publication ahead of each season.

It's important to note also that the Supporter Charter is a living document and should there be any improvements identified during the season, these will be added, following consultation with members of the Fan Advisory Board.