

**Football Factory – Code of Conduct**

At **The Football Factory**, we are committed to creating a **safe, inclusive, and respectful environment** for all players, spectators, and guests. Whether you're here for a casual kickabout, a children’s party, or a competitive match, **respect and sportsmanship** are central to everything we do.

We are proud to support and align with **The FA’s Respect Campaign**, which promotes a positive culture both **on and off the pitch**.

**Our Expectations**

We expect **everyone** attending The Football Factory to:

* Treat others with **equality, fairness, and kindness**
* Foster a **fun, positive, and inclusive atmosphere**
* Always put **integrity and enjoyment of the game** ahead of the result

Creating the right environment ensures that **players of all ages and abilities** enjoy a great football experience, every time.

**For All Customers and Visitors**

* Respect all Football Factory staff, players, other customers, and visitors.
* Follow all facility rules and instructions given by staff.
* Keep noise at a reasonable level and respect others’ enjoyment.
* Use the facility and equipment responsibly and safely.
* Treat the premises with care—dispose of rubbish properly and report any damage.
* Smoking, alcohol consumption, and illegal substances are strictly prohibited on site.
* No aggressive or abusive behaviour, including foul language or harassment.
* Respect the designated areas (pitches, party rooms, cafe, spectator zones).
* Follow COVID-19 or other health and safety protocols as required.

**For Players**

* Arrive on time and ready to play, with appropriate footwear and equipment.
* Play fairly and within the rules of the game.
* Respect referees, coaches, teammates, and opponents.
* Avoid any form of cheating, diving, or time-wasting.
* Accept decisions by referees and staff with good sportsmanship.
* No physical or verbal abuse; promote a positive attitude on and off the pitch.
* Always close gates when entering or leaving the pitch.
* Keep the pitch clean: no food or drink on the playing surface.

**For Staff and Coaches**

* Lead by example in behaviour, fairness, and respect.
* Ensure a safe environment and intervene in inappropriate behaviour.
* Maintain professionalism and confidentiality.
* Follow safeguarding policies and report concerns immediately.
* Support positive communication between all facility users.
* Ensure that coaching sessions are inclusive, encouraging, and safe.
* Keep facilities clean and equipment well maintained.

**For the General Public and Spectators**

* Remain in designated spectator areas and do not enter playing areas.
* Encourage and support players positively.
* Respect the decisions of referees, coaches, and staff.
* Avoid disruptive or aggressive behaviour.
* Follow all safety instructions and respect emergency procedures.

**Consequences of Breach**

Failure to comply with this Code of Conduct may result in:

* Verbal warnings
* Temporary suspension from using Football Factory facilities
* Permanent ban from the premises
* Reporting to authorities where appropriate

Thank you for helping us create a positive environment for everyone to enjoy football safely and respectfully!

1 The Football Factory CIC. Registered Office: Unit 5, Enfield Industrial Estate, Redditch, B97 6BG Company Number: 14802658