

**The Football Factory**

**Social Media Guidelines**

At The Football Factory, we love sharing the passion and excitement of football with our community both on and off the pitch. To keep our online environment positive, respectful, and safe for everyone, we ask all customers, staff, players, children, and visitors to follow these social media guidelines when interacting with us or posting about The Football Factory.

**1. Be Respectful and Positive**

* Treat others with kindness, respect, and fairness.
* Avoid posting or sharing content that is offensive, abusive, discriminatory, or inflammatory.
* Respect differences in opinions and encourage friendly dialogue.

**2. Protect Privacy and Consent**

* Do not share photos or videos of others (especially children) without their consent or the consent of their parent/guardian.
* Respect personal privacy and do not post personal information about others without permission.

**3. Represent The Football Factory Positively**

* When mentioning The Football Factory or posting content related to us, please be respectful and constructive.
* Avoid sharing false information or complaints on public platforms; instead, contact us directly to resolve issues.

**4. Content Sharing**

* Feel free to share your experiences, photos, and videos from The Football Factory, but ensure they follow the guidelines above.
* Do not post content that violates copyright, trademarks, or any laws.

**5. Reporting Issues**

* If you see inappropriate content related to The Football Factory or experience any issues on social media, please report it to us via direct message or email.

**6. Staff Conduct on Social Media**

* Staff should maintain professionalism and avoid sharing confidential information.
* Personal opinions should be clearly identified as such and not presented as official views of The Football Factory.

By following these guidelines, we can create a welcoming and enjoyable online community that reflects the spirit of football and respect we promote at The Football Factory.

Thank you for being part of our team and community!

Unit 5, Enfield Industrial Estate, Redditch, B97 6BG

**T**: 01527 757834 **W**: [www.footballfactorymidlands.com](http://www.footballfactorymidlands.com/)

 football factory  thefootballfactory\_b97  thefootballfactory\_b97

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