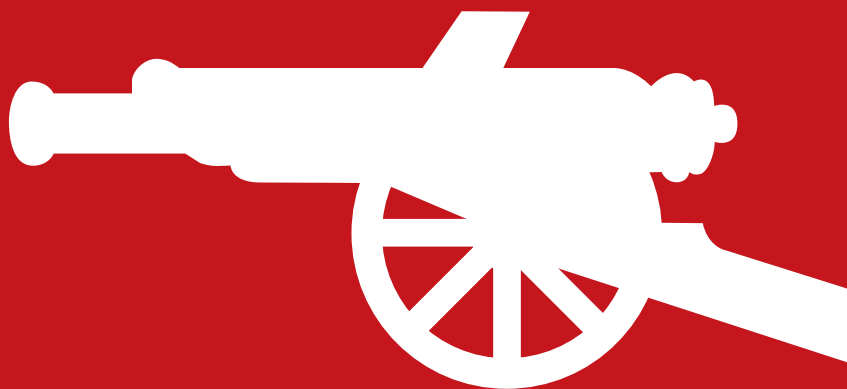




NORFOLK ARSENAL SUPPORTERS CLUB

CLUB RULES

SEPTEMBER 2020



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01 OVERVIEW

- a) The name of the club is **Norfolk Arsenal Supporters Club**.
- b) The aim of the club is to provide tickets and travel to Arsenal FC matches and to facilitate social engagement with other Arsenal supporters.
- c) The club is established by its members for their own social or recreational objectives.
- d) The affairs of the club are managed by an annually elected committee made up from members and acting in accordance with these rules.
- e) The club is self financing. The finances of the club are raised primarily from members and used for the purpose of running the club in accordance with these rules.

02 MEMBERSHIP

- a) Membership of the club is open to Arsenal supporters of any age living in Norfolk and Suffolk subject to successful completion of the membership application process.
- b) Membership of the club may be granted to Arsenal supporters living outside of Norfolk and Suffolk if approved by the committee.
- c) To successfully complete the membership application process applicants must complete the membership application form, agree to accept these club rules, pay the appropriate enrolment and annual membership fees and have their application approved by the committee.
- d) The committee reserves the right to accept or reject any membership application.
- e) Except in very exceptional circumstances, membership is offered for a maximum of 12 months and membership of the club shall be renewable on the 1st August every year.
- f) Continued membership of the club is subject to successfully completing the annual membership renewal process.
- g) To successfully complete the membership renewal process existing members must complete a membership renewal form, agree to accept these rules, pay the appropriate annual membership fees and have their renewal application approved by the committee.
- h) The committee reserves the right to accept or reject any renewal application.
- i) The enrolment and annual membership fees are reviewed annually by the committee and presented to members for debate and approval at the club's Annual General Meeting.
- j) Membership of the club is restricted to 500 members; thereafter a waiting list to join will be in operation.

03 ANNUAL GENERAL MEETING

- a) The club shall hold an Annual General Meeting (AGM) at least once a year unless unable to do so due to exceptional circumstances outside the club's control (force majeure).
- b) The purpose of the AGM is to elect a new committee to serve for one year until the next AGM, and to consider the affairs of the club including but not limited to committee decisions, membership fees, ticket and travel arrangements and rules.
- c) The outgoing committee is responsible for organising and completing the AGM, including the recording of any decisions made by way of formal minutes.
- d) The incoming committee takes over immediately following conclusion of the AGM and is responsible for implementing decisions made at the AGM.
- e) All members are entitled to attend the AGM, and encouraged to do so.
- f) All members are entitled to make proposals (including changes to these rules) for consideration at the AGM. These should be provided in writing to the Secretary at least 14 days prior to the AGM so that they may be included on the written agenda.
- g) Proposals received later than 14 days before the AGM, including those made at the AGM in writing or verbally, will be considered by the Chair and accepted or rejected for debate at the Chair's sole discretion.
- h) Proposals accepted for debate will be placed before the AGM for discussion and a vote. A proposal is carried if it receives a simple majority of those members present at the AGM. Each member carries equal voting rights except for the Chair (or acting Chair) who does not vote. In the event of a tied vote, the decision of the Chair (or acting Chair) is final.

04 COMMITTEE

- a) The club will form a committee to manage the affairs of the club in accordance with these rules.
- b) The committee will be elected from the club's membership annually at the AGM. It will consist of not less than three members and not more than eight members and will serve for one year until the next AGM.
- c) The committee will comprise of some or all of the following positions:
 - i) Chair
 - ii) Vice Chair
 - iii) Secretary
 - iv) Treasurer
 - v) Travel Organiser - Home
 - vi) Travel Organiser - Away
 - vii) Social Secretary
 - viii) Member Representative
- d) The committee is not valid unless at least three of the positions are filled, two of which must be Secretary and Treasurer.
- e) In addition to the above, the committee may at its discretion co-opt up to two additional non-voting members to assist with committee or club affairs.
- f) Should any committee positions remain vacant after the AGM, these may be filled at any time and by appointment of the committee without the need for a formal nomination.
- g) The committee will meet formally at its own discretion, but at least three times a year.
- h) Committee meetings are arranged by the Secretary and the committee is quorum if:
 - i) all committee members receive reasonable notice of the intended meeting
 - ii) at least three committee members are present at the meeting
 - iii) at least one of the Chair, Vice Chair or Secretary is present at the meeting.
- i) Each member of the elected committee carries equal voting rights except for the Chair (or acting Chair) who does not vote. In the event of a tied vote, the decision of the Chair (or acting Chair) is final.

- j) All members are eligible to stand for election to a committee position, subject to being nominated by another club member. Existing committee members wishing to continue in their post are eligible to stand without further nomination.
- k) The Secretary must receive all nominations for elected committee positions at least 14 days prior to the AGM. If only one nominee is received for an elected committee position they shall be deemed elected unopposed. If more than one nominee is received for the same position a vote will be held amongst members attending the AGM to determine who takes the position.
- l) If a committee member resigns his or her position during their year in office, they should give a minimum of 30 days notice to the Chair and Secretary. Vacancies arising from such a resignation will be advertised to members in order to seek an immediate replacement, such replacement to take office as soon as practical and by appointment of the committee without the need for a formal nomination.
- m) From time to time, and at the committee's discretion, the committee may organise additional general members meetings to which all members are entitled to attend.

05 COMMITTEE ROLES

The role of each committee member is as follows:

- a) CHAIR
 - To oversee the health and smooth running of the club and the committee;
 - To lead positive representation of the club to its members and outsiders;
 - To chair the AGM, committee meetings and any other general members meetings;
 - To use a casting vote should it be needed to settle tied votes at any meeting.

- b) VICE CHAIR
 - To assist the Chair in his or her role;
 - To chair meetings and settle tied votes in the absence of the Chair;
 - To assist the committee in managing club affairs by taking on ad-hoc duties from time to time as requested by the committee.

- c) SECRETARY
 - To process new member applications;
 - To process membership renewals including the issuing of annual membership cards;
 - To keep accurate membership records;
 - To manage the Arsenal FC extranet system;
 - To organise the AGM, committee meetings and general members meetings;
 - To organise and oversee elections to the committee;
 - To maintain up to date club rules;
 - To deal with all general enquiries and correspondence;
 - To oversee disputes in cooperation with the wider committee.

- d) TREASURER
 - To manage the club funds in an orderly, transparent and sustainable manner;
 - To promptly pay in all incoming funds and promptly pay out all costs;
 - To reimburse committee members their legitimate expenses;
 - To keep the committee informed of the state of the club finances;
 - To keep accurate accounts and produce a full statement of club accounts at the end of each season for presentation to the committee, AGM and auditor(s).

- e) TRAVEL ORGANISERS
 - To manage all ticket and travel requests and payments from members;
 - To obtain match tickets and travel wherever possible for Arsenal home and away games according to demand and availability, and travel wherever possible to home and away matches according to demand and availability;

To allocate ticket and travel places in accordance with the club's ticket allocation policy;
To administer the club's Silver Add On Scheme;
To liaise with Arsenal FC over ticket and travel matters.

g) SOCIAL SECRETARY

To organise social events on a discretionary basis and according to demand throughout the year.

h) MEMBER REPRESENTATIVE

To represent the general membership to the committee;
To assist the committee in managing club affairs by taking on ad-hoc duties from time to time as requested by the committee.

06 COMMITTEE EXPENSES

- a) Committee members can claim reasonable expenses for costs incurred on club business.
- b) Expenses are claimed by submitting a completed club expenses form (with receipts where appropriate) to the club Treasurer.
- c) The Treasurer reimburses legitimate committee expenses from club funds and records these payments in the statement of account presented for approval at the AGM.
- d) In addition to the expenses referred to above, key committee members are entitled to claim an additional fixed seasonal expenses payment in order to cover the cost of tickets and/or travel with the club on match days, such participation being deemed by the club to be a desirable requirement of those particular committee posts and therefore a legitimate and allowable expense.
- e) The additional fixed seasonal expenses payments are as follows:
 - i) Chair £ 100
 - ii) Secretary £ 100
 - iii) Treasurer £ 100
 - iv) Travel Organiser - Home £ 500
 - v) Travel Organiser - Away £ 500
- f) Such entitlement is conditional upon committee members serving satisfactorily in the opinion of the committee for a full year.
- g) The additional fixed seasonal expenses payments are claimed either by:
 - i) Submitting a completed club expenses form to the Treasurer for a single payment or
 - ii) Accepting paid for (by the club) ticket and travel on a match by match basis throughout the season to a value not exceeding the limit shown above.
- h) The additional fixed seasonal expenses payments of 2 x £500 allocated to the Travel Organisers may be divided between them in any amount as they see fit. If only one Travel Organiser is in place for a year he or she may claim the full £1000 payment.
- i) The Treasurer accounts for all additional fixed seasonal expenses payments in the statement of account presented for approval at the AGM.

07 FINANCES

- a) The club raises funds through new membership enrolments, membership fees, booking fees on match tickets, travel fees and any other sundry methods as determined by the committee and/or approved by members.
- b) Funds held by the club belong to the adult members in equal shares. Members consent to the club holding and managing such funds on their behalf.
- c) The funds may only be used for the purposes of running the club in accordance with these rules or as otherwise decided by members at the AGM or a members meeting.
- d) Committee members shall have reasonable access to club funds to carry out their roles.
- e) The club manages its finances through a cheque account accessible by the single signature of any one of the Treasurer, Travel Organiser or Assistant Travel Organiser.
- f) Committee members may use their own payment methods (debit cards, credit cards, paypal etc) on club affairs, and claim back these payments in accordance with these rules.
- g) The Treasurer produces a full statement of club accounts at the end of each season for approval by the committee and AGM.
- h) The committee arranges for the full statement of club accounts produced by the Treasurer to be audited at the end of each season. The committee may appoint an independent third party auditor, or volunteer auditor(s) from the membership, at its discretion.
- i) Committee members and auditor(s) shall have reasonable right of access to inspect the accounts and financial records of the club as held by the Treasurer, at any such time as they may request upon giving reasonable notice to the Treasurer.
- j) The club is run on a 'not for profit' basis, however it is essential for the successful running of the club that an appropriate working balance is available to fund the club's activities. Funding of the club takes this into account. Membership fees, ticket booking fees and travel charges are reviewed on an ongoing basis by the committee in relation to all costs, expenses and practical needs of the club in order to ensure a healthy working bank balance so that the club can function successfully for the benefit of its members.

08 TICKETS AND TRAVEL

- a) All ticket and travel applications or bookings in the name of the club must be made by the Travel Organisers only. Other members (including committee members) are not permitted to contact The Arsenal Supporters Clubs Liaison Officer or the Arsenal Box Office in respect ticket applications or ticket availability unless they are authorised to do so by the relevant Travel Organiser.
- b) Members apply through the club for tickets and/or travel to Arsenal matches in accordance with the club's **Ticket and Travel Policy** in force at the time of application. The **Ticket and Travel Policy** is appended to, and forms part of, these rules.
- c) The **Ticket and Travel Policy** is varied from time to time following recommendation(s) by the Travel Organisers and following review and approval of those recommendations by the committee. The policy and any proposed changes to it is submitted to members at each AGM for approval and adoption for each new season.
- d) The club endeavours to satisfy as many ticket and travel requests as possible, but tickets and travel places are never guaranteed.
- e) Any decisions relating to ticket allocation, travel arrangements or costs not covered by the **Ticket and Travel Policy**, including those to resolve conflicts, will be made by the appropriate Travel Organiser and his or her decision will be final.

09 SILVER ADD ON SCHEME

- a) The club may use individual Arsenal Silver Memberships to obtain home tickets from Arsenal. These Arsenal Silver Memberships may be in the name of individual members past and present who have 'assigned' them to the club by consenting to their use by the club.
- b) The club pays to Arsenal FC the annual renewal fees for each Silver Membership it wants to retain and use as they fall due. The number of Silver Memberships held and used by the club may vary, but the club retains as many as the club sees fit to satisfy the running of the club for as long as is practical.
- c) Arsenal Silver Memberships purchased by the club are offered to members on a first come first served basis as an 'add on' to their membership (**Silver Add On Scheme**). This reduces the cost to the club and assigns additional benefits to the members purchasing the Silver 'add on'. Offers are made on the following basis:
 - i) Adult members can apply for one Silver 'add on'. If successful, that member retains the first option to renew the same Silver 'add on' for the following season.
 - ii) The cost to the member will be 50% of the cost paid by the club to Arsenal.
 - iii) Members paying for an additional Silver 'add on' will receive enhanced rights to available tickets in accordance with the club's **Ticket and Travel Policy**.
 - iv) Members paying for a Silver 'add on' do not have any rights to Silver Membership with Arsenal. The Silver Membership remains with and for the use of the club. If a member leaves the club or no longer wishes to hold a Silver 'add on' the Silver Membership is retained by the club and may be reallocated to another member.
 - v) If there are more members wanting a Silver 'add on' than the club has available, the club will administer a waiting list. When a Silver 'add on' becomes available, it will be offered to the first member on the waiting list.
- d) Silver 'add ons' are completely separate to, and in addition to, regular club membership. Membership fees must be paid for as normal, and Silver 'add on' applied for and paid for as an additional cost to the member.
- e) The Silver Add On Scheme is administered by the Travel Organisers and is renewable annually on June 1st.

10 SUNDRIES

- a) Membership of the club is governed by these rules and is conditional upon agreement to these rules at the time of applying for or renewing membership.
- b) All members are entitled to propose changes to these rules for consideration at the next available AGM. These should be provided in writing to the Secretary at least 14 days prior to the AGM so that they may be included on the written agenda. Rule change proposals will be subject to discussion and voting in the same way as other AGM proposals.
- c) In exceptional cases, rule change proposals may be accepted during the season at the discretion of the committee. Such proposals may be rejected or passed by the committee with or without membership approval after full consideration of the proposal.
- d) Any breach of club rules is investigated by the committee and may lead to suspension or expulsion from the club according to the committee's decision on the matter.
- e) While engaged on club activities, including Arsenal matches, members shall :
 - i) Take responsibility for their own (and their guests') behaviour and safety;
 - ii) Behave in a responsible manner that does not risk the good standing of the club;
 - iii) Be respectful to other members of the club;
 - iv) Refrain from all forms of violent, sexist or racial abuse.
- b) From time to time agreements may be reached by members on activities and procedures within the club and these will be made known through members meetings or newsletters. Whilst not forming part of the rules, members are expected to respect such agreements.

11 COMPLAINTS

- a) Members wishing to make a complaint should do so in writing to the club Secretary. The Secretary will investigate the matter and will seek to resolve the complaint directly with the member. If in the opinion of the member the matter remains unresolved, the Secretary will raise the complaint formally with the committee. The committee will discuss the complaint and seek to resolve the matter. The committee's decision will be final.
- b) Should any member have cause for complaint while travelling to/from or attending an Arsenal match, they should, if they wish for the matter to be resolved immediately, speak to the Travel Organiser or any other committee member in attendance on the day.
- c) In considering making a formal complaint, members should be mindful that the club is run by volunteers, It is not a commercial 'on demand' service. Complaints should be made from, and are considered from, a position of a supportive member not a customer.

12 DISSOLUTION

- a) All practical efforts to maintain the function of the club and to safeguard the future of the club should be fully explored prior to any proposed dissolution of the club.
- b) The committee may call members to an Extraordinary AGM (EAGM) at any time to facilitate these efforts if they deem it necessary.
- c) If after exploring all alternatives consideration must be given to dissolving the club, for whatever reason, any such proposal for dissolution must first be proposed, debated and voted on at an AGM or, if deemed necessary by the committee, an EAGM.
- d) The committee will inform members of any potential proposal to dissolve the club at least 14 days in advance of that proposal being discussed at an AGM or EAGM.
- e) Following discussion of any proposal to dissolve the club at an AGM or EAGM, a vote will be taken of all members present with all members present having equal voting rights including the Chair (or acting Chair). The proposal will pass if a simple majority vote in favour, and will fail in the event of a tie or majority voting against.
- f) If members vote in favour of dissolution of the club, the serving committee members at the time of the vote are responsible for the dissolution procedure and the club will be dissolved within 60 days of the vote.
- g) The dissolution procedure will be as follows:
 - i) The committee will report the decision and the reason behind it to all members;
 - ii) The committee will first seek payment to club funds from any debtors and then arrange payment from club funds to any creditors;
 - iii) Any funds remaining after the above will be used to pay any outstanding expenses to committee members.
 - v) Any funds still remaining shall be returned to members in equal amounts on the basis of one share per adult member. For the purposes of clarity, one adult or senior or concessionary member will be entitled to one share, a family membership with two adults will receive two shares. Child members (under 18) are excluded from the allocation of funds.

- vi) On conclusion of the above procedures, and no later than 60 days after the vote to dissolve to club, the committee will confirm the date of the dissolution to all members, inform Arsenal FC, delete all membership records including those provided to Arsenal, remove the club web site and email facilities from the internet and close any bank accounts in the name of the club.

The club will be then be considered formally dissolved.

END OF RULES
SEPTEMBER 2020
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