

# **STAR EXILES: OPERATING PROCEDURES AND CONDITIONS**



Both STAR and the Football Club recognise the important role that the Exiles play in their progress and success and are grateful for the contribution made by each Exiles Branch and its Chairman. These procedures and conditions have been put in place to ensure that all Exiles are treated fairly, both as between themselves and relative to other members of STAR.

This document has been approved by the STAR Board. The Board reserves the right to amend these Rules at any time, but will endeavour to give as much notice as possible.

## 1. DEFINITION AND RULES FOR EXILES BRANCHES

- (a) The Branches are intended for exiled Reading FC fans living outside the postal code areas RG, SL, OX and GU.
- (b) Boundaries for each Exiles Branch will be agreed between the STAR Board and the local Branch Chairman (generally based on UK postcodes) and may be varied as other Branches are introduced. A Branch may only be established with the approval of the STAR Board.
- (c) All STAR Exiles Branch members must be fully paid-up members of STAR.
- (d) As full members of STAR, the Exiles Branch members will have the same benefits as Reading-based fans.
- (e) When a new STAR Exiles Branch is formed, those within its catchment area who are already part of a wider Branch may remain in the historic Branch at STAR's discretion. New members will be directed to the new Exiles Branch.
- (f) A STAR Exiles Branch must appoint its own Chairman to co-ordinate its activities and liaise with the STAR Board Exiles Co-ordinator.
- (g) No activities involving finance may be carried out in STAR's name without the written authority of the STAR Board.
- (h) If the STAR Exiles Branch collects additional funds in its name, it shall also appoint a Treasurer (separate from the Chairman), publish annual accounts amongst the Branch members (copied to STAR Board Treasurer for presentation to the Board) and hold an Annual General Meeting for Branch members to approve the accounts; minutes of the Meeting will be kept and a copy sent to the Exiles Co-ordinator.
- (i) Any Branch that collects funds in STAR's name must keep a proper record of all transactions and this and the annual accounts and accounting records must be made available for audit on request.
- (j) Membership records held by the Exiles Branch are deemed to be part of STAR's records and full details held by the Branch must be supplied upon request to either the STAR Membership Secretary or Exiles Co-ordinator.

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### **2. ELIGIBILITY TO JOIN AN EXILES BRANCH**

- (a) Only members permanently resident within the catchment area of the Exiles Branch will be eligible to join the Branch, unless otherwise agreed by the STAR Membership Secretary and Exiles Co-ordinator. Members historically associated with an Exiles Branch may remain members of the Branch at the discretion of the STAR Membership Secretary and Exiles Co-ordinator.
- (b) STAR reserves the right to require proof of address in respect of any Branch member or applicant for Branch membership at any time. (This would be in the form normally required by a financial institution, e.g. copy utility bill, etc.)
- (c) If STAR has reason to believe that a STAR member of the Branch is not a genuine Exile from the Branch area, STAR reserves the right to remove that person from membership of the Branch. Persistent abuse may result in removal of STAR membership.
- (d) Students on a full-time course at a University or College and living within the catchment area of an Exiles Branch will be eligible to join the Branch for the duration of their course. Evidence of attendance and their term address must be submitted to STAR, e.g. NUS card, utility bill etc.
- (e) If a member of the Branch moves away from the Branch territory, he/she must immediately advise the STAR Membership Secretary of the new address and the Membership Secretary and/or Exiles Co-ordinator will decide whether that member be:-
  - (i) removed from that Branch list and transferred to another branch, or
  - (ii) removed from the Exiles list completely, depending on the new address.

Failure to advise the Membership Secretary of a change in address may result in the member no longer being treated as an Exile.

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3. **MATCH TICKETS FOR STAR EXILES BRANCH MEMBERS**
- (a) STAR and RFC recognise the difficulty for exiled Royals fans to regularly attend home games and/or justify the cost of a home season ticket because of the distance from their home to the Madejski Stadium. This restricts the chances of building-up Royalty points to attending occasional home and away games which is itself often limited by the need for a high level of Royalty points. Subject to RFC's ongoing approval, it is therefore agreed that STAR Exiles Branch members may receive limited home and away match tickets regardless of Royalty points, provided they abide by the following rules and procedures.
  - (b) In order to receive match tickets through their STAR Exiles Branch, each member must be a fully paid-up member of STAR, qualify for membership of the Exiles Branch and hold a valid RFC Member Card. They must also authorise RFC Sales Office to take payment of their tickets from a valid credit or debit card (form to be completed by the member).
  - (c) Any STAR Exiles Branch member may apply for individual tickets, regardless of Royalty points or length of time as a STAR Member, and if an Exiles Branch does not exist to cover their area, they may still receive tickets at the discretion of STAR and RFC. However, issue of all tickets is at the discretion of RFC and whether or not to process the application immediately. In this situation, an application may be processed if enough tickets remain after members with higher Royalty points have received theirs.
  - (d) Applications for match tickets should be submitted to the RFC Sales Centre as below, with a copy to the STAR Membership Secretary. For each applicant, both the RFC Member number and STAR Membership number must be stated, along with the name and level of ticket required. Either the RFC Sales Office or the STAR Membership Secretary may query or refuse an application if abuse is suspected and RFC will only issue tickets where approved by STAR. Tickets will be issued subject to availability and sufficient funds being available on the member's payment card registered with RFC Sales Office.
    - (i) Away match tickets: Applications should be made to RFC by the STAR Exiles Branch Chairman for each away match on behalf of their Exiles Branch members. Tickets will be despatched by RFC direct to each applicant at his/her registered address. Away Season Ticket applications should be carried out as a group co-ordinated by the Branch Chairman at the start of the season, but as with local supporters, each member must submit their own payment card details.
    - (ii) Home match tickets: Applications should be made to RFC by the STAR Exiles Co-ordinator for each home match when tickets are available (currently Silver & Gold category matches), on behalf of all Exiles Branch members as advised by their Branch Chairmen. Tickets will be allocated to each applicant's RFC Member card.
  - (e) If there are insufficient match tickets to meet demand, STAR and/or RFC may need to issue tickets to Exiles Branch members by adopting suitable methods (eg, ballot) and/or impose a limit on the maximum number of tickets a member is allocated during a season.
  - (f) STAR and RFC reserve the right to withdraw sale of away match tickets to any Exiles Branch member selling on away match tickets frequently or to non-Branch members. In the case of home match tickets, RFC may chose to withdraw or suspend a Member card (with the resulting loss of access to future tickets) if a ticket is allocated to, but not used by, a STAR Exiles member.
  - (g) The distribution of disabled ticket allocations will be outside the scope of this arrangement due to the low levels of tickets generally available to home and away disabled supporters. RFC are currently reviewing their procedures for these supporters in the future and all requests for disabled tickets must follow those procedures.