



Jewish Gooners

Policies 25/26

JEWISH GOONERS CONSTITUTION

22nd September 2025

1. The club is called Jewish Gooners Supporters Club [JGSC]. It was officially recognised by Arsenal Football Club on 14th February 2023.
2. JGSC has a web presence containing content and links relevant to our activities as a private members social club at <https://jewishgooners.org/>. Copies of the Constitution, Code of Conduct and associated rules, regulations and policies are made available there.

AIMS AND OBJECTIVES

3. To support Arsenal Football Club and to promote and maintain the good name of Arsenal Football Club.
4. To provide an inclusive social space for Jewish Arsenal fans, allies and friends on matchdays and within the wider Arsenal community.
5. To provide support to Arsenal FC, where appropriate and needed, on issues relating to Jewish religion, culture and identity, and to preventing and combatting antisemitism.

MEMBERSHIP

6. Members, including the Committee (as required by Arsenal Football Club), are enrolled into the following categories:
 - a. Membership: This is intended for all who wish to be involved with the social activities of JGSC.
 - b. Membership Plus (by application): This requires paid membership of Arsenal FC and additionally entitles request for match tickets via JGSC.
7. Membership categories are: (a) Adult member (aged 18 or over) and (b) Junior member (aged 17 or under)
8. All members are subject to this Constitution.
9. Fees are to be renewed annually prior to the beginning of the season. The level of fees, reviewed annually, is determined by the Committee

GOVERNANCE

10. It is the specific requirement and condition of Arsenal Football Club that every official supporters club has a Committee of the named and properly constituted supporters' club. The Officers are deemed to be voluntary positions.
11. The Committee shall hold meetings as often as appropriate and shall make decisions relating to JGSC.
12. The Treasurer and two account examiners will be responsible for the finances of JGSC.

CLUB RULES AND CODE OF CONDUCT

13. All members are subject to this Constitution. The Club is obliged to conduct its business as a social club in compliance with the law. By joining JGSC all members are deemed to have accept the regulations, rules, policies and codes of conduct endorsed by the JGSC.
14. The Code of Conduct is available as a separate document.

JEWISH GOONERS CLUB RULES AND CODE OF CONDUCT

22nd September 2025

1. Jewish Gooners Supporters Club [JGSC] is obliged to conduct its activity as a social club in accordance with the rules of Arsenal FC and in compliance with the law as well as in line with our Constitution.
2. All members (of all types of membership) are subject to the Code of Conduct and Constitution, as well as Arsenal FC policies. Anyone joining JGSC is deemed to have accepted such regulations, rules, policies and codes of conduct which are endorsed by the JGSC Executive Committee.
3. Anyone (member or guest non-member) who is in breach of club rules or brings either Arsenal FC or JGSC into disrepute at a match is liable to be disqualified from JGSC and the use of its services. [See the Disciplinary Action & Appeals section below].

CLUB RULES

4. Members of JGSC are not permitted to resell or transfer match tickets obtained through the club to third parties, including other club members, under any circumstances.
5. Unwanted tickets must be returned to the Committee.
6. All tickets issued by JGSC are subject to Arsenal FC's Terms and Conditions and ground regulations.
7. Junior Members are classified as being under 18 years of age.
8. In accordance with Arsenal FC rules, junior members under the age of 14 may only purchase tickets for or attend home matches if accompanied by an adult.
9. Where it comes to away match attendance with JGSC, juniors under the age of 14 (or older if other clubs have a higher age policy in their club rules) may only purchase tickets or attend matches with an adult member to whom they are formally related. The club will not be responsible for junior members travelling alone.
10. No junior member (aged under 18) may purchase tickets, attend matches or travel with JGSC to abroad matches without being accompanied by an adult member to whom they are formally related.
11. Members shall refrain at all times from all forms of violence and verbal abuse of any kind whilst attending Arsenal matches or in possession of Arsenal match tickets.
12. Members shall refrain at all times from being drunk and disorderly whilst attending Arsenal matches or in possession of Arsenal match tickets. Members must observe the law in that being drunk in a football stadium is an offence.
13. Members shall refrain at all times from using hate speech, including racist, ableist, homophobic or other discriminatory language.
14. Members shall refrain from excessive, offensive and directly aggressive language or conduct whilst attending Arsenal matches or in possession of Arsenal match tickets.

CODE OF CONDUCT

15. Any member in breach of Club Rules will be immediately suspended.
16. The Committee reserve the right to refuse membership or ticket acceptance at any time.

17. Behaviour likely to give Arsenal FC or JGSC a bad name, including being unnecessarily disorderly, abusive and aggressive, will result in suspension until the Disciplinary Officer¹ decides appropriate action.

18. Jewish Gooners Supporters Club has a Zero Tolerance Policy towards any member (or anyone using its facilities - bus/coach/tickets) that behaves in a way that is likely to damage the reputation of either Arsenal FC or JGSC. Examples of such behaviour includes:

- (a) Ejection from an Arsenal match – home or away
 - (b) Being refused admission to an Arsenal match – home or away
 - (c) Racist, ableist, homophobic, sexist or other hateful language online or at matches
- This list is not exhaustive.

19. Anyone (member or non-member) that brings either Arsenal FC or JGSC into disrepute at a match is very likely to be disqualified from JGSC and the use of its services. Such behaviour causes damage to the reputation of both Arsenal FC and JGSC. If anyone attending an Arsenal match sees someone behaving in such a manner they have a duty to report it (confidentially) to Arsenal FC and/or the Disciplinary Officer (or a member of the JGSC Committee who will pass it to the Disciplinary Officer).

20. If anyone becomes aware of a member passing on or selling a ticket without explicit permission from the Committee they also have a duty to report it. Failure to do so may result in their own membership being suspended or revoked.

DISCIPLINARY ACTION & APPEALS

21. If any JGSC Member is witness to either a breach of Arsenal FC rules or JGSC Code of Conduct, it is their duty to report this (in strict confidence) to the Disciplinary Officer.

22. Any formal complaint will be investigated by the Club. Any complaints concerning any member (including Committee members) should be made by email to the JGSC Disciplinary Officer.²

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2 rosafreedman1@gmail.com

JEWISH GOONERS CHILD SAFEGUARDING POLICY

22nd September 2025

1. Child safeguarding is the responsibility of all organisations and should be at the heart of all organisational cultures.
2. Arsenal FC has a comprehensive child safeguarding system, including policy and procedures.¹
3. This policy sets out the actions that must be taken if there is concern about the welfare of a child or young person who is in contact with Jewish Gooners Supporters Club [JGSC].
4. JGSC is a social club and cannot undertake investigation into any suspicion or allegation about the abuse of a child. However, all members have a responsibility to take appropriate action if they have concerns about the welfare of a child and to report to JGSC's Child Safeguarding Officer, Arsenal FC's Child Safeguarding Officer², and/or to make an external referral to agencies that specialise in safeguarding children.
5. We have a responsibility to make sure that JGSC does no harm to children, and we take active measures to prevent the harm and abuse of children. We will never turn a "blind eye" or tolerate any form of behaviour that abuses, neglects or exploits children.
6. A child is any person under the age of 18.
7. This Policy applies to all members of JGSC.
8. JGSC has zero tolerance of child abuse. It is committed to safeguarding all children without discrimination. All JGSC members must commit to and uphold the principles and standards child safeguarding. By accepting that child abuse could happen, JGSC is committed to its prevention.
9. All matters raised and dealt with under the child safeguarding system will respect the privacy of the child, will prioritise the best interests of the child, and will follow International Child Safeguarding Standards.³

1 file:///C:/Users/ol913772/Downloads/Safeguarding%20Children%20and%20Young%20People%20Policy%20V0822_0%20(2).pdf
2 Rosa Freedman, rosafreedman1@gmail.com
3 <https://www.keepingchildrensafe.global/international-child-safeguarding-standards/>



JEWISH GOONERS TICKETING PROCESS: A SUMMARY

22nd September 2025

1. Source of Tickets

The Jewish Gooners Supporters Club has access to tickets based on Gold and Silver Memberships held over a number of years. These tickets are available to the Supporters' Club owing to the number of individual Gold and Silver Memberships held by our members over a number of years, which forms the basis of our distribution.

2. Block Booking for Social Engagement

Arsenal Football Club allows our Supporters Club to block book tickets, enabling members to sit together at both home and away matches. This seating arrangement enhances the social aspect of our club, providing a space where Jewish members can comfortably display their identity, such as wearing kippot, and connect with fellow supporters. However, we have now reached the cap on the number of tickets we can block book.

3. Fair Ticket Allocation

Jewish Gooners policy is that tickets purchased via individual members' Gold or Silver memberships are first offered to the members who own those memberships. Only after they have decided can any remaining tickets be allocated to other Jewish Gooners members through a transparent ballot system.

4. Facilitating Season Ticket Transfers

Our Supporters Club also facilitates the sale of season tickets from Jewish Gooners who cannot attend, enabling more members to attend home matches and participate in the social experience. All tickets are transferred via Arsenal's official ticket transfer service and are sold at face value.

BACKGROUND ON JEWISH GOONERS SUPPORTERS CLUB (JGSC)

5. Official Recognition

The JGSC was officially recognised by Arsenal Football Club on 14th February 2023. We are a community driven Supporters Club that creates an inclusive space for Jewish Arsenal fans, allies, and friends, both on matchdays and within the wider Arsenal community.

6. Volunteer Run Organisation

The JGSC is managed by a volunteer committee, with each member balancing full-time employment and personal responsibilities. Despite these challenges, the committee dedicates significant time and energy to ensure the smooth running of JGSC, organising social events, addressing Jewish issues, and working to combat antisemitism in partnership with Arsenal.

7. Membership and Transparency

With approximately 700 members, our membership fees are kept low to ensure inclusivity. JGSC is a Supporters Club, not a ticketing agency, and our focus is on fostering community, not simply distributing tickets.

MATCH TICKETS: THE PROCESS

8. Block Booking for Social Cohesion

As mentioned in point 2, one of the key activities we undertake is block booking tickets for home and away matches so our members can sit together. We are grateful to Arsenal Football Club for enabling us to ensure that JGSC members can sit together during these matches.

9. Ensuring Fair and Transparent Ticketing

The purpose of this document is to explain our ticket booking and allocation process in the interest of full transparency, and to address any concerns or questions in advance of home and away matches.



10. Ticket Sources

The Jewish Gooners Supporters Club has access to tickets based on Gold and Silver Memberships held over a number of years. These tickets are available to the Supporters' Club owing to the number of individual Gold and Silver Memberships held by our members over a number of years, which forms the basis of our distribution.

11. Pricing

The vast majority of people pay for their tickets using the WebLink via Stripe. Every payment through this method incurs a fee of between 80p and £1.20. This is a fixed cost that we previously be added onto the price of every ticket.

We also have other software and admin charges that work out at approximately 50p per ticket over the course of the season so this is why we previously needed to uplift the cost of the tickets.

This is something we review constantly. For the season 2025-2026 we raised the price of membership in order to cover the ticket surcharges from those funds rather than adding them to the cost of each ticket. JGSC is a non-for-profit organisations and any surplus funds go into our events and standard running costs.

HOME GAMES

12. How Tickets Are Purchased

All home match tickets are booked using individual members' Silver memberships. Many of these members make their memberships available to JGSC for the full season. Other members have first refusal for their tickets. Any tickets they do not use are made available to other members through our ballot system.

13. Shabbat Considerations

Because we are a Jewish supporters club, we often have more tickets available for matches that fall on Shabbat or Jewish festivals. When there are many games that fall on Shabbat, we try to prioritise Shomrei Shabbat members for games that fall on Sundays or midweek.

14. Facilitating Transfers Between Members

JGSC also facilitates the transfer of tickets from season ticket holders who cannot attend home matches, placing those in the ballot so that they get sold to other JGSC members. We use the official Arsenal ticket transfer system. This is something that we constantly review and does not occur for every match.

AWAY MATCHES

15. Away Ticket Booking

Similar to home matches, all away tickets are booked using the Gold memberships of Jewish Gooners with the relevant away points on their memberships. These members have first refusal, and any remaining tickets are then allocated through a ballot.

16. Shabbat Prioritisation

We try to prioritise Shomrei Shabbat members for away matches on Sundays or midweek, as more tickets tend to be available for matches that fall on Shabbat.



TICKET ALLOCATION AND COMPLAINTS

17. Final Allocation

The JGSC processes means that we can only allocate tickets once we know whether the individual members whose memberships were used wish to attend. This means that sometimes we can only allocate tickets relatively close to matches. Given the volume of people who enter the ballot, and given that we are all volunteers, we only communicate directly with people who are successful in the ballot. However, we put messages into the JGSC WhatsApp group that make clear when the ballot has been drawn. Popular matches may have limited availability, whereas less convenient matches (e.g. early kick-offs or distant venues) may offer more tickets in the ballot.

18. Handling Complaints and Requests

We understand the importance of clear communication and do our best to address all concerns. However, as a volunteer run organisation, we kindly ask for patience and understanding. Our committee members volunteer their time to ensure that as many Jewish Gooners as possible can attend matches and participate in our social activities. We are committed to fairness and will not engage in favouritism, as this would undermine the trust of our entire membership.

Thank you for your continued support and understanding. Our goal is to ensure that all members have equal opportunities to participate in JGSC's activities, and we are proud of the community we've built together.

