



FANS AT THE GAME

FREQUENTLY ASKED QUESTIONS

How does it work?

We've teamed up with The Football Company to deliver brand-new technology that enables supporters to take a picture, complete a transaction and for that to be printed on uniform silhouette shaped cardboard. This works best on mobile devices using the native platform of the device eg; IOS/Safari or Android/Chrome.

What devices or browsers does it work on?

Fans At The Game works on mobile because it's a much easier experience to take a 'selfie'. We've tested it across multiple devices (smartphones, tablets) and it should work on most, as long as your software or browser version is up to date. If you find an issue, contact the club and they'll try to help.

Who determines the cost?

Each club decides its own price point. They will decide based on the likely volume of sales alongside the suitability of cost based on its own supporter base.

Can I upload a picture of my own?

No, unfortunately not. Each cut-out is based on an individual silhouette which is pre-set to fit standard seats you find in almost all UK stadiums. For that to work your face needs to fit the space we've designated for it.

Can I 'sit' in my 'own seat'?

We know this is something that plenty of supporters will ask. We've checked the viability of it, but in terms of being able to cope with demand the process of matching supporter to a specific seat is extremely time consuming. Clubs may also decide that they want fans to sit in what is known as the 'TV arc' (i.e. the part you see in front of the cameras). For that reason, we're unable to offer this option.

Who is taking the payment?

Your payment is taken by The Football Company (Scotland) Limited via their own payment provider, which is owned and controlled by NatWest. In the unlikely event that you have a payment issue you should contact sales@thefootballcompany.tv and one of the team will come back to you quickly. All orders will come with an email receipt.

How does the club make money?

Every week The Football Company runs a reconciliation, advise the club the commission earned and make a direct payment. It's a quick process, which is extremely helpful for the club.

Is my data secure?

Yes, absolutely. The Football Company have built a model which minimises the data required to be collected. Further access to that data is only provided for different parts of the fulfilment journey. For example, the printers will only have your first and last name, your order ID and the club. Everything has been built on Amazon Web Service (AWS) which is regarded as the gold standard for creating secure digital platforms.