



SPECTATOR CODE OF CONDUCT

PLEASE NOTE THAT TICKETS FOR THE MATCH(ES) ARE AVAILABLE TO PURCHASE SUBJECT TO THE CLUB OBTAINING THE RELEVANT APPROVALS FOR THE MATCH INCLUDING THOSE FROM THE LOCAL AUTHORITY

IT MAY BE NECESSARY FOR US TO MAKE CHANGES TO THIS CODE OF CONDUCT AT SHORT NOTICE. THIS MAY INCLUDE ASKING TO COMPLY WITH ADDITIONAL OR DIFFERENT REQUIREMENTS TO THOSE SET OUT BELOW. THIS MAY ALSO INCLUDE A MATCH BEING PLAYED WITHOUT SPECTATORS, WITH FEWER SPECTATORS OR BEING CANCELLED. WHERE THIS HAPPENS WE WILL PROVIDE YOU WITH AS MUCH PRIOR NOTICE AS POSSIBLE. PLEASE SEE OUR WEBSITE FOR INFORMATION ON REFUNDS.

BEFORE YOU BUY, SELL, TRANSFER/ALLOCATE OR ARE TRANSFERRED/ALLOCATED TICKETS YOU **MUST** READ AND AGREE TO FOLLOW THIS CODE OF CONDUCT. PLEASE PRINT A COPY OF THIS CODE OF CONDUCT OR SAVE IT FOR FUTURE REFERENCE. A COPY IS AVAILABLE AT **ON OUR WEBSITE** AND YOU SHOULD CONTINUE TO CHECK FOR UPDATES AND CHANGES TO THIS CODE OF CONDUCT.

IN LINE WITH THE CURRENT RESTRICTIONS IN PLACE AT THIS TIME WHERE RELEVANT FOR A MATCH, TICKETS WHICH ARE SEATED TOGETHER **MUST ONLY** BE BOUGHT BY OR FOR, OR BE SOLD OR ALLOCATED/TRANSFERRED TO, PEOPLE IN THE **SAME HOUSEHOLD** (THIS INCLUDES ANYONE IN A SUPPORT BUBBLE WITH THAT HOUSEHOLD). YOU **MUST NOT** BUY, SELL, ALLOCATE OR TRANSFER TICKETS THAT ARE SEATED TOGETHER FOR OR TO PEOPLE FROM DIFFERENT HOUSEHOLDS. THIS WOULD BREACH CURRENT SOCIAL DISTANCING REQUIREMENTS AND WILL RESULT IN THOSE ATTEMPTING TO USE THOSE TICKETS BEING DENIED ENTRY OR ASKED TO LEAVE WITHOUT REFUND OR COMPENSATION.

YOU **MUST** MAKE SURE THAT ANYONE YOU BUY TICKETS FOR, OR SELL OR ALLOCATE/TRANSFER TICKETS TO, HAS ALSO READ AND AGREED TO FOLLOW THIS CODE OF CONDUCT.

This is essential because we are relying on you following this Code of Conduct in order to help us to protect you and your fellow fans and to assist and protect our staff.

If you don't comply with this Code of Conduct you face being denied entry or being asked to leave without refund or compensation.

Is attending the match the right thing for you and the people in your household bubble?

This is a personal decision based on your own circumstances and those of anyone else in your household (this includes anyone you are in a support bubble with). You should decide this both before buying or being transferred/allocated tickets and again on the day of the match.

Whether attending is the right decision or not will depend on factors like your age, health, how likely you are to catch an infection and how serious it would be if you did. If you are in any doubt, please consult the latest government guidance at www.gov.uk.

WE WILL REQUIRE ALL SPECTATORS TO WEAR A CLOTH FACE COVERING WHILE AT THE GROUND UNLESS AN EXEMPTION APPLIES.

Rest assured that we are doing everything we reasonably can to minimise the risks as much as possible but only you can decide whether or not attending the match is the right decision for you and others in your household.

You MUST NOT attend if you or anyone else in your household (including anyone in your support bubble): has or develops any COVID-19 symptoms; and/or, are/is required to self-isolate; and/or other restrictions are in place which mean you cannot safely travel to or from or attend the match; and/or you are unable to comply with any other restrictions or conditions introduced that apply to attending a sporting event (where additional restrictions or conditions are introduced we will provide you with as much advance notice as possible).

Tickets

Where relevant for a match, tickets that are seated together **MUST ONLY** be used by people from the same household (including, those in a support bubble with that household) and **MUST NOT** be bought for, given, sold, or transferred/allocated to, people from different households and **doing so will result in those attempting to use the relevant tickets being denied entry or asked to leave without compensation or refund.**

We have assumed that all bookings for the marquee, will be purchased for use by people from different households. Accordingly, anyone booking any of these types of packages/tickets will be allocated socially distanced seats. If such booking is for people from the same household (including anyone in a support bubble with the relevant household) please inform us at the time of booking so that we can allocate appropriate seats.

Where you purchase or are allocated tickets which are for use by other people, you **MUST** transfer a ticket to each person who will be attending the match as soon as possible following your purchase or receipt of the tickets.

Every person attending the match will be required to have their **own** e-ticket, physical ticket or print at home tickets.

Please make sure you bring your mobile device with sufficient battery charge as you won't be allowed entry into the ground if you are using a valid e ticket.

To book and/or access ticket(s) through the Club ticketing system, everyone that you book tickets for, or allocate/transfer tickets to, **MUST** provide contact details. We need you to do this to help us assist with NHS test and trace requirements where needed.

Please arrive in good time to go through all the necessary entry procedures.

It is possible that other restrictions or conditions may be introduced that apply to those attending a sporting event between the time that you buy your ticket(s) and the date of the match. Where additional restrictions or conditions are introduced we will provide you with as much advance notice as possible.

Travel

There could be potential risks to your health and the health of others when travelling to or from the ground and you **MUST** follow social distancing at all times, including the use of face coverings where required.

Where possible please avoid using public transport. Please use alternative means of travel wherever possible such driving, walking, cycling.

You **MUST NOT** gather in groups outside of the ground, in the local area, or when travelling to or from the ground.

You should check on our website or via social media on the day of the match before travelling for updates on the fixture and any COVID-19 procedures that you are required to follow.

Seating and Standing

You will be given a specific seat number or zone if standing, which will be displayed on your ticket. You **MUST** only sit in the seat with the seat number that you are given or stand in the Zone allocated.

You **MUST** remain in your seat or zone at all times wherever possible.

You **MUST** wear a cloth face covering, except when eating or drinking, unless you have a valid exemption. When moving past other spectators to and from your seat or leaving your standing zone, please also avoid face-to-face contact with other people even when wearing a cloth face covering, including if brushing past them cannot be avoided.

If you do leave your seat, wait for a time when the gangway is clear and always follow the signs indicating which way to go.

You **MUST** remain in your seat at the end of the match and follow the directions of the stewards.

Facilities

Food, drink and other retail outlets will be available at the ground. All payments at these concessions are cashless wherever possible. Access to these facilities will be controlled to avoid overcrowding. Please be patient if this is required. Drinks should be ordered using the RoundApp which is free to download or through one of our bar staff.

If you need to use the facilities at the ground, such as toilets or food and drink outlets, please check to see if any of them are not in use, and plan accordingly. Please follow normal social distancing if there are queues.

Narrow gangways in the stands will be controlled to ensure one way traffic at all times, please co-operate and be considerate of others.

The ground will look and feel different to what you are used to in order to ensure social distancing. This includes segregation of different parts of a ground and the operation of one way systems, together with more regular cleaning of surfaces and provision of additional facilities such as hand sanitising stations. You **MUST** follow the instructions given by the stewards at all times.

If you feel ill or develop any COVID-19 symptoms while at the match please contact your nearest steward who will direct you to the appropriate medical facility.

Social Distancing

You **MUST** observe social distancing and avoid close contact with anyone not from your household (including those in your support bubble) at all times (including when travelling to and from the match) and in all parts of the Stadium.

You **MUST** follow good hygiene practices at all times and in line with the latest government and public health guidance, including:

- wash your hands regularly or, where this is not possible, using hand sanitiser;
- avoid touching your face, handles, railings etc. whenever possible;
- wherever possible sneeze into a tissue and dispose of it safely; and
- always cover your mouth or use your elbow if you need to cough or sneeze and do not have a tissue available.

You **MUST** take care when shouting, singing or celebrating, taking into account the distance from those around you as these activities could increase the risk of spreading COVID-19.

If you are attending the match with children, you are responsible for supervising them and ensuring that they comply with social distancing and this Code of Conduct at all times.

You **MUST** comply with all other relevant guidance and rules related to COVID-19 protection and social distancing, including those of the Government and public health authorities.

Updates

It may be necessary for us to make changes to this Code of Conduct, including at short notice, and you **MUST** comply with any changes that we make. Wherever possible, we will provide you with as much advance notice as possible of any changes by SMS, push notifications, email and/or on our website as appropriate.

All other terms and conditions and ground rules remain in force and must be complied with.

Thank you for your support and co-operation. Stay alert! Stay safe! Help us all – your fellow fans, your team, your sport, your community!

By accepting this Code of Conduct you confirm that:

- 1. where relevant for a Match, all tickets booked that are seated together are for use by people within the same household (including a support bubble);**
- 2. where relevant for a Match, neither you or anyone you sell/transfer/allocate tickets to will sell/transfer/allocate tickets seated together to people from different households (including a support bubble);**
- 3. you have read and agree to this code of conduct including any changes that we may need to make to it after you have purchased or received a ticket(s);**
- 4. that all other people the tickets are for have read and also agreed to this code of conduct.**