

# WOLVES

Behind closed doors | Matchday guide

## FOOTBALL IS BACK

wolves.co.uk | 0371 222 2220 (Telephone) | 0371 222 1877 (Ticket Office)



## Behind closed doors

A message to supporters



### **We value the fantastic support of supporters at home and on our travels and, this year, at various locations across Europe.**

The support given to the team is appreciated by everyone at Wolves, including the players and coaching staff however, due to the current situation, it is important that supporters back the team from home.

By supporting and following the government advice, fans will be playing their part to keep themselves, as well as their fellow Wolves fans, safe. Molineux remains closed following the coronavirus outbreak and this will remain the case on matchdays.

The club remains committed to working closely with the Premier League and the government to ensure fans can return safely as soon as possible.



# Fixtures

All 92 remaining fixtures of the 2019/20 Premier League season will be televised live in the UK by Sky Sports, BT Sport, Amazon Prime and BBC.

A total of 33 fixtures will be free-to-air, shown on Sky Sports Pick, Amazon prime and BBC Sport.

A subscription will be required for games not chosen for free-to-air coverage, however Sky Sports and BT Sport are providing offers for season ticket holders without an existing subscription. More details can be found in this guide.

International supporters should visit [premierleague.com](http://premierleague.com) for country-specific scheduling information.

Live audio commentary of all Wolves fixtures will be available free of charge through the Wolves App.

## Confirmed fixture dates and where to watch:

Saturday 20th June  
**West Ham v Wolves** | 5:30pm | Sky Sports

Wednesday 24th June  
**Wolves v AFC Bournemouth** | 6pm | BT Sport

Saturday 27th June  
**Aston Villa v Wolves** | 12:30pm | BT Sport

Saturday 4th July  
**Wolves v Arsenal** | 5:30pm | Sky Sports

Wednesday 8th July  
**Sheffield Utd v Wolves** | 6pm | Sky Sports

Sunday 12th July  
**Wolves v Everton** | 12pm | Sky Sports (Pick)

For up to date fixtures and broadcast information, please download the **Wolves App** or head to **wolves.co.uk**.





# What will matchday be like without fans?

One of the most recognisable and important features of football is the atmosphere created by home and away fans.

Working in conjunction with broadcast partners, a number of innovations have been developed by the Premier League to enhance the broadcast experience in the absence of supporters in the stadium.



Stadium dressing will include a wrap covering seats in the lower tiers at all 20 stadia. The stadium wraps are designed by each club and aim to improve the environment both visually and acoustically, as well as creating consistency across the competition.

Clubs can use music at key trigger moments such as kick-off, goals and substitutions by the home club.

Fans watching from home can choose to select EA Sports Atmospheric Audio, but crowd noise will not be played inside the stadium.

Live video feeds featuring 16 supporters from each club will be made available to broadcasters and to clubs for use on big screens during matches.

Where feasible, broadcasters will identify a celebration camera which players can head to after scoring.

Tunnel cameras will help fans see the build up to the match (this will not include sound).

Audio from the coin toss will now be captured live.

## **Substitutes**

The number of substitutes that can be used during a match is increasing from three to five, in line with the temporary law amendment made by the International Football Association Board. Teams will also be able to have nine players on the bench rather than seven, and will have three opportunities to make substitutions during the match (not including half-time).

## **Match officials**

Premier League match officials have been isolating throughout this period, but have kept in regular contact via video conference calls. They have been training regularly and their fitness has been monitored. They are now being tested at the same regularity as Premier League players, and will follow the exact same protocols.

## **VAR Hub**

VAR will continue to be in operation at IMG Studios, Stockley Park. There will be a different configuration to the usual VAR Hub set-up in order to allow for social distancing, with additional rooms also being used when required.

# How will Molineux look without fans?

There have been a number of fan engaged initiatives to create a new look for the stadium bowl.



## Fan Mosaic

Wolves were the first Premier League club to offer supporters the chance to see their face feature in Molineux's stands on matchdays.

A giant crowd mosaic has been created to cover the Sir Jack Hayward Stand – an idea generated in collaboration with the club's matchday experience group during a virtual meeting in May.

The mosaic will remain in place for the final four home Premier League fixtures of the season and gives supporters an opportunity to ensure they, or a loved one, have a visible presence at matches played behind closed doors due to the pandemic.

## Lobos

Popular fan art movement Lobos Wolves worked in collaboration with the club on designs for stadium wraps that will cover the lower tiers of Molineux.

## Fan flags

Various Wolves supporter flags will be displayed in the Billy Wright Stand lower tier.

A selection of flags that were submitted for the Europa League trip to Espanyol and for the Premier League Asia Trophy, along with designs from fan groups registered as part of Worldwide Wolves, have been collated digitally to create a fan flag collage that will remain in place for the final four home Premier League fixtures of the season.

**More details of the work that went into getting Molineux ready for behind closed doors fixtures will be documented on the official website over the coming weeks.**

# Now TV

Sky Sports are pleased to offer season ticket holders two Sky Sports Day Passes through Now TV.

You can use these passes to watch any Premier League matches due to be broadcast on Sky Sports.



## Already got a NOW TV account?

- 1 Copy the voucher code you've been emailed and head online to <https://www.nowtv.com/eplrestart/wolves>
- 2 Paste it in the box for existing customers, sign in to your account and complete your order.  
(Or you can apply your code in the usual way, on your device or by signing in to My Account at [account.nowtv.com/passes](https://www.nowtv.com/passes) and hitting the 'Redeem a voucher' button.)
- 3 Your Day Pass is ready to go!

### Already got a Sky Sports Pass?

You can only have one Sky Sports Day, Week or Month Pass on your account at a time, so you'll need to wait for your existing Pass to end before you can use your voucher code.

Once you've used your first Day Pass, you can head straight to My Account to redeem your next voucher.

## New to NOW TV?

- 1 Copy the voucher code you've been emailed and head online to <https://www.nowtv.com/eplrestart/wolves>
- 2 Paste it in the box for new customers.
- 3 Enter your details, create your account and confirm your order. You'll need to add your payment details to create an account, but don't worry, you won't be charged (except for a 10p charge just to validate your details, which is refunded straight away).
- 4 Your Day Pass is ready to go!

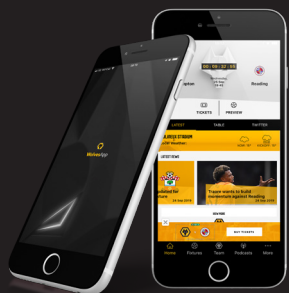
### Redeeming your next voucher

As you can only have one Sky Sports Pass on your account at a time, you'll need to wait until you've used your first Pass before you can come back and add your next one. To do that, just sign in to My Account at [account.nowtv.com/passes](https://www.nowtv.com/passes), hit the 'Redeem a voucher' button and paste in your voucher code.

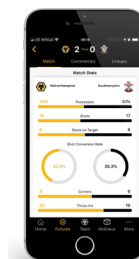
Please note that this is a Now TV promotion. Any enquiries, account issues or technical issues should be directed to:  
**[help.nowtv.com/article/premier-league-day-passes](https://help.nowtv.com/article/premier-league-day-passes).**

# WolvesApp

Bringing the latest Wolves news directly to your mobile device, the official Wolves App is the new and most interactive way of following the team.



Download the  
Official Wolves App now



Live updates, commentary, line-up and stats will all be provided on a matchday, while videos, interviews, highlights and much more will be available at your fingertips throughout the week.

Man of the Match polls, museum audio tours, augmented reality features, predictors and many other features have been introduced since the launch of the app in 2018.

Push notifications will be made available directly from the app, keeping supporters within touching distance of all the breaking news.

The app is available for both Android and IOS devices.

Please note that the Wolves App uses login credentials from your Wolves Account.

In order to use all of the features within the Wolves App, including live commentary for every game, you will need to register for a free Wolves account. You can do this on the app by clicking 'Register', on **wolves.co.uk** by clicking 'Create account' or by connecting your social media account within the app.

# #WolvesLive

Fans can get involved on matchday by using the hashtag #WolvesLive and sending in their support for the team before, during and after the game.

The best messages will be shown to the players on the big screens in the stadium.

Stay up to date and join the conversation through our social media channels.



@Wolves | @WolvesEsports | @WolvesEspanyol | @WolvesPrt



@Wolves



@Wolves



Wolves



Wolves-fc





# Pack Reconnected

Wolves are launching Pack Reconnected, a scheme designed to reunite supporters with their matchday-only Molineux friends, in time for the return of Premier League football.

Pack Reconnected will give the opportunity for fans to attempt to get in touch with fellow supporters they would normally speak to on matchdays at Molineux, with whom they may have lost contact due to the postponement of fixtures following the coronavirus pandemic, and the subsequent effect on supporters being able to attend matches.



## Procedure

The procedure to request assistance in reconnecting with another supporter is simple. Supporters are requested to send a name and seat details of the supporter they are looking to reconnect with to **supporterservices@wolves.co.uk** along with their own contact details, that can then be passed on the supporter if they can be identified. The club will then make contact with the supporter to pass on the details, leaving them to get back in touch if they choose to.

“We appreciate that the social aspect of attending matches plays a big part in the matchday experience of all supporters,” said supporter liaison officer, Dave Wood.

“We all have friends who we speak to at games, who may sit around us, and whilst we may not know a lot about each other, we have developed a routine of seeing that person or people every other week at Molineux and talking about what is happening on the pitch.

“The current situation has meant that many supporters may have lost contact with their friends from Molineux and, with no details on when fans will be able to return currently and with the return of the Premier League imminent, we wanted to create a platform to enable supporters to reconnect with their matchday friends.”

**Important information for fans that are providing their data for this project:** We will ask the (receiving) fans: (i) to use their personal data only for the purpose of this project, (ii) to respect the security of the data and (iii) to treat it in accordance with the law and those obligations required of a data controller, the Club cannot guarantee the receiving fans will comply. By participating in this project, supporters are agreeing to the above.

# Accessibility help

## BT Sport

### Audio Description on your BT TV box

This setting provides an audio narrative describing what's happening on the screen.

You can tell which programmes have Audio Description by pressing the 'i' button on your remote control. You'll see 'AD' in the programme summary if there's Audio Description.

To turn Audio Description on, press the 'AD' button on your remote control, or press the main menu button, then go to 'Settings' > 'Accessibility and Language' > 'Audio Description'. Choose your preferred setting and go to 'Done'.

### Using audio feedback

If you aren't sure you've pressed a key or not, turn on audio feedback so there's a bleep on the TV every time you press a key on the remote. Partially sighted and blind viewers might find it makes navigation easier.

To switch this on or off, go to 'Settings' and scroll down to 'Accessibility and Language' and choose 'Audio Feedback'. When pressing, you can go left or right to turn audio feedback off or on.

### Switching on the high-contrast colour scheme

If you find the menus difficult to read, there's a high-contrast colour scheme you can use instead. It has white text on black and the menu options don't blend in with the background.

To switch this on, go to 'Settings' and scroll down to 'Accessibility and Language' and choose 'Appearance'.

## Wolves App

In order to use all of the features within the Wolves App, including live commentary for every game, you will need to register for a free Wolves account. You can do this on the app by clicking 'Register' on [wolves.co.uk](https://www.wolves.co.uk), by clicking 'Create Account' or by connecting your social media account within the app.

### Visual impairment

You will notice the app has a colour contrasting background for people with some visual impairments. In the 'Settings' section it is possible to change the text size and alerts to your liking.

### Hearing impairment

The score of the game will appear on the front screen of the app. Your mobile device settings will help you set the phone to vibrate for key updates, such as goals, half-time and full-time. Remember to sync your settings on the app.

## Sky Sports

### Subtitles

Subtitles are available for live, On Demand, Catch Up, box sets and Sky Cinema content. Around 90 per cent of Sky's own content has subtitles, and other broadcasters, such as the BBC, ITV, Channel 4, UKTV and more, also offer subtitles.

### Sky Box Accessibility Features

To review and change your accessibility settings, select 'Settings' and scroll down to 'Accessibility and Language' where you can turn on subtitles, Audio Description (AD) and sign language.

### Now TV

On your smart Now TV box, if you go into 'Settings' > 'Captions', there are a number of caption subtitle options, including text size and colour. Now TV does not currently offer any Audio Description support.

# Collector's Edition Restart Programme



**Wolves' collector's edition 2019/20 Premier League restart programme, covering all four remaining Molineux fixtures, is available to order now for just £5.**

The souvenir 188-page programme is one of a kind, concluding the 2019/20 Premier League collection, while reflecting on what has been an unprecedented time for the football club and world in general over recent months.

With the top tier of English football being played behind closed doors due to the coronavirus pandemic, the restart programme will make the perfect companion for any Wolves fan gearing up for a different type of matchday this summer.

The collector's edition includes four matchday programmes in one, with 33 pages dedicated to each of Wolves' four remaining home fixtures, against AFC Bournemouth, Arsenal, Everton and Crystal Palace. Each fresh section will be fronted by a customary Louise Cobbold portrait, whilst her spectacular depiction of Nuno Espirito Santo will fittingly adorn the restart programme's front cover.

Inside, the programme is packed with bespoke content, looking back on a remarkable 2019/20 campaign to date and dissecting how the club and players have dealt with lockdown.

Insightful interviews are aplenty, with Willy Boly, Ruben Neves, Matt Doherty and Daniel Podence all featuring inside, while former players including Joleon Lescott, Don Goodman, Fred Davies and Simon Osborn all feature. Also inside, there will be a tribute to Wolves' NHS heroes, your submissions for a very special fanzone and a pullout poster depicting the incredible South Bank fan mosaic and the names of all the supporters featured on it.

To get your hands on a collector's edition 2019/20 Premier League restart programme, please visit **[shop.wolves.co.uk](https://shop.wolves.co.uk)**. Delivery will commence the week beginning Monday 22nd June.

# Thank you to our NHS

As a show of recognition for the incredible work of NHS workers during the Covid-19 crisis, an NHS badge will feature on player and match official shirts for the remainder of the 2019/20 season.

A moment's silence will be held before the opening 12 matches to recognise those whose lives have been affected by Covid-19.

A thank you message will be displayed in the Stan Cullis Stand lower quadrant and in the Graham Hughes Stand. 'Thank You NHS' will feature on Wolves walkout jackets.

## ONE PACK

# Black Lives Matter

For the first 12 matches of the restarted campaign, all player names on the back of shirts will be replaced by Black Lives Matter.

A Black Lives Matter sleeve patch will also feature on shirts for the remainder of the season. The Premier League will support players who 'take a knee' before or during matches and will restate its No Room For Racism messaging on LED boards and in communications.

'We Are One Team' will feature on a patch on the match balls and on Premier League branding in stadia, reflecting how the league, clubs, fans and players have come together to support the NHS, their communities and society as a whole during the pandemic.

## ONE PACK





# #WolvesHelp

Supporters can find a number of useful articles on behind closed doors matches, how Covid-19 is affecting supporters and a number of other subjects at the Wolves Help portal: [help.wolves.co.uk](https://help.wolves.co.uk).

Fans will be able submit a query directly to the club through the portal if they cannot find the information they require and we would also welcome feedback from supporters on how they are finding the behind closed doors matchday experience.

Be sure to follow **@WolvesHelp** on Twitter for the latest updates affecting supporters.



Junior fans can get involved on matchdays and during the week by sharing their messages, photos, videos, drawings, poems or whatever creative way of supporting the team they can think of with the Young Wolves team.

Be sure to follow the Young Wolves team on Twitter: **@Young\_Wolves**.







# FOOTBALL IS BACK

Get ready for Premier League action with **Wolves** Official Merchandise.



Stock up on **Wolves** fashion & accessories: [shop.wolves.co.uk](http://shop.wolves.co.uk)



# THANK YOU

Your support is greatly appreciated by everyone at the club, including the players and the management, and we hope to see you back at Molineux soon.

Molineux Stadium, Waterloo Road, Wolverhampton, WV1 4QR  
**wolves.co.uk** | 0371 222 2220 (Telephone) | 0371 222 1877 (Ticket Office)

