



Acceptable Behaviour Policy

Behaviour at home matches is governed by the Premier League Ground Regulations and Conditions of Issue, which relates to the purchase and use of our season tickets, memberships and match tickets. Supporters who contravene these regulations can expect to be ejected from Molineux Stadium and in certain circumstances, issued with a stadium ban.

It is important to note that the breach of some Ground Regulations may also constitute a criminal offence and the Club will support the police in their enquiries and where necessary, any subsequent prosecution.

We will also look to provide guidance and support to any supporters or other eyewitnesses who report an incident or help to further an investigation.

Where a supporter is identified to have breached the Ground Regulations or brought the Club's name in to disrepute, including in relation to away fixtures, further action will be taken in line with the guidance within this policy.

PROHIBITED ITEMS

The following articles must not be brought within the Ground. Any person in possession of such items will have the item confiscated or be refused entry:

Knives, Fireworks, Smoke Canisters, Air-Horns, Flares, Weapons, Dangerous or hazardous items, Laser Devices, Bottles, Glass Vessels, Drinks Cans, Poles and any article that might be used as a weapon and/or compromise public safety

This list is not exhaustive and further information is shown at the stadium entrances. The complete Ground Regulations along with the clubs Flags and Banners Policy can be found at help.wolves.co.uk.



COVID-19

Supporters are requested to follow the COVID-19 code of conduct at all times. Any supporters in breach of the code of conduct or of the ground regulations in relation to COVID-19 will be refused entry or asked to leave the stadium. The club may also take further action if they feel necessary. The COVID-19 code of conduct can be found at help.wolves.co.uk.

STADIUM BANS

We appreciate that no two incidents are the same. Our Operations Team will consider all available evidence when dealing with incidents and determining the length of a ban, if applicable. We reserve the right to suspend a supporter's account whilst an investigation takes place. Supporters are also advised that:

- Bans may carry over from one season to the next.
- Sanctions apply to home matches, but restrictions can remain in place preventing the purchase of away matches.
- The Club reserve the right to uplift and/or apply additional sanctions not shown.

OFFENCES

The table below indicates the type of penalties that may be issued against supporters. Please note this is intended as guidance only.

	Ejection	Written Warning	3 match ban	6 match ban	12 month ban	Indefinite ban
Unacceptable conduct: Persistent standing, deliberate vandalism, visiting supporters in home areas	Optional action	Minimum suggested action	Maximum suggested action			
Discriminatory behaviour: Inside or outside the stadium, including social media					Minimum suggested action	Maximum suggested action
Persistent foul and abusive language: Towards players, staff, fellow supporters home and visiting			Minimum suggested action	Optional action	Maximum suggested action	
General disorder: Fighting, physical assault, damage to club property	Optional action		Minimum suggested action	Optional action	Optional action	Maximum suggested action
Missile throwing: Objects thrown on to the pitch, in stands	Optional action			Minimum suggested action	Optional action	Maximum suggested action
Pitch incursion: Pre, post or in-game	Optional action			Minimum suggested action	Optional action	Maximum suggested action
Abuse/aggression towards staff: Verbal or physical abuse			Minimum suggested action	Optional action	Optional action	Maximum suggested action
Drunk inside the stadium: On concourses, in stands and/or hospitality areas			Maximum suggested action			
Drinking alcohol in view of the pitch: in stands and hospitality areas with a pitch view		Minimum suggested action	Maximum suggested action			
Smoking/vaping: Non-compliance in the stadium			Minimum suggested action	Maximum suggested action		
Pyrotechnics: Possession, throwing or lighting of flares, smoke bombs or any other pyrotechnics	Optional action				Minimum suggested action	Maximum suggested action
Covid 19: Breach of covid-19 code of conduct / regulations	Optional action				Minimum suggested action	Maximum suggested action

Optional action

Minimum suggested action

Maximum suggested action



The Operations Team reserve the right to issue a written warning or to ban any supporter or other individual from Molineux Stadium for breaches of the Ground Regulations. Where possible stadium bans will be conveyed in writing, whether by email or post, and may also include the suspension of ticket purchasing privileges for away matches. Any banning order will outline the nature of the offence and the specific Ground Regulation that has been breached. It will also indicate the length of ban, either as a fixed number of matches or a period of time.

Where possible, bans will be communicated within 7-working days of the match at which the offence took place, or within 1 working day of the next home match (if this follows within a week of the previous home match). Where deemed appropriate by the Club, the reinstatement of a banned supporter's privileges will be dependent upon them signing and returning an Acceptable Behaviour Agreement, see appendix for example.

APPEALS PROCESS

The Club recognises the right to reply for any individual who has been issued with a stadium ban. Should you be dissatisfied with the final response that you have received from the Head of Operations in relation to a stadium ban, you can appeal the decision to the Club's Supporter Liaison Officer (SLO) by emailing help@wolves.co.uk. All appeals must be in writing either by email or post, providing a detailed response in relation to the issue or specific point(s) that you are appealing.

Upon receipt, a full review of the issue or specific points(s) raised within your appeal will be conducted. We will seek to respond to any appeal within 10-working days, though this may increase during peak periods or if further investigation is required. We will endeavour to provide updates on our progress should a longer period of time be required. The findings of this review will be conveyed in writing and will be considered final by the Club. Should you still remain dissatisfied with these responses, you can escalate this to the Independent Football Ombudsman (www.ifo.co.uk).

REPORTING INCIDENTS

We recognise that most supporters come to the stadium to watch a football match and not to listen to abusive or indecent language from the stands. Swearing in the Family Stand is not acceptable. Discriminatory behaviour, which includes, shouting, chanting or actions such as racist, sectarian, homophobic, sexist or anti-disability behaviour, is unacceptable.

If you witness incidents like these please notify a steward as soon as you can and report your concerns as this will enable us to act on them as quickly as possible.

AWAY MATCHES

We ask all supporters to act and behave as ambassadors of Wolves when travelling to away matches. We ask that supporters do not engage in any unacceptable behaviour (as detailed in this policy) travelling to and from an away match and within the opposing ground itself.

We ask that you respect the staff and stewards of the opposing Club, that you remain seated for the duration of the match and that you do not block aisles or gangway.

The Club reserves the right to investigate incidents at any time that evidence is presented to them and will work with the Police and other authorities where a criminal act has taken place. The Club sells away tickets in line with the opposing Clubs guidance and cannot be held responsible for any unknown restrictions that may have an impact on your matchday experience. When children are traveling to away matches please check with the opposing Club what their rules are regarding the supervision of children as rules can vary. Please ensure that children are safe and properly supervised by a responsible adult before, during and after the game.

The loud and passionate support from fans is appreciated by everyone at the club including the players and management and we thank every supporter for their backing of the team. We urge everyone attending Molineux to be considerate of other supporters around them and to respect their surroundings. We aim to create a safe and friendly atmosphere at Molineux and provide everyone with a fantastic matchday experience.



APPENDIX

ACCEPTABLE BEHAVIOUR AGREEMENT

This document is a formal agreement between Mr Steve Sutton, Head of Operations, for and on behalf of Wolverhampton Wanderers FC Football Club (the Club) and:

Mr***** , supporter number ***** .

I, Mr ***** understand that authority for me to attend fixtures is dependent on my agreement to comply with the following points plus the instructions of stewards and the rules and regulations concerning football stadia.

1. I will not behave in an unacceptable manner or commit offences at, or in relation to any fixture involving Wolverhampton Wanderers FC, either at home or at away fixtures.
2. I agree not to act in a manner causing, or likely to cause a breach of the Ground Regulations.
3. I will not associate with or attend fixtures with known risk supporters or banned persons as defined by the Club or West Midlands police.

BREACH OF AGREEMENT:

If you, Mr ***** , do anything, which you agree not to do, or fail to do anything which you agree to do, under this agreement, or commit any other acts of unacceptable behaviour, or offences, the Club will take positive action which may or may not include involvement of the West Midlands Police. The Club may impose a Banning Order independently of any action taken by West Midlands Police to prevent a recurrence of this type of behaviour. In the event that this agreement is breached, your privileges as a season ticket holder/member will be withdrawn without refund.

DECLARATION

I agree with the contents of this agreement and I understand and accept the terms detailed within. The consequences of breaching this agreement have been explained to me.

Signed:

Date:

Print Name:

Signed on behalf of WWFC:

Sign and return this copy to:

Mr Steve Sutton, Wolverhampton Wanderers FC,
Molineux Stadium, Waterloo Road
Wolverhampton WV1 4QR

Statement regarding sharing of information with West Midlands Police:

If you are dealt with by the club in connection with a football related offence we will notify West Midlands Police.

The information that we share may include your details, information about the offence or incident. We will use this to identify and prevent offences/incidents at matches. If you have any queries about this contact the person detailed as above.

