

WOLVES

Supporters Matchday Guide

Wolves v Manchester United
Sunday 23rd May 2021, 4pm Kick Off



WELCOME BACK TO MOLINEUX | WE'VE MISSED YOU




WELCOME BACK

This Matchday Guide sets out the policies we have put in place for the safety of everyone attending fixtures at Molineux and follows the current guidance from the Government and Premier League.

This guide has been produced in line with the latest Safety Ground Sports Authority (SGSA) guidance and is the best way to prepare yourself for returning to Molineux and ensuring that fans, staff and players are able to stay safe.

As fans return to Molineux, the matchday experience will be very different and supporters will experience significant changes to their matchday routines. We are committed to ensuring supporters are as prepared as possible for their arrival at the stadium, whilst also delivering the best and safest, matchday experience possible.

If you have any questions in regards to information contained in this guide, or you have any worries or concerns about attending please do not hesitate to contact us on help@wolves.co.uk. Information contained in this guide is subject to change to reflect any changes in guidance, so please take the time to read through it before you attend.

Our  [@WolvesHelp](https://twitter.com/WolvesHelp) twitter account will also be providing information and updates in the build up and on the day of the game.

We appreciate that this has been a tough time for our fans and everyone at the Club is delighted to be able to welcome you back. Our aim is to ensure you feel confident returning to Molineux, so please get in touch with any questions you may have.

PROTECT THE PACK



PROTECT THE PACK

Do not attend the game if you or anyone else you are attending with has any COVID-19 symptoms and/or is required to self-isolate.
Do not attend the match if we do not have your contact details for NHS track and trace purposes.



Please wash your hands frequently



Face coverings must be worn



Please maintain social distancing



No bags larger than A4



We are a cashless stadium



Have your digital ticket ready to scan



Bring Photo I.D (if you are over 16)



Follow stewards instructions

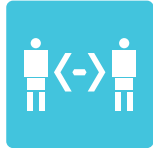
It is important you act in a way that protects your own health and the health of those around you, so please ensure you are following all the relevant guidelines. More information will be provided on these guidelines within this guide.

By attending a game you are agreeing to adhere to the club's COVID-19 Code of Conduct which can be downloaded at help.wolves.co.uk. Supporters are advised to ensure they are familiar with the Code of Conduct as failure to follow the guidance provided may result in entry to the stadium being denied.

Due to the current social distancing guidance, and the space available within concourse areas, the club will be unable to open food and drink kiosks within the stadium.

PROTECT THE PACK





SOCIAL DISTANCING

Under current UK Government guidance, social distancing of 1.0m plus should be observed, where possible. Please make every effort to remain 1.0m or more away from those not in your bubble at all times. It is the responsibility of those attending matches to ensure this social distance is observed wherever possible, not only for fellow fans but for staff working at Molineux. This is for the safety of everyone inside the ground.



TESTING

Supporters will not be required to have had the Covid-19 vaccination to attend this game.

Whilst it is not compulsory for supporters to have a test before attending the game, we strongly encourage all supporters to make use of widely available testing up to 48 hours before travelling to Molineux to ensure the safety of their fellow supporters.

To assist with this, the club have teamed up with Wolverhampton City Council to provide a home testing kit for every adult supporter with a ticket. Home testing kits will be posted directly to supporters ahead of the game. Anyone who tests positive should contact the ticket office, who will arrange a full refund.

Supporters can find their nearest rapid test centre at the link below:

<https://www.gov.uk/find-covid-19-lateral-flow-test-site>

Alternatively, supporters can order a rapid home testing kit at the link below:

<https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests>





HEALTH DECLARATION

Each supporter must complete a health declaration questionnaire which will be emailed directly to them within 72 hours before attending the fixture. **Fans who have not completed this will not be permitted into the stadium.** If you have any issues completing the questionnaire or have not received it within 72 hours of the game, please contact the ticket office on ticketoffice@wolves.co.uk.



FACE COVERINGS

It is vital that any supporter over the age of 11 must wear a face covering at all times in all areas. A face covering should only be removed temporarily, for a brief period, when eating or drinking. Only medical or cloth face coverings will be considered suitable. Face visors, snoods and scarves are considered unsuitable. Supporters are advised to bring a spare face covering with them.

If you are medically exempt from wearing a face covering under Government guidelines, you do not have to wear one however any exemptions should be made known to the Club in advance of attending by emailing help@wolves.co.uk. (More details can be found in the Access section of this guide). Supporters who notify the club will be sent a badge for them to wear on the day, this will be the only method of exemption accepted on the day of the game.



HYGIENE

To help us prevent the spread of COVID-19, please ensure you are regularly washing your hands with soap for at least 20 seconds. We have installed hand sanitiser dispensers around the stadium and we would also encourage you to bring a small bottle (no larger than 50ml) of hand sanitiser with you. Toilets will be regularly checked by the cleaning team to ensure soap dispensers are stocked. If you do notice that any hand sanitisers or soap dispensers are empty, please notify your nearest steward.





TICKETS

Please only travel to the stadium if you are in possession of a valid ticket, that is in your name. To ensure we know who is attending fixtures, you will be subject to photo ID checks on arrival. For us to comply with the government track-and-trace scheme, it is vital for us to know who is attending the game, and we would therefore ask that tickets are not passed on to friends or family members.

Your ticket will be for a specific seat inside the ground. In line with SGSA (Sports Grounds Safety Authority) guidance, seats must be socially distanced. You must remain in your allocated seat and not move to another area in the ground.

If you or someone in your household start to display COVID-19 symptoms or test positive for COVID-19, you should declare that you are unable to attend the fixture by contacting our Ticket Office on ticketoffice@wolves.co.uk. This will apply to you, and any other supporters in your household. Your ticket(s) will then be made invalid and you will not be able to attend the fixture. You will be eligible to receive a refund for this game.

Admittance into games will be via e-ticket only, and no tickets will be sold on the day. Ahead of the game, you will receive an email with a PDF of your ticket. Your ticket can be scanned directly from your phone, or you can print your ticket at home. If you are attending with other fans who do not have access to a suitable device, we would recommend printing your tickets at home, so the tickets are not all stored on one device. This will allow for easier access to the ground at turnstiles and will limit the need to pass devices between your group.



MATCHDAY CHECKLIST

We have put together a handy checklist to ensure you have everything you will need before you travel to Molineux.

- Do not attend if you or a member of your household develops covid-19 symptoms or returns a positive test
- Make use of the home testing kit provided
- Read the code of conduct
- Complete the health questionnaire, ticket will be deactivated if not
- Bring a face covering and a spare if over the age of 11. If medically exempt email help@wolves.co.uk ahead of matchday
- Print ticket or download to device. Ensure device is fully charged
- Check ticket for your recommended entry time
- Bring photo I.D as all supporters over 16 will be asked to show I.D and their ticket before entering the stadium
- Only bags smaller than an A4 size or clear bags will be permitted
- Catering kiosks will be closed. You can bring your own food and drink but alcohol, glass and cans are not permitted
- Bring hand sanitiser. (Max size 50ml). Sanitising stations will be available at the stadium also
- Check Wolves.co.uk for latest information
- Follow @WolvesHelp on Twitter for latest updates

WOLVES HELP

If you have any queries or concerns regarding matchday you can direct them to help@wolves.co.uk, Key information will be posted on the [@WolvesHelp](https://twitter.com/WolvesHelp) Twitter account leading up to and on the day of the game. Stewards will be located outside and inside the stadium on matchday. If you have any questions or concerns at the stadium please speak with a steward who will be happy to assist you.

PROTECT THE PACK





MATCHDAY TIMETABLE

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|---------|---|
| 10.00am | Molineux Megastore Opens to general public / Ticket Office Phonedlines Open |
| 12.00pm | Stadium car parks open |
| 1.00pm | Molineux Megastore closes for general public, entry to ticket holders only |
| 2.00pm | Hospitality areas open |
| 2.30pm | Turnstiles open - PLEASE CHECK YOUR TICKET FOR YOUR STAGGERED ENTRY TIME |
| 4.00pm | Kick Off / Megastore closes |
| 4.45pm | Half-Time (please stay in your seat where possible) |
| 5.00pm | Second Half |
| 5.45pm | Full-Time |

Please stay in your seat if you wish to observe the players lap of appreciation.

*Supporters who do not wish to stay for the lap of appreciation should follow stewards instructions when leaving the stadium
After the lap of honours, please follow stewards instructions when leaving the stadium.*

PROTECT THE PACK



TRAVELLING TO THE STADIUM

Please do not travel to the stadium if you or anyone else you are attending with has any COVID-19 symptoms. Supporters should only travel to the game in their social bubble and are encouraged, where possible, to travel by private vehicles / walking or cycling.



By Car

Car parking at the stadium is available to book on a first come, first served basis priced at £10 per car. Spaces are available on Red Hill Street and Whitmore Hill and must be pre-booked through the ticket office.

Details on council car parking available one the day can be found at the link below:

<https://www.wolverhampton.gov.uk/parking-and-roads/city-centre-car-parks>



Public Transport

We ask that all fans using public transport to adhere to public transport guidelines when travelling to the stadium. Supporters using public transport are advised to check the latest information with travel providers for up to date service information ahead of travelling.

Wolverhampton Train Station is the nearest train station. 1.1km / 15 Minute walk to Molineux

Wolverhampton Bus Station is the nearest bus station 1km / 12 Minute walk to Molineux.



ARRIVING AT THE STADIUM

Turnstiles will open 90 minutes before kick-off however supporters will be allocated a recommended arrival period based on the block and stand they are sitting in. We ask supporters to arrive within their allocated time slot wherever possible, this allows a staggered entry process to ensure social distancing is followed throughout the entry process.

On arrival at the stadium please observe the one-way systems where marked and follow stewards' instructions in all areas around the stadium. Information will be clearly marked on signage around the stadium. Should you require any assistance before entering the ground, stewards will be located around the stadium to assist and collect feedback.

On arrival, your ticket will be checked at an external checkpoint to gain entry to the turnstile areas. In line with SGSA guidance, supporters will be asked to show photo ID that matches the name on your ticket. We need to know who is attending the games for NHS track and trace so your tickets can't be transferred to friends or family. During ID checks, you may be asked by stewards to briefly remove your face covering. Supporters with an Under 17 ticket will not be expected to show ID.

Security and bag searches will take place at the turnstiles. Only bags smaller than an A4 size or clear bags will be permitted. To comply with social distancing, searches will be conducted using wands, and you may be requested to open your own bag to allow it to be searched. Stewards and club staff will be wearing PPE for your and their own safety, and we'd ask you to ensure you are wearing your face covering and to follow social distance guidelines when you arrive at the turnstile.

Once arriving at your designated turnstile, you will be required to scan your ticket either on your electronic device or as a printed copy. If you are using a print at home ticket please ensure this is printed in high quality in A4 size. Supporters will be reminded to sanitise their hands before and after entry.



FACILITIES

Food & Drink

Due to the current social distancing guidance, and the space available within concourse areas, the club will be unable to open food and drink kiosks within the stadium. Supporters will be permitted to bring their own food and drink into the stadium, however glass and cans will not be permitted. For more information please check the prohibited items list at help.wolves.co.uk

Megastore

The Molineux Megastore will be open to the general public on the day of the game from 10am until 1pm. After 1pm the Megastore will remain open to supporters with a match ticket only. The Megastore will then close at kick-off, reopening at full time. Supporters will be required to wear a mask at all times inside the Megastore and may be asked to queue before entering to ensure that social distancing requirements are being met

Ticket Office

The ticket office will not be open on the day of the game, however staff will be on hand at the turnstiles to assist with any ticketing issues. Supporters are advised to ensure they have their E-Ticket downloaded or Print @ Home tickets ready well in advance of the game. The ticket office will be available by email on ticketoffice@wolves.co.uk or by telephone on 0371 222 1877.

Toilets

Toilets inside the stadium will be open for supporters to use. Supporters are advised to observe one way systems within the concourse and to follow stewards instructions at all times. There will be signage in the toilets in order to help maintain social distancing and identify any sinks or toilets that cannot be used. Stewards will also be on the entrance of each toilet to ensure we do not breach the maximum number of people allowed in that space. Please consider using the facilities at a time in the match where they may be less busy in order to help maintain social distancing.



KICK-OFF

Supporters are requested to only sit in the seat with the seat number that matches their ticket and to remain in their seat whenever possible. If you do need to leave your seat, wait for a time when the gangway is clear and always follow the signs indicating which way to go. When doing this, we ask that you mitigate risk by wearing a face covering and turning your back as you move past other supporters, in order to avoid face-to-face contact.

As mentioned in the Code of Conduct, please avoid hugs, high-fives, handshakes, excessive singing or shouting and any close contact with people not in your bubble. We understand that this may be a significant change to how you would usually celebrate or greet those who you have missed over the past few months, but this policy is for the safety of everyone and to ensure that we can welcome back many more supporters as soon as possible.

Pre-Match

Pre-match entertainment will be provided for fans in the build up to kick off. Details will be provided, along with a useful matchday timetable, from the [@WolvesHelp](#) twitter account in the build to matchday and on the day of the game.

Half-Time

Supporters are asked to remain in their seats during the half-time interval. If you do need to leave your seat please follow the guidance provided above and avoid queueing to use facilities wherever possible.

PROTECT THE PACK



ACCESSIBILITY

Supporters with disabilities can be assured that as many of our usual facilities will be in place when you return to matches. Each element of the matchday has been assessed to ensure we can adhere to social distancing guidelines.

Face Covering Exemptions

If you are medically exempt from wearing a face covering under Government guidelines, you do not have to wear one however any exemptions should be made known to the Club in advance of attending.

Please email laurawright@wolves.co.uk who will provide you with an exemption badge which will be visible to stewards and other supporters. This will be the only method of exemption accepted on the day of the game.

Toilets

Accessible toilets will operate as usual with RADAR locks. Each toilet has sanitising equipment and will be checked after use.

Audio Description

Commentators will be live from 20 minutes before kick off through the Wolves App service or via matchday headsets.

If you require use of a headset you must pre-book by emailing laurawright@wolves.co.uk. A headset will be delivered to your seat in a sealed bag. Please return the equipment to your nearest steward after the game

Accessible Lounge

Unfortunately the Rachael Heyhoe Flint Accessible lounge will not be able to open.

There will be no refreshment vouchers and the room will not be accessible for pre match socialising.



LEAVING THE STADIUM

Upon leaving the stadium it is important that all supporters continue to adhere to social distancing guidance. We ask that all fans follow signage and stewards instructions when exiting the stadium and surrounding areas. Supporters may be asked to briefly remain seated at the end of the game in order to ensure social distance guidance is followed.

Immediately after the game the players will stay on the pitch to show their appreciation to the fans following the end of the season. Supporters who wish to stay for the lap of appreciation should remain in their seats following the full time whistle. Supporters who do not wish to stay should follow stewards instructions when leaving at the full time whistle.

If travelling on public transport, please follow the guidelines of the transport provider you are using.

THANK YOU

We understand that attending football is going to be a very different experience to what you are used to. On behalf of all staff, players and management at the club we sincerely thank you for following the guidelines that have been put in place in order to create a safe environment for supporters to return to Molineux.

We have missed having fans at fixtures and everyone at the club is looking forward to welcoming you back as we begin to reunite as ONE PACK.

PROTECT THE PACK



CONTACT US:

Wolves Help

<https://help.wolves.co.uk>
help@wolves.co.uk
@WolvesHelp

Ticket Office

<https://tickets.wolves.co.uk>
ticketoffice@wolves.co.uk
0371 222 1877

Accessibility

wolves.co.uk/fans/disabled-supporters/
laurawright@wolves.co.uk

USEFUL INFORMATION:

[COVID-19 Code of Conduct](#)

[Acceptable Behaviour Policy](#)

[Rapid Test Centre Locations](#)

[Order a home testing kit](#)

[Council Car Park Info](#)

[Train Info](#)

[Bus Info](#)

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