



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 from all Wolverhampton Wanderers Football Club Matches AND all other association football matches taking place at all other Premier League Stadia.

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 into disrepute, including in relation to away fixtures, further action will be taken in line with the guidance within this policy.

WOLVERHAMPTON WANDERERS FOOTBALL CLUB ACCEPTABLE BEHAVIOUR POLICY

In this Policy:

“the Club” means Wolverhampton Wanderers Football Club (Wolves).

“the Policy” means the Club Acceptable Behaviour Policy (details as contained within this document).

POLICY STATEMENT

This Policy is compliant with the requirements and principles of the Equality Act 2010 and will be applied accordingly.

This Policy also complies with the Premier League (PL) Commitment regarding Discriminatory and Abusive Conduct.

This Policy complements Wolverhampton Wanderers Football Club’s Ground Regulations, Conditions of Sale and [Membership Terms & Conditions](#).

This Policy supersedes any and all other policies’ application of sanctions, as of the date of publication, 27th October 2021.

PURPOSE

The purpose of this Policy is to ensure the safety of all visitors to Molineux Stadium and other Club locations, regardless of the capacity they are attending in, and enhance the experience of every match attendee.

The loud and passionate support from supporters is appreciated by everyone at the club including the players and management, 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. The framework of offences and corresponding sanctions alongside the appeals process outlined in this Policy are designed to give supporters clarity on how the Club will deal with transgressions; and the processes applied.



General Information and Conditions

1. 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 accessed by clicking [here](#).

Please note that current Covid-19 Government Guidance and Legislation will be applied as issued, therefore it is strongly recommended that all Supporters keep up to date with new Government Guidance.

Current Premier League Protocol dictates that all Supporters should be prepared to provide evidence of an NHS Covid Pass or have registered a negative COVID test in the previous 48 hours, when attending the stadium. The Government have confirmed the possibility of Plan B, which would require all attending supporters to provide evidence of an NHS Covid Pass as a condition of entry.

[Click here for the latest guidance.](#)

2. PROHIBITED ITEMS

The following articles must not be brought within the Ground. Any person in possession of such items will have the item confiscated and/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. In addition to this Flags bigger than 1.5m on the longest section will not be allowed.

This list is not exhaustive and further information is shown at the stadium entrances. To access the Ground Regulations along with the clubs Flags and Banners Policy [Click Here](#).



3. PL COMMITMENT REGARDING DISCRIMINATORY AND ABUSIVE CONDUCT:

- The Premier League and its Clubs condemn discriminatory and abusive conduct in all forms. It has no place within Clubs' stadia, nor within other interactions and communications between members of the public and Clubs and their staff, whether in person, online (via social media) or otherwise.
- The Premier League and its Clubs are committed to ensuring that any individual found to have engaged in discriminatory or abusive conduct is not only prevented from attending League Matches at the Stadium of the Club that they support, but all League Matches.
- The Premier League and its Clubs consider that the following behaviour should be captured by PL Commitment regarding Discriminatory and Abusive Conduct and, if progressed by a Club and proven, should prevent the individual engaging in such behaviour from attending League Matches:

“Any conduct, act or statement, whether express or implied, that is discriminatory by means of race, religion or belief, gender, sexual orientation, disability, colour or national or ethnic origin”

Where such conduct is directed towards any Club, Club employee (including consultants, contractors and temporary match-day staff, such as stewards), player, match official or other individual attending a League Match ('Prohibited Activity').

- The behaviour referred to above, will constitute Prohibited Activity whether the individual engaging in it does so within a Stadium or otherwise in-person before the individual subjected to it or remotely, via any electronic communication, social media or otherwise.

The Club having reviewed the Premier League Commitment regarding Discriminatory and Abusive Conduct, have outlined all Club Sanctions and Sanction processes in line with this Policy. To read the Policy in full please [Click Here](#).



4. CLUB GROUND REGULATIONS:

This Premier League commitment complements the Club's Ground Regulations, which further details the terms & conditions that all visitors automatically accept in attending Molineux Stadium and relevant owned locations, please [Click Here](#).

5. SANCTION CONDITIONS & STRUCTURE:

Any period of suspension or ban will apply to all Club matches and premises as well as participation in any competitions or events it organises or is involved in and the right to access or purchase tickets, membership or experiences. Furthermore, the suspension/ban will also apply to all Premier League Matches.

There will be no refunds of any monies paid for periods of ejection, suspension or ban unless overturned on appeal.

Full details of any sanction and the process by which they are applied or appealed will be provided in writing.

5.1. SANCTIONS

The following breakdowns are a guide for how the Club will treat behavioural, discriminatory and ticketing offences. We appreciate that no two incidents are the same. Our Safety & Security 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 match tickets.

Offences will be reported to the police or other enforcing authorities where appropriate. The Club sanctions are distinct and will be in addition to any other sanctions imposed by the Police/enforcing authority. The Club will deal with each case on an individual basis and reserves the right to use its discretion within the recommended sanction bands provided.



In cases where proven offences involve aggravating features such as (but not limited to) sustained activity, violence, public nature activity including broadcasted activity, threat, encouraging/inciting others, delay/suspension/abandonment of Match, discriminatory behaviour or where **the Club's safety operation is impaired, the Club reserves the right to uplift and/or apply a more significant sanction than outlined below.**

Level	Offence	Recommended Sanction
1	Smoking (including e-cigarettes) non-compliance	Written Warning
	Persistent standing	
	Refusal to follow stewards' reasonable instructions	
	Misuse of tickets (e.g. in located in wrong area/seat, using concession tickets)	
	Drinking alcohol in view of the pitch	
2	Possession of any prohibited items listed in Ground Regulations (increased sanction possible depending on item)	1-4 Match Ban
	Persistent foul and/or abusive language to any other individual	
	Drunk/intoxicated inside the stadium (all areas)	
	Repetition of Level 1 Offence	
3	Damage or vandalism of property or facilities	5-10 Match Ban
	General disorder including fighting	
	Attempting to gain access without a valid match ticket	
	Repetition of Level 1-2 Offences	
4	Use of discriminatory behaviour or language (including Social Media Platforms). 1st Offence This can be any conduct, act or statement, whether expressed or implied. See paragraph 3 for further details.	3 Year Ban
	Breach of Covid-19 code of conduct/regulations Click Here for the Club Covid-19 Code of Conduct	
	Pyrotechnics (possession, throwing or lighting of flares, smoke bombs or any other pyrotechnics)	
	Possession of an illegal substance	
	Repetition of Level 1-3 Offences	
5	Violent or aggressive behaviour (verbal or physical) toward supporters, players, staff or police	Indefinite Ban
	Entering the field of play (pre, post or in-game)	
	Throwing missiles on to the pitch, or in the stands	
	Physical Assault	
	Use of discriminatory behaviour or language (including Social Media Platforms). 2nd Offence This can be any conduct, act or statement, whether expressed or implied. See paragraph 3 for further details.	
	Any other illegal activity	
	Repetition of Level 1-4 Offences	

Table 1: Behavioural & Discriminatory Sanctions, Levels 1-5.

The Club may consider the introduction of education measures (to be applied concurrently with sanctions or to mitigate imposed sanctions) for specific prohibited activity, this will be in conjunction with the local Police.

Please be aware that the Club will publicise, where necessary, details of the individual and the ban that has been implemented, working with other Club's to enforce the sanctions across all Premier League Stadiums.



5.3. TICKETING SANCTIONS

Level	Offence	Recommended Sanction
A	Selling Home or Away match tickets for equal or less than face value	Written Warning and removal of 50% of loyalty points
B	Selling Home or Away match tickets for more than face value	Indefinite Ban and removal of all loyalty points

Table 2: Ticketing Sanctions A & B. Please note reduction of loyalty points will be against the Supporters Total Balance.

Supporters are reminded that home match tickets can be shared and sold officially by using the “Ticket Resale Scheme” respectively. Tickets should not be sold via third parties. Tickets for away matches cannot be resold or transferred under any circumstances. For more information on ticket resale please [Click Here](#).

6. SANCTION PROCESS:

Sanction statement:

Please note that the Club will, wherever practical, follow the sanction process detailed in this section. However, should the initial evidence related to the incident be conclusive we reserve the right to amalgamate points 6.1-6.3, confirming the charge and appropriate sanction to be applied in one communication. This will not affect the individual’s right to appeal.

6.1. INVESTIGATION & CHARGE

Following an investigation into any alleged prohibited activity or alleged offence committed; whether resulting in an ejection or not; (which will draw on a range of Home & Away Club evidence sources, including but not exclusively, steward incident reports, witness statements, Control Room radio logs and CCTV footage, other video / audio recordings); the individual “Respondent” in question will receive, from the Club, written notice of the “Charge” to be applied with supporting evidence and rationale.

They will also be offered, an explanation of the process including the sanctions that will apply if the allegation is proven (as outlined in this document). They will also be supplied with the details of the “Club Investigating Employee” who will be responsible for determining the charge (no panel decision will be applied at this stage).

6.2. RIGHT TO REPLY TO A CHARGE

The “Respondent” has the right to reply to the “Charge” in writing only within at least 7 days. If no reply is received within this prescribed time period, the Club will deem the charge to be proven.

If the “Respondent” does not reply or accepts the “Charge” the Club will provide written notice of the relevant sanctions applied and if the case will be escalated to the Police or relevant authorities.

If the “Respondent” denies the charge in writing, the “Club Investigating Employee” will consult with the relevant “Panel” Members, namely a member of the Safety & Security Team, the Club Supporter Liaison Officer & a Fan Representative (should the individual be under the age of 18 a Club Safeguarding Officer will also be present). The “Respondent” reply will be reviewed by the “Panel” (outlined above), without a hearing (unless reasonable argument is provided). The “Investigating Club Employee” will confirm the “Panel’s” decision in writing to the “Respondent” within 7 days of receipt of their reply.



6.3. CONFIRMED CHARGE AND SANCTIONS

Where the Club determines the “Charge” to be proven it will impose, as a minimum the sanctions outlined in above Tables 1 and 2. Upon receipt of the notification of the sanctions applied (usually notified within 7 days), the “Respondent” has the right to appeal the decision within at least 7 days.

6.4. SANCTION APPEAL

Upon receipt of a decision appeal, the “Club Investigating Employee” will escalate the appeal to the “Facilities, Safety & Security Director”, who will consider the full case, making a decision on the final charge and sanctions imposed. The sanction appeal final decision will be communicated to the “Respondent” within 7 days of receipt.

6.5. CONCLUSION OF THE PROCESS

Once concluded the Club will notify the Premier League and the Police/ enforcing authority of the outcome (if necessary).

Details will then be circulated to the remainder Clubs within the League for enforcement in all Stadiums.

The details below will be shared:

Name

Date of Birth

Contact Details

Image of “Respondent”

All shared information will be approved by the Club’s GDPR Manager, to ensure compliance with relevant legislation.

Failure to adhere to the sanctions imposed will result in the Club Investigating Employee and Facilities, Safety & Security Director determining if sanctions should be further extended.

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.

If an individual is not satisfied with the outcome of the appeal, they are advised that they can take their case to the Independent Football Ombudsman.

6. SOCIAL MEDIA:

Where identifiable, individuals using discriminatory language upon Wolverhampton Wanderers Football Club managed social media platforms, will be treated as if the offence has been committed at Molineux Stadium or any other Club premises. The Club will insist that, any supporter found to have directed discriminatory abuse, must attend the educational Onside Project with the local Police before any ban can be considered served.

7. ACCEPTABLE BEHAVIOUR AGREEMENT:

Following a charge and sanction applied to an individual (as outlined above), the individual will be required to see out the sanction and restrictions imposed. Upon the expiry of the sanctions (if not indefinite) the Club retain the right to restrict access to the Grounds until an Acceptable Behaviour Agreement is completed, returned and authorised. This Policy details the Agreement as below.



Related articles

- [Condition of Sales](#)
- [Covid-19 Code of Conduct](#)
- [Equality Act 2010](#)
- [Membership Terms & Conditions](#)
- [Club Ground Regulations](#)
- [Premier League Commitment Regarding Discriminatory & Abusive Conduct](#)
- [Flags & Banners Policy](#)
- [Ticket Resale Scheme](#)

