

Supporter Code of Conduct

YOU MUST READ AND AGREE TO FOLLOW THIS CODE AT ALL TIMES. IF YOU HAVE PURCHASED TICKETS ON BEHALF OF OTHERS, PLEASE MAKE SURE THEY HAVE ALSO READ THIS CODE OF CONDUCT.

THIS CODE IS DESIGNED TO HELP CREATE A SAFE AND ENJOYABLE ENVIRONMENT AND TO PROTECT YOU AND YOUR FELLOW SUPPORTERS. TO ASSIST CLUB STAFF PLEASE TAKE THE TIME TO KNOW WHAT IS EXPECTED OF YOU. IF YOU DO NOT COMPLY WITH THIS CODE, YOU MAY BE DENIED ENTRY OR ASKED TO LEAVE THE STADIUM.

Before purchasing a ticket, and again before attending a match, you must decide whether it is appropriate for you to attend, including careful consideration of associated risks and your vulnerability status. This will include consideration based on your own personal circumstances (including your age, group size and make up, health status and susceptibility to infection).

The Club cannot completely eliminate the risk of COVID-19. Therefore, if, you feel uncomfortable with the risk, you should not attend a Match.

You **MUST NOT** attend if:

- You or anyone else you are attending with has any COVID symptoms and/or is required to self-isolate
- Any other COVID restrictions affect you and mean you cannot or should not attend.

You MUST:

- Be prepared to show a valid NHS COVID Pass ahead of entering the stadium if you are over 18. If you are not fully vaccinated you should take a COVID test on the day of the match, ideally within 12 hours of arrival and at a maximum of 48 hours before your arrival. If you cannot show an NHS COVID Pass, you may show an email or text message from the NHS confirming you have returned a negative test instead.
- You can download and register with the [NHS App](#) to generate an [NHS COVID Pass](#) if you have been fully vaccinated, registered a negative test in the previous 48 hours, or if you have a medical exemption registered with the NHS.
- You can expect staff to check your COVID Certification on entry and at turnstiles.
- Arrive in good time to go through all the necessary entry procedures.
- Supervise any children attending with you and ensure they follow this Code at all times.
- Be respectful to others in your vicinity by avoiding unnecessary close contact with people you do not know.

- Clean your hands regularly. You are also encouraged to bring hand sanitiser in a bottle no larger than 50 ml.
- Only sit in the seat allocated to you and where possible, wait for a clear route when leaving your seat.
- Comply with all other relevant rules related to COVID-19, including those of the government and public health authorities.
- Follow instructions from stewards or other staff to help ensure that the Stadium is carefully managed for everyone's safety.

Please BE AWARE:

- You are required by law to wear a face covering when indoors and in crowded, enclosed areas within the stadium unless you have a recognised exemption according to [Government guidelines](#). You may remove your face covering in order to eat and drink.
- We strongly advise that you wear a face covering when seated in the Stadium bowl.
- 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.
- If you engage in any conduct that is intended to transmit the COVID-19 virus you will be ejected from the stadium, the police will be contacted and you will be subject to the Club's sanction tariff potentially including a lifetime ban.
- All other terms and conditions and Ground Regulations will continue to apply and must be complied with.

Thanks for your support.