



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 and conditions, 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 incorporates 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, 10th July 2023.

Any updates to this Policy will be transferable to previously accepted & signed Acceptable Behaviour Agreements, made between the Club and the individual.

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. 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, Gas or Smoke Canisters, Air-Horns, Flares, Weapons, Dangerous or hazardous items, Laser Devices, Bottles, Glass Vessels, Drinks Cans, Poles, Tools, Spiked Umbrellas, large Radio sets, Darts and any article that might be used as a weapon and/or compromise public safety.

Bags larger than an A4 size will not be permitted and laptops are also prohibited.

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](#).



2. 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 (B), in line with this commitment. To read the commitment in full please [Click Here](#).



3. 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](#).

4. 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.

Full details of any sanction and the process by which they are applied will be provided in writing, this may be via posted letter or email. Supporter details will be taken from the Supporter Account Profile, therefore, it is the Supporter's responsibility to update their details with the Club. The Club will not be held responsible for incorrect contact details.

4.1. 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 will remain in place preventing the purchase of away match tickets.
- Sanctions can be applied to offences that occur at Molineux or offences that occur whilst attending Away Grounds.
- There will be no refunds of any monies paid for a period in which an investigation is conducted, whether by the Club, Police or enforcing authority. This condition is regardless of the outcome of the investigation.

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 or Blocking of Gangways	
	Refusal to follow Police or Steward's reasonable instructions	
	Drinking alcohol in view of the pitch (Stand Seating or Hospitality Boxes)	
	Reported/suspected violation of Ground Regulations or Safety Instructions	
2	Possession of any prohibited items listed in Ground Regulations (increased sanction possible depending on item)	1-4 Match Ban
	Being under the influence of an illegal substance or in possession of an illegal substance for personal use	
	Misuse of tickets (e.g. located in wrong area/seat, using concession tickets, passing on tickets)	
	Ejection from Stadium	
	Facilitating Away fans access to Home Areas	
	Foul/abusive/aggressive behaviour or language towards any other individual	
	Standing on seats or barriers	
	Pitch Perimeter Gate breaches	
	Drunk/intoxicated inside the stadium (all areas)	
	Breach of Licensed Safe Standing Club Regulations, Terms and/or instructions	
Repetition of Level 1 Offence		
3	Damage or vandalism of property or facilities	5-10 Match Ban
	Persistent foul/abusive/aggressive behaviour or language towards any other individual	
	General disorder including fighting	
	Attempting to gain access without a valid match ticket	
	Offensive gesturing, antagonising or obscene behaviour towards any other individual	
Repetition of Level 1-2 Offences		
4	Use of discriminatory/threatening 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 any current Government Legislation including Health Regulations	
	Possession of an illegal substance with amount/intention to supply	
	Misogyny or Sexism towards another individual or group of individuals (includes verbal or physical acts)	
	Discriminatory, Gender, offensive or Tragedy based chanting and/or gesturing; whether as an individual or as part of a group	
Repetition of Level 1-3 Offences		
5	Pyrotechnics (possession, throwing or lighting of flares, smoke bombs or any other pyrotechnics)	Indefinite Ban
	Violent or aggressive behaviour (verbal or physical) toward supporters, players, staff or police	
	Entering the field of play (pre, post or in-game)	
	Throwing missiles on to the pitch, or in the stands	
	Physical Assault	
	Exposure	
	Use of discriminatory/threatening 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.

4.2. 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](#).

5. SANCTION PROCESS A:

Please note that the Club will, wherever practical, follow the sanction process detailed in this section below, referred to as Sanction Process A. Should an investigation be opened and ban/sanction applied, the ban will remain in place whilst the appeal process is conducted.

Please note that any incidents that are categorised within the Premier League Commitment as Discriminatory or Abusive will follow the separate Sanction Process B as detailed [here](#). The “Club Investigating Employee” will determine which sanction process will be applied.

5.1. INVESTIGATION, CHARGE & SANCTION

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 Investigating Employee (usually a member of the Safety Team), written notice of the “Charge” to be applied. They will also be offered, an explanation of the incident, investigation outcome and applied sanctions in line with this Policy.

Where appropriate and in cases of illegal activity the case will be reported to the Police or relevant authorities, with relevant details & evidence shared.



5.2. RIGHT TO REPLY TO A CHARGE/ APPEAL

The Respondent has the right to reply to the Charge including raising an appeal, in writing only, within at least 7 days. If no reply is received within this period, the Club will deem the charge to be proven and sanction upheld.

If the Respondent denies the charge in writing, the Club Investigating Employee & another Senior member of the Safety Team will review the matter, reconsulting all the initial evidence and any new evidence submitted. They will confirm the decision in writing to the Respondent within 14 days of receipt of their reply.

5.3. 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. .

5.4. CONCLUSION OF THE PROCESS

Once concluded the Club will notify the Premier League 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. LEGISLATION, REGULATIONS & THE SUPPORTER CODE OF CONDUCT

Please note that all Supporters are required to abide by any current Government Legislation as applied, including Government Health Regulations; and also the current applied Wolves Supporter Code of Conduct.

8. 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.



Appendix 1: Acceptable Behaviour Agreement

No supporter will be eligible to return to Molineux Stadium following a Club ban unless they have signed an Acceptable Behaviour Agreement in the form set out below:

THIS AGREEMENT is made between Wolverhampton Wanderers Football Club (the Club) and the individual below:

PLEASE CLEARLY PRINT ALL FIELDS:

Full Name			
Date of Birth		Current Age	
Address			
Email Address			
Postcode			
Supporter Number			

I, ****NAME**** 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.
4. I agree to comply with all of the Stadium Ground Regulations, Premier League Commitment regarding Discriminatory and Abusive Conduct and Ticketing & Membership Terms & Conditions; in relation to any fixture involving the Club, whether it be a home or away fixture.

BREACH OF AGREEMENT:

If you, ****NAME****, 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 ban 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. It is also important to note that should this occur there will be no avenue for appeal, furthermore the Club will not enter into any further correspondence with you thereafter.

This Acceptable Behaviour Agreement will be kept on record indefinitely and will be reviewed for future related incidents.



DECLARATION

I confirm that I have read, understood and accept the content of this agreement.
I will abide by its terms, and any breach of this will result in a Club ban for a period of time deemed necessary and proportionate by the Club.

Signed: _____ Date: _____

Print Name: _____

Signed on behalf of the Club: _____

IF UNDER THE AGE OF 18 YEARS (PARENT/ GUARDIAN DETAILS)

Signed: _____ Date: _____

Print Name: _____

Relationship: Mother / Father / Legal Guardian

Signed on behalf of the Club: _____

Terms of this Agreement are detailed in the Acceptable Behaviour Policy

Sign and return this copy to:

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.



Appendix 2: Sanction Process B

5B. 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. Should an investigation be opened and ban applied, the ban will remain in place whilst the appeal process is conducted.

5B.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).

5B.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 review the matter, reconsulting all the initial evidence and any new evidence submitted. This will be without a hearing & panel (unless reasonable argument is provided). The "Investigating Club Employee" will confirm the decision in writing to the "Respondent" within 7 days of receipt of their reply.

5B.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.

5B.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 14 days of receipt.



5B.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.



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](#)

