



COVID 19 SPECTATOR CODE OF CONDUCT

Introduction

In 2018, the Club established a Code of Conduct for fans as detailed in the Club Charter <https://www.carlisleunited.co.uk/fans/club-charter/>

The risk of CV19 virus has had a profound impact on the Club, Football, UK and the wider world.

It is the Club's policy to do all that is reasonably practicable to attain the highest level of health & safety. Our aim is to prevent injury, transmission and protect fans from any foreseeable harm. We must:

- Comply with Safety at Sports Grounds (SGSA) guidance which is available on the Club website.
- Adhere to EFL rules for Games with Crowds and
- Follow our own Club Covid <https://www.carlisleunited.co.uk/news/2020/july/club-covid-19-policy/>

For this reason, we have implemented this new Covid-19 Spectator Code of Conduct.

This code includes a basic commitment not only to respect the social distancing needs of others, but also to avoid doing things that might risk the health of fellow fans, players and staff working at the ground.

Consultation and communication

This guidance has been compiled based on SGSA guidance, in consultation with Carlisle United Supporters' Groups who have adopted it and support it. It will be incorporated in the 20/21 Club Charter as approved by the 1921 Board and then available on the Club website. Printed copies of the Covid-19 Spectator Code of Conduct are also available around the ground and in particular from our ticket offices.

Compliance

Both the Club and fans share the responsibility to act with care and consideration, in the interest not only of fellow fans, spectators, the Club and team, and the wider game, but also of the health and wellbeing of our own community as a whole.

As a condition of purchasing or being allocated a ticket, in order to assist with NHS track and trace requirements, you must:

- i. provide and be able to verify your full name and contact details* (it will not include medical data)
- ii. if booking for a number of people, provide the same details for each member of the party
- iii. confirm they are not currently displaying COVID -19 symptoms and
- iv. agree that if you or anyone you are buying for develops COVID-19 symptoms before a game it will not be attended (if that happens a 'no quibble' refund will be issued if requested)

**This data will be processed in a manner that is compliant with relevant data protection legislation.*

All fans who purchase, or individuals who are allocated tickets, including complimentary tickets, for a match at Brunton Park where social distancing and COVID-19 protection measures are in place, must agree to comply with this Covid-19 Spectator Code of Conduct. This includes all spectators in hospitality areas and, where applicable, supporters of visiting teams.

We need everyone attending games to play their part. Failure to comply impacts on the safety of everyone and will result in the Club taking action at the time, and after the game. This will include:

- Verbal warning(s)
- Ejection from the Brunton Park stadium
- Stadium ban
- Cancellation of season ticket without compensation

Thank you for your support and co-operation. Stay alert! Safe safe!

Help us all – your fellow fans, your Club, your sport, your community!



Covid-19 Spectator Code of Conduct

In order to assist our staff and stewards, and to help protect you and your fellow spectators, you are kindly requested to follow these guidelines.

Before purchasing a ticket, and again before attending a game, carry out your own personal risk assessment, taking into consideration not only your age, health status and clinical vulnerability, but also, if booking for others within your social bubble**, their age, health status, and clinical vulnerability.

As a condition of purchasing or being allocated a ticket, you must agree to provide details to support and assist NHS track and trace.

At all times and in all parts of Brunton Park please observe social distancing and avoid close contact with others who are not in your social bubble**.

- Arrive in good time to go through all necessary entry procedures
- Respect and keep to any spectator only zones
- Make sure in advance that you know where your entry point is, and, if an entry time is specified on your ticket, be there on time
- For spectators in standing areas, respond to requests to spread out or move to other areas
- Be aware that your temperature might be taken before entry
- Be aware you might be required to wear a mask or face covering
- Be aware that all payments inside the ground are contactless where possible
- If you need to access any of Brunton Park's amenities, such as toilets, food and drink outlets, or concessions, check to see if any of them are not in use, and plan accordingly
- Remain in your seat or place at all times wherever possible
- If you do need to leave your viewing position, wait for a time when the gangway is clear and always follow the signs and routes indicating which way to go
- If you are seated, when moving past other spectators, to and from your seat, please avoid face to face contact with other spectators - sometimes called the 'brush past' - have courtesy and turn your back as you pass
- If you are standing, please stay in your allocated space, within your social bubble**, and remain aware of the movements of others at all times
- Maintain good hand hygiene – use the sanitiser dispensers provided and avoid touching your face, or handles, railings etc, whenever possible
- Always cover your mouth if needing to cough or sneeze
- Avoid hugs, high-fives and any close contact with people who are not within your social bubble**
- Take care when shouting, singing or celebrating
- If you are attending with other members of your social bubble**, please make sure they all have read and understood this code of conduct
- Fans must not pass on or sell tickets to any other individual, including anyone with their social bubble**

All fans who purchase, or individuals who are allocated tickets, agree to comply with this Covid-19 Spectator Code of Conduct

***Social bubble is currently defined as up to 6 people from no more than 2 households.*