

# COVID-19 CODE OF CONDUCT

**YOU MUST READ AND AGREE TO FOLLOW THIS CODE AT ALL TIMES. IF YOU ARE ATTENDING WITH OTHER MEMBERS OF YOUR SOCIAL BUBBLE, 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 OUR 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 the match, 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 based on your own health status and/or that of those in your family and/or household bubble, you feel uncomfortable with the risk, you should not attend a Match.

Tickets will be available for purchase by, and entry to the stadium will be granted to, Home Supporters only.

**Please be aware that:**

As a condition of purchasing or being allocated a ticket, you must provide your contact details (and those of every other member of your party) to support and assist NHS Test and Trace. You (or the other members of your party) **MUST NOT** attend the match if we do not have these details and you must inform the Club if, at any point prior to Stadium entry, your details change. This information will be kept securely for 21 days before disposal.

**You MUST NOT attend if:**

- you or anyone else you are attending with has any COVID-19 symptoms and/or is required to self-isolate

Please read the Data Protection Notice relating to this use of your personal information

**You MUST:**

- **Bring a face-covering, which must be worn at all times** on entry to, exit from and in all areas inside the stadium grounds (unless you are exempt in line with Government guidance). This includes while seated in the stadium bowl, within concourses, queues and toilets. Face coverings may be removed temporarily while eating/drinking. Where possible, it is advised to bring a spare. Only medical or cloth face coverings will be considered suitable. Face visors, snoods and scarves are considered unsuitable.
- If you have a medical condition which makes you exempt from wearing a face covering you will need to register this information with the clubs Access Officer [laurawright@wolves.co.uk](mailto:laurawright@wolves.co.uk)

who will make arrangements for you to receive an exemption badge to show to stewards. You will not be able to enter the stadium without a face covering if your exemption is not registered.

- Plan your journey in advance to arrive in good time to go through all the necessary entry procedures.
- Please wear a face covering if using public transport to make your way to and from the Stadium
- Make sure you know in advance where your entry point is, and if any entry time is specified on your ticket, be there on time. For ease of access please ensure you have your e-ticket loaded to your mobile device or have your print at home ticket to hand. Turnstiles will open 90 minutes prior to kick off.
- As you approach and move within the stadium please observe the one-way systems where marked and follow social distancing guidance. Please look out for information displayed on the increased number of signage in and around Molineux and follow stewards' instructions at all times.
- Bring photo ID [for those age 16+] as supporters should expect to be required to prove they are the named ticket holder to gain entry to the stadium. Tickets can only be used by the named owner of the ticket.
- To help reduce queues at security checkpoints do not bring a bag. Only an A4 bag (21cm x 15 cm x 10cm) or a clear bag will be permitted into the stadium. Bags larger than specified, Laptops and rucksacks are not permitted. There will not be a storage facility available.
- You will be searched with a security wand before entering the stadium.
- Lifts within the Stan Cullis Stand will be operating at significantly reduced capacity and will only be available to wheelchair users only. If you find stairs difficult, we recommend choosing seats in one of lower tiers.
- Social distancing must be observed throughout your time outside and in all areas of the stadium. This is especially important in enclosed areas such as toilets. Avoid close contact with others not in your support bubble.
- Supervise any children attending with you and ensure that they and others attending with you comply with social distancing and this Supporter Code of Conduct at all times.
- Be respectful to others in your vicinity taking a responsible approach at all times, avoiding excessive shouting/singing/celebrations as that increases the risk of transmission of COVID-19. You should avoid hugs, high-fives and any close contact with people who are not within your social bubble.
- Follow good hygiene practices at all times, including;
  - washing or sanitising your hands regularly, using the hand sanitiser dispensers provided - supporters are also encouraged to bring their own hand sanitiser in bottles no larger than 50ml;

- avoiding touching your face or other commonly touched surfaces such as handles and railings wherever possible;
- ensuring your mouth and nose is covered if you need to cough or sneeze, using your face covering, a tissue and/or the crook of your elbow as appropriate. Tissues should be disposed of carefully and safely and you should ensure you wash or sanitise your hands appropriately.
- Stay within your social bubble and remain aware of the movements of others at all times.
- Only sit in the seat with the seat number that matches that on your ticket and remain in your seat whenever possible.
- Wait for a time when the gangway is clear before leaving your seat and always follow the signs indicating which way to go.
- Avoid face-to-face contact with other Supporters when moving to and from your seat – for example by turning your back as you pass.
- When using the Stadium’s amenities, such as toilets, food and drink outlets, or concessions, avoid queues wherever possible by checking to see if any of them are not in use. Where this is not possible, you must follow social distancing guidelines.
- Be aware that all payments inside the ground are contactless.
- Comply with all other relevant guidance and rules related to COVID-19 protection and social distancing, including those of the government and public health authorities.
- Follow any instructions or requests given to you by stewards or other Stadium staff to ensure that the Stadium is carefully managed for everyone’s safety.
- When leaving the stadium, please follow the staggered exit procedures and maintain social distancing. **This may mean various numbered blocks being asked to remain for a few minutes after the final whistle.** Please follow the instructions of stewards.

### You **MUST NOT**:

- Attend the Stadium if you have any COVID-19 Symptoms (A new continuous cough, a loss of sense of taste/smell or any other symptoms officially recognised as being symptoms of COVID-19)
- Attend the match if we do not have your contact details for NHS track and trace purposes.
- Gather outside of the Stadium before or after the match rules.
- Engage in any conduct that is intended to transmit the COVID-19 virus to another person or any conduct that can be reasonably construed to be intending to transmit the COVID-19 virus to another person. If you do, you will be ejected from the Stadium, the Police will be contacted, and you will be subject to the Club’s sanction tariff including but not limited to a lifetime ban.

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.

All other terms and conditions and Ground Regulations will continue to apply and must be complied with.

**Thank you for your support. Stay alert. Stay safe.**