



# **SUPPORTER CODE OF CONDUCT**

**NEWCASTLE UNITED FOOTBALL CLUB**

Season 2021/22



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 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.

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
- any other COVID-19 restrictions affect you which means you cannot or should not attend.

Please be aware that:

- as a condition of purchasing a ticket, you (or the lead purchaser) must provide your contact details to support and assist NHS Test and Trace. This information will be kept for no longer than is necessary and/or for 1 month (Please read the [Club's Privacy Policy](#) for all details relating to the use of your personal information).
- QR codes for the NHS Test and Trace app will also be present at turnstiles and other entry points and you are encouraged to scan on entry into the stadium.

You **MUST**:

- Plan your journey in advance to arrive in good time to go through all the necessary entry procedures. You can find further detail to support journey planning, including parking availability, on our [Matchday Online Hub](#).
- If using public transport to make your way to and from the Stadium, follow the following Government guidance; <https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers>
- Bring a face covering to wear in all indoor areas. In accordance with Government guidance, you are expected and recommended to wear a face covering in crowded and enclosed spaces where you come into contact with people you don't normally meet. Therefore, if you are aged 11 or over, you



are expected and recommended to wear a face covering in indoor areas, other than when eating or drinking, or where exempt. Face coverings are not required to be worn when you are seated in the stadium bowl, which is left to personal choice.

- Individuals with an exemption from wearing a face covering, are advised that they may feel comfortable if they are able to show something that explains why they are not wearing a face covering (e.g. an exemption card, badge, lanyard, or even a home-made sign).
- 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, in order to mitigate against unnecessary queuing. Please make your way to the turnstile or entry point printed on your ticket.
- 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 these increase the risk of transmission of COVID-19. You should avoid hugs, high-fives and any close contact with people who are not known to you.
- Follow good hygiene practices at all times, including;
  - i. 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;
  - ii. Avoiding touching your face or other commonly touched surfaces such as handles and railings wherever possible and safe to do so;
  - iii. 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.
- 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 toilets, kiosks and bars, avoid queues wherever possible by checking to see if any of them are not in use. Where this is not possible, try and maintain social distancing whilst queuing.
- Comply with all other relevant guidance and rules related to COVID-19 protection, 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.



You **MUST NOT**:

- Attend the Stadium if you have any COVID-19 Symptoms (including a high temperature, a new continuous cough, a loss of sense of taste/smell).
- Gather outside of the Stadium before or after the match in a way that breaches the instructions of Stewards or other Club staff.
- 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. Safety takes a team effort. Play your part, follow all instructions and enjoy the game.**