



### **MCFC COVID-19 Supporter Code of Conduct**

This COVID-19 Supporter Code of Conduct has been produced to assist you and our staff and is intended to keep us all as safe as possible and reduce the risks associated with COVID-19 as you return to the stadium.

We ask that you comply with this Code at all times, so please take the time to read all of the information below; it will highlight the changes in the stadium and the factors that you must consider at all times.

If you are attending with your support bubble, please ensure that all members of your bubble have also read and understood this Code of Conduct. Any non-compliance with this Code may result in sanctions being applied, including but not limited to non-admittance or ejection from the stadium, removal from the ballot process and/or ticket cancellation.

#### **YOUR HEALTH**

By entering the ballot, purchasing a match ticket and subsequently attending a match, you confirm that you have given proper thought to any factors which might influence how susceptible you and any other members of your group may be to COVID-19 (this should include age, general health and clinical vulnerability and guidance can be found on the [NHS](#) website) and that you have given careful consideration to the associated risks for you, your fellow supporters and all of our matchday staff both when purchasing a match ticket and when attending on matchday.

**You should not attend a match at the stadium if you have been, or are:**

- **told to stay at home or self-isolate by NHS Test and Trace or under any applicable UK Government guidance; or**
- **experiencing or displaying symptoms of COVID-19 (i.e. a high temperature, a new, continuous cough, loss of sense of taste or loss of sense of smell); or**
- **in contact with anyone else who has been diagnosed with COVID-19 within 14 days of the match; or**
- **told to quarantine due to recent overseas travel; or**
- **restricted under applicable UK Government guidance from travelling from your home to the stadium.**

**By purchasing a ticket, and again by attending on the matchday, you confirm to us that neither you nor any other member of your group are experiencing symptoms of COVID-19. If you or anyone in your group develops COVID-19 symptoms after the purchase of your match ticket, you must self-isolate in line with the latest UK Government guidance. If any such isolation prevents you from attending the match, you may be entitled to a refund of your ticket price – please refer to the relevant section below and the Terms and Conditions applicable to your ticket purchase for details. We reserve the right to request further information to verify this.**

#### **BEFORE ATTENDING**

***Tickets.*** All supporters, including babes in arms, must be in possession of a valid match ticket. When bringing under-5's to a match, please consider whether they are able to adhere to social distancing rules, undertake the enhanced security checks in place and stand in potentially long queues in bad weather.



**Groups.** Should you be attending with a support bubble, you confirm that this meets the UK Government guidelines in place at the time of the match.

**Personal use only.** You confirm that the ticket you have purchased is for your use only and that you will be attending the match. Should your circumstances change, you will contact the Club to advise that you are no longer able to attend.

**Print@Home or Mobile Tickets only.** We will not be issuing access cards or paper tickets at this time. Tickets will be issued as either mobile tickets or Print@Home tickets. Please ensure that you print your ticket(s) in advance or, if using a mobile ticket, that your mobile phone is charged.

**Photo ID.** Please bring photo ID. The name of the supporter will be printed on every ticket and photo ID checks will be carried out for all supporters aged 16 or over. Where the details provided do not match, supporters will be unable to enter the stadium and no refund will be given.

**Refunds.** Tickets are non-refundable and cannot be exchanged, upgraded or passed on.

**Covid Refunds.** If you or another member of your group is unable to attend a match due to experiencing COVID-19 symptoms (or is required to isolate due to coming into contact with someone with COVID-19) within the 7 days prior to a match, you must not attend the match and contact the Club immediately, but no later than 3 hours before kick-off, for a refund. You may also be entitled to a refund if you are unable to comply with the requirements of this Code due to any local lockdown or travel restrictions. For full details, or for any refunds outside of this period, please refer to the terms and conditions applicable to your ticket.

**Matchday Ticket Sales.** There will be no ticket sales on matchday and we are unable to reprint tickets.

**NHS Track and Trace.** You must provide the names and contact details of everyone in your group with a match ticket to assist with NHS Track and Trace requirements. You must not attend the match if the Club does 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 and is subject to the MCFC privacy policy (available [here](#)).

**Travel.** Before purchasing a match ticket, we ask that you consider how you will travel to the match and the impact that this may have on your experience. As a result of social distancing measures local transport providers may only be able to offer limited services with reduced capacities and/or timetables. If you are travelling on public transport, please wear a face covering and observe social distancing from anyone not in your support bubble. Please plan your journey in advance.

**Additional Information.** Further information on the match ticket process is available [here](#).

**Terms and Conditions of Purchase.** All tickets are sold subject to Manchester City Football Club's Terms and Conditions of Sale and Ground Regulations (available [here](#)).

**Terms of Entry.** Prior to attending any match, you will be expected to confirm that you agree to be bound by and comply with this Code of Conduct. You will also be required to complete a health questionnaire within 72 hours of kick-off.

**Local Lockdowns.** You should not attend if you live in an area where there is a local lockdown and/or other COVID-19 restrictions in place which mean you cannot or should not attend (e.g. travel restrictions between tiers).



## **AT THE GROUND**

**Timings and Entry Procedures.** Please ensure that you arrive in good time to ensure that you are able to follow all of the necessary entry procedures and search protocols.

**Stadium Entry.** Make sure that you know where your stadium entry point is in advance and, where a stadium arrival time has been specified, that you arrive on time. Your turnstile/entrance is detailed on your match ticket and you must use the specified entrance. See also section above “Before Attending” regarding presentation of tickets and Photo ID.

**Signage.** We ask that supporters comply with all messages received whether this is from matchday staff or the signage displayed throughout the stadium.

**Face Coverings.** Always wear a medical or cloth face covering except when eating, drinking or sat at your table within a hospitality bar, restaurant or box (note that face visors, snoods and scarves will not be acceptable). Where possible, it is advised that you also bring a spare face covering. We are aware of the guidelines relating to exemptions from wearing a face covering and will adhere to these at all times. The latest UK Government guidance in relation to face coverings is available [here](#).

**Temperature Checks.** Be aware that your temperature will be taken before you are permitted to enter the stadium. If a raised temperature is recorded, you will not be granted entry into the stadium and no refund will be given in these circumstances.

**Attending with Children.** Supporters with children are responsible for supervising them at all times and must accompany them to the toilet and ensure that they adhere to social distancing rules.

**Disabled Supporters.** Where a disabled supporter is attending with a personal assistant, please ensure that they are present at all times when you may require their support/assistance. We ask that you arrive at and enter the stadium together due to the security and match ticket checks that will be in place.

**Contactless payments only.** All payments inside and outside the stadium will be contactless and cash will not be accepted.

**Social Distancing.** Always observe social distancing and avoid close contact with others that are not in your group or support bubble.

**Gatherings.** You must not gather outside of the stadium before or after the match in a way that breaches social distancing rules.

**Conduct.** You must not engage in any conduct that is intended to transmit COVID-19 to another person or any conduct that can be reasonably construed to be intending to transmit COVID-19 to another person. If you do, you will be ejected from the stadium, the police will be contacted and subject to the outcome of any investigation, sanctions including but not limited to a lifetime ban may be imposed.

## **INSIDE THE STADIUM**

**Going to your Seat.** Unless instructed otherwise by a steward or stadium announcement, go straight to your allocated seat and remain seated at all times.

**Leaving your Seat.** If you need to leave your seat for any reason, please wait for a time when the gangway is clear and follow the signs indicating which way to go and any steward instructions. Please



observe social distancing at all times. When moving past supporters and staff, please avoid face to face contact and turn your head away from those that you are passing.

**Using Stadium Facilities.** 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 rules.

**Hygiene.** Maintain good hygiene at all times. Please avoid touching your face and any unnecessary surfaces and use the hand sanitiser provided. Always cover your mouth if you need to cough or sneeze, using your face covering, a tissue and/or the crook of your elbow as appropriate and wash your hands as soon as possible afterwards.

**Close Contact.** Avoid hugs, high-fives and any close contact with those not in your immediate group or support bubble.

**Shouting, Singing and Celebrating.** Take care when shouting, singing or celebrating. Whilst things can be forgotten in a moment of celebration, the guidelines have been put in place to keep us all safe.

**Illness at the Stadium.** If you become ill or feel unwell at any time, particularly with a cough or a temperature, please contact your nearest steward immediately. You may be asked to leave the stadium, book a COVID-19 test and update the Club in relation to any future match tickets that you may have purchased.

**Leaving the Stadium.** Supporters will be able to exit the stadium at any time before the final whistle, after which you will be asked to co-operate with our controlled exit plan.

**Match Ball.** Do not touch the match ball if it is kicked out of play or approach any of the players or coaching staff.

**Always follow the instructions given and show respect to our staff at all times. Please also continue to comply with all other UK Government guidance and rules relating to COVID-19 and social distancing. If you have any concerns while at the stadium, please seek advice from a steward, ensuring that you observe social distancing at all times.**

Thank you for your support and co-operation in helping us to help you, your fellow supporters, our staff and our local community to stay safe.