

**IT IS IMPORTANT THAT YOU READ AND UNDERSTAND OUR COVID-19 SUPPORTER CODE OF CONDUCT. ACCEPTANCE OF THIS CODE IS MANDATORY FOR EVERYONE ATTENDING ANY MATCH AT ST MARY'S STADIUM. NOT COMPLYING WITH THIS CODE OF CONDUCT MAY RESULT IN YOU BEING REMOVED FROM THE STADIUM AND HAVING YOUR SEASON TICKET SUSPENDED OR PERMANENTLY WITHDRAWN. WE RESERVE THE RIGHT TO IMPOSE SIGNIFICANT BAN FROM ATTENDING FUTURE MATCHES AT THE STADIUM.**

We are committed to providing a safe and enjoyable environment for everyone who visits St Mary's Stadium. To achieve this at the current time, we expect all supporters to always behave in a safe and responsible manner which respects social distancing guidelines.

By opting in to attend matches at St Mary's, you are agreeing to comply with our COVID-19 Supporter Code of Conduct as well as the latest government guidance on social distancing and prevention of the spread of COVID-19.

We need you to make sure that you take responsibility for how you behave when attending a match. If you attend a match and do not comply with this code or the appropriate guidelines, you are jeopardising your own health as well as the health of fellow supporters and our staff. Your failure to behave responsibly could put the health of those around you at risk. Any irresponsible behaviour will also damage the reputation of the Club and will put the return of fans to watch matches at risk. We realise that everyone attending our matches will be aware of these risks and behave in the right way but it is important that everyone knows the full impact that they could have.

### **Your health & symptoms**

- We recommend that anyone feeling unwell does not attend a match at the stadium. In particular, you must not attend the stadium if you have any COVID-19 Symptoms. These include:
  - a temperature of 37.8 degrees or above
  - a new continuous cough
  - a loss of sense of taste/smell
  - or any other symptoms officially recognised as being symptoms of COVID-19
  
- If you develop any symptoms while at the stadium, we ask that you alert a member of staff immediately who will assist you. This may include taking you to the nearest designated isolation room within the stadium.

### **Bubbles**

- We are asking everyone attending any match to select a "safe bubble" of people to attend with. This means that you will need to select up to a maximum of six supporters who are eligible for the match from a maximum of

two households on an online mechanism that shall be communicated to supporters. Please note that we shall adhere to the latest government guidelines and this could change at short notice

- Before selecting your 'bubble' you should make sure that you are familiar with the latest Government Guidance on Meeting Family and Friends. By telling us the group you wish to attend with you are confirming that you have read and are adhering to the latest government guidance.

## **Ticketing**

- Tickets are absolutely non-transferrable. The named season ticket holder allocated a seat for a match **MUST** be the person that attends that fixture. There are no exceptions to this. If you cannot attend a match for any reason your ticket must not be given to anyone else.  
We need to know who is in the stadium and that they are our season ticket holders. Others are missing out on being able to come to matches so please keep this in mind and act appropriately.
- If you are attending a match, you will be asked to confirm your identity with Photo ID before entering the stadium.
- Allowing the use of your Season Ticket to gain access to a match by another person means you risk your season ticket being suspended or withdrawn.
- You must only sit in the seat allocated to you. Take note of the seat allocated to you on your ticket, and do not move to any other seat. Moving seats can put you and others at risk.

## **Getting to & arriving at the stadium**

- You must do all you can to observe social distancing at all times, including on the way to and from the match. You should avoid using public transport to get to the Stadium if possible. If you must use public transport, please make sure you are wearing a face covering and complying with all Government guidelines.
- You are responsible for your own health and that of supporters and staff around you. Act in a way that protects your health and the health of others around you. Be aware of current and applicable Government guidance and be respectful and understanding to others.
- You must approach, arrive, and enter the stadium as directed by the information received with your ticket confirmation, or as directed by Club staff around the stadium.
- In order to enter the Stadium, you may have your temperature taken. If your temperature is recorded as being 37.8 degrees or above twice, you may be refused entry to the Stadium. If you have a medical condition or disability that results in a higher than average temperature, please contact our Supporter Services Team before you attend.

## **In and Around the Stadium**

- You must wear a face covering when queuing to enter the stadium, and at all times in the stadium other than while eating and drinking. If you are exempt from wearing a face covering under government guidelines, please contact our Supporter Services Team before you attend.
- Whilst in the stadium you must take sensible precautions to protect your own health, and the health of other people around you. This includes:
  1. Sanitising your hands before entering the stadium and regularly after that. Please use the hand sanitiser stations and hand washing facilities throughout the stadium at every opportunity as this will help to protect you.
  2. Remaining 2 metres away from people outside your own bubble wherever possible. Where this is not possible, please make sure you are taking other mitigating measures such as wearing your face covering, turning your back to pass others, and minimising any interactions with anyone outside of your bubble.
  3. Adhering to all signage and wayfinding, especially one-way systems, and directions as to how to access and use facilities. Do not stop in walkways as it is really important that these are kept clear.
  4. Follow instructions from Stewards and our staff at ALL TIMES

Remember:

- You are responsible for protecting your own health and that of your fellow supporters and staff around you.
- Always act in ways that protect your health and the health of others.
- Be aware of current and applicable Government guidance and be respectful and understanding to others.

## **Exiting the Stadium**

- It is absolutely vital that you follow instructions relating to when and how you may exit your seats and the route you must take at the end of the match.

There may be a slight delay for some fans, and we appreciate your patience while we ensure the safe and measured exit of supporters to maintain social distancing and minimise footfall in and around the stadium wherever possible.

If you have any questions or concerns, please contact our Supporter Services Team before you attend wherever possible in order to minimise face to face interaction whilst at the stadium.