



**Football Association of Wales**  
**Safer Return to Spectating Regulations**

Edition 3

July 2021

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## Return to Spectating Regulations

### Medical & Match Operations Protocols

Edition 3 | July 2021

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#### 1. Introduction

The primary aim of these Regulations is to protect the health & safety of all spectators involved in attending all Football Association of Wales fixtures.

These Regulations are to be implemented in conjunction with all other COVID-19 related documents produced by the FAW, including but not restricted to:

- COVID-19 Operation Manual: Return to Training
- Safer Return to Training
- FAW Return to Play Regulations

The status of the current COVID-19 pandemic is an ever changing and evolving situation and these Regulations will always be in line with and guided by Welsh Government and Public Health Wales policy.

There is a specific [Welsh Government requirement](#) on those responsible for premises to take reasonable measures to prevent those who have COVID-19, or who may have COVID-19, from being on the premises.

Further information can be found on the Welsh Government guidelines regarding COVID-19 at the following link: <https://gov.wales/coronavirus>.

The purpose of these Regulations is to establish the means in which the health & safety of spectators at all grounds within the Scope of these Regulations can be assured upon their return.

## **2. Scope of these Regulations**

These Regulations are applicable for all Football Association of Wales Official Matches and Open Friendly Matches, where spectators are permitted to attend, with the exception of matches that are played in public parks, which are not enclosed (Hereafter: 'Match').

## **3. Fundamental Protocols**

The following protocols must be abided by all spectators attending any Match:

- The host club's COVID-19 Protocol Compliance Officer must keep records of all spectators for Test, trace, protect purposes. These details must be retained for 21 days. See Paragraph 4 'Test, trace, protect records' for further requirements. It is recommended that this is completed in the form of a medical questionnaire. See Annex 1 for an example
- Clubs must complete a specific coronavirus risk assessment which should form the basis for what reasonable measures to take on any premises to minimise the risk of exposure to coronavirus and the risk of spread of coronavirus (See Paragraph 5).

## **4. Test, trace, protect records**

The purpose of the Test, Trace, Protect strategy is controlling the spread of new outbreaks but for it to be effective, information about where those who have tested positive may have been in contact with others is essential. It is mandatory for Clubs to retain a list of all supporters and the details required are;

- The names of all spectators
- A contact telephone number for each spectator (Or one household)
- Date of Match
- Arrival and departure time

If not collected in advance, this information should be collected at the point that spectators enter the premises. You should record the information digitally if possible, but a paper record is acceptable too. The onus is on the Club, not the Spectator.

It is recommended that this is completed in the form of a medical questionnaire. See Annex 1 for an example

Clubs must inform spectators of the data collection prior to purchasing digitally or upon arrival.

Clubs must record staff/volunteer shift patterns at the venue to support the Test, Trace, Protect strategy.

Clubs must hold records for 21 days from the date of each Match, in which a Supporter has been on the premises. This will allow for testing and contact tracing, should it be required. After 21 days, this information must be securely disposed of or deleted. When deleting or disposing of data, you must do so in a way that does not risk unintended access (e.g. use cross-cut shredders to dispose of paper documents instead of disposing in public bins, and ensuring permanent deletion of electronic files).

For further information, refer to - <https://gov.wales/keeping-records-staff-customers-and-visitors-test-trace-protect#section-46239>

## **5. Match Planning | Preparation – Assessment Two (Assessing Risk)**

From 00:00 on Saturday 17<sup>th</sup> July 2021, the amended Welsh Government Coronavirus Regulations will see the removal of the legal requirement of 2m social distancing outdoors, to be replaced with a legal requirement to mitigate the risk of exposure to coronavirus.

Club's must ensure that the mandatory Risk Assessment mitigates the risk of exposure to coronavirus.

A Risk Assessment must take place for all fixtures. For matches to be played with spectators present, the Risk Assessment must include a spectator risk assessment. Existing concepts and arrangements around match operations should be reviewed to comply with and take account of the COVID-19 pandemic protocols.

When confirming the Risk Assessment, Club's must give due consideration to all pinch points where there may be close contact and Club's must encourage distancing within these areas of the stadium. For example;

- When queuing to enter or exit the stadium;
- When queuing for refreshments;
- When queuing for sanitary facilities or inside the sanitary facilities;
- When walking along narrow walkways and paths inside the stadium;
- When passing other fans who are standing or sitting inside the stadium;
- Encourage spectators to apply social distancing when choosing their place to watch the match in the stands or terraces.

Should there be a need then the host club must:

- Liaise with local authority regarding the hosting of the games,
- Give due consideration to any local lockdowns in place,
- Give due consideration to the origin and travel arrangements of any spectators due to attend the match,

- If necessary, or if advised by the Football Association of Wales, liaise with local Police regarding the hosting of matches.

## **6. Match Planning | Hygiene Principles & Guidelines**

As part of match planning, the following guidelines must be followed by host clubs:

- All spectator areas should be cleaned more frequently than normal, including between competition sessions, with attention paid to high touch point surfaces including door handles, handrails, seat arms and taps.
- Hand drying facilities should be provided in all spectator toilets – either automatic or paper towels – and soap dispensers should be cleaned or changed as frequently as possible.
- Additional waste facilities should be provided along with more frequent rubbish collection.
- Spectators are reminder to dispose of their own rubbish and not to do this on behalf of other individuals.
- Signage should be installed in all spectator areas outlining the agreed social distancing guidelines, hygiene standards and good handwashing techniques.

In order to provide a safe environment for spectators, the clubs must:

- Implement hand sanitiser stations by all of the entry gates to the ground
- Spectators must utilise hand sanitiser immediately upon entering the ground
- Hand sanitising stations must be available on all sides of the grounds in use with the following ratios;
  - Two hand sanitising stations for every pitch length
  - One hand sanitising station for every pitch width
- If catering facilities are permitted, hand sanitising station must be available at the facility.
- Hand sanitising stations must be available at all toilet facilities

## **7. Match Planning | Catering & Retail Guidelines**

The club will undertake a risk assessment and mitigation strategy for the re-introduction of the preparation, handling and purchasing of food and drink, as well as the operation of other retail concessions such as matchday programmes and merchandise. This must comply with the latest Welsh Government guidelines for the retail and hospitality sectors.

The following key principles must be followed:

- Hygiene requirements for all catering, retail and other concessions staff.
- Clubs should implement the use of radios or electronic devices as forms of communication where possible, in order to avoid staff making non-essential trips around the ground.
- Recommended introduction of contactless cash payments at all catering, retail and other concessions sections in the ground.
- Purchase of all requisite PPE for all staff members where necessary.
- The provision of education programmes for all staff before attending the games.

- Clubs to consider providing matchday programmes in a digital format and to create online merchandising facilities to replace physical stations at the ground.

Clubs should consider implementing the following ideas in their service delivery to reduce the need for queuing:

- Clubs should encourage spectators to bring their own reusable cup or sell their own branded reusable cups.
- Otherwise, clubs should utilise one time use plastic cups/bottles, paper plates and cutlery.
- Clubs should split payment and food delivery/collection points apart

## **8. Match Planning | Signage**

When compiling the Risk Assessment, the Club should undertake to identify the signage required within the stadium, especially at the Pinch-Points highlighted in paragraph 5. Examples are;

- Signage to confirm outlined COVID-19 Ground Regulations at different entry points to the ground so spectators are aware of the regulations in place.
- Signage to confirm key messaging for spectators, including common COVID-19 symptoms and the processes to follow should they become symptomatic at the ground or post-match.
- Signage to enforce hygiene requirements and good handwashing techniques within the ground.
- Signage to remind spectators that they should socially distance where possible inside the ground.
- Signage to advise that masks are recommended in areas such as toilet or refreshments facilities.

[Welsh Government resources can be found here.](#)

## Annex 1 – Medical Questionnaire (with Track and Trace details)

*This document will be retained by the Club for 21 days only. This, being the legal requirement for Track and Trace and conforming with GDPR Regulations.*

Name:

Contact Number:

Club A v Club B at Stadium Name

Date Kick-Off Time

Name: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Arrival Time: \_\_\_\_\_

1. Have you been tested for COVID-19 in the last 10 days?  
**Yes / No**
2. Have you been or are you currently a contact of a COVID-19 case or a suspected case?  
**Yes / No**
3. Have you completed or are you in the process of completing a 10 day period of self-isolation?  
**Yes / No**
4. How are you feeling today?  
**Good / Poorly**
5. What is your body temperature on arrival? (37.8C degrees or higher must not enter)  
  
\_\_\_\_C
6. Do you have a cough, throat pain, muscle pain, unusual weakness, short of breath, chest pain, any palpitations (abnormal heart rate), diarrhoea or conjunctivitis?  
**Yes / No**
7. Do you have a loss of sense of smell or taste?  
**Yes / No**
8. Any relevant signs or symptoms of COVID-19 that you think we should be aware of?  
**Yes / No**

Please refer HSE guidelines (<https://www.hse.gov.uk/coronavirus/index.htm>) on how you should proceed if you answer **YES or Poorly** to the above questions.

**If you are in any doubt DO NOT attend for the fixture without clearance from your clu**