



## Football Association of Wales

### Supporter Code of Conduct 2021/22 Season

The Football Association of Wales (FAW) is committed to ensuring the health and safety of supporters and persons working our events by providing a safe and secure environment during the COVID-19 pandemic.

Notwithstanding the above, it should be noted that it is impossible for the FAW to completely eliminate the risk of COVID-19. Therefore, supporters are responsible for deciding whether or not they should attend any matches.

In order to provide a safe & secure environment, all supporters must behave in a safe and responsible manner at all times. Currently Welsh Government regulations require supporters to wear face masks in retail and indoor environments. It is noted that face masks are not required in outdoor settings or hospitality (including concourses) however, we require face masks to be worn while entering the stadium and queuing at food and beverage kiosks and toilets. It is a recommendation only that face masks are worn at other times.

By applying for a match ticket, you are agreeing to comply with this COVID-19 supporter code of conduct.

If you attend a match and do not comply, you would be jeopardising the health of fellow supporters, FAW and stadium staff, as well as the reputation of the FAW.

**ANY BREACH OF THIS COVID-19 SUPPORTER CODE OF CONDUCT MAY RESULT IN YOU BEING REMOVED FROM THE STADIUM AND HAVING YOUR CAMPAIGN TICKET OR MEMBERSHIP SUSPENDED OR WITHDRAWN AND/OR MAY RESULT IN FURTHER ACTION AND THE LIKELY BAN FROM ATTENDING FUTURE MATCHES**

1. You must follow all FAW and stadium staff instructions at all times.
2. You are responsible for deciding whether or not you should attend any match and prior to attending, supporters should carry out a personal risk assessment based on age, health, susceptibility to infection and clinical vulnerability, while also taking into consideration those in your household or support bubble.
3. If you 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 (regardless of whether you have the COVID-19 virus or not), you will be ejected from the stadium, your details will be shared with the police and you can expect to receive an FAW ban in accordance with the relevant policy (found in the FAW's Bans and Appeals Procedure).

4. Do not attend the stadium if you have any COVID-19 symptoms.

Symptoms can be found at <https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/>

Supporters issued with tickets may be required to complete a health questionnaire as part of the ticketing process.

5. In the event that you develop COVID-19 symptoms whilst at the stadium, please notify the nearest member of stadium staff immediately.
6. The FAW and stadium are co-operating with the NHS Test & Trace system who may require details of all supporters attending the match. Each ticket must be assigned to an individual supporter. You must be the named supporter on your ticket for the match and be able to confirm this with acceptable ID on request. Tickets are non-transferrable.
7. If COVID-19 regulations dictate you must do all you can to observe social distancing. If using public transport, please ensure you comply with all Government advice (<https://gov.wales/travel-and-transport-advice>).
8. If COVID-19 regulations dictate that capacity is limited, a maximum of 6 supporters may be allowed to sit together.
9. Wherever possible tickets will be issued as digital mobile / NFC mobile tickets. Supporters are encouraged to use this option via their mobile phone for stadium access.
10. If COVID-19 regulations dictate Persons aged 11 and over may be required to wear a face covering within the stadium confines.
11. You must only enter the stadium via the gate number on your ticket or as otherwise directed by stadium staff.
12. You must comply with notified arrival times and directions if specified.
13. You may have your temperature taken in order to enter the stadium. If your temperature is 37.5 degrees or above, you may be refused entry to the stadium. The final decision will be made by the Safety Officer. There will be no right of appeal.
14. Please sanitise your hands on entering the stadium and regularly thereafter. Hand sanitiser dispensers will be located at all entrances and throughout the concourses.

15. Where they are in place, you must follow one-way systems within the stadium as directed - do not go the wrong way around the one-way system and do not stop unless necessary.
16. If COVID-19 regulations dictate there may be a requirement for supporters to proceed to their designated seat (as identified on your ticket) as soon as possible – without congregating on the concourse.
17. You must only sit in the seat allocated on your ticket.
18. If COVID-19 regulations dictate supporters may be asked to maintain a social distance when using the toilets (whenever possible) by using the highlighted WC's and cubicles only. You must follow instruction given to you by stadium stewards in respect of toilet facilities.
19. If COVID-19 regulations dictate supporters may be asked to follow and comply with all queuing signage/markers when waiting at food and beverage concessions.
20. Cashless is the preferred payment method whilst at the stadium.
21. Supporters are asked to cover their coughs and sneezes, ideally with a tissue but otherwise into your elbow, and maintain hand hygiene by regularly washing hands with soap and water for 20 seconds and/or by using hand sanitiser.
22. If possible, please do not bring any bags to the stadium.
23. If COVID-19 regulations dictate supporters may be asked to stay in their seat until advised to leave by a steward or a member of FAW staff.
24. Please refrain from throwing the match ball back into play. A member of stadium staff will collect, sanitise and return to the field of play.
25. Please do not approach any of the players or members of coaching staff at any time. Players and staff have been reminded not to sign autographs or pose for photographs at this time.
26. Please report any breach of this COVID-19 supporter code of conduct. For matches at Cardiff City Stadium please send an SMS message to 07554 158 224 including the stand, row and seat number. We will treat all messages received in the strictest confidence.
27. Any breach of this COVID-19 supporter code of conduct shall be addressed by the FAW.

28. The FAW reserves the right to amend this supporter code of conduct from time to time to: (i) reflect changes in relevant laws and regulatory requirements; or (ii) in order to comply with the latest Government/medical guidance. The FAW shall publicise any such changes on its website.

**Thank you for your support and co-operation. Stay safe.**