



Cardiff City Football Club

Supporter Code of Conduct 2021/22 Season – v5.1

Cardiff City Football Club (“The Club”) continues to follow the Welsh Government Regulations regarding hosting events at Cardiff City Stadium. The Regulation changes and introduction of COVID Passes in October 2021 has resulted in an update to our Supporter Code of Conduct.

As from 11th October 2021, there is a requirement for supporters, aged over 18, to show proof of their COVID status prior to being granted admittance to Cardiff City Stadium. (Away Team supporters are also subject to these regulations).

COVID status can be demonstrated in either of the following ways:

- Via the digital NHS COVID Pass on your phone or digital device. People who are fully vaccinated in Wales can download a certificate proving their status. The NHS COVID pass enables individuals to demonstrate their coronavirus (COVID-19) vaccination records in a secure way.
- Via a paper-based certificate of vaccination (this does not include vaccination cards).
- Confirmation of a negative test result by e-mail or text, provided by [gov.uk](https://www.gov.uk).
- Confirmation of a positive test within the last 6 months which has been followed by the appropriate period of isolation i.e., 10 days) - this can also be evidenced in the COVID pass or by text or email.
- If you are exempt from vaccination and or testing, please contact our DLO, ben.jones@cardiffcityfc.co.uk in order for the club to register your exemption.

Supporters should arrive earlier at the stadium to allow time for club staff to check the vaccination status of those wishing to enter. Checks will be made, and entry will be refused to anyone failing to produce the necessary documentation. We will provide a facility at the stadium for fans with none of the above to take a Lateral Flow Test.

The Club remains committed to ensuring the Health and Safety of everyone coming into the stadium by providing a safe and secure environment throughout the 2021/22 season and will take steps as necessary in the everchanging situation.

Notwithstanding the above, it should be noted that it is impossible for the Club to eliminate the risk of COVID-19. Therefore, supporters are responsible for deciding whether they should attend any given event. This includes visiting supporters.

In order to provide a safe & secure environment, supporters must always behave in a safe and responsible manner. Currently Welsh Government regulations require supporters to wear face masks in retail and indoor environments. As such face masks must be worn in the Club Shop and Ticket Office.

It is noted that face masks are not required in outdoor settings or hospitality (including concourses). We strongly advise the wearing of face masks, especially while entering the stadium and when queuing at toilets and food and beverage kiosks. It is a recommendation that face masks are worn in all other areas / at all times.

By purchasing a Season Ticket or Match Ticket, you are agreeing to comply with this COVID-19 Supporter Code of Conduct.

If you attend an event and do not comply, you would be jeopardising the health of fellow supporters, Club/Stadium staff, as well as the reputation of the Club.

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

1. You must follow all Club/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.
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 a Club ban in accordance with the relevant policy (found in the Club's Bans and Appeals Procedure).
4. Do not attend the stadium if you have any COVID-19 symptoms:

Classic symptoms include new persistent cough, fever, or loss of smell and/or taste.
More information on the symptoms can be found at <https://www.nhs.uk/conditions/coronavirus-covid19/symptoms>

You may be required to make a health declaration. Supporters issued 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 Club continues to co-operate with the NHS Test & Trace system. They may require details of all supporters attending the match. Each ticket is routinely 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 Club 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 by sending 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 Club.
28. The Club 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 Club shall publicise any such changes on its website.

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