



SUPPORTER CODE OF BEHAVIOUR

AFC BOURNEMOUTH

STAGE 5

RETURN OF SPECTATORS TO SOCIALLY DISTANCED ELITE SPORT COMPETITION

SUPPORTER CODE OF BEHAVIOUR

Everyone at the club is very pleased to be able to welcome you back to Vitality Stadium – we've missed you!

We want you to enjoy your return to watching our team and to feel as safe and secure as is possible while in and around the stadium. To this end we have introduced additional health and safety measures which have been reviewed and ratified by our governing authorities to ensure they meet the required standard.

However, we need your help and cooperation, both on the matchday and beforehand too, to ensure you, other supporters and club personnel are kept safe and remain well.

It is important you read this Code of Behaviour and comply with it in its entirety.

You should be aware that failure to do so may result in not being allowed into the ground, being removed from the ground and/or being banned from attending future matches.

Purchasing your ticket means that you have agreed to all the terms included in this Code of Behaviour and, if you have purchased on behalf of someone else, you must ensure they read the Code as they too will be bound by its rules. The code is available to view on our website at [afcb.co.uk](https://www.afcb.co.uk)



IN THE LEAD UP TO THE MATCHDAY

Under current Government guidance, you must only purchase tickets and come to the game with those in your household/support bubble.

Monitor the status of your household and that of others that may be going to the game with you. If you or anyone in each household has coronavirus or has symptoms, you must follow government guidelines and self-isolate. The latest government and NHS guidance can be found here <https://bit.ly/37epYIP> and here <https://www.nhs.uk/conditions/coronavirus-covid-19/>

Under no circumstances come to the match if you have tested positive for Covid-19, have been contacted by NHS Track & Trace or if you or any of your household/support bubble are symptomatic or self-isolating.

Monitor both government and AFC Bournemouth websites to ensure that guidance or terms of this Code of Behaviour have not changed. If the Code changes, the club will email match ticket purchasers, so keep an eye on your email account in the days leading up to the matchday.

Plan your journey – if you are able to walk, cycle or travel in a car – these are considered the safest way to get to the ground. The car parks in the vicinity of the ground will fill quickly and so you should have a parking alternative in mind and plan to leave plenty of time to park and arrive at the pre-advised entry point to the ground's vicinity.

If you plan to use public transport you need to adhere to the current rules on use and also to plan your journey to avoid busier times if possible.

If your contact details have changes, make sure the ticketing team has the latest contact details.

Supporter numbers will be assigned to all tickets as part of the purchase procedure. The club would recommend you download the NHS Track and Trace App. The NHS QR code will be available at entry points to the Stadium.

BEFORE YOU LEAVE HOME ON MATCHDAY

Make sure that your hometown Covid Tier allows you to travel to Vitality Stadium under current Government guidelines. You must not travel if this is not the case.

Self-check your own health – ensure you have no temperature (above 37.8°)/persistent cough/lack of sense of smell or taste. Ensure everyone in your party does the same. For the latest guidance on coronavirus symptoms please click here <https://www.nhs.uk/conditions/coronavirus-covid-19/>. If you are in any doubt about your health or that of any of your party, you must not come to the ground or be in its vicinity.

Reacquaint yourself with club instructions as to your attending the match i.e. required entry point into the vicinity of the stadium and required arrival time. These will have been emailed to you in advance of matchday.

Make sure you have the following with you to bring to the stadium as you will not be able to enter the ground without them:

- > Your season ticket card / ticket – as this will give you entry to the stadium and you will not be permitted entry without it
- > Your receipt as this will show the location of your seat and allow our stewards to check and direct you accordingly
- > Photographic ID as stewards will check this to ensure the person with the ticket is the person who bought the ticket i.e. driving licence, passport, identity card, etc.
- > Your face covering as you will not be allowed entry to the stadium without one (if there is a reason you are exempt from wearing a face mask you must contact the club in advance of matchday by emailing tickets@afcb.co.uk to discuss arrangements)

If you have pre-paid for a meal deal be sure to bring with you your printed receipt. If you are unable to present a printed receipt you should have the electronic version available to view on your mobile phone.

Keep sanitised and keep a 2m distance wherever possible during your journey to the ground.



WHEN YOU ARRIVE IN THE VICINITY OF THE STADIUM

Make sure you proceed to the correct entry route to the stadium vicinity appropriate to the stand where your ticket is located. This will have been advised to you by email prior to matchday. Our Supporter Services Team and stewards will be around the stadium to assist with wayfinding.

Ensure you wear your face covering as soon as you approach your designated entry point to the stadium vicinity and join the socially-distanced queue to enter. You must keep it on throughout your visit, including in your seat, when visiting the toilet and when exiting the stadium. You should consider keeping your face covering in place and maintain social distance beyond the stadium footprint until you feel it is safe to remove. Always wear your face covering throughout any journey on public transport.

You must adhere to social distancing guidelines at all times – both on your approach to the stadium and once inside and seated – i.e. you should not move from your allocated seat to speak with other supporters who are not in your group. 2m is the recommended social distance but where this is not possible, you must take other precautions such as a face covering, keeping to one-way systems where they are in place, minimising physical contact with others. If you have to pass other supporters in the seating area, please use the brush-past method i.e. turn your back as you move past.

Follow the instructions of stewards and other club staff – they are there to assist in maintaining a safe matchday for everyone.

Supporters must not attend the vicinity of the stadium on a matchday if they do not have a valid ticket for that day's match.

ENTERING THE STADIUM

You must be the named supporter on your ticket for the match and be able to confirm this with acceptable photo ID on request i.e. driving licence, passport, student card, etc. If you are unable to provide an acceptable photo ID, you will not be permitted entry into the stadium.

All match tickets are non-transferable and must be used by the supporter whose Supporter ID has been used to purchase the ticket. If you or any of your group are unable to attend, you must contact the ticket office.

Where the person attending does not match the name on the ticket, both the attendee and the ticket purchaser will be sanctioned by the club.

You will be wanded and may be searched before gaining entry to the stadium so only bring essential items with you to the ground and empty pockets to speed up the process. Searching will be conducted with every effort to maintain social distancing made, please be patient.

Only bring a bag if **absolutely necessary** – all bags will be searched and tagged prior to entry.

Your season ticket card/ticket will be scanned by a member of staff with a hand scanner. Make sure you wear your face covering, keep as much distance as possible and keep contact to an absolute minimum during this process.

Use the sanitiser provided prior to entering the stadium.



ONCE INSIDE THE STADIUM

Proceed directly to the seat shown on your ticket, adhering to any one-way system that may be in place.

If you have pre-purchased a meal deal, follow signed directions to your collection point and then proceed directly to your seat.

You should remain in your seat for the duration of your visit if you are able to and only leave it to visit the toilet.

You must continue to wear your face covering when in your seat except when drinking or eating. Face coverings are part of our social distancing mitigation allowing 1m instead of 2m. If not worn we will have to reduce the stadium's capacity so it is important you keep yours in place.

The government particularly warns of the aerosol transmission of Covid-19 through shouting/singing so it is important not to remove yours.

Stairs to seating areas will be one-way before and during the match, either up or down, so only go to or return to your seat via the upward stairway, and leave via the down stairway.

Every other row in the seating areas is empty to allow access to the correct stairway and remember to use the brush-past method where you can.

At the end of the game, all stairways will revert to down but please be sure to maintain your distance from other supporters as you leave.

You must only sit in the seat allocated to you on your ticket – do not move to any other seat even if the person in closest proximity to you is a member of your household. You should take note of the spaces between you and the next supporters when arriving at your seat. You must always maintain this distance while in your seats.

Standing in seated areas during play is against ground regulations and as such you will be subject to matchday disciplinary measures should you not comply with this regulation.

Maintain social distancing when using the toilets as far as possible. You must follow any instruction given to you by stewards or club staff in respect of which toilet facilities to use and please do not stop to chat to others but rather ensure you wash your hands thoroughly and then leave to allow others entry and use of the facilities. Maximum safe capacities have been calculated for our toilet facilities and will be enforced by stewards, your patience will be required in light of this.

You must refrain from touching the Match ball if it is kicked out of play and into the stands. A member of club staff will collect the ball from the stands in order to sanitise it and return it to the field of play.

You must not approach any of the club's or visiting club's players or members of coaching staff at any time. Players and staff are not permitted to sign autographs or pose for photographs at this time.

Do not share any drinks bottles or any food with anybody.

Do not spit, shake hands, or hug anybody.

Parents/guardians must ensure that any accompanying children are supervised and adhere to these protocols.

Wash your hands regularly throughout your time at the Stadium with water and soap for at least 20 seconds or use the sanitising stations provided.

If you or any of your group experience any Covid-19 symptoms or feel unwell during your visit to the Stadium, notify the nearest Steward or Club staff member keeping your distance.

You will be escorted to our Isolation Room or other such area to discuss the next action with a relevant person. You may be contacted by the NHS Track and Trace service who will advise you on what to do next.

For further information on what to do if you present coronavirus symptoms please visit

<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/when-to-self-isolate-and-what-to-do/>

Any other injuries will be dealt with by our medical staff in attendance as appropriate.



AT THE END OF THE MATCH

Do not plan to leave before final whistle.

At the end of the match, you must stay seated in your seat until you are instructed to leave by a steward or member of club staff. Exit will be staggered by area/stand.

Exit the stadium via the route directed by stewards or club staff.

Ensure you leave the vicinity of the stadium by the route pre-advised to you and/or as directed by stewards/club staff at the time.

OTHER INFORMATION

If you wish to report an incident during the match i.e. discriminatory language or blatant disregard of this Code of Behaviour or other government Covid-19 instructions, use the club's Confidential Text Line – 07968 980580.

For more general feedback on the matchday, please email enquiries@afcb.co.uk.

Thank you for agreeing to abide by this code of behaviour – by adhering to these measures you will contribute to a safer match environment for yourself and fellow cherries supporters and our staff.



**We are very much looking forward to welcoming you back
to Vitality Stadium, the home of The Cherries.**

TOGETHER ANYTHING IS POSSIBLE