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**Torquay United Association Football Club
COVID-19 Return of Supporters:
Supporters Code of Conduct**

Torquay United Association Football Club are excited for the return of football and to be able to host supporters to Plainmoor again.

To ensure supporters experience at Plainmoor is safe and enjoyable during this COVID-19 pandemic, the club have produced a code of conduct.

By purchasing a Season Ticket/Match Ticket, you are agreeing to comply with this COVID-19 supporters code of conduct and follow all guidance, compliance is essential and shows respect for your fellow supporters whilst also protecting yourself, your club, your sport and your community.

However, it is impossible for the Club to completely eliminate the risk of COVID-19. Therefore, if you are not willing to comply with this Code of Conduct or, based on your own health status and susceptibility to infection and that of those in your family and/or household bubble, you feel uncomfortable with the risk, you should not attend a Match.

DO NOT ATTEND ANY FOOTBALL FIXTURES IF YOU HAVE ANY OF THE FOLLOWING SYMPTOMS:

New cough* Fever/temperature* Unusually Short of Breath during exercise or at rest* Loss of or change of Smell* Loss of taste*

****If you have any of these main symptoms of Covid-19: Get a test as soon as possible! Call 119***

- Only leave your home to have a test.***
- Stay at home and do not have visitors until you get your test result.***
- Anyone you live with, and anyone in your support bubble, must also stay at home until you get your result.***

ANY BREACH OF THIS COVID-19 SPECTATOR CODE OF CONDUCT MAY RESULT IN YOU BEING REMOVED FROM THE STADIUM AND HAVING YOUR SEASON TICKET OR TICKET WITHDRAWN AND/OR MAY RESULT IN A SIGNIFICANT BAN FROM ATTENDING FUTURE MATCHES AT THE STADIUM

The new online ticket platform that has been introduced this summer allows supporters to purchase tickets in advance. Alongside this, we are regularly reviewing the safety protocols within the stadium to ensure we are in the best possible position to keep everyone safe

The code of conduct below is an addition to the standard ground regulations and expectation of supporters.

Please arrive early, turnstiles will all close at kick off and strictly no late admissions.

Thank you for your support and co-operation.

Stay alert – Stay safe – respect your fellow fans, your club, your sport, your community!

[In order to assist staff and stewards, and to help protect you and your fellow spectators, you are kindly requested to follow these basic guidelines:](#)

- If you are purchasing tickets for others, please ensure that they are in your bubble and accords to the latest government guidelines.
- Track and trace must be provided at the time of purchasing your ticket(s).
- On the day of the game, if you or anyone in your bubble displays any COVID-19 symptoms, **DO NOT ATTEND THE MATCH.**
- If you have tested positive for Covid-19 or have been in contact with anyone infected with Covid-19 in the 14 days prior to the game – **you must not attend.**
- If you test positive for Covid-19 in the 14 days after the game, you must inform the club at the earliest opportunity. (Yellowarmy@torquayunited.com / 01803 328666)
- If you are self-isolating or in quarantine (e.g. returning from a country on the quarantine list) you must not attend.
- If you have returned from international travel in the last 14 days do not attend.
- Make sure in advance that you know where your entry point is and only use the entry point specified.
- Be aware that your temperature may be taken and undergo screening before entry.
- Arrive in good time to go through all necessary entry procedures.
- Upon entry please wear a mask/face covering at all times within the stadium that covers your mouth and nose. Face masks/coverings are mandatory at all times in the stadium.
- At all times and in all parts of the stadium, please observe social distancing and avoid close contact with others.
- Please ensure social distancing at all times and in all parts of the stadium.
- Maintain good hygiene - please sanitise on entry and exit and frequently whilst in the stadium, and avoid touching your face, or any handles, railings etc. whenever possible.
- Please observe respiratory etiquette. Always cover your mouth if needing to cough or sneeze.
- Due to the risk of airborne transmission, please be aware of your responsibility to others when shouting, singing or celebrating.
- Avoid hugs, high-fives and any close contact with people.
- In order to maintain social distancing, spectators must remain in your allocated seats or standing area. Remain in your seats or standing area at all times whenever possible.
- If you do need to leave your seat, wait for a time when the gangway/walkway is clear of others or you are able to pass safely.
- If you are standing, then remember to adhere to social distancing measures in place and follow any steward instruction.
- When moving past other spectators in the seated rows or standing areas, please avoid face to face contact with other spectators.
- Please note that as potential aerosol droplets may present a risk to others, smoking and vaping are banned within the ground.
- Concourses/walkways are for access, egress and toilet use only. **DO NOT CONGREGATE WITHIN THESE AREAS.**
- **PLEASE RESPECT OTHER SPECTATORS AND CLUB STAFF AT ALL TIMES.**
- At the end of the game, when advised, please leave as promptly as possible when advised to leave – following the direction of stewards.
- Please ensure all members of your household attending the game are made aware of all the information within the COVID-19 Return to Supporters: Supporters Code of Conduct ahead of travelling to the game.
- In case of an emergency please follow the instructions from the Match Announcer and Stewards.
- 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, you will be ejected from the Stadium, the Police will be contacted and you can expect to receive a lifetime ban from the Stadium.
- The club has a zero tolerance policy, and any breaches can result in you being banned for the season.

COVID-19 Return of Supporters: Supporters Code of Conduct

1. Before Arrival at the Stadium

- 1.1 You are responsible for your own health. Act in ways that protect your health and the health of others and avoid acting in a way that might risk the health of fellow spectators and/or Club staff. Know this Code of Conduct and all applicable Government guidance and be respectful and understanding to others.
- 1.2 If you, or any members of your household, have shown signs or symptoms of Covid-19 in the last 14 days you should not enter the ground and should instead remain at home.
- 1.3 If you are unavailable to attend, please notify the club at the earliest opportunity.
- 1.4 You must be the named supporter on your ticket, if you are unable to provide acceptable photo ID, you will not be permitted entry into the Stadium.
- 1.5 Tickets can only be purchased in advance of matchday's using our online ticket website. When purchasing your ticket, contact details will be given, which will be kept for NHS track and trace procedures. It is strictly ticket only at the turnstiles. No tickets will be available for purchase or collection on a matchday.
- 1.6 Remember your Ticket, Photo ID, mask/face covering
- 1.7 If you are exempt from wearing a face covering, you will need to bring proof of your exemption.
- 1.8 Know your route and entry turnstile.
- 1.9 No food kiosks are available in the stadium.
- 1.10 You will be allowed to bring a soft drink in a plastic bottle unopened no bigger than 500ml, and/or a flask with a non-alcoholic beverage inside, note no glass or cans or cutlery are allowed to be brought into the stadium.
- 1.11 Bags are only permitted on medical or childcare reasons, to reduce the security screening interactions.
- 1.12 If you do not have a ticket then please do not travel to the ground.

2. Arrival at the Stadium

- 2.1 Please arrive at the stadium in good time to go through any entry requirements. The Turnstiles will close at kick off and there are strictly no late admissions in the safety of all spectators.
- 2.2 Follow signs and instructions from stewards and PA,
- 2.3 Practice good hygiene, wash and sanitise hands using the facilities around the stadium.
- 2.4 If you are under the influence of alcohol or drugs you will be refused entry into the stadium.
- 2.5 In order to enter the Stadium, you may have your temperature taken. If your temperature is 37.6 degrees or above, you will be refused entry to the Stadium.
- 2.6 Please ensure that you observe social distancing (1-2m) & avoid close contact with others.
- 2.7 Face coverings are mandatory to wear in the stadium, unless medically exempt. If you are medically exempt can you please notify the club before attending on a matchday.
- 2.8 Please observe respiratory etiquette – Always cover your mouth and nose if having to cough or sneeze.

- 2.9 Due to social distancing, you may not be able to sit, or stand, in your usual place within the ground. You will be advised prior to entry if this is the case, and we appreciate your understanding regarding this.
- 2.10 All standing tickets for the Popside and away terrace have allocated safe standing spots, which will be shown on your season ticket and/or match ticket.
- 2.11 Locate your seat/standing area, sit/stand only in your allocated seat/standing area, please do not attempt to sit/stand anywhere else or tamper with the measures in place to allow social distancing between supporters.
- 2.12 Please note that as potential aerosol droplets may present a risk to others, smoking and vaping are banned within the ground.

3 During the Game

- 3.1 Always wear your face covering properly covering both your face and nose.
- 3.2 Chanting, singing and shouting are to be avoided to reduce the risk of infection.
- 3.3 Please remain in your seat or viewing position wherever possible and if you do need to leave your seat/viewing position, please ensure you wait for a time when walkways are clear, whilst remaining aware of any directional signage.
- 3.4 Please refrain from leaving your designated spot, on goal celebrations or any incident on the pitch.
- 3.5 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.
- 3.6 If you are seated, when moving past other spectators, to or from your seat, please avoid face to face contact with other spectators. If you are standing, please always be aware of the movement of other supporters.
- 3.7 If you need to access the toilets, please familiarise yourself with their location prior to taking your seat / standing position and follow all signage and instructions from stewards.
- 3.8 All supporters should practice good hygiene, including using hand sanitisers and regularly washing your hands. Please avoid touching your face, handles, railings etc, wherever possible and safe to do so.
- 3.9 Please avoid any unnecessary close contact with people for example, shaking hands, hugs or high-fives.
- 3.10 In the event you develop COVID-19 symptoms whilst at the Stadium, please notify the nearest member of Club staff immediately – you will then be taken to a designated isolation room in the Stadium. You will then be asked to leave the Stadium at the earliest possible opportunity and encouraged to book a COVID19 test as soon as possible.
- 3.11 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.
- 3.12 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

4 Full Time and Exiting the Stadium

- 4.1 For your safety, please remain seated or standing and wait for announcements/instructions from the stewards/PA before leaving your seat/ standing area.
- 4.2 There will be a staggered exit to keep supporters safe and allow social distancing, you may be held back for up to 10 minutes.
- 4.3 Stewards are on site to keep you safe, please follow their instructions at all times.
- 4.4 Masks/face coverings are mandatory when exiting the stadium.
- 4.5 Rubbish, please consider the environment and take any rubbish with you or place in the bins around the stadium.
- 4.6 Please use hand sanitiser on exiting the stadium.
- 4.7 Please do not approach any staff or players.

We thank all of our supporters in advance for their co-operation, and we look forward to welcoming you back to Plainmoor, safely, in the near future.

By following the code of conduct set out above you will play your part in seeing a return to playing in front of larger crowds at Plainmoor sooner rather than later. We can't wait for this to be a reality, getting back to making Plainmoor a fortress once again! Failure to comply with this code of conduct may jeopardise public health, harm the reputation of the club, the sport, and the wider community.

Non-compliance will be treated with the utmost seriousness and may result in disciplinary sanctions by the Club which may lead to long term exclusion from the Ground. The code of conduct has been put together to help ensure the safety of all fans, staff, and players equally. To ensure your health and safety after your visit to Plainmoor Stadium.

Stay alert – Stay safe – respect your fellow fans, your club, your sport, your community!

