



# **Torquay United Association Football Club**

## **Supporters Code of Conduct**

**Torquay United Association Football Club are delighted to welcome supporters to Plainmoor.**

**To ensure all supporters' experience at our stadium is a safe and enjoyable one, the Club have produced a Supporters Code of Conduct.**

**By purchasing a Season Ticket/Match Ticket, you are agreeing to comply with this Supporters Code of Conduct and follow all guidance contained within it. Compliance is essential and shows respect for your fellow supporters whilst also protecting yourself, your club, your sport and your community.**

**Our online ticket platform was introduced in 2020 to allow 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.**

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

**#OneClub #OneCommunity**

## **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 are unavailable to attend, please notify the Club at the earliest opportunity.
- 1.3 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.
- 1.4 Tickets can be purchased in advance of matchdays using our online ticket website, or over the phone / Club Shop during the opening hours stated online. Tickets will be available on match day, subject to availability, online or in the Matchday Ticket Office up until kick-off.
- 1.5 Remember your Ticket, and any supporting ID required, such as proof of entitlement to concessionary rate.
- 1.6 Know your route and entry turnstile.
- 1.7 Food kiosks are available in the stadium.
- 1.8 You will be allowed to bring a flask or soft drink in a plastic bottle unopened no bigger than 500ml. Please note no glass or cutlery are allowed to be brought into the stadium.
- 1.9 Bags are only permitted on medical or childcare reasons, to reduce the security screening interactions.
- 1.10 If you do not have a ticket, then please do not attempt to access the turnstiles.

## **2. Arrival at the Stadium**

- 2.1 Please arrive at the stadium in good time to go through any entry requirements.
- 2.2 Follow signs and instructions from stewards and PA announcements.
- 2.3 Practice good hygiene 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 Please respect your fellow supporters and their personal space.
- 2.6 Please observe respiratory etiquette – Always cover your mouth and nose if having to cough or sneeze.
- 2.7 Please sit only in the allocated seat on your ticket, do not attempt to sit anywhere else.
- 2.8 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 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.
- 3.2 Please refrain from leaving your designated spot on goal celebrations or any incident on the pitch.
- 3.3 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
- 3.4 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.

### 4 Full Time and Exiting the Stadium

- 4.1 Stewards are on site to keep you safe, please follow their instructions at all times.
- 4.2 Rubbish, please consider the environment and take any rubbish with you or place in the bins around the stadium.
- 4.3 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 to Plainmoor.**

**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.**

**#OneClub #OneCommunity**