



ASHTON GATE

CODE OF CONDUCT

Ashton Gate Stadium is committed as far as is reasonably possible to ensuring the health and safety of all present and this continues to be the case in light of the Covid-19 pandemic. We wish to inform, guide and reassure our loyal fans so that you can support the Club in this endeavour.

We really look forward to welcoming you back to Ashton Gate Stadium (the Stadium) and ask all present to behave in a safe and responsible manner at all times to help protect you, your fellow spectators, stewards and all present, as well as enhancing the excellent reputation of the Club and the sports of football and rugby.

Accordingly, we have made some changes to the stadium, processes and procedures which are laid out in the Covid-19 Spectator Code of Conduct below. You must read and agree to this code of conduct prior to purchasing your ticket(s).

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 social bubble, you feel uncomfortable with the risk, we ask you not attend a match but will welcome you back once you do feel comfortable doing so. Please remember that 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Conduct may result in you being removed from the stadium and having your season ticket or club membership suspended or withdrawn and/or may result in a significant ban from attending future matches at the Stadium.

COVID-19 SPECTATOR CODE OF CONDUCT

Before the match

1. You are responsible for your own health. You should assess personal risk relative to your own circumstances associated with attending the match before purchasing ticket(s) – are you or one of your party considered to be in a vulnerable group?
2. Remember that tickets purchased cannot be sold or passed on to another person. Photo identification may be requested on entry or whilst in the ground.
3. Please do not attend the ground if you have recently arrived from a country on the Government 'Red List'

4. Travel to the ground should be by private vehicle or walking, avoid using public transport.
5. If you are able to do so, please order self test COVID-19 kits or collect them from your Doctor or Local Pharmacy and take a test before you come to the ground. The test are free and give a result in 30 minutes you can find a local Pharmacy or order them here:

- [find a pharmacy where you can collect rapid tests](#)
- [find a test site where you can collect rapid tests](#)

You can get a pack of 7 tests sent to your home. [Order rapid lateral flow home test kits on GOV.UK](#)

6. Ensure the ticket purchaser's details are up to date, including email address, as the club needs to comply with track and trace requirements. The Club is co-operating with the NHS Track and Trace system.
7. Group ticket purchases must be for individuals within a permitted social or family bubble only – please check the latest government guidance or local lockdown information.
8. Please do not attend if you or a member of your party display any Covid-19 symptoms and/or are required to self-isolate.
9. You will be requested to wear a face mask or covering once on the club's footprint when in the concourse and toilets so please bring one with you. If you lose it for forget then a small selection will be available for purchase at the ground. If consuming food or drink and when smoking or vaping then face coverings can be temporarily removed. Please let the club know, in advance, if you have an exemption so that we can provide you with a wristband (www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own)
10. To ensure that your match day experience is enjoyable the club aim to provide as many facilities and services as possible – toilets, food concessions, bars. Please check the club information channels to find out what will be available on each match day.
11. For ease and a safer environment all payments will be cashless at the Stadium. We will ensure that a regular cleaning regime is in place of the keypads.
12. Do keep yourself up to date with the information that we provide through the club information channels to help you have the best possible match day experience.
10. If you are attending with other members of your family or social bubble they should read this code of conduct.

Match day

1. Please arrive in good time to go through all the necessary entry procedures and to assist you in this. The turnstiles will open 2 hours prior to kick-off.

- 2, The club is working closely with our transport providers to keep you safe, so please try to use other forms of transport if possible. If you must use public transport, ensure you are wearing a face covering and complying with all Government Guidelines on social distancing.
3. For the benefit of yourselves, your fellow spectators, stewards and all present, please follow social distancing measures determined by the club and avoid close contact with fans outside of your social or family bubble.
4. A temperature test may be required before entry. A temperature of 37.8 degrees or above will result in you being refused entry.
5. Only enter the Stadium via the stand turnstiles or gates as indicated by the stewards
6. If possible, please do not bring any bags to the Stadium. If you do choose to bring a bag it should be A4 size or smaller and transparent. Bag checks and intelligence-led searches will be in operation and this assists the Club greatly and speeds up entry to the Stadium. There are no bag storage facilities at the Stadium, and any bags left outside will be removed and disposed of.
7. Familiarise yourself with the route to your seat, and the facilities. There may be one-way systems in operation. Additional signage and announcements will help to remind you of new procedures and stewards will be on hand to assist but please remember to socially distance at all times.
8. Proceed to your designated block without congregating, milling or dwelling on the concourse. If possible, remain seated throughout the match, however we fully understand that you may need to move but try to ensure that you are not moving at the same times as others. If unsure ask a steward who will provide you with guidance.
9. Keep the 2 seats next to each stairway clear and every other row will remain empty. Keep 2 seats clear between your bubble and the next in your row. Persistent standing is not allowed. This is to ensure social distancing and to assist when passing on stairs.
10. Only sit in the block allocated to you on your ticket – do not move to any other block even if the person in closest proximity to you is a member of your household.
11. When moving through rows avoid face to face contact with other supporters e.g. turn your back to them, the brush past system
12. Follow any guidance provided on movement to and from seats; signage will help to direct you and stewards will be on hand to assist
13. Try to maintain social distancing when using the toilets as far as possible. You must follow any instruction given to you by the stewards in respect of which toilet facilities to use.
14. Maintain good hand hygiene throughout the match day. Wash hands regularly; sanitiser dispensers will be provided at all key points around the stadium. Avoid where possible touching handles/railings. We will ensure regular cleaning of surfaces.
15. Follow NHS health guidelines e.g. when coughing or sneezing cover your mouth or use the crook of your elbow.

16. Follow any additional match day guidance on shouting, singing or celebrating; announcements and signage will guide you and stewards will be on hand to assist, so please just ask. Hugging members of another 'bubble' to celebrate scoring is not permitted.
17. You must not touch 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.
18. In the event you or a member of your family or social bubble develops 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 and attended to by a member of medical staff and advised appropriately. It is highly likely that you will be asked to leave the Stadium at the earliest possible opportunity and encouraged to book a COVID-19 antigen test as soon as possible. This is for your well-being and those present at the match.
19. Naturally 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 asked to leave the Stadium or ejected if you refuse to do so. The Police will be contacted and you can expect to receive a lifetime ban from the Stadium in accordance with the Club's sanctions tariff as well as any action that the Police may take.

After the match

1. Departure may be managed row by row; please follow any steward's guidance. Your safety is our priority. However, in these early games we may adopt methods to assist you to leave the stadium in an orderly manner that may vary so please take your time when exiting and ensure you maintain social distance from other spectators.
2. Follow exit procedures and routes to public transport/car parks; they may differ from arrival.
3. Please do not approach any of the Club's or Visiting Club's players or members of coaching staff as currently they are not permitted to sign autographs or pose for photographs for safety reasons.
4. If there is anything we can do better to inform, guide or reassure you, let us know at Supporterservices@bristol-sport.co.uk

We know that we are all living in challenging circumstances and appreciate your support and co-operation in making the match day experience the best it can be.

We do not want the Stadium to be subject of a further restriction where we have to continue to play games behind closed doors and therefore your help in agreeing to the above conditions is greatly appreciated.

Failure to observe any of the guidelines set out above could result in you being declined entry to the Stadium for one or more games

Thank you for your support and co-operation. Stay Alert! Stay Safe!

Help us all - your fellow fans, your club, your sport, your community!