



### **MCFC Supporter Code of Conduct**

This Supporter Code of Conduct has been produced to assist you and our staff and is intended to keep us all as safe as possible and reduce the risks associated with COVID-19 in seated and safe standing areas when you come to the stadium.

We ask that you comply with this Code at all times, so please take the time to read all of the information below; it will highlight the changes in the stadium and the factors that you must consider at all times. If you have purchased tickets on behalf of others, please ensure that they have also read this Code.

Any non-compliance with this Code may result in sanctions being applied, including but not limited to non-admittance or ejection from the stadium.

#### **Part A: COVID-19**

##### **YOUR HEALTH**

By purchasing a match ticket and subsequently attending a match, you confirm that you have given proper thought to any factors which might influence how susceptible you and any other members of your group may be to COVID-19 (this should include age, general health and clinical vulnerability and guidance can be found on the NHS website) and that you have given careful consideration to the associated risks for you, your fellow supporters and all of our matchday staff both when purchasing a match ticket and when attending on matchday.

The Club cannot completely eliminate the risk of COVID-19. Therefore, if you feel uncomfortable with the risk (for example, due to your age, group size and make up, health status and susceptibility to infection), you should not attend a match.

**You must not attend a match at the stadium if you or anyone else you are attending with have been, or are:**

- **told to stay at home or self-isolate by NHS Test and Trace or under any applicable UK Government guidance; or**
- **experiencing or displaying symptoms of COVID-19 (i.e. a high temperature, a new, continuous cough, loss of sense of taste or loss of sense of smell); or**
- **affected by any other COVID-19 restrictions that mean you cannot or should not attend.**

**By purchasing a ticket, and again by attending on the matchday, you confirm to us that neither you nor any other member of your group are experiencing symptoms of COVID-19. If you or anyone in your group develops COVID-19 symptoms after the purchase of your match ticket, you must self-isolate in line with the latest UK Government guidance. If any such isolation prevents you from attending the match, you may be entitled to a refund of your ticket price – please refer to the relevant section below and the Terms and Conditions applicable to your ticket purchase for details. We reserve the right to request further information to verify this.**

##### **BEFORE ATTENDING**

**Tickets.** All supporters over the age of 5 must be in possession of a valid match ticket. When bringing under-5's to a match, please consider whether they are able to undertake the enhanced security checks in place and stand in potentially long queues in bad weather.



**Personal use only.** You confirm that the ticket you have purchased is for your use only and that you will be attending the match. Should your circumstances change, you will contact the Club to advise that you are no longer able to attend.

**Print@Home or Mobile Tickets only.** We will not be issuing access cards at this time. Tickets will be issued as either mobile tickets or Print@Home tickets. Paper tickets will be available on request. Please ensure that you print your ticket(s) in advance or, if using a mobile ticket, that your mobile phone is charged.

**Refunds.** Tickets are non-refundable within 7 days of a match and cannot be exchanged, upgraded or passed on. There are separate rules for Covid refunds (see below).

**Covid Refunds.** If you or another member of your group are unable to attend a match due to experiencing COVID-19 symptoms within the 7 days prior to a match (or are otherwise required to stay at home or self-isolate by NHS Test and Trace or under any applicable UK Government guidance), you must not attend the match. Instead, you should contact the Club immediately, but no later than 3 hours before kick-off, for a refund. For full details, or for any refunds outside of this period, please refer to the terms and conditions applicable to your ticket.

**Matchday Ticket Sales.** There will be no ticket sales on matchday.

**NHS Test and Trace.** You must provide the names and contact details of everyone in your group with a match ticket to assist with NHS Test and Trace requirements. You must not attend the match if the Club does not have these details and you must inform the Club if, at any point prior to stadium entry, your details change. This information will be kept securely for 21 days before disposal and is subject to the MCFC privacy policy (available [here](#)).

**Travel.** Before purchasing a match ticket, we ask that you consider how you will travel to the match and the impact that this may have on your experience. All supporters should comply with the Government's guidance on the wearing of face coverings when travelling to and from the match on public transport which suggests that you continue to wear a face covering in crowded and enclosed spaces where you may come into contact with other people you do not normally meet. Please plan your journey in advance.

**Additional Information.** Further information on the match ticket process is available [here](#).

**Terms and Conditions of Purchase.** All tickets are sold subject to Manchester City Football Club's Terms and Conditions of Sale and Ground Regulations (available [here](#)) which continue to apply.

**COVID-19 Testing.** Regardless of your vaccination status, we recommend you take a [COVID-19 lateral flow test](#) 12-24 hours before kick-off and register your result [online](#). To order a test kit, follow this [link](#).

## **AT THE STADIUM**

**Timings and Entry Procedures.** Please ensure that you arrive in good time to ensure that you are able to follow all of the necessary entry procedures and search protocols.

**Stadium Entry.** Make sure that you know where your stadium entry point is in advance and, where a stadium arrival time has been specified, that you arrive on time. Your turnstile/entrance is detailed on your match ticket and you must use the specified entrance. See also section above "Before Attending" regarding presentation of tickets.



**Signage.** We ask that supporters comply with all messages received whether this is from matchday staff or the signage displayed throughout the stadium.

**Face Coverings.** It is recommended and strongly encouraged that all supporters over the age of 11 wear a medical or cloth face covering in crowded or enclosed spaces except when eating, drinking or sat at your table within a hospitality bar, restaurant or box (note that face visors, snoods and scarves will not be adequate). You are not required to wear a face covering when seated within the stadium bowl. Where possible, it is advised that you also bring a spare face covering. We are aware of the guidelines relating to exemptions from wearing a face covering and will adhere to these at all times. The latest UK Government guidance in relation to face coverings is available [here](#).

**Attending with Children.** Supporters with children are responsible for supervising them at all times to ensure they follow the requirements of this Code, and must accompany them to the toilet.

**Disabled Supporters.** Where a disabled supporter is attending with a personal assistant, please ensure that they are present at all times when you may require their support/assistance. We ask that you arrive at and enter the stadium together due to the security and match ticket checks that will be in place.

**Contactless payments only.** All payments inside and outside the stadium will be contactless and cash will not be accepted.

**Gatherings.** You must not gather outside of the stadium before or after the match in a way that breaches the instructions of stewards or other club staff.

**Conduct.** You must not engage in any conduct that is intended to transmit COVID-19 to another person or any conduct that can be reasonably construed to be intending to transmit COVID-19 to another person. If you do, you will be ejected from the stadium, the police will be contacted and subject to the outcome of any investigation, sanctions including but not limited to an indefinite ban may be imposed.

## **INSIDE THE STADIUM**

**Leaving your Seat.** If you need to leave your seat for any reason, please wait for a time when the gangway is clear where possible and follow the signs indicating which way to go and any steward instructions. When moving past supporters and staff, please avoid face to face contact and turn your head away from those that you are passing wherever possible.

**Using Stadium Facilities.** When using the stadium's amenities, such as toilets, food and drink outlets or concessions, avoid queues wherever possible by checking to see if any of them are not in use.

**Hygiene.** Maintain good hygiene at all times (including regular hand washing or sanitising). Please avoid touching your face and any unnecessary surfaces and use the hand sanitiser provided. Always cover your mouth if you need to cough or sneeze, using your face covering, a tissue and/or the crook of your elbow as appropriate and wash your hands as soon as possible afterwards.

**Close Contact.** You should consider limiting close contact by avoiding hugs, high-fives and any close contact with those not in your immediate group. These are personal choices which may help to reduce your risk of catching or spreading COVID-19. Remember that others may wish to continue to take a more cautious approach, so please give them the opportunity and space to reduce close contact if they wish to do so.



***Illness at the Stadium.*** If you become ill or feel unwell at any time, particularly with a cough or a temperature, please contact your nearest steward immediately. You may be asked to leave the stadium, book a COVID-19 test and update the Club in relation to any future match tickets that you may have purchased.

***Leaving the Stadium.*** Supporters will be able to exit the stadium at any time before the final whistle, after which you will be asked to co-operate with our controlled exit plan.

### **Part B: Safe Standing**

This Part B applies to all supporters who have purchased a match ticket in the safe standing areas of the stadium (Blocks 110 to 121 inclusive). It does not replace any other ground rules and you will be expected to adhere to both Part A and Part B of this Code at all times.

### **INSIDE THE STADIUM**

***Respect.*** Be respectful towards staff, stewards, and other fans at all times.

***Behaviour.*** Behave appropriately at all times when in the stand. Anti-social behaviour will not be tolerated.

***Use of the Safe Standing Area.*** Do not stand on the rails or seats. The safe standing area has been designed to keep you and other fans safe.

***Use of Facilities.*** Unless you need to use the stadium facilities, do not move around the safe standing area. Your match ticket is for your space only.

***Gangways.*** Do not stand in the gangways or on the steps to watch the match – these are for accessing and leaving your seat only.

**Always follow the instructions given and show respect to our staff at all times. Please also continue to comply with all other UK Government and public health authority guidance and rules relating to COVID-19. If you have any concerns while at the stadium, please seek advice from a steward.**

Thank you for your support and co-operation in helping us to help you, your fellow supporters, our staff and our local community to stay safe.