



COVID 19 SPECTATOR CODE OF CONDUCT 2021/22

Introduction

In 2018, the Club established a Code of Conduct for fans as detailed in the Club Charter <https://www.carlisleunited.co.uk/fans/club-charter/>. Additionally, the risk of CV19 virus has had a profound impact on the Club, Football, UK and the wider world.

It is the Club's policy to do all that is reasonably practicable to attain the highest level of health and safety. Our aim is to prevent injury, transmission and protect fans from any foreseeable harm. We must:

- Comply with Safety at Sports Grounds (SGSA) guidance
- Adhere to Government
- Follow our own Club Covid Policy <https://www.carlisleunited.co.uk/news/2021/july/club-covid-19-policy/> and Covid Operations Policy <https://www.carlisleunited.co.uk/siteassets/documents/210720-cufc-cv19-covid-operations-policy-cop-2022-v1.1.pdf>
- Implement our Step 4 Operations Plan

For this reason, in 2020 we implemented a Covid-19 Spectator Code of Conduct. It has changed as the circumstances have altered.

This code includes a basic commitment not only to respect the “face and space” needs of others, but also to avoid doing things that might risk the health of fellow fans, players and staff working at the ground.

Consultation and communication

This guidance has been compiled based on SGSA guidance, in consultation with Carlisle United Supporters' Groups who adopted it and supported its introduction in 2020. It is incorporated in the Club Charter. Printed copies of this Covid-19 Spectator Code of Conduct are also available around the ground and in particular from our ticket offices.

Compliance

Both the Club and fans share the responsibility to act with care and consideration, in the interest not only of fellow fans, spectators, the Club and team, and the wider game, but also of the health and wellbeing of our own community as a whole.

As a condition of purchasing or being allocated a ticket, in order to assist with NHS track and trace as required, you must:

- i. provide and be able to verify your full name and contact details* (it will not include medical data)
- ii. if booking for a number of people, provide the same details for each member of the party
- iii. confirm they are not currently displaying COVID -19 symptoms and
- iv. agree that if you or anyone you are buying for develops COVID-19 symptoms before a game it will not be attended (if that happens a 'no quibble' refund will be issued if requested)

**This data will be processed in a manner that is compliant with relevant data protection legislation.*

All fans who purchase, or individuals who are allocated tickets, including complimentary tickets, for a match at Brunton Park must agree to comply with this Covid-19 Spectator Code of Conduct. This includes all spectators in hospitality areas and, where applicable, supporters of visiting teams.

We need everyone attending games to play their part. Failure to comply impacts on the safety of everyone and will result in the Club taking action at the time, and after the game. This will include:

- Verbal warning(s)
- Ejection from the Brunton Park stadium
- Stadium ban
- Cancellation of season ticket without compensation

Thank you for your support and co-operation.



Covid-19 Spectator Code of Conduct 21/22

In order to assist our staff and stewards, and to help protect you and your fellow spectators, you are kindly requested to follow these guidelines.

Before purchasing a ticket, and again before attending a game, carry out your own personal risk assessment, taking into consideration not only your age, health status and clinical vulnerability.

As a condition of purchasing or being allocated a ticket, you must agree to provide details to support and assist NHS track and trace. Please scan into the NHS app if you have it.

At all times and in all parts of Brunton Park please observe “hands, face, space” guidelines as follows:

- Arrive in good time to avoid queues and congestion
- Do not enter Red Zone non-spectator areas
- For spectators in standing areas give space and spread out where possible
- Use contactless payment where possible
- If you need to access any of Brunton Park’s amenities, such as toilets, food and drink outlets, or concessions please try and avoid busy period and overcrowding
- Remain in your seat or place as far as possible wait for a time when the gangway is clear
- **Wearing of a face covering is voluntary when on the site. It is recommended inside and in congested areas**
- If you are moving past other spectators, to and from your seat, please avoid where possible face to face contact with other spectators, sometimes called the ‘brush past’, have courtesy and turn your back as you pass
- Maintain good hand hygiene – use the sanitiser dispensers provided and avoid touching your face, or handles, railings etc, whenever possible
- Always cover your mouth if needing to cough or sneeze

**All fans who purchase, or individuals who are allocated tickets, agree to comply with this
Covid-19 Spectator Code of Conduct**




Review

This Policy will be kept up to date, particularly as the Club changes in nature and size and new requirements emerge.

To ensure this, the Policy, and the way it is implemented, will be reassessed and amended on an ongoing basis and reviewed annual basis will be as follows:

- on ongoing basis by the CEO in consultation with the Covid Officer
- The 1921 Board will:
 - Covid Safety as an agenda item and feature in the Board Report
 - conduct an annual review of the Policy as part of the annual review
 - publish the Covid Policy on its website
- The Holdings Board will ensure the 1921 Board undertakes its role as stated

Document version	v1.7 Jan 2022	
Preparation date	20 January 2022	CEO
210720 Covid Spectator Code of Conduct v1.7 Jan 2122		
Next review	By 31 July 2022	1921 Board
Signed		Nigel Clibbens Chief Executive