

May 2021



LEICESTER CITY FOOTBALL CLUB

**COVID-19
SUPPORTER CODE OF CONDUCT**

Leicester City Football Club
COVID-19 Supporter Code of Conduct

This COVID-19 Supporter Code of Conduct forms part of the terms and conditions and expected behaviour which are applicable to your attendance at the King Power Stadium. It may be updated at short notice, as circumstances change in respect of the COVID-19 pandemic.

YOU MUST READ AND AGREE TO FOLLOW THIS CODE AT ALL TIMES. IF YOU ARE ATTENDING WITH OTHER MEMBERS OF YOUR SOCIAL BUBBLE, PLEASE MAKE SURE THEY HAVE ALSO READ THIS CODE OF CONDUCT, AND PLEASE MAKE SURE THAT THEY COMPLY WITH IT AT ALL TIMES.

THIS CODE IS DESIGNED TO HELP CREATE A SAFE AND ENJOYABLE ENVIRONMENT AND TO PROTECT YOU AND YOUR FELLOW SUPPORTERS. TO ASSIST OUR STAFF AND STEWARDS PLEASE TAKE THE TIME TO KNOW WHAT IS EXPECTED OF YOU. IF YOU DO NOT COMPLY WITH THIS CODE, YOU MAY BE DENIED ENTRY OR ASKED TO LEAVE THE STADIUM AND MAY SUFFER FURTHER SANCTIONS AT THE SOLE DISCRETION OF THE CLUB.

Before purchasing a ticket, and again before attending a match, it is your responsibility to decide whether it is appropriate for you to attend the match, taking account of the associated risks and your vulnerability status. This will include careful consideration based on your own personal circumstances and those of your social bubble (including your age, group size and make up, health status and susceptibility to infection).

The Club cannot eliminate the risk of COVID-19. Therefore, if, based on your own health status and/or that of those in your family and/or social bubble, you feel uncomfortable with the risk, you should not attend a match.

Tickets will be available for purchase by, and entry to the Stadium will be granted to, home supporters only. A section of the stadium may be dedicated to supporters of the away team – the Club will abide by the Government and Premier League regulations in place at the time of the fixture.

Any group booking of tickets must only be used by people within the same social bubble, as the seats allocated to your group will not be socially distanced from each other.

You MUST NOT attend a match if:

- you or anyone else you are attending with has any COVID-19 symptoms (a temperature of 37.8 degrees or above, a new continuous cough, a loss of sense of taste/smell, or any other symptoms officially recognised as being symptoms of COVID-19), and/or is required to self-isolate
- you live in an area where there is a local lockdown in place and/or if local travel restrictions or other COVID-19 restrictions are in place which mean you cannot or should not travel to or attend the Stadium.

Please be aware that:

- you will be required to complete a health questionnaire before you come to a match, which will include a requirement for you to declare that you are not suffering from any symptoms of COVID-19 and that you have complied with any applicable Government rules and guidance in relation to any recent travel outside of the UK. If, after you have provided this declaration, any of your circumstances change, such that any of your previously provided responses are no longer accurate, you **MUST** notify the Club, and you **MUST NOT** then travel to the match;
- as a condition of purchasing or being allocated a ticket, you **MUST** also provide your contact details and those of all others in your party to support and assist NHS Test and Trace. You (or the other members of your party) **MUST NOT** attend the match if you do not provide these details and you must inform the Club if, at any point prior to Stadium entry, your details change.

- You may be required to undergo a non-invasive temperature check prior to your entry into the Stadium on match day.

Please read the Club's Data Protection Notice at www.lcfc.com/terms relating to this use of your personal information.

Supporters' Behaviour

We can all help to keep each other as safe as possible by respecting social distancing and by avoiding acting in a way that might risk the health of other spectators and staff.

Naturally, we will expect you to comply with all current laws, government and public health authority guidelines and regulations when attending the Stadium, including those relating to COVID-19, in the interests of everyone's safety.

In addition, you MUST:

- Bring a face-covering, which must be worn at all times on entry to, exit from and in all areas inside the Stadium grounds (unless you are exempt in line with Government guidance and have contacted the Club in advance to this effect). This includes while seated in the Stadium bowl, within concourses, queues, and toilets. Face coverings may be only removed temporarily while eating/drinking. Where possible, please also bring a spare.
- Plan your journey in advance and, if using public transport to make your way to and from the Stadium, wear a face covering.
- Ensure your ticket is loaded on to your smartphone and can be displayed. Arrangements will be made for print-at-home for those without smartphones – your entry will still be contactless.
- Arrive in good time. Make sure in advance that you know where your entry point is, as this may differ to your usual entry point, and make sure you are at your entry point by any entry time which may be specified on your ticket, in order to go through all the necessary entry procedures in and around the Stadium.
- Bring Photo ID, as this may be requested on entry in order to prove you are the named ticket holder to gain entry to the Stadium. Tickets are non-transferable under any circumstances.
- Follow any instructions or requests given to you by stewards or other Stadium staff to ensure that the Stadium is carefully managed, for everyone's safety.
- At all times, and in all parts of the Stadium, observe social distancing and, wherever possible, stay within your social bubble. Avoid hugs, high-fives and any other form of close contact with others who are not in your social bubble and remain aware of the movements of others at all times.
- Supervise any children attending with you and ensure that they (and any others attending with you) comply with social distancing and this Supporter Code of Conduct at all times.
- To maintain social distancing, only sit in the seat with the seat number that matches your ticket.
- King Power Stadium is an all seater stadium and standing is not permitted to watch the match.
- If you do need to leave your allocated seat, wait for a time when the gangway is clear and always follow the signs indicating which way to go. Please listen to the safety stewards - they are there to help!
- When moving past other supporters in seated areas, please turn your back as you pass, in order to avoid close face-to-face contact.

- When using the Stadium's amenities, such as food and drink outlets, or concessions, follow relevant signage, and avoid queues wherever possible. Where this is not possible, you must follow social distancing guidelines. All payments at King Power Stadium will be contactless. Check online prior to match day for further information about these facilities as it may not be possible for the Club to open food and drink outlets on a matchday.
- Toilet facilities will be subject to COVID-19 distancing guidelines. Please comply with instructions given by Stewards when queuing for and entering the toilet areas.
- Maintain good hand hygiene – wash or sanitise your hands regularly using the sanitiser dispensers provided, and avoid touching your face, or other commonly touched surfaces such as handles, railings etc, whenever possible. Supporters are also encouraged to bring their own hand sanitiser, in bottles no larger than 50ml.
- Please observe respiratory etiquette and respect those fellow supporters and others within and outside of your social bubble – always ensure your mouth remains covered if needing to cough or sneeze, using your face covering, a tissue and/or the crook of your elbow as appropriate. Tissues should be disposed of carefully and safely, and you should ensure you wash or sanitise your hands appropriately.
- Raise any cleaning issues you may identify with the nearest steward, so they can be dealt with quickly. The Club has an increased cleaning regime in place, in line with government guidance.
- Avoid excessive shouting, singing, or celebrating, given the risk of transmission of COVID-19, and take a respectful and responsible approach at all times to fellow supporters and others in your vicinity.
- When exiting the Stadium, please follow social distancing and adhere to all signage and steward guidance to all exit routes.

You MUST NOT:

- Gather outside of the Stadium before or after the match in a way that breaches social distancing rules.
- 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. If you do, you will be ejected from the Stadium, the Police will be contacted and you will be subject to the Club's sanction tariff, including but not limited to a lifetime ban.

If you feel ill or develop any COVID-19 symptoms while at the match please contact your nearest steward, who will direct you to the appropriate medical facility.

All other terms and conditions and Ground Regulations will continue to apply to your attendance at the Stadium, and you must continue to comply with them.

Thank you for your support and co-operation