

You must read and agree to follow this Code of Conduct at all times. If you have purchased tickets on behalf of others, please make sure they have also read this Code of Conduct.

This Code of Conduct is designed to help create a safe and enjoyable environment and to protect you and your fellow supporters. To assist Club staff please take the time to know what is expected of you. If you do not comply with this Code of Conduct, you may be denied entry or asked to leave the stadium.

Before purchasing a ticket, and again before attending a match, you must decide whether it is appropriate for you to attend.

The Club cannot completely eliminate the risk of COVID-19. Therefore, if, you feel uncomfortable with the risk, you should not attend a match.

You **MUST NOT** attend if:

- You or anyone else has any COVID-19 symptoms (such as high temperature, loss of smell / taste or a new / continuous cough) or are currently self isolating.
- Any other COVID-19 restrictions affect you which mean you cannot or should not attend.

You **SHOULD**:

- Bring a face-covering to wear in all indoor areas, unless exempt, other than when eating or drinking.
- Plan your journey in advance to arrive in good time to go through any necessary entry procedures.
- Comply with any Club Covid certification requirements which are in place for the relevant match. This may include an ID check and a requirement for an NHS Covid pass check.
- Continue to complete a Lateral Flow Test on the day of the game and only attend the fixture if the result of the test is Negative. If a positive test is recorded, supporters are not to attend the fixture and are to follow Government guidelines.
- Make sure you know in advance where your entry point is and if any entry time is specified on your ticket, be there on time.
- Supervise any children attending with you and ensure that they and others attending with you follow this Code of Conduct at all times.
- Be respectful to others in your vicinity (supporters and staff) taking a responsible approach to others, particularly those in close proximity
- Follow good hygiene practices at all times, including;
  - Washing or sanitising your hands regularly, using the hand sanitiser dispensers provided - supporters are also encouraged to bring their own hand sanitiser in bottles no larger than 50ml;
  - Avoiding unnecessary contact with commonly touched surfaces such as handles and railings wherever possible and safe to do so;
  - Ensuring your mouth and nose is covered if you need 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.

- Only sit in the seat with the seat number that matches that on your ticket and remain in your seat whenever possible.
- Where possible, wait for times when gangways are clear before leaving your seat and always follow the signs indicating which way to go.
- Avoid face-to-face contact with other Supporters when moving to and from your seat – for example by turning your back as you pass.
- Carrow Rd is now a cashless stadium. This means that for all Norwich City purchases, inside and outside of the stadium, will have to be done by card or contactless payments. This includes our Carrow Road store, our corporate restaurants and bars, our programmes sellers and our food and beverage kiosks.
- Comply with all other relevant guidance and rules related to COVID-19 protection, including those of the government and public health authorities.
- 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.

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 and must be complied with.

Thank you for your continued support.