



# SUPPORTER CODE OF CONDUCT

**As a holder of a matchday ticket to attend a fixture at Carrow Road you agree to comply with this COVID-19 Supporters Code of Conduct.**

In order to assist our staff and stewards, and to help protect you and your fellow supporters, you are kindly requested to observe the following guidelines;

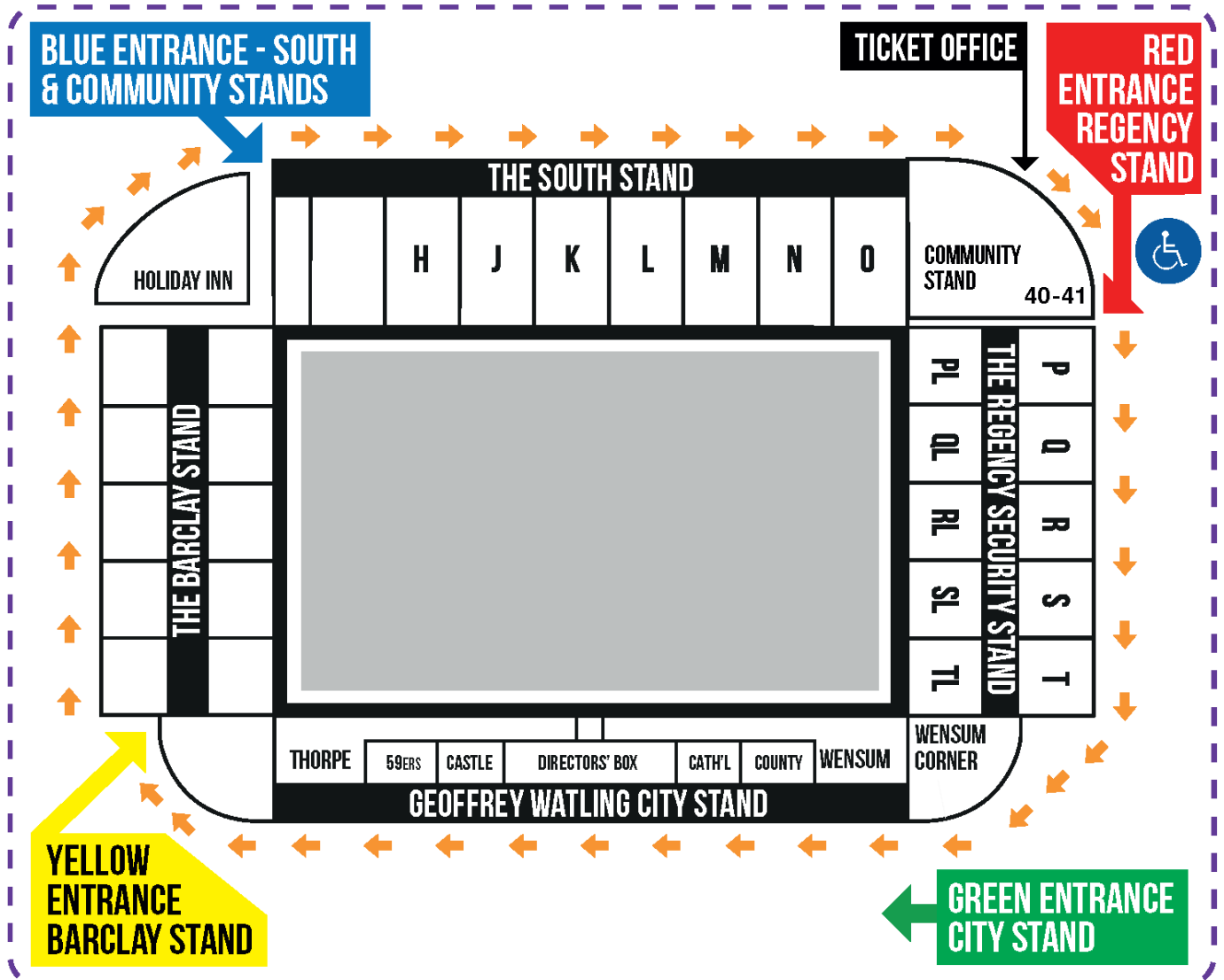
Before purchasing a ticket and again before attending a game at Carrow Road, complete your own personal risk assessment taking into consideration your age, health status and clinical vulnerability, but also if purchasing for others within your social or support bubble, their age, health status and clinical vulnerability.

- Please **DO NOT** attend the match at Carrow Road if;
  - Within 10 days prior to matchday, you or members of your household have suffered with any symptoms of coronavirus (current NHS guidance notes these symptoms as a high temperature, a new or continuous cough, loss or change to your sense of taste and/or smell).
  - Within 10 days prior to matchday you have tested positive for coronavirus or you are awaiting test results.
  - Prior to matchday, you are still within the 14 days self-isolation period after returning from abroad or have been contacted as part of the NHS 'Track and Trace System'.
  - Within 10 days of matchday you have been in contact with anyone with either confirmed or suspected coronavirus.
- Be aware that a non-invasive temperature check may be taken before entry and if the reading is above 37.8°C, you will not be permitted to enter the stadium and may be asked to attend the COVID isolation room.
- Please maintain good hand hygiene by frequently washing hands, using the sanitiser dispensers provided and avoid touching your face, and objects such as handles and handrails whenever possible.
- At **ALL** times and in **ALL** areas in and around the stadium, please observe social distancing and avoid close contact with others not in your social or support bubble.
- Arrive 1½ hours before kick-off, ideally together in your social/support bubble to go through all the necessary entry procedures and security checks in a timely manner.
- Prior to attending the match please familiarise yourself with where your entry point is and check if an entry time is specified on your ticket, if this is the case please allow plenty of time.
- Please note that you may be required to wear a face covering and should bring one with you.
- Be aware **NO** cash or cheques will be accepted for purchases made at the stadium. We will accept all major debit or credit cards (excl American Express) plus various forms of contactless payment including Apple pay and Google pay.
- Access to the amenities within the stadium such as toilets, food and drinks outlets, or concessions may have changed, so please plan accordingly.
- You are requested to remain in your allocated match day seat or viewing position, whenever possible.
- If you do need to leave your viewing position or matchday seat, please wait until the gangway is clear and always follow the signs indicating which way to go.
- If you are in a seated area, when moving past other supporters please avoid face to face contact with other supporters.
- Avoid hugs, high-fives and any close contact with people who are not within your social or support bubble.
- If you are attending with other members of your social or support bubble, please make sure they have read and understood this supporters code of conduct as well.

***Thank you for your support and co-operation. Stay alert. Stay Safe. Help us all – your fellow fans, your club, your sport, your community***



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- Extra Checks will be in place - Arrive as early as possible
- Be prepared for a non-invasive temperature check
- Try not to bring bags to matchday – This will speed up entry to the stadium
- Arrive at your colour coded stand entrance as stated on your matchday ticket
- Arrive in your social bubbles if possible
- Do bring a face covering & a form of Photographic ID
- Do bring a Debit/Credit Card – No cash payments will be accepted
- If the ticket holder is not the named person on the ticket, report to the Ticket Office before trying to enter the stadium
- Maintain Social Distancing at all times in and around the stadium
- If you are suffering from the symptoms of COVID-19 – DO NOT ATTEND