

Covid-19 Supporters' Code of Conduct

Harrogate Town Football Club looks forward to welcoming you back to the Envirovent Stadium. In line with Government guidance on the admission of supporters to football stadia, this Code of Conduct acts to principally guide and advise ticket holders of the protocols in place during the matchday event.

The Club has put in place a range of processes to ensure the safety of all persons at our matches, however it is vitally important that all attendees play their part in making each event safe and enjoyable and to do so we need your continued support and cooperation. Supporters are therefore kindly reminded of the requirement to adhere to all elements of this Code of Conduct at all times, and follow all safety requirements, in order to assist Club staff and stewards, and to help protect you and your fellow fans.

- Supporters must not attend the stadium, if they are suffering from 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), are feeling unwell, or if they have been in close contact recently with anyone experiencing symptoms or who has tested positive. By attending the stadium, you are confirming to the Club that you do not have any Covid-19 symptoms. In the event you develop Covid-19 symptoms whilst at the Stadium, please notify the nearest member of Club staff immediately, and follow all directions given by the member of staff, in order to best protect, yourself and all other persons on site.
- As a condition of entry to the stadium, all spectators must accept their temperature being taken by stewards / Covid-19 marshals. Anyone presenting with an elevated temperature, over 37.8 degrees, will not be admitted to the stadium, irrespective of being in possession of a ticket.
- The Club are required to ensure adherence to Government guidance, including NHS Test and Trace requirements, as such, supporters are reminded if purchasing tickets on behalf of others, they are required to provide names and contact details for each individual ticket holder and tickets must not be passed on to anyone else.
- Plan your journey in advance, avoid public transport where possible (wearing a face mask at all times, if having to use public transport) and arrive at the stadium in advance of the time specified to you by the Club. All spectators will be given specified admission times, based upon their location in the ground. Admission will most likely take longer than normal due to limited admission points and additional stadium entry procedures such as temperature testing.
- On arrival at the stadium please be aware that social distancing and safety measures will be in operation. You are required to follow all Club signage, instructions and guidance issued by stewards and/or Club personnel.
- Have your ticket or mobile device with your e-ticket ready, out in your hand as you approach the turnstile, to show the stewards prior to entering the turnstile block, to subsequently present to the turnstile steward to gain stadium access.
- It is Club policy that all supporters must wear a face mask or face shield, from the point of entry to the stadium. Face covers may only be removed for consumption of food or drink, which must only occur once in your seat/standing accommodation area.

- Please avoid bringing large bags into the stadium and only bring bags if absolutely necessary, to avoid slowing down the stadium entry process. Where bags are necessary, you are requested to bring a clear / transparent bag, to expedite stadium admission.
- At all times please observe social distancing and avoid close contact with others not in your social bubble, including staff members.
- Upon entering the stadium please pay close attention to signage, floor markings and instructions issued by Stewards, Covid-19 Marshals or via the club's PA system, this will help get you where you need to be in the most efficient way.
- Food and drink concessions and the 1919 bar will not be in operation.
- Be mindful that toilet capacities are reduced and as such you may be required to wait to use facilities. In order to protect all persons on site, stewards will manage queues to toilet facilities. The toilets in the new Main Stand, are only for use of those persons allocated a Main Stand ticket. North Stand toilets are available to all other spectators.
- When using toilet facilities, please follow all guidance, be patient and considerate towards other users, and wait your turn to avoid toilets areas becoming crowded. Where possible, try to avoid peak times (such as half-time and the end of the game).
- Maintain good hand hygiene at all times around the stadium – use the sanitiser dispensers provided and avoid touching your face, or handles and railings whenever possible.
- Please remain in your seat/standing location for the full game if possible – including at half time, and avoid unnecessary movement. If you need to move, wait until gangways are clear, avoid face to face contact and follow stewards' instructions.
- If you are in seated accommodation and need to move, you may need to pass other spectators, as such will be required to “brush past”. The “brush past” is simply one spectator, passing another who is not in their social bubble. Where this has to occur, the moving spectator is requested to turn their back to the stationary supporter, to avoid face to face contact.
- Walkways have been clearly defined on site and will be managed by Stewards, while signage will also be in place. Where possible, two-way flow has been provided, where this is not practicable (along the front of the Car Park Stand and Main Stand) the person/s moving towards the 1919 end of the stadium is/are required to step into gangways of the stand, with these defined as passing points. Stewards will however endeavour, with your support, to avoid instances where passing points are required to be used, through limited spectator movements once in the stands, and through holding movement while others pass through the walkway.
- Where walkways are single direction of travel, you are requested to only travel in the specified direction and follow the alternative walkway for the opposite direction of travel. It is acknowledged that this will be out of the ordinary and may take slightly longer, however it is designed to best protect all persons within the stadium.

- We all hope we'll be celebrating a goal but please remember to maintain safe distances to other supporters not in your social bubble, and be respectful and mindful to those around you whose individual circumstances may differ from your own.
- Please refrain from touching the match ball if it is kicked out of play and into the stands. A member of Club staff will collect the ball in order to sanitise it and return it to the field of play.
- Supporters are kindly asked not to approach any of the Club's, Visiting Club's players or coaching staff or match officials at any time, as players and staff will not be able to sign autographs or pose for photographs.
- Please be patient when leaving the stadium and listen to the advice from stewards. It will take longer than normal to leave due to the procedures in place to allow supporters to exit the stadium safely and efficiently.
- Supporters are requested to keep moving when in circulation areas and not linger, in order to prevent circulation routes from becoming obstructed and to prevent close contact with other supporters.
- Supporters are requested to follow government guidance and be mindful of Covid-19 transmission risk through transfer of respiratory droplets when considering shouting or singing.
- At the end of the event, spectators are asked to remain patient as the club direct spectators to leave to the stadium section by section, through PA system messages and steward directions. This is done to best protect all persons within the stadium.
- Supporters are reminded, that all traditional ground regulations remain in place during these times.
- The Club reserves the right to eject any supporter that fails to comply with this Code of Conduct and reminds all fans that stadium capacities may ultimately be negatively impacted as a result of any safety issues. Thank you for your support and full co-operation. Please stay alert, follow these guidelines and help us all enjoy the match safely.