

Supporters' Code of Conduct

Coventry City Football Club looks forward to welcoming you back to **the Coventry Building Society Arena**.

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 supporters 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 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 if they are suffering from COVID-19 symptoms, are feeling unwell, or if they have been in close contact recently with anyone experiencing symptoms or who has tested positive. In the event you develop COVID-19 symptoms whilst at the Stadium, please notify the nearest Steward immediately.
- Plan your journey in advance and arrive at the stadium in plenty of time – normal entry points might be closed, and additional stadium entry procedures may be in operation.
- On arrival at the ground please be aware that social distancing and safety measures will be in operation and follow all Club signage, instructions and guidance issued by stewards and/or Club personnel.
- Whilst it is not mandatory, it is Club policy that all staff and supporters wear a face covering when entering, moving around, and exiting the Stadium. Face coverings may be removed once in your seat area and/or while eating or drinking.
- Please avoid bringing large bags into the stadium and only do so if absolutely necessary, to avoid slowing down the stadium entry process.
- Please note that cash payments will not be accepted inside the ground, the Ticket Office, or Club Shop. There will be a cash turnstile open, and you may use cash to pay for a Match Programme.
- At all times, please observe social distancing where possible.
- Upon entering the stadium, please pay close attention to signage, floor markings and instructions issued by stewards or via the club's PA system, this will help get you where you need to be in the most efficient way.
- Some of the ground's amenities, such as toilets, food and drink outlets, may be operating at a reduced capacity.
- 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).

- Please 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.
- We all hope we'll be celebrating a goal but please remember to maintain safe distances to other supporters 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 or visiting Cub's players or coaching staff at any time, as players and staff will not be able to sign autographs or pose for photographs before, during or after the match.
- Please be patient when leaving the stadium and listen to the advice from stewards. It may take longer than normal to leave due to the procedures in place to allow supporters to exit the stadium safely and efficiently.
- 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.