We are excited to be able to host supporters at Pittodrie again and we know you will be excited to get back here too!

To ensure your experience at Pittodrie Stadium is safe and enjoyable, you must follow the guidelines in this Code of Conduct. Compliance with this code is essential and shows respect for your fellow supporters whilst also protecting yourself, your club, your sport, and your community.

**IMPORTANT POINTS**

- If you are **unwell or display any symptoms of Covid-19** – you **must not** attend.
- If you have **tested positive for Covid-19** or have been in contact with anyone infected with Covid-19 in the **14 days prior to the game** – you **must not** attend.
- If you **test positive for Covid-19 in the 14 days after the game**, you must inform the club at the earliest opportunity. (Ticketoffice@afc.co.uk or 01224 631903)
- If you are self-isolating or in quarantine (eg. returning from a country on the quarantine list) you **must not** attend.
- All tickets are non-transferable. To help enforce this **photo ID is required** along with your ticket on matchday. If you cannot attend, please contact the ticket office who can arrange for another ST holder to take your place.
- Spectators must **remain in seats** registered to their contact details at the point of sale.
- Please ensure all members of your household attending the game are made aware of all the information within the COVID-19 Return to Supporters: Supporters Code of Conduct ahead of travelling to the game.
- In case of an emergency please **follow the instructions** from the Match Announcer and Stewards.

**HYGIENE**

- Hand Sanitiser – please use on entry and throughout the stadium.
- Face coverings – face coverings **must always be worn properly** within the stadium covering both your nose and your mouth.
- 2 metre Social Distancing – **always required** during your visit.
- Toilets – Facilities are available for use with the appropriate social distancing and hygiene measures, please follow the Stewards advice. Cleaners will be on duty throughout the game to ensure good hygiene and cleaning procedures are in place.
- Please dispose of all rubbish in the bins provided.
- Coughing and Sneezing – if you remove your face covering to sneeze or cough, please cough/sneeze into a tissue then **replace your face covering immediately sanitising hands afterwards and disposing of any contaminated tissues in a bin.**
- Avoid or minimise – touching of surfaces, your face, eyes, nose, and mouth.
- At all times and in all parts of the ground, **please observe 2 metre social distancing** and avoid close contact with others not in your household.
BEFORE ARRIVAL

- **Ticket & Photo ID** – remember to take these as you will require them for access to the stadium.
- **Face Covering** – remember to take this as it is mandatory to wear your face covering in the stadium. (unless medically exempt, where you will be required to prove exemption)
- Know your route & entry gate – access to the stadium may differ to previous visits.
- Know your arrival time – Entry times have been staggered to ease entry for your safety, if an entry time is specified on your ticket, be there on time.
- **No Kiosks or Refreshments are available** – as always, no bottles, cans or alcohol are permitted.
- **Wash and Sanitise Hands** – Sanitising stations will be situated around the stand/ground.
- **Bags** – only permitted on medical or childcare reasons & must be declared when purchasing your ticket.
- Spectators will be seated as individuals or in group bookings, and group bookings can only be made for individuals within the same household.
- Spectators who are accompanied by children are responsible for supervising them at all times and should follow social distancing guidance.

ARRIVAL

- Arrive in good time to go through all the necessary entry procedures.
- Arrive at your allocated time slot – at the correct gate, ensure you are wearing your face covering properly covering both your nose and mouth.
- Follow signs & Steward instructions – these are to keep you safe and enable social distancing.
- Be aware that your temperature will be taken before entry to the stadium.
- **Temperature check** - a reading of 37.7 or below is required to gain access to the stadium. If a temperature of 37.8 or above is recorded, you will be asked to wait in a safe area for 10 minutes and then a second temperature will be taken. If a second high temperature is recorded, you will be refused entry to the stadium.
- **Ticket & Photo ID** – should be ready for inspection.
- **Security checks** – will be in operation as normal.
- **Turnstiles** – Where possible, please avoid using your hands to turn the turnstile.
- Please retain and keep your ticket on you at all times.
- Avoid or minimise – touching of surfaces, your face, eyes, nose, and mouth.
- **Maintain good hand hygiene** – use the hand sanitiser available throughout the ground.
- **2 metres social distancing** – always required during your visit to the stadium.
- **Locate your seats** – sit only in your allocated seats, please do not attempt to sit anywhere else or tamper with the measures in place to allow social distancing between supporters.
- Observe respiratory etiquette – Always cover your mouth if needing to cough or sneeze.
- Follow all instructions provided via the PA or Stewards.
**DURING THE GAME**

- Remain in your allocated seat – *(standing is strictly prohibited)*
- **Always wear your face covering properly covering both your nose and mouth.**
- Leaving your seat – If you must leave your seat **continue to wear your face covering**, wait for the gangway to clear, remember the **2 metre social distancing rule**, sanitise hands and follow the signage and Stewards instructions.
- When in your seated area, when moving past other spectators, to and from your seat, **please avoid face to face contact with other spectators.**
- **Match Ball** – should the match ball enter the stand, **please pass this down to the ball boy to be sanitised**, under **no circumstances should you throw the ball onto the pitch**. Please ensure that you **sanitise your own hands** once the ball has been passed back.
- Coughing and Sneezing – if you remove your face covering to sneeze or cough, please cough/sneeze into a tissue then **replace your face covering immediately sanitising hands afterwards and disposing of any contaminated tissues in a bin.**
- **Take extreme care when shouting, singing or celebrating**
- **Priority will be given on stairwells to people ascending the stairs.** To avoid contact, people descending are required to step into a row until the stairwell is clear for them to continue their journey.

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**FULL TIME & EXITING THE STADIUM**

- **For your safety please remain seated**, wait for announcements or instructions from the Match Announcer or Stewards before leaving your seats.
- Staggered exit – to **keep supporters safe and allow for social distancing.** You may be held back for **up to 5 minutes**.
- Stewards – are onsite to **keep you safe**, please follow their instructions.
- **Face coverings** – **continue to wear your face mask** when exiting the stadium.
- Rubbish – **take it with you** and **dispose of it in the bins** provided.
- **Hand Sanitiser** – **please use on exiting the stadium**.
- **Staff or players** – **please do not make any attempt** to approach any staff or players.

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By following the code of conduct set out above you will **play your part** in seeing a return to playing in front of larger crowds at Pittodrie sooner rather than later. We can’t wait for this to be a reality, getting back to making Pittodrie a fortress once again! **Failure to comply** with this code of conduct **may jeopardise public health, harm the reputation of the club, the sport, and the wider community**. Non-compliance will be treated with the utmost seriousness and may result in disciplinary sanctions by the Club which may lead to **long term exclusion** from the Ground.

The code of conduct has been put together to help **ensure the safety of all fans, staff, and players** equally.

**To ensure your health and safety** after your visit to Pittodrie Stadium, please remember:

1. **PLEASE WEAR A MASK AT ALL TIMES WITHIN THE STADIUM**
2. **PLEASE ENSURE SOCIAL DISTANCING**
3. **PLEASE SANITISE ON ENTRY & EXIT & FREQUENTLY WHILST IN THE STADIUM**
KNOW BEFORE YOU GO!

- Hand sanitising stations available
- Face covering required
- Temperature check required
- Social distancing seating & limited venue capacity
- Social distancing requirements at entry
- Increased cleaning & sanitisation across the stadium
- No bags allowed in stadium to reduce security screening interactions
- Photo ID will be required to enter the stadium

Supporters Code of Conduct | September 2020