



CODE OF CONDUCT

SUPPORTERS

- Supporters must not attend if they are suffering from Covid-19 symptoms and or are required to self-isolate.
- Supporters should consider the risks associated with attending and assess their own circumstances ahead of entering the ballot / purchasing a ticket and attending the fixture.
- If you feel unwell whilst inside the AJ Bell Stadium, please contact the nearest steward or member of staff – you will then be directed to our medical team.
- The Community Change (behind the South Stand) will be a designated isolation area and provides several rooms available for use.



- **DO NOT ATTEND IF YOU FEEL UNWELL**

TICKETS/SEATING

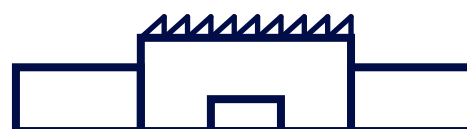
- 20/21 Members will be given first priority to purchase tickets.
- Tickets will then be released to 19/20 and 18/19 season ticket holders who have not yet purchased.
- No tickets will be available to purchase at the ticket office. Tickets are available online only.
- All tickets are non-transferable, non-refundable and seats cannot be changed. If the fixture is cancelled or must be played behind closed doors you will be entitled to a full refund.
- To support NHS test and trace, contact details must be provided by at least 1 member of your group. These contact details will be held by the Club and retained for test and trace purposes for 21 days.
- All tickets are print at home OR digital (available to scan from your mobile phone).
- There is no facility to print your ticket at the stadium so please ensure your ticket is available.
- There will be a £5 charge per ticket for any reprints at the AJ Bell Stadium.
- ID may be checked for the lead booker (please provide driving licence / passport).



- **20/21 MEMBERS PRIORITY BOOKING**
- **TICKETS AVAILABLE ONLINE ONLY**
- **ALL TICKETS PRINT AT HOME/DIGITAL**
- **TEST & TRACE CHECK-IN**
- **BRING ID**

ARRIVAL AT THE STADIUM

- You must have completed your COVID symptom screening questionnaire in advance of your arrival.
- Supporters may be subject to temperature checks.
- Please arrive at the time indicated on your 'ready to return' document.
- Make sure in advance of your arrival you know your entrance point.



- **COVID QUESTIONNAIRE IN ADVANCE**

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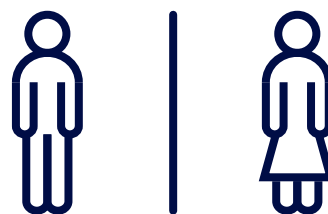
- The AJ Bell Stadium will open 2.5 hours before KO.
- Your ticket will show an arrival time and gate entry detailed. Your ticket can only be scanned at the correct entrance and you may be asked to wait if you arrive early.
- Supporters must not group in any areas of the stadium.
- All supporters agree to wear a face mask once inside the ground unless eating or drinking.
- Supporters are asked to bring their own mask / face covering. If you are exempt from wearing a mask / face covering we would ask that you wear a lanyard to demonstrate this.
- If you need to leave your seat please wait for a time when the stairway is clear.
- Supporters are asked to follow signage / steward instruction regarding directions around the stadium. Narrow areas will be controlled with a one-way system, please cooperate and be considerate of others.
- All lifts are reserved for those with accessibility needs only.
- Once the game finishes please stay seated and wait for instructions regarding egress.



- **SEE TICKET FOR ARRIVAL TIME**
- **WEAR A MASK**
- **FOLLOW ONE-WAY SYSTEMS**
- **STAY SEATED POST-MATCH & WAIT FOR INSTRUCTIONS**

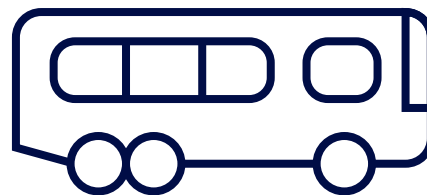
FACILITIES

- Toilets will be available in all stands. We ask that supporters adhere to social distancing at all times.
- Hand sanitiser stations will be available in all toilets, in kiosk areas and near high touch point areas (doorways etc).



TRAVEL

- 1. Supporters are asked to familiarise themselves with the [Travel Plan](#) and plan in advance your journey to the AJ Bell Stadium.
- 2. All on and off-site parking locations must be booked in advance.
- 3. NEW - All shuttle bus services (Makro and Trafford Centre) must be pre-booked in advance.
- 4. If using the shuttle bus service (from Makro or The Trafford Centre) supporters are reminded to wear a mask at all times and adhere to social distancing.
- 5. All shuttle services will seat a limited number of supporters and therefore we would ask for your cooperation during peak times and plan your journey accordingly.
- 6. If you are travelling on public transport please wear a mask at all times and adhere to social distancing



- **PLAN YOUR JOURNEY**
- **ALL PARKING MUST BE PRE-BOOKED**
- **SHUTTLE BUSES MUST BE PRE-BOOKED**

BY PURCHASING A TICKET, YOU AGREE TO ADHERE TO THIS CODE OF CONDUCT.

IF YOU FAIL TO ADHERE TO THE CODE OF CONDUCT YOU MAY NOT BE ALLOWED ENTRY TO OR EJECTED FROM THE AJ BELL STADIUM, YOU WILL NOT BE ENTITLED TO ANY REFUND IN THIS CASE.

YOU ALSO AGREE THAT YOU WILL NOT ATTEND ANY FIXTURES AT THE AJ BELL STADIUM WHILST SUFFERING FROM ANY COVID-19 SYMPTOMS AND THAT YOU HAVE NOT BEEN ASKED TO ISOLATE.

