

WATFORD FC – COVID-19 Supporter Code of Behaviour

Watford Football Club is committed to ensuring the health and safety of supporters and to providing as safe and suitable an environment as possible while the COVID-19 virus is present in the community.

You must read and agree to follow this Code at all times. If you have purchased tickets on behalf of others, please make sure they have also read this Code of Behaviour.

BY PURCHASING A MATCH TICKET, YOU ARE AGREEING TO COMPLY WITH THIS COVID-19 SUPPORTER CODE OF BEHAVIOUR.

This Code is designed to help create a safe and enjoyable environment and to protect you and your fellow supporters. To assist club staff please take the time to know what is expected of you. If you do not comply with this Code, you may be denied entry or asked to leave the Stadium.

It is impossible for the club to eliminate the risk of COVID-19. Therefore, if you are not willing to comply with this Code of Behaviour or, based on your own health status and susceptibility to infection and that of those in your family and/or household bubble, you feel uncomfortable with the risk, you should not attend a match. If you attend a match and do not comply with this Code, you would be jeopardising public health, the health of fellow supporters and club staff, as well as the reputation of the club.

Please be aware that [as a condition of purchasing or being allocated a ticket, you will need to provide your contact details (and those of other members of your party) to support and assist NHS Test and Trace. This information will be kept securely for 21 days before disposal.]

Please read the Data Protection Notice [which can be found at www.watfordfc.com/privacy-policy] relating to this use of your personal information.

You must be the named supporter on your ticket for the match and be able to confirm this with acceptable photo ID on request. If you are unable to provide an acceptable photo ID, you will not be permitted entry into the Stadium. All match tickets are non-transferable and must be used by the supporter whose Fan ID has been assigned to the ticket. Any season ticket holders allowing a different supporter to make use of their ticket for a match must arrange for that supporter to have their Fan ID assigned to that ticket for that match. Any supporters with assigned tickets who are unable to attend must contact the Ticketing and Supporter Services office.

ANY BREACH OF THIS COVID-19 SUPPORTER CODE OF BEHAVIOUR MAY RESULT IN YOU BEING REMOVED FROM THE STADIUM AND HAVING YOUR SEASON TICKET OR FAN ID SUSPENDED OR WITHDRAWN AND/OR MAY RESULT IN A SIGNIFICANT BAN FROM ATTENDING FUTURE MATCHES AT THE STADIUM.

You **MUST NOT** attend if:

- You or anyone else you are attending with has any COVID-19 symptoms and/or is required to self-isolate
- Any other COVID-19 restrictions affect you which mean you cannot or should not attend.

You **MUST**:

- Bring a face-covering to wear whilst in any congested areas external to the Stadium such as entry points, as well as in all indoor areas. Government have stated they “expect and recommend that members of the public continue to wear face coverings in crowded and enclosed spaces where you come into contact with people you don’t normally meet”. Therefore, all supporters aged 11 or over are expected and recommended to wear a face covering whenever located in indoor areas, and congested external areas, other than when eating or drinking or where exempt. Face coverings are not required to be worn by supporters when they are seated in the Stadium bowl, which is left to personal choice. If you are exempt from wearing a face covering under government guidelines (which can be found at www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own), you do not need to wear a face covering. If you wish to be issued with a pass to demonstrate that you are exempt, please contact the club’s Disability Access Officer.
- Supervise any children attending with you and ensure that they and others attending with you follow this Supporter Code of Behaviour at all times.
- Plan your journey in advance to arrive in good time to go through all the necessary entry procedures. Make sure you know in advance where your entry point is [and if any entry time is specified on your ticket, be there on time to avoid queueing in critical areas outside the Stadium]. You must only enter the Stadium via the turnstile number on your ticket or as otherwise directed by club staff. Follow any guidance issued regarding the route you should take to the Stadium to avoid congestion in the immediate vicinity of the Stadium
- Be respectful to others in your vicinity (supporters and staff) taking a responsible approach to others, particularly those in close proximity, including avoiding excessive shouting/singing/celebrations as that increases the risk of transmission of COVID-19. You should avoid hugs, high-fives and any unnecessary close contact with people who are not known to you. Avoid face-to-face contact with other supporters when moving to and from your seat – for example by turning your back as you pass.
- Wash or sanitise your hands on entering the Stadium and regularly thereafter. Hand sanitiser dispensers will be located at all entrances to the Stadium and throughout the concourses. Please make use of these. Supporters are also encouraged to bring their own hand sanitiser in bottles no larger than 50ml. Avoid unnecessary contact with commonly touched surfaces such as handles and railings wherever possible and safe to do so. Ensure your mouth and nose is covered if you need to cough or sneeze, using

your face covering, a tissue and/or the crook of your elbow as appropriate. Tissues should be disposed of carefully and safely and you should ensure you wash or sanitise your hands appropriately.

- Upon entering the Stadium proceed to your designated seat (as identified on your ticket) as soon as possible – do not congregate on the concourse. If you must leave your seat throughout your time at the Stadium, please return as quickly as possible to reduce the number of people on the concourse. Sit only in the seat allocated to you on your ticket – do not move to any other seat.
- Where possible wait for times when gangways are clear before leaving your seat. Where they are in place, you must follow one-way systems within the Stadium as directed – do not go the wrong way around the one-way system and do not stop unless necessary. When using the Stadium's amenities, such as toilets, food and drink outlets, or concessions, avoid queues wherever possible by checking to see if any of them are not in use, or following the instructions of stewards and other staff members. Vicarage Road is a cashless stadium, all payments inside the ground are contactless.
- Comply with all other relevant guidance and rules related to COVID-19 protection, including those of the government and public health authorities.
- Follow any instructions or requests given to you by stewards or other Stadium staff to ensure that the Stadium is carefully managed for everyone's safety.

You **MUST NOT**:

- Attend the Stadium if you have any COVID-19 Symptoms (including a high temperature, a new continuous cough, a loss of sense of taste/smell)
- Gather outside of the Stadium before or after the match in a way that breaches the instructions of stewards or other club staff. You must not approach any of the club's or visiting club's players or members of coaching staff at any time. Players and staff are not permitted to sign autographs or pose for photographs at this time.
- Engage in any conduct that is intended to transmit the COVID-19 virus to another person or any conduct that can be reasonably construed to be intending to transmit the COVID-19 virus to another person. If you do, you will be ejected from the Stadium, the Police will be contacted, and you will be subject to the club's sanction tariff including but not limited to a lifetime ban.

If you feel ill or develop any COVID-19 symptoms while at the match please contact your nearest steward who will direct you to the appropriate medical facility.

All other terms and conditions and Ground Regulations will continue to apply and must be complied with.

Thank you for your support.