

DURHAM WOMEN FOOTBALL CLUB



Detailed Supporter Code of Conduct - 2021/22 Season

Durham Women FC is looking forward to welcoming you to Maiden Castle.

We want to ensure that the stadium is safe for all involved - supporters, staff and the local community and the best way to do this is to work together.

The reason for this code of conduct is to establish a shared understanding in order to achieve our goal of keeping everyone safe.

Supporters will understand the club is obligated to comply with the Government Guidance, which must be distributed to ticket holders. In addition to this, the club commits to:

- Providing clear and transparent rules to follow
- Providing updates via the website and social media channels to assist in safe attendance
- Being open to feedback about supporter experiences
- Providing a clear and transparent refund process should a game be postponed due to COVID-19 related reasons
- Providing a clear and transparent sanction policy. Please note -Clubs reserve the right to eject any spectator who fails to comply with this Code of Conduct.
- Providing a help contact point - Mark Donnelly (mark.donnelly@durhamwfc.co.uk / 07495663334)

Deciding not to come to a game

Please do not attend a game:

- If you or anyone in your household currently has symptoms of COVID-19, or have had symptoms in the past 14 days
- You or any members of your household or support bubble have been diagnosed with a confirmed or suspected COVID-19 infection in the last 14 days
- You or any members of your household or support bubble have been contacted via the NHS track and trace app told to self-isolate
- You have been in close contact with a person who has a confirmed or suspected case of COVID-19 in the past 14 days

Before the Match

Health

- The club is cooperating with the NHS Track and Trace system. Ensure the ticket purchaser's details are up to date.
- As per government [guidelines](#), face masks are now optional but we encourage supporters to wear them in indoor areas such as the toilets.

Ticketing

- Tickets purchased cannot be sold or passed on to another person. Photo identification may be requested on entry or whilst in the ground.
- Online ticketing purchases are encouraged where possible.
- Find out where your entry point is, and, if applicable if there is an entry time specified.

Facilities

- To ensure that your match day experience is enjoyable the club aims to provide as many facilities and services as possible – toilets, eateries, soft drink outlets. Have you checked to see if any are out of use? Each matchday may differ so stay up to date by visiting our website and following social media posts.
- Payments can be made via a contactless system.

Entry to the Match

- Be early! This will ensure you have enough time to go through all the necessary entry procedures.
- Your temperature might be taken before entry.

During the match

- Hands! Maintain good hand hygiene – use the sanitiser dispensers provided and avoid touching your face whenever possible.
- Face! Cover your mouth/nose if needing to cough or sneeze.
- Space! Remember social distancing, avoid hugs, high-fives and close contact with others.
- Goal! Brilliant. But please remember to respect maintain safe distances when celebrating
- Stay in your seat for the full game if possible – and that includes half time. Standing fans must stay within their social bubble and avoid unnecessary movement. If you need to move, wait until gangways are clear. Avoid face to face contact
- Please comply and respect requests from the stewarding team

Post match

- Your safety is our priority. Departure will be managed by the steward's guidance, please follow their instructions.
- Note that exit procedures and routes may differ from entry points.
- Players will not be able to sign autographs or meet supporter post-match at present.
- Feedback is important to us, let us know what was good and what could have been better via email to mark.donnelly@durhamwfc.co.uk.

The club website and social media channels will have the latest information to help you have the best possible match day experience

Thank you for your support and cooperation. These are challenging times for us all but we hope you enjoy your matchday experience. Please encourage all fellow supporters to read this code of conduct.

Stay alert. Stay safe. Help us all - your fellow fans, your club, your sport, your community.