

# Spectator Code of Conduct

In addition to our Ground Regulations,  
please read this document carefully.



# Introduction

**At Edgbaston, the safety of our guests and staff is our top priority.**

We are committed to ensuring the health and safety of fans, and to providing as safe and suitable an environment as possible during this COVID-19 pandemic.

To help us do this, it is essential that all spectators attending a fixture at Edgbaston behave in a safe and responsible manner while at the stadium.

This Spectator Code of Conduct will explain how you can help us and provides guidelines that you must observe. It applies to everyone attending a fixture at Edgbaston. By purchasing a match ticket, you are agreeing to comply with this Spectator Code of Conduct.

All other Ground Regulations remain in force. If you are attending with other guests, please make sure they have read and understood these guidelines too.

Any break of this Spectator Code of Conduct or Ground Regulations may result in you being removed from the stadium.

## **Should you come to Edgbaston?**

The UK Government had made it clear that we all have a personal responsibility to assess if it is safe for us to attend any event or activity where they might be a risk of exposure to the virus.

By attending a match at Edgbaston, you acknowledge that you will be attending a public event where there is a risk of transmission of COVID-19 and that it is impossible for the venue to completely eliminate the risk of transmission of COVID-19.

If you are not willing to comply with this Spectator Code of Conduct or, based on your own health status and susceptibility to infection and that of those in your family, household, or social bubble, you feel uncomfortable with the risk, you should not attend the fixture.

## **You should not attend if you have any COVID-19 symptoms:**

- Temperature of 37.8 degrees or above
- New continuous cough
- Loss of sense of taste/smell
- Any other COVID-19 symptoms officially recognised

**Thank you for helping us keep Edgbaston safe for all spectators, staff, players and officials and we hope you enjoy your day with us.**

# Pre-Arrival

You are responsible for your own health. You should act in ways that protect your health and the health of others and avoid acting in a way that might risk the health of others at the stadium.

You should read and understand this Spectator Code of Conduct and all applicable Government guidance and be respectful and understanding to others at Edgbaston.

You must do all you can to observe social distancing at all times, including on the way to and from the fixture.

If you use public transport, please make sure you are wearing a face covering and complying with all relevant Government guidelines.

We will operate a robust track and trace system. By attending the fixture, you have agreed that your relevant data will be collected for this purpose.

## **Your Ticket**

Before arriving at Edgbaston, please make sure you have your ticket ready either via the Edgbaston app or a print at home version which can be downloaded from your online account at [tickets.edgbaston.com](https://tickets.edgbaston.com).

Each individual attendee should have their ticket on their own mobile device via the Edgbaston app or a print at home ticket, except for children under 16 and spectators with accessibility requirements.

Tickets can be shared with friends and family attending the fixture via the Edgbaston app.

Tickets on mobile devices will only be accepted via the Edgbaston app.

# In the Stadium

## Face Coverings

- Please wear a face covering when you arrive at the gates and when moving around all parts of the stadium.
- You may remove your face covering when in your seat or consuming food and drinks.
- We advise spectators to keep their face covering on when in their seat when possible.
- If you are exempt from wearing a face covering under Government guidelines, you do not need to wear a face covering. If you need to demonstrate that you are exempt, please contact our Ticket Office for further advice.

## Hand Sanitisers

- Hand sanitiser dispensers will be located at all entrances to the stadium and throughout the concourses. Please make use of these.
- Please use the hand sanitiser stations regularly.
- You are permitted to bring into the stadium hand sanitiser for your own personal use in plastic bottles no larger than 50ml.

## Social Distancing

- You must do all you can to observe social distancing at all times.
- Please follow all directional signage, including the one-way routes around the stadium.
- Please follow all steward instructions and do not stop unless necessary when traveling around the stadium.

## Your Seat

- You will be allocated a seat for this fixture in the stand you requested, where possible.
- You will be seated with a seat spare between you and the next person. This is necessary to ensure social distancing is observed.
- This applies even if you are in the same household or social bubble.
- When accessing your seat, it may be necessary to go past other spectators in your row. In this case, please face away from the other spectators as you pass and please wear a face covering.
- We ask you remain in your allocated seat at all times wherever possible and only move when leaving the stand.
- If you do need to leave your seat, wait for a time when the walkway is clear and always follow the signs indicating which way to go.
- If you leave your seat, please keep your distance and remain aware of the movements of others at all times.
- Please always wear a face covering when moving from your seat.

# In Stadium

## Catering Facilities

- Catering facilities will be available around the stadium.
- All catering and retail outlets are cashless and cash will not be accepted.
- Food and drink can also be ordered for click and collect at selected bars around the stadium via the Edgbaston app, which is free to download on iOS and Android.
- Please make use of this service as much as possible to avoid queues being formed around the stadium.
- An in-seat delivery service will be available for disabled spectators only.
- Please adhere to normal social distancing measures if queues have formed.

Spectators are asked to stay within the stadium grounds throughout the day and during the breaks of play.

Toilet facilities will be available and will be kept to a very high standard of cleanliness.

Please observe respiratory etiquette and always cover your mouth if needing to cough or sneeze. If you feel ill, please contact your nearest steward.

## When Leaving

- When leaving the stadium, you must do all you can to observe social distancing at all times.
- Concourse areas will be controlled to ensure one-way traffic at all times, please cooperate and be considerate of others.
- Hand sanitiser dispensers will be located at all exits.
- You must wear a face covering within the grounds surrounding the stadium at all times.

