



Spectators' Code of Conduct

Ipswich Town looks forward to welcoming you back to Portman Road. In line with Government guidance on the admission of supporters to football stadia, this Code of Conduct acts to principally guide and advise ticket holders of the protocols in place during the matchday event. The Club has put in place a range of processes to ensure the safety of all supporters at our matches; however it is vitally important that all attendees play their part in making each event safe and enjoyable and to do so we need your continued support and co-operation. Supporters are therefore kindly reminded of the requirement to adhere to this Code of Conduct at all times and follow all safety requirements in order to assist Club staff and stewards and to help protect you and your fellow fans.

- As per Ipswich Town's ticket terms & conditions and Government guidance, supporters are reminded if purchasing tickets on behalf of others they are required to provide names and contact details for each individual ticket holder and tickets must not be passed on to anyone else. Due to social distancing measures affecting capacity, it is very unlikely that you will be seated in your designated season ticket seat. Supporters should also be aware that anyone who resides in a Tier 3 area will not be able to attend matches at Portman Road.
- Supporters must not attend if they are suffering from COVID-19 symptoms, are feeling unwell, or if they have been in close contact recently with anyone experiencing symptoms or who has tested positive. In the event you develop COVID-19 symptoms whilst at the stadium, please notify the nearest member of Club staff immediately.
- Plan your journey in advance and arrive at the stadium in plenty of time (an entry time and point will be specified on your ticket) – normal entry points might be closed and additional stadium entry procedures such as temperature testing and searching **will** be in operation.
- Please avoid bringing large bags into the stadium and only do so if absolutely necessary, this will help avoid slowing down the stadium entry process.
- There will not be any catering facilities within the stadium concourses, so you are advised to provide your own refreshments in a clear plastic bag. Plastic bottles up to 500ml will only be allowed. No glass or cans. Alcohol is not permitted under any circumstances.
- Prior to entering the stadium you will be required to provide photographic identification ie, driving licence/passport etc to validate your matchday ticket. The ID must match the name on the ticket. Please note that children under the age of 13 will not need ID but their accompanying parent or guardian will have to validate their details.
- On arrival at the ground please be aware that social distancing and safety measures will be in operation and follow all Club signage, instructions and guidance issued by stewards and/or Club personnel.
- Upon entering the stadium please pay close attention to signage, floor markings and instructions issued by stewards or via the club's PA system, this will help get you where you need to be in the most efficient way.

- Face coverings are mandated indoors and in all covered communal/covered areas including on entry and in the concourses, queues, toilets etc. Given the higher risk of transmission associated with singing and shouting, spectators are strongly encouraged to wear face coverings in all outdoor spectator settings, including seats. They may be removed whilst eating or drinking.
- At all times please observe social distancing and avoid close contact with others not in your social bubble.
- Toilets will be operating at reduced capacity. When using toilet facilities, please follow all guidance, be patient and considerate towards other users and wait your turn to avoid toilet areas becoming crowded. Where possible, try to avoid peak times (such as half-time and the end of the game).
- When moving past others, to and from your seat, please avoid face to face contact and follow stewards instruction.
- Maintain good hand hygiene at all times around the stadium – use the sanitiser dispensers provided and avoid touching your face, or handles and railings whenever possible.
- Please remain in your seat for the full game if possible – including at half-time and avoid unnecessary movement. If you need to move, wait until gangways are clear and ensure you are wearing a face covering.
- We all hope we'll be celebrating a goal but please remember to maintain safe distances to other supporters not in your social bubble and be respectful and mindful to those around you whose individual circumstances may differ from your own.
- Please refrain from touching the match ball if it is kicked out of play and into the stands. A member of Club staff will collect the ball in order to sanitise it and return it to the field of play.
- Supporters are kindly asked not to approach any of the Club's or visiting club's players or coaching staff at any time as players and staff will not be able to sign autographs or pose for photographs.
- Please be patient at the end of the game as egress from the stadium will be managed by a row by row, block by block system. Listen to the advice from stewards. It will take longer than normal to leave due to the procedures in place to allow supporters to exit the stadium safely and efficiently.
- If you want to leave the stadium early, the latest you will be able to will be no later than the 85th minute.
- The Club reserves the right to eject any supporter that fails to comply with this Code of Conduct and reminds all fans that stadium capacities may ultimately be negatively impacted as a result of any safety issues.
- These Codes are subject to change at short notice dependent upon Government Guidelines.

Thank you for your support and full co-operation. Please stay alert, follow these guidelines and help us all enjoy the match safely.