



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 cooperation. 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.
- Supporters must not attend if they are suffering from COVID-19 symptoms, are feeling unwell, have been asked to self isolate, 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) Any person aged 11 or over to gain entry to the Stadium will either be required to provide proof of a NHS negative lateral flow test (no longer than 48 hours prior to the event) or proof of full vaccination (with the second dose administered at least 14 days before the relevant match)
- Prior to entering the stadium you may be required to provide photographic identification ie, driving licence/passport etc to validate your vaccination status. The ID must match the name on the ticket. Please note that children under the age of 13 years will not need ID but their accompanying parent or guardian will have to validate their details.
- 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
- Face coverings are mandated in indoor areas such as the concourses, and toilets etc. Whilst not mandated within the Stadium bowl, spectators are strongly encouraged to wear face coverings in all outdoor spectator settings, including seats. We ask all those attending to show respect to ITFC staff and fellow supporters in regard to this matter.
- 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.
- 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.

- 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.