



Spectators' Code of Conduct

Ipswich Town looks forward to welcoming you 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 staff and stewards, and to help protect you and your fellow fans.

- As per Ipswich Town's terms & conditions, match tickets may be purchased in one person's name rather than each individual, however if Ipswich Town are contacted by the NHS Track and Trace service we ask that the lead booker is able to provide all contact details for all attendees on the booking should we make contact. The lead booker is also responsible for ensuring all guests are aware of the code of conduct prior to arriving at the stadium.
- 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 18 or over to gain entry to the stadium will either be required to provide proof of an 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).
To prove your vaccination status we will accept the following: **1.** Covid-19 passport on a mobile device, **2.** NHS app showing the dates of both vaccinations, **3.** An NHS letter showing both dates of vaccination, **4.** International Vaccination Cards showing both vaccinations. For the negative lateral flow test this needs to be via a text message or email from the NHS with the test date, person's details and confirmation of negative result. (Not the actual test stick).
- Prior to entering the stadium, you may be required to provide photographic identification i.e., driving licence/passport etc. to validate your vaccination status. The ID must match the name of the vaccination proof. Please note that children under the age of 18 years will not need ID but their accompanying parent or guardian will have to validate their age.
- 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 required 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 steward instructions.

- Always maintain good hand hygiene 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.