



Supporters' Code of Conduct

Southend United looks forward to welcoming you back to **Roots Hall** 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 Club'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, 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 – normal entry points might be closed and additional stadium entry procedures such as temperature testing may be in operation.
- 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.
- **Masks are compulsory and have to be worn at all times including when watching the match, unless when sitting in your seat you're eating or drinking, once you have consumed either food or fluid your mask needs to go back on.** For yours and others safety please also wear them when queuing to enter the Stadium, walking to your seat or accessing the Club Memorabilia Shop.
- Please avoid bringing large bags into the stadium and only do so if absolutely necessary, to avoid slowing down the stadium entry process.
- At all times please observe social distancing and avoid close contact with others not in your social bubble.
- 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.
- Some of the ground's amenities, such as toilets, may not be in operation or may be operating at a reduced capacity.
- When using toilet facilities, please follow all guidance, be patient and considerate towards other users, and wait your turn to avoid toilets areas becoming crowded. Where possible, try to avoid peak times (such as half-time and the end of the game).
- 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** location for the full game if possible – including at half time and avoid unnecessary movement. If you need to move, wait until gangways are clear, avoid face to face contact and follow stewards' instructions.
- 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 Cub'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 when leaving the stadium and 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.
- 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.

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