

Southend United Return of Crowds Stadium Guide

Important Notice

The Club and staff are looking forward to welcome you back – we have missed you! However, to ensure that we have a long and happy relationship; we would request that you do a personal risk assessment to ensure that you feel safe to return and are not in 'an at risk' group. Should you have COVID symptoms or have been advised to isolate; then we would request that you do not attend during this period.

The issue and validity of your ticket is based on your compliance with the safety measures in this document; so please familiarise yourselves with this document's contents before coming to the Stadium.

The below needs to be followed to ensure that supporters are able to attend future games at Roots Hall, the safety of all supporters is paramount during these times and your cooperation is needed on and off the footprint of Roots Hall.

Transportation

Supporters are advised to travel to the stadium in their household or social bubble. Where possible supporters are encouraged to walk or drive – and where possible avoid public transport.

Entry Procedure

Entrance to the stadium will be via the turnstiles as per the below stadium plan; and we request that you try to adhere to the staggered entry times below to assist with safe entry to the stadium.

If you have an even numbered seat; then your entry times will be 40, 30, 20 and 10 minutes before the start of the game.

If you have uneven numbered seats; then your entry times will be 45,35,25 minutes and so on before the start of the match.

Please note that the determination of whether 'even or uneven' will be based on the seat number of the person having made the booking for entry only.

Upon entry to the stadium you will required to sanitise your hands before entering the stadium. The sanitising stations will be just after the entry points. We request that you keep contact with turnstiles to a minimum and push them open with your waists or gloved hands

Please ensure that you scan the NHS Track and Trace QR Code when entering the stadium, the QR code will be available on poster points throughout the stadium.

Stewards will be on hand to provide additional entry information and assist with social distancing.

One-way system in the stadium

Please ensure you keep left at all times, observe social distancing and do not stop or block the walkways. When entering and exiting stands please follow the directional signage and ensure empty rows are used for passing. If necessary, please use the toilets immediately after entering as this will be the easiest opportunity and will be along the flow.

Face Coverings

Masks are compulsory and have to be worn at all times including when watching the match, unless when sitting in you're 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.

The ticket office will not be open as no tickets will be on sale – online help will still be available for iFollow should you not be able to attend.

Seat Allocations

All supporters are required to sit in their designated seat as detailed on their ticket. Please note that all tickets are non-transferable. The stewards will have a seat plan with seats which may be occupied as they have been sold. Should you sit in an unsold seat; you will be asked to show your ticket and be moved to the correct seat. We ask for your co-operation throughout please.

All supporters will be required to adhere to the Club's Supporter COVID Code of Conduct in this document and can be found on our official site. Supporter compliance is vital to ensure supporters can continue to watch matches at Roots Hall Stadium.

Food & Drink

Unfortunately, all kiosks will be closed for the foreseeable future, in order to increase ease of circulation along walkways and concourses allowing for an increased COVID restricted stadium capacity, supporters may bring their own food and drink. Please note that NO alcoholic beverages may be brought into the stadium.

Supporters will be able to purchase food and soft drinks from our partner Dominos, they will have stalls available in the Fairfield BMW East Stand car park and also entrance of the Paul Robinson West Stand.

Please note that no cans, glass bottles or other non-permitted items listed in the stadiums ground regulations are to be brought into the stadium.

Toilets

Toilet capacities will be reduced to adhere to social distancing. Face coverings must be worn at all times whilst using toilets. You may have to queue at peak (half time) periods – but we would try keep this to a minimum. The toilet entrances will display the capacities – please adhere to this as we cannot safely place a guard at each toilet door as this will further increase people in a restricted area.

Bars

Due to Government Tier 2 restrictions will not be open for the foreseeable future.

Southend United Club Shop

The Club Shop will be open from 10am till kick off. Please note that access will be limited to 10 (families with small children count as 1) in at once in order to comply with social distancing.

Face coverings must be worn when queuing and in the Club Shop and must scan the QR code above the sanitising station, entrance to the club shop will only be through the main club shop entrance not the ticket office.

Ticket Collections

Depending on whether your match tickets are seated in the Outstanding North Bank or the Paul Robinson West Stand will differ on where you collect your tickets from.

The North East Ticket Collection Point will only be for the Outstanding North Bank tickets and re-prints, it will be open from 12pm till kick-off.

The West Stand Ticket Collection point will only be for the Paul Robinson West Stand tickets and re-prints, it will be open from 12pm till kick-off.

Please note there are no tickets available for sale on the day of the fixture.

Exit

When the match ends, walkways all revert to exit flows. Please head to your nearest exit and keep moving whilst complying with social distancing. Do not block walkways and consider staggering your exit to allow the peak to pass.

Matchday stewards will assist with staggering the safe exit of supporters by guiding people in rows nearest to the marked exit points first.

When leaving the stadium, the Safety Advisory Group have emphasised that congregating in the walkways and outside the stadium is not allowed and we ask all fans to leave in a safe and social distanced manner.

One Way System Stadium Map

