



# Spectator Code of Conduct

2021-22

[SPECTATOR CODE OF CONDUCT](#)

**We are excited to be able to host supporters at Easter Road Stadium again and we know you will be excited to be back here too!**

To ensure your experience is safe and enjoyable you must follow the guidelines in this Code of Conduct. Compliance with this Code is essential and shows respect for other Hibeers whilst also protecting yourself, your club, your sport, and your community.

YOU MUST READ AND AGREE TO FOLLOW THIS CODE AT ALL TIMES. IF YOU ARE ATTENDING WITH OTHER MEMBERS OF YOUR SOCIAL BUBBLE, PLEASE MAKE SURE THEY HAVE ALSO READ THIS CODE OF CONDUCT.

THIS CODE IS DESIGNED TO HELP CREATE A SAFE AND ENJOYABLE ENVIRONMENT AND TO PROTECT YOU AND YOUR FELLOW SUPPORTERS. TO ASSIST OUR STAFF PLEASE TAKE THE TIME TO KNOW WHAT IS EXPECTED OF YOU. IF YOU DO NOT COMPLY WITH THIS CODE, YOU MAY BE DENIED ENTRY OR ASKED TO LEAVE THE STADIUM.

Before purchasing a ticket, and again before attending a match, you must decide whether it is appropriate for you to attend the match, including careful consideration of associated risks and your vulnerability status. This will include consideration based on your own personal circumstances (including your age, group size and make up, health status and susceptibility to infection).

Although we have looked to minimise COVID-19 risks and make your visit to the stadium as safe as possible, controls are not infallible and supporters are responsible for making their own assessment on whether they are comfortable attending the game, taking into consideration their own health, wellbeing and personal circumstances including consideration of any vulnerable persons in their household.

**PLEASE NOTE THAT THERE WILL BE NO KIOSKS OPEN PLEASE ARRANGE TO BRING ANY SNACKS WITH YOU IN A CLEAR PLASTIC BAG.**

You must not attend if you...

- ...have any COVID-19 Symptoms (a temperature of 37.8 degrees or above, a new continuous cough, a loss of sense of taste/smell or any other symptoms officially recognised as being symptoms of COVID-19)
- ...have tested positive for COVID-19 or have been in contact with anyone infected with COVID-19 in the last 14 days prior to the game.
- ...are self-isolating or in quarantine (e.g., returning from a country on the Scottish Government quarantine list)
- If you live in an area where there is a local lockdown in place and/or other COVID-19 restrictions are in place which mean you are travelling between tiers (cannot or should not attend e.g., Travel restrictions)
- Attend the match if we do not have your contact details for NHS track and trace purposes.



- Gather outside of the Stadium before or after the match in a way that breaches social distancing rules.
- Engage in any conduct that is intended to transmit the COVID-19 virus to another person or any conduct that can be reasonably construed to be intending to transmit the COVID-19 virus to another person. If you do, you will be ejected from the Stadium, the Police will be contacted, and you will be subject to the Club's sanction tariff including but not limited to a lifetime ban.
- If you feel ill or develop any COVID-19 symptoms while at the match please contact your nearest steward who will direct, you to the appropriate medical facility.

This Supporter Code of conduct is in addition to the current ground regulations.

### **If you test positive...**

- **...for COVID-19 in the 14 days after the game you must inform the club at the earliest opportunity (tickets@hibernianfc.co.uk)**

### Hygiene...

- Please use hand sanitiser on entry and as you move throughout the stadium.
- Face coverings must be worn properly within the stadium covering both your nose and mouth, (unless you are exempt in line with Government Guidance). Where possible it is advised to bring a spare.
- Please always maintain an adequate social distance of 2 metres during your visit
- Toilet facilities are available for use with the appropriate social distancing and hygiene measures, please follow the stewards' advice and adhere to the numbers stated on the entrance to the toilets.
- Cleaners will be on duty throughout the game to ensure good hygiene and cleaning procedures are in place.
- Please dispose of all rubbish in the bins provided.
- If you cough or sneeze please catch in a tissue or in the crease of your elbow, sanitising hands afterwards and disposing of any contaminated tissues in a bin.
- Avoid or minimise touching of surfaces, your face, eyes, nose, and mouth.

### Remember to take...

- Ticket – you will need to scan your ticket on entry and know where you are sitting.
- Photo ID – you may be asked for Photo ID on entry.
- Face covering – they are mandatory to wear at all times during your visit to Easter Road (if you are medically exempt, please contact the Ticket Office in advance).
- **Spectators who breach these rules in the code of conduct may be dealt with by Hibernian Football clubs unacceptable conduct code.**



- Personal hand sanitiser – sanitising stations are present throughout the ground, but you are allowed to take your own small bottle into the stadium.

#### What you should not bring...

- Bags are only permitted for medical or childcare reasons these bags must be clearly see through revealing the contents.
- As usual, no bottles, cans or alcohol are permitted. As there are no Kiosks open supporters will be allowed to bring in plastic bottles of water

#### Before you arrive...

- Know your route and entry gate – you might be in a different area of the stadium from usual.
- Remember group bookings are only for single households or those who have formed an extended household in line with Scottish Government regulations.
- Fans with children are responsible for always supervising them and should follow social distancing guidance.
- Note your entry slot given.

#### Arrival...

- Arrive in good time to go through all the necessary entry procedures.
- Arrive at your allocated time slot, with your face covering properly covering your mouth and nose. (supporters that miss the allotted slot will be advised when they will be reallocated an entry time)
- Follow signs and steward instructions – these are there to keep you safe.
- Ticket and photo ID should be ready for inspection.
- Security checks will be in operation.
- Where possible, avoid using your hands to turn the turnstile.
- Avoid or minimise the touching of surfaces, including the turnstile, and your face/eyes/nose/mouth. Try to use feet or elbows to turn the turnstile.
- Maintain good hand hygiene – wash your hands in the toilets and use the hand sanitiser available throughout the stadium.
- Locate your seats – sit only in your allocated seats. Please do not attempt to sit anywhere else or tamper with the measures in place to allow social distancing between supporters.
- Always cover your mouth if needing to cough or sneeze.
- Follow all instructions provided via the PA or stewards.

#### During the game...

- Remain in your allocated seat (standing is strictly prohibited)
- Always wear your face covering properly covering both your nose and mouth. (Unless you are exempt in line with Government Guidance).
- If you need to leave your seat wait for the stairs to clear, remember the 2-metre social distancing rule, keep your face covering on, sanitise your hands and follow the signage and steward instructions.
- When in your seated area, when moving past other fans to and from your seat, please avoid face-to-face contact – turn your back when passing.



- If the match ball enters the stand, please pass down to the ball attendant to be sanitised – do not throw the ball back onto the pitch. Please ensure you sanitise your own hands once the ball has been passed back.
- We know you want to shout and sing to back the team – for the moment please continue to wear your mask. Be respectful to others in your vicinity taking a responsible approach at all times, avoid excessive shouting/singing/celebrations as those activities increase the risk of transmission of COVID-19. You should avoid hugs, high fives and any close contact with people who are not in your social bubble.
- Priority will be given on stairwells to people ascending the stairs. To avoid contact, people descending are required to step into a row until the stairwell is clear for them to continue their journey. Each aisle will have one row of seats free to stand into
- During the game in case of any emergency please follow instructions given over the PA system.
- When using the Stadium's amenities, such as toilets, avoid queues wherever possible by checking to see if any of them are not in use. Where this is not possible, you must follow social distancing guidelines.
- Avoid using the toilets immediately before kick-off and at half time.
- Do not congregate with concourse areas at any time.
- Comply with all other relevant guidance and rules related to COVID-19 protection and social distancing, including those of the government and public health authorities.
- Follow any instructions or requests given to you by stewards or other Stadium staff to ensure that the Stadium is carefully managed for everyone's safety.

#### After the game...

- Please abide by social distancing on egress from the stadium
- For your safety, please remain seated, wait for announcements or instructions from the Stadium Announcer or Stewards before leaving your seats.
- There will be a staggered exit to keep supporters safe and allow for social distancing. You may be held back for up to 5 minutes.
- Stewards are onsite to keep you safe, please follow their instructions.
- Continue to wear your face covering when exiting the stadium.
- Take any rubbish with you and dispose of it in the bins provided.
- Please use hand sanitiser on exiting the stadium.
- Please do not make any attempt to approach any staff or players and remember to give stewards space of 2m if you need to talk to them for advice or direction.

By following the Code of Conduct you will play your part in seeing a return of larger crowds as soon as possible. Failure to comply with this Code of Conduct may jeopardise public health, harm the reputation of the club, the sport, and the wider community.



Non-compliance will be treated with the utmost seriousness and may result in disciplinary sanctions by the club which may lead to long-term exclusion from the ground.

The Code of Conduct has been put together to ensure the safety of all fans, staff, and players equally.

To ensure your health and safety, please remember:

1. Please wear a face covering at all times within the stadium
2. Please ensure social distancing
3. Please sanitise on entry and exit and frequently whilst in the stadium.
4. Thank you for your support.
5. Stay alert.
6. Stay safe.

