



Northampton Saints RFC Spectator Code of Conduct

This code of conduct is in addition to our ground regulations and is developed to ensure a safe and secure environment for all supporters attending Franklin's Gardens and adhere to COVID-19 health restrictions.

To help us deliver a safe match and help to protect you and your fellow supporters, please read and follow this code as well as any instructions from our stewards and matchday staff.

At all times and in all parts of our stadium, please observe social distancing guidelines and avoid close contact with others not in your approved group.

1. Spectators should assess the risk associated with attending, both at the point of ticket purchase, and on the day of the game, relative to their own personal circumstances, age, group size and makeup, health status and susceptibility to infection.
2. Tickets are non-transferable, non-refundable and ticket bookers cannot change seats once inside the venue.
3. All ticket bookers must provide up-to-date contact details, in order to assist with NHS test and trace requirements. This requires that their contact details held by the Club are up-to date on their online ticketing account.
4. Spectators are strongly encouraged to consider taking a COVID-19 Lateral Flow Test on the day of the match prior to leaving home for their own safety and that of others. Tests are readily available from www.gov.uk/order-coronavirus-rapid-lateral-flow-tests
5. Match attendees are strongly encouraged to download the NHS COVID-19 app prior to arrival at the stadium, and to scan the stadium's QR code to register your entry at Franklin's Gardens.
6. Any supporter who, after purchasing a ticket, subsequently tests positive for COVID-19, is contacted by NHS Test and Trace advising them to self-isolate, or who shows any symptoms of COVID-19, must **NOT** attend the match or transfer their tickets to another supporter.
7. Your entry gate to Franklin's Gardens will be indicated on your ticket. This may not be your usual gate. Your ticket will be scanned to enable entry so please have your ticket printed or available to scan direct from your mobile device. All tickets are print at home.
8. In line with the government's Test and Trace guidelines, the named owner of the ticket must be attending the match. The transfer of tickets is strictly forbidden. Named photographic ID must be able to be shown prior to entry and must match the name on the ticket. Attendees will also be required to complete a COVID-safe form prior to arriving at Franklin's Gardens.
9. Spectators will be allocated a seat in advance and must stick to this seat. Household groups including support bubbles can purchase tickets together (maximum of four people) and will be placed at least two seats away from other spectators/groups in the same row. No other spectators will be seated in the seats in the row either directly in front or directly behind your seat. Please visit www.gov.uk/guidance/making-a-support-bubble-with-another-household for more information on how a support bubble is defined.
10. Spectators with a ticket may have their temperature checked by a steward as they enter the stadium. Anyone displaying any COVID-19 symptoms will, unfortunately, be asked to return home.
11. When accessing your seat it may be necessary to move past other spectators in your row. In this case please always face away from the other spectator as you pass.
12. All spectators must wear a face covering at all times at Franklin's Gardens, unless eating or drinking. Spectators should bring their own facemask / covering.
13. Please remain in your seat at all times whenever possible. Supporters will not be able to stand pitchside to watch the warm-ups, match or post match.



14. If you do need to leave your seat during the event, wait for a time when the gangway is clear and always follow the signs/stewards indicating which way to go and walk on the left hand side.
15. Lifts are prioritised for those with accessibility needs.
16. Please use the hand sanitary stations or wash your hands regularly.
17. Narrow concourse areas will be controlled by stewards at all times, please cooperate and be considerate of others.
18. Catering facilities and bars will be available. Please adhere to social-distancing measures if queues have formed. Access to certain areas will be controlled to avoid overcrowding. Please be patient if this is required.
19. Food and drink can only be consumed in your specific matchday seat, and not the bars or supporter village areas. Please return to your seat as soon as you have purchased your food.
20. All catering and retail outlets are cashless. Utensils and containers are all disposable.
21. Please drink responsibly before and during your visit to Franklin's Gardens; alcohol can affect people's inhibitions and affect your ability to socially distance from fellow spectators. Anyone deemed to be acting irresponsibly while under the influence of alcohol will be asked to leave.
22. You may be required to queue for toilet facilities to ensure that social distancing is maintained within these areas. All toilet facilities will be regularly cleaned.
23. Please observe respiratory etiquette – always cover your mouth if needing to cough or sneeze. Avoid hugs, high-fives and any close contact with people who are not within your bubble. Take care when celebrating or singing/shouting – be aware this increases risk of transmission of COVID-19 to others.
24. If you feel unwell or begin to display COVID-19 symptoms, please leave the ground if you are able, or contact your nearest steward and you will be directed to our medical team.
25. If using public transport, please ensure you follow government guidance.
26. The venue will open one-and-a-half hours before kick-off in order to minimise access queues.
27. A specific gate for entry to Franklin's Gardens will be indicated on tickets.
28. You may be asked to remain in your seat after the game, with each block of seats being individually released to reduce queuing and maintain social distancing.
29. To protect the wellbeing of our players and staff, and ensure correct social distancing protocols are observed, there will be no photograph (selfie) or autograph opportunities with Northampton Saints players after the final whistle.
30. When leaving the ground, please be patient and observe social-distancing guidelines.

RISK

31. By accepting this Spectator Code of Conduct, you agree to abide by these regulations for your own safety and that of your fellow Northampton Saints supporters, Club staff and contractors.
32. While the regulations and precautions taken across the venue are in line with stringent government guidelines, supporters accept this Spectator Code of Conduct in the knowledge that COVID-19 is an unprecedented pandemic, and a level of personal risk exists that each supporter chooses to take by attending.
33. This code of conduct is in line with Government guidelines relating to crowds at sporting events at the time of writing but is subject to change at short notice.

BREACHES

34. Please be aware that any breaches of this Code of Conduct will be treated extremely seriously and may result in sanctions – including expulsion, bans, or reporting to the police.
35. Everyone has a responsibility to ensure events happen safely and are permitted to continue.