

DW STADIUM

SPECTATOR CODE OF CONDUCT

Wigan Warriors look forward to welcoming you back to the DW Stadium. In line with Government guidance on the admission of supporters to rugby 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.

BEFORE YOU ARRIVE ½ TICKETING

- Season Ticket Holders will be given priority to attend games and will need a ticket to gain entry. No away supporters will be allocated tickets until further notice.
- All ticket purchasers and attendees must provide contact details, in order to assist with NHS track and trace requirements. This requires contact details which are held by the Club are up to date on their online profile. Supporters should endeavour to ensure the details the Club holds for them are accurate. If you have recently changed address or contact number, please update your profile. Supporters must NOT pass tickets onto others.
- No tickets will be available to buy on the match day. Tickets are non-transferable, non-refundable and supporters cannot change seats once inside the venue.
- All fixture dates and kick off times are subject to change. No refunds will be given on this occasion and you will receive the equivalent ticket for the subsequent re-arranged match in this instance.
- Ticket holders experiencing any symptoms of COVID-19 should not attend. If anyone from your social bubble is suspected to be showing COVID-19 symptoms, you must not attend. Refunds will be available on this occasion.
- Government guidance around self-isolation and travel must be adhered to.
- Consider your travel arrangements and where possible try to avoid public transport. If using public transport, please avoid travelling at peak times.
- On arrival at the ground, entry will be at a particular time and gate, as indicated on your ticket. Please adhere to this arrival time; if you do not arrive on time, admission will be at the discretion of the ground safety staff if it can still occur safely within social distancing guidelines and avoids creating unnecessary queues or crowding. Your ticket will be scanned to enable entry so please ensure you have your ticket printed. We strongly advise as many supporters as possible to print tickets from home.
- Spectators will be allocated a seat in advance and must stick to this seat. Families or bubble groups can sit together (maximum of 6/two households) and will be sat at least two seats away from other spectators / groups. Alternate rows will be left vacant.
- Lifts are reserved for those with accessibility needs.

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ARRIVAL & FACILITIES

- It is **mandatory** for all spectators to wear a face shield (mask/visor) at ALL times during their time at the stadium. Including when passing through the turnstiles, passing through the concourse area to get to their seat, when using the toilet facilities and when seated during the match, unless exempt for medical reasons. In this instance, be prepared to be challenged for reasons for your exemption. For all spectators, please appreciate that people's reasons for not wearing a mask are not always apparent.
- 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.
- When accessing your seat, it may be necessary to "brush past" other spectators in your row. In this case please face away from the other spectator as you pass.
- 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.
- Maintain good hand hygiene – use the sanitiser dispensers provided and avoid touching your face whenever possible. Face coverings are required at all times when in the stadium.
- Food and Soft/Alcoholic Drinks will not be permitted into the stadium and the catering facilities and bars will not be open. Supporters with any medical/dietary requirements only will be exempt. Plastic bottled water only will be allowed into the stadium.
- Toilet facilities will be limited in number but kept to a very high standard of cleanliness. You may be required to queue for toilet facilities to ensure that social distancing is maintained within these areas and you must remember to wear a mask.
- Please observe respiratory etiquette. We all hope we'll be celebrating tries and victories, 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. Avoid hugs, high-fives and any close contact with people who are not within your social bubble by taking care when celebrating.
- 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 Club's players or coaching staff at any time, as players and staff will not be able to sign autographs or pose for photographs.
- If you feel ill please contact your nearest steward, and you will then be directed to our medical team.
- The venue will open two hours before kick-off in order to minimise access queues. Supporters will be given an entry time on their tickets to help manage entry. Turning up outside the designated time may result in your entry being delayed. Should a supporter arrive later than their designated time, the Club reserves the right to refuse entry.
- Spectators should assess the risk associated with attending - both at the point of ticket purchase and on the day of the game – in relation to their own personal circumstances; age, group size and makeup, health status and susceptibility to infection.
- When leaving the ground, please be patient and observe social distancing guidelines.
- All other ground regulations remain in force. If you are attending with other members of your social bubble, please make sure they have read and understood these guidelines too.

SELF-DECLARATION

By accepting this Spectator Code of Conduct, you agree to abide by these guidelines for your own safety and that of your fellow supporters. While the guidelines and precautions taken across the venue are in line with stringent government guidelines, supporters do so 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. 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 co-operation.
Please stay alert, stay safe and help us all enjoy
the match safely.**

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