



Spectators' Code of Conduct

This code of conduct is applicable to all individuals who purchase or are allocated tickets for an event at which social distancing and Covid-19 protection measures are in place.

Preston North End looks forward to welcoming you back to Deepdale. 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 that may be 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.

- Supporters must not attend Deepdale if they:
 - Have any Covid-19 symptoms (fever, cough, loss or change of sense of smell);
 - Receive a positive Covid-19 test result;
 - Are required to self-isolate for travel or NHS contact and trace reasons.

- In the event you develop Covid-19 symptoms whilst at the stadium, supporters must leave via the nearest exit immediately and follow NHS track and trace guidance. ,
- As per current 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. All tickets must be allocated to each member attending during the booking process.
- 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 may be in operation. Please use the nearest turnstile or entry point printed on your ticket.
- Supporters are encouraged to walk or cycle to the stadium or travel independently where possible. If travelling via public transport, please ensure you follow Government guidance with regards to face coverings.
- On arrival at the ground please be aware of safety measures that may be in place and follow all club signage, instructions and guidance issued by stewards and/or club personnel. This may include social distancing requirements.
- It may be a requirement (unless exempt) for all spectators to wear a face covering when entering, exiting, moving around the stadium and when seated. This will be communicated as per the relevant Government guidance at the time.
- Please avoid bringing large bags into the stadium and only do so if absolutely necessary, to avoid slowing down the stadium entry process. Supporters are asked to use a clear plastic bag where possible, so stewards can easily search the bag if necessary.
- Please be aware that some refreshment kiosks inside the stadium may not be available or may be operating at a reduced capacity and in such instances concourses will only be used for access, egress and to use toilet facilities.

- Payment methods at kiosks and bars will be contactless throughout; we will be unable to accept cash payments.
- Some toilet facilities 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 toilet areas becoming crowded. Where possible, try to avoid peak times (such as half-time and the end of the game). Most toilet facilities will be operating a one way in and one way out system.
- Please be mindful of social distancing requirements that may be in place and avoid close contact with others not in your support 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.
- 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.
- Keep left whilst going up or down vomitories and keep central whilst going up or down the gangway to your row and seat. Try to avoid crossing on the gangway and any face to face contact.
- If you have to pass other spectators in your row to access your seat, avoid face to face contact and brush past with your back to the person you are passing.
- We all hope we'll be celebrating a goal but please remember to maintain safe distances to other supporters not in your household and support bubble, and be respectful and mindful to those around you whose individual circumstances may differ from your own.
- Please be patient when leaving the stadium and listen to the advice from stewards. It may take longer than normal to leave due to procedures that may be in place to allow supporters to exit the stadium safely and efficiently.
- The club reserves the right to eject any supporter who 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.
- Please ensure you also read the relevant ticket terms and conditions for your purchase.
- If you are attending with other members of your support bubble, please make sure they have read and understood these guidelines too.

**Thank you for your support and full co-operation from all at
Preston North End.**

**Please stay alert, follow these guidelines and help us all
enjoy the match safely.**

The Spectators' Code of Conduct will be:

- Available to view at www.mypne.com and www.pne.com.
- Available to request from the ticket office.

Last updated May 2021