



## Liverpool Football Club COVID-19 Supporters Code of Conduct

We at Liverpool Football Club are looking forward to welcoming you back to Anfield for the final game of the 20/21 season.

These are clearly unprecedented times and the health, safety and security of everyone attending the game is our number one priority. We are committed to ensuring that the stadium is a safe and enjoyable environment for everyone. We need your support to keep you, your fellow supporters, club colleagues, and the local community safe.

The starting point is a set of shared principles which we need supporters to adhere to; these are also known as a 'Code of Conduct'. Some of the principles will be familiar to you as part of society's 'new normal', others will be specific to football stadia, but they all have the same aim - to create a framework that acts in the best interests of those who attend matches. We are also implementing strict measures to keep you safe during your visit.

We also ask that ahead of the game, you familiarise yourself with the new Anfield Fan Checklist and be prepared for your visit. There are important changes to your match day experience which include digital only tickets, specific entry times, one-way system and Covid regulations.

It is your responsibility to decide whether to attend a match based on your own health status, susceptibility to infection and the circumstances of those in your household or family bubble. Liverpool City partners are encouraging those supporters who do attend this game to take a test either the day before or on the day of the game. Please check your local government or NHS website for the nearest test centre.

Please **DO NOT** come to Anfield if:

- **You or any members of your household or support bubble currently have symptoms of COVID-19, or have had symptoms in the past 10 days**
- **You or any members of your household or support bubble have been diagnosed with a confirmed or suspected COVID-19 infection in the last 10 days**
- **You or any members of your household or support bubble have been contacted via the NHS track and trace app told to self-isolate**
- **You have been in close contact with a person who has a confirmed or suspected case of COVID-19 in the past 10 days**

**PLEASE NOTE:** If you are unable to attend a game due to one of the above restrictions and have already purchased a ticket:

- You must notify us via email to receive a full refund 24 hrs before the relevant fixture where possible, by contacting us [contactus@liverpoolfc.com](mailto:contactus@liverpoolfc.com)

- Even in the case of illness or local enhanced public health measures, tickets cannot be transferred or assigned to anyone else.
- If you are unable to attend the game for any other reason, please refer to the ticketing terms and conditions.

If you are attending the game with any other members of your household or support bubble, please make sure that they have read and understood all the principles.

### **PREPARING FOR YOUR VISIT:**

We want you to have the best matchday experience possible during these unprecedented times:

- On Thursday 20 May, an email will be sent containing a unique link to a health declaration form. You must complete this form before arriving at Anfield or your ticket will not be activated for entry to the stadium. If you don't receive this email by 9am on Friday the 21 May, please [contact us](#).
- Please plan your journey to and from the stadium in advance and [know your entry times](#). There is a full guide on getting to Anfield to help plan your travel on our website.
- Keep your social distance from fellow fans - it is important to observe UK government social distancing guidelines while travelling to and from Anfield.
- In order to protect yourself and others, supporters aged 11 and over **must** wear a face covering while on the stadium footprint queuing, on concourses, and in the LFC superstore. You may only remove your face covering whilst eating and drinking.
- If you are medically exempt from wearing a face covering please download (to your phone) or print the exemption badge from the UK government website [here](#) to show our stewards should they ask to see it. If you have any problems accessing this exemption badge, please contact [maskexemptions@liverpoolfc.com](mailto:maskexemptions@liverpoolfc.com), **at least 3 days before the match**, so we can help you. Please note that unless you have an age, health or disability reason for not wearing a face covering you may not be permitted access to the stadium.
- We are a cashless stadium – contactless and/or chip and pin payments are required in all areas. In line with current COVID-19 guideline and best practice, cash will no longer be accepted.

### **ENTERING THE STADIUM:**

Anfield may look different to when you last visited, so please familiarise yourself with the new stadium layout in advance (map available on our website) and [know your entry time](#).

**We have also changed to NFC digital tickets on your smartphone – we are no longer using paper tickets or access cards. There is a [step-by-step instruction guide](#) on how to use the new NFC digital ticket.**

In order to speed up your entry to the stadium:

- Please only arrive at the stadium in timeframe specified on the reverse of your ticket – this will allow enough time for ID checks and search procedures to be carried out. Please do not arrive at the stadium any earlier than your allocated timeframe. Anyone arriving later

than their requested time will be allowed entry but may be delayed allowing others to enter at their allotted time.

- We ask that you only enter the stadium via the entry point stated on your digital ticket.
- You must be the named person on the digital ticket purchased – all tickets are strictly non-transferable. Given the unique circumstances, anyone entering the stadium with an adult, young adult or over 65 ticket, should carry **photographic ID** which matches your ticket to support NHS track and trace and in case of any issues on the day. Accepted forms of photo ID include:
  - **Driving license**
  - **Passport**
  - **Citizens Card**
  - **UK Armed Forces ID card**
- **No bags are permitted** in the stadium and there are no bag storage facilities available. Please refer to the list of prohibited and non-prohibited items below:



**IN ALL AREAS:**

To protect the health and safety of you, your fellow supporters and club colleagues:

- Please ensure you comply with the requests of our friendly stewarding team. They are there for your safety and the safety of those around you.
- At all times, and in all parts of the ground, observe 2m social distancing and avoid close contact with others not in your household or support bubble.
- At all times, please wear a suitable face covering unless medically exempt - failure to comply may result in being asked to leave the stadium. Please note that snoods and scarves are not considered suitable as protection from transmitting the virus.

- Wash and / or sanitise your hands regularly using the hand sanitiser provided. Please avoid touching your face, handles and railings wherever possible.
- Please follow any directional signage and the new one-way systems that are in place.
- Lifts will be operating at significantly reduced capacity and will only be available to those who require them. You may be required to wait a little longer than usual.
- Please observe respiratory etiquette and always cover your mouth with your arm or tissue when coughing or sneezing.

### **INSIDE THE STADIUM:**

Once inside the stadium, things will look a little different. We kindly ask that you:

- **Please remain seated** in your allocated seat or viewing position while watching the match – do not move to any other seat even if the person closest to you is a member of your household or support bubble.
- Persistent standing is not allowed. When celebrating or engaging in key moments of the match please act responsibly – COVID-19 spreads more easily when people stand, sing and shout.
- Locate the nearest toilets to your seat in case you need to use them during your visit.
- If you need to pass other supporters in your row to get to, or move from your seat or viewing position, please avoid face to face contact, wait until the gangway is clear and always follow the signs indicating which way to go.
- Any food and drink bought on the concourses should be consumed at your allocated seat or viewing position to allow as much space in concourse areas as possible. Seat Serve will be in operation throughout the stadium for you to buy food and non-alcoholic drinks and have it served directly to your seat – we recommend that you download the app before the day of the game <http://anfield.seatserve.com/>
- Queues may be a little longer than usual, so please be patient with our team.
- If you feel ill at any point during your trip to Anfield and start to show symptoms of COVID-19, please notify a steward and they will be able to assist you.

### **LEAVING ANFIELD:**

After the game, please help us by:

- Following the staggered exit procedures and pay attention to the stadium announcements relating to how to exit safely. This may mean various numbered rows and/or blocks being asked to remain in the stadium for a few minutes after the final whistle.
- Whilst exiting please remember to wear your face covering and maintain social distancing, at all times.
- Respect our neighbours by leaving quietly and taking your litter home.

To recap, before you head to the game, please familiarise yourself with our Anfield Fan Checklist:



We would like to thank our fans for their ongoing cooperation and their commitment to supporting our team safely. However, the risk to our supporters, our colleagues and our community from COVID-19 is one we take very seriously. We are also obliged to ensure that we comply with our legal obligations, therefore any breaches of this Code of Conduct will be managed in accordance with our [official sanction process](#).

This Code of Conduct has been prepared in collaboration with supporters, local agencies, and UK government requirements. Given the changing nature of COVID-19 this Code may be amended and updated from time to time in line with UK government or football governing body guidance and legislation.

**Please check the latest version of the Code of Conduct ahead of arriving at the stadium on our Return of Supporters web hub: <https://www.liverpoolfc.com/return-of-supporters-to-anfield>**

Thank you,

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