



## Liverpool Football Club Supporters Code of Conduct 21/22 Season

Liverpool Football Club (“Club”) is looking forward to welcoming back supporters to Anfield for the new season.

Ahead of each football season we review and update a Code of Conduct for all supporters to adhere to at all times at Anfield.

We ask that all supporters who are attending matches at Anfield to read and agree to this season’s Code of Conduct that is in place before, during and after each match. If you have purchased tickets on behalf of others, then please make sure they have also read and agreed to this Code of Conduct.

The code is designed to help us create a safe and enjoyable environment for everyone. The health, safety and security of everyone attending the match is our number one priority. We need your support to keep you, your fellow supporters, our people, and the local community safe.

The starting point is a set of shared principles which we need all 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.

We also ask that ahead of each match, you familiarise yourself with the new Anfield Fan Checklist (see below) and be prepared for your visit. Since you last visited Anfield, there have been some important changes to your match day experience which include:

- NFC Passes – digital only tickets which require supporters to also carry matching identification
- Face coverings are recommended
- We are a cashless stadium
- No bags
- Limited access to Anfield Road Stand

If you do not comply with this Code of Conduct, you may be denied entry or asked to leave the stadium. Please act responsibly when attending a match.

Before purchasing a ticket, and again before attending 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.

Working with our Liverpool City Partners we are encouraging those supporters who do attend matches this season to get their vaccination and / or to take a test either the day before or on the day of the match. Please check the NHS website for the latest advice on testing <https://www.nhs.uk/conditions/coronavirus-covid-19/testing/get-tested-for-coronavirus/>

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

- You develop COVID-19 symptoms, please self-isolate immediately and get a PCR test.
- 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 Test and Trace app and told to self-isolate. This remains the law regardless of your vaccination status.
- You have been in close contact with a person who has a confirmed or suspected case of COVID-19 in the past 10 days

For the latest advice please head to <https://www.gov.uk/coronavirus>.

**PLEASE NOTE:** If you are unable to attend a match 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 sold but may be transferred by way of the Club's official ticket exchange scheme or such other ticket transfer scheme as the Club may implement during the season, always in compliance with such scheme rules.
- If you are unable to attend the match for any other reason, please refer to the relevant ticketing terms and conditions.

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

Since your last visit to Anfield there have been some important changes. We want you to have the best matchday experience possible, please read the below to prepare for your visit:

- Please **plan your journey** to and from the stadium in advance. There is a full guide on getting to Anfield to help plan your travel on our website. The important change is access to Anfield Road, if you have tickets in this stand, please check your correct access point.
- To protect yourself and others, **we recommend that supporters aged 11 and over should wear a face covering** while moving around the stadium and in enclosed spaces like queuing, on concourses, and in the Club superstore. As this is a recommendation, we ask you respect other supporters if they choose to wear or not wear a mask.
- We are a **cashless stadium** – contactless and/or chip and pin payments are required in all areas.
- As our tickets are now on **NFC Passes** please ensure you have these ready before you leave for the match and that you have charged your phone in preparation for accessing the stadium.
- **No Bags are permitted** in the stadium and there are no bag storage facilities available. Small bags carrying hygiene products and / or medicines or club shop bags carrying purchases from the retail store are the only exception. Those bags permitted will be subjected to a bag search on entry point.

## ENTERING THE STADIUM:

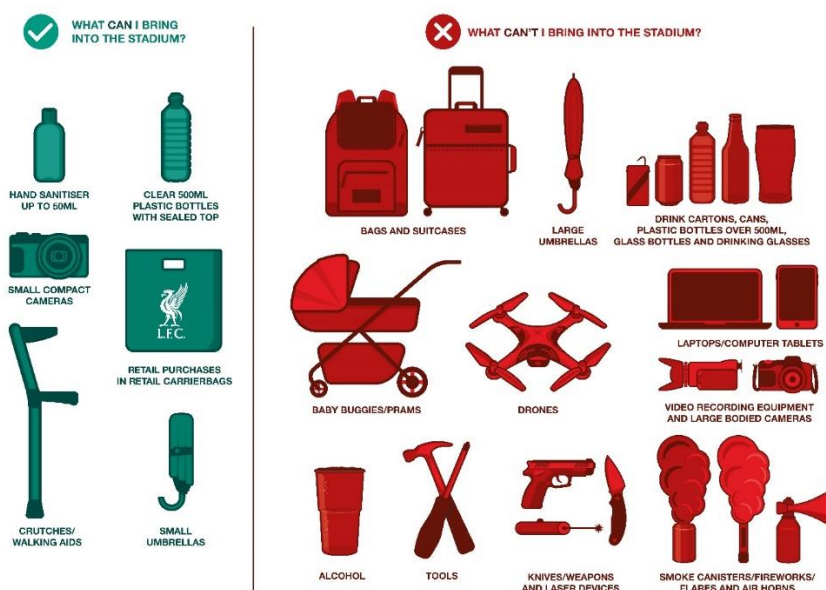
Anfield may look different to when you last visited, so please familiarise yourself with the new stadium layout in advance (map available on our website). There are important changes to those fans accessing Anfield Road. Please see check the website for your access points.

**We have also changed to NFC Passes 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 Passes**

*Please note for pre-season friendlies without NFC Passes – please follow the instructions on your email to print your ticket at home.*

In order to speed up your entry to the stadium:

- **Please arrive at the stadium in plenty of time** to allow enough time for identification checks and search procedures to be carried out at random so please be prepared.
- You must be the named person on the digital ticket purchased – all tickets are strictly non-transferable other than via the schemes referred to above. Given the unique circumstances, anyone entering the stadium with an adult, young adult or over 65 ticket, should carry **photographic identification** which matches your ticket to support NHS test and trace and in case of any issues on the day. Accepted forms of photo identification 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. Small bags with essential personal items or club shop bags are the only exception and will be subjected to a bag search at your entry point. 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.
- Where possible please keep your distance from other supporters when moving around the stadium.
- We recommend you please wear a suitable face covering when inside the stadium unless medically exempt. 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.
- 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, we kindly ask that you:

- **Remain seated** as Anfield is an all-seater stadium, persistent standing is not allowed this includes those areas which have the new railed seating. When celebrating or engaging in key moments of the match please act responsibly.
- 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 match <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.

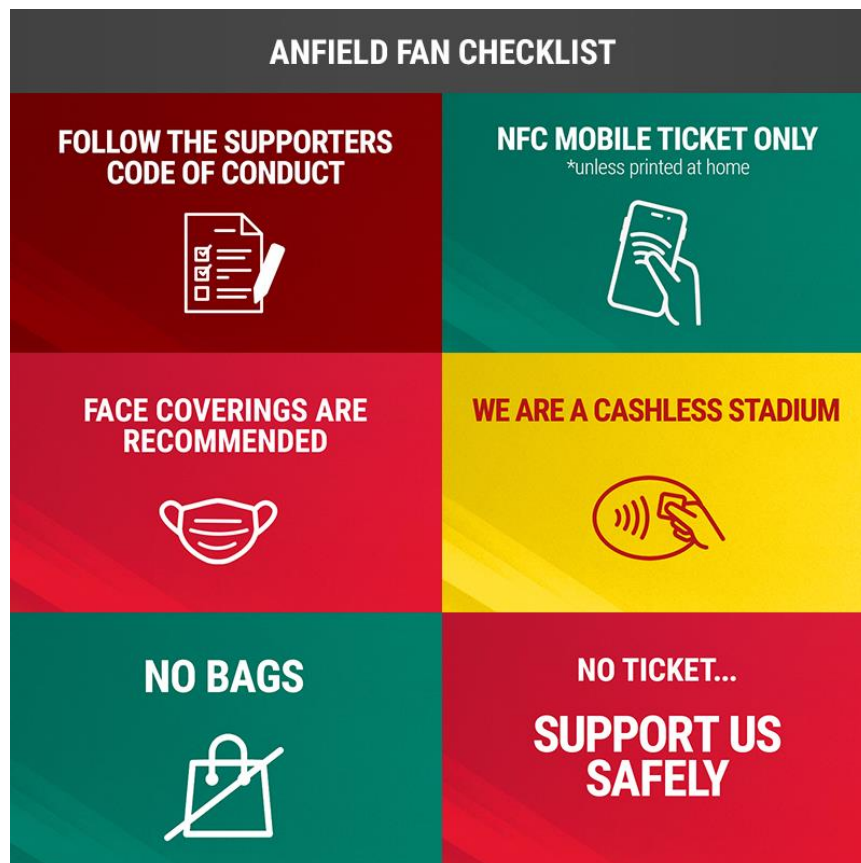
### **LEAVING ANFIELD:**

After the match, please help us by:

- Whilst exiting **we recommend you wear a face covering** and maintain distance from fellow supporters where possible.
- Please remember that Anfield is home to our local community. We ask you respect our neighbours by leaving quietly and taking your litter home.

- If you have travelled by bus your return pick up point may be different from your drop off. Please check the travel map with post match pick up points.

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



We would like to thank our fans for their ongoing cooperation and their commitment to supporting the team safely. However, we still have work to do to keep each other safe. 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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