



COVENTRY BEARS RUGBY LEAGUE RETURN TO SPECTATORS

SPECTATOR GUIDE TO ATTENDING MATCHES AT BUTTS PARK ARENA COVENTRY

1.0 INTRODUCTION

- 1.1 We are delighted that fans are once again entitled to attend Coventry Bears matches. We have changed our operating practices to ensure that we comply with Government and RFL guidance and regulations.
- 1.2 This guide is intended to advise you of those changes and also provide you with other information that you need to know in advance of attending any match at Coventry Bears Butts Park Arena.
- 1.3 As you will appreciate the situation in relation to Covid-19 is constantly evolving we will seek to keep you updated as to any changes to our operating practices via the Club website and social media.

2.0 PURCHASING A MATCH TICKET

- 2.1 Only spectators with valid match tickets bought in advance of the match, may attend matches.
- 2.2 Spectators will be able to purchase match tickets from **coventrybears.com/bearstickets** up until matchdays in order that the ground can prepare accordingly.
- 2.3 Spectators will only be able to purchase match tickets as individuals unless a group booking is made by individuals from the same household or the same social bubble as per Government guidance please see here:

<https://www.gov.uk/guidance/meeting-people-from-outside-your-household-from-4-july>

This is to ensure appropriate Social Distancing at the ground.

- 2.4 Prior to purchasing tickets, you will be asked to:
 - ensure that you have read the following Spectator Code of Behaviour at <https://www.coventrybears.com/theclub>
 - ensure that you considered the associated risks of attending a match and your own vulnerability status via the following links:
<https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing-after-4-july#clinically-vulnerable-people>
<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>
 - provide accurate contact information as required to assist with NHS test and trace requirements, (you will be prompted)
 - 'opt in' to confirm that you understand all of the above statements and will abide by all requirements



- confirm you will abide by all other requirements the Club may set out in advance of the match including but not limited to [temperature checking and the use of face coverings]

- 2.5 Seats will be allocated with a distance of two seats between separate bookings to seek to ensure compliance with Social Distancing Guidelines. For Standing areas, spectators will still required to ensure Social Distancing which will be managed by the Club but will only go on sale if seats sell out.
- 2.6 When purchasing a match ticket, spectators may be asked how they are travelling to the match to assist the Clubs planning with local transport providers about the likely impact on services and to assess their own available services such as parking spaces.
- 2.7 Upon purchasing a match ticket, the Club will send electronic confirmation by email that you will be abide the Spectator Code of Behaviour and have confirmed you are aware of the associated risks of attending a match.
- 2.8 Spectators with disabilities when purchasing match tickets should contact the Club ticket office by email to debbie.watson@coventrybears.co.uk to discuss what adjustments may be required to be made by the Club, including in light of Covid-19 regulation.

3.0 SERVICES AVAILABLE/RESTRICTIONS TO SPECTATORS

- 3.1 **Food and Beverage will not be on sale at the ground.**
- 3.2 **All financial transactions will be contactless**
- 3.3 **Toilet and first aid facilities will be open in the main stand.**
- 3.4 **Spectators may not bring any food or drink on site.**
- 3.5 **Hand sanitisation stations will be positioned on entry to the ground.**
- 3.6 **Face coverings will be mandated indoors and in all covered communal/covered areas including on entry and in concourses, queues, and toilets.**

4.0 JOURNEY TO THE STADIUM

- 4.1 The Coventry Bears Club encourages all spectators to avoid crowded areas, specifically those that are indoors to reduce the risk of infection and encourage all spectators to come directly from home to the ground.
- 4.2 The Coventry Bears Club advises all spectators to avoid public transport where possible. Where unavoidable spectators should ensure they are compliant with government guidance such as face coverings.
- 4.3 Where spectators use public transport, details of which can be found here <https://www.coventrybears.com/theclub>
- 4.4 Where spectators travel by car, please note the routes to the stadium here <https://www.coventrybears.com/theclub>



- 4.5 Where spectators travel foot or bicycle, please note the routes to the stadium <https://www.coventrybears.com/theclub>

5.0 DAY OF THE MATCH

- 5.1 Spectators may receive a message on the day of the match to remind of risks associated with attending and to consider any symptoms they may have before travelling.

- 5.2 In accordance with the Spectator Code of Conduct, spectators should not attend the match if they (or any member of their household) are experiencing any of the following symptoms:

- a high temperature (37.8 or higher); or
- a new onset of a continuous cough; or
- loss of or change in normal sense of taste or smell

In addition, and again outlined within the Spectators Code of Conduct, spectators should not attend if they have been requested to isolate by NHS Track and Trace.

6.0 ARRIVAL AND EXITING THE GROUND

- 6.1 Entrance and exit times will be controlled so that everyone can enter and exit in a controlled and safe manner.

- 6.2 Spectators should arrive by and exit at the specified time stated by the Club for the area of the stadium they are seated in the main stand area.

- 6.3 The Club is using Gate B entrances and Gate B exits in relation to matches all details are on your e-ticket email

- 6.4 The following entrances are to be used with respect of emergency access Gate A and Gate D.

- 6.5 Spectators may be subject to temperature checking. If a spectator's temperature is over 37.8, they may be refused access to the ground.

- 6.6 Spectators are asked to limit the number of bags they bring to the ground to avoid the build-up of queues in this area'. Spectators are reminded about those items which are prohibited here: <https://www.coventrybears.com/theclub>

- 6.7 Please remember that there must be no waiting outside the stadium.

7.0 INSIDE THE GROUND

- 7.1 Spectators shall remain within their seats at all times unless accessing the facilities.

- 7.2 Spectators are required to follow all Social Distancing guidelines and strictly sit only in specified seats and follow the instructions of all stewards.

- 7.3 To assist spectators, signage has been installed throughout the stadium, spectators should follow this signage when moving around the ground including when accessing any facilities.

- 7.4 Spectators are responsible for ensuring supervision of children in their care.

- 7.5 The Club will notify all spectators via the PA system about the importance of Social Distancing and other appropriate measures in place at the stadium.



- 7.6 The Club will remind all spectators via the PA system about the exiting procedures which have been circulated to all spectators prior to the match.
- 7.7 Spectators are reminded to frequently use the hand sanitisers provided.
- 7.8 Spectators are reminded that many people attending matches will be understandably nervous about attending events with people outside of their social households and bubbles. It is therefore important, in line with the RFL Respect and Enjoy the Game campaigns to be understanding of others by complying with all Codes of Conducts and guidance issued.
- 7.9 Spectators wishing to report concerns about spectator behaviour should contact the following number 07718 365465

8.0 ILLNESS/SUSPECTED COVID-19 CASE

- 8.1 Spectators who become ill whilst at the ground must, where possible, contact the following number 07718 365465 in order that the situation can be managed accordingly.
- 8.2 Spectators who are displaying suspected Covid-19 symptoms will be taken to an isolation room contained within the ground.