

# **Sandy Park Code of Conduct**

The following Code of Conduct is in addition to ground guidelines and is developed to ensure a safe and secure environment for all supporters attending Sandy Park whilst adhering to COVID-19 related restrictions.

## **BOOKING**

1. Tables will be allocated in advance, for a maximum of six people in total.
2. All bookings must provide contact details, in order to assist with NHS track and trace requirements. This requires that their contact details held by Exeter Rugby Club are up-to-date and on their online profile.
3. You will be allotted an entry time slot which must be adhered to for staggered arrival.
4. You must wear a face covering unless sat at your table.
5. We would ask that once you arrive you go directly to your allocated table.
6. When you do need to leave your table to use the facilities, ensure you use the one-way system and wear a face covering
7. Lifts are reserved for those with accessibility needs.

## **ON-SITE FACILITIES**

1. Please use the hand sanitiser stations regularly. Face coverings are required at all times, unless seated at your table.
2. Toilet facilities will be available in each designated area and kept to a very high standard of cleanliness.
3. Please ensure social distancing is always maintained.
4. You must remain seated at your allocated table, please do not mix or switch spaces on other tables.
5. There will be table service only, please download the 'Sandy Park Drinks' app for this purpose. No cash payments.
6. Please observe respiratory etiquette - always cover your mouth if needing to cough or sneeze. Avoid hugs, high-fives, raised voices and any close contact with people who are not within your social bubble.
7. All customers must vacate site by 10pm to adhere to current Covid-19 restrictions.

## **WELL-BEING**

1. You must not attend if you are suffering from any COVID-19 symptoms and/or required to self-isolate.
2. You should assess the risk associated with attending, both at the point of purchase and on the day, and in relation to your own personal circumstances, age, group size and make-up, health status and susceptibility to infection.

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## **COVID 19 SYMPTOM CHECK**

You will be required to complete a Covid-19 Symptom Check on the day of your booking—this will be in the form of a QR code on your ticket. Please complete this on the day of your booking and ensure this is **completed 2 hours prior to arrival. The questionnaire must be completed by every individual attending.** To complete the questionnaire, please follow the below instructions:

1. Open the camera on your mobile or tablet device
2. Scan the QR Code that can be found on your match ticket
  - a. Android devices will automatically load. Go to Step 4.
3. Apple devices will ask you to open “forms.office.com” in Safari, press this tab.
4. The Track and Trace form will automatically load
5. Fill in and Submit

**This Code of Conduct has been put in place to ensure the safety and well-being of yourself, fellow guests and staff, stewards.**

**While the guidelines and precautions taken across the venue are in line with stringent Government guidelines, all guests 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.**

**By accepting this Code of Conduct, you agree to abide by these guidelines for your own safety and that of your fellow guests.**

**As a venue, our aim is to provide a safe and secure environment for all guests at Sandy Park.**