

## Covid – 19 Secure Events

As you might expect attending a match day at Twickenham Stadium will look and feel different to normal and, while we are working hard to ensure everyone attending has a brilliant experience while cheering on England, there are a few essential pieces of information you need to know and consider before booking. These include the following:

- there is restricted capacity on public transport, please do not to use Twickenham Rail Station due to limited services and either book a car parking space or consider alternative ways to get to the match;
- you will need to wear a face covering when not in your seat or eating or drinking, so please bring one with you unless you have an exemption in which case please bring evidence;
- there will be a strict no bag policy on match days – so please leave your bags at home;
- tickets seated together (i.e. seats that are numbered consecutively next to each other) can only be purchased for, or used by, those who are part of the same household. Seats for anyone from different households will be socially distanced;
- all tickets will be mobile tickets via the Twickenham Stadium app. Each person attending will be required to have their own mobile ticket on their own device. This allows us to comply with NHS Track and Trace as contact details will be collected through the Twickenham Stadium app.

You must also be willing to comply with our updated [Ticketing Terms and Conditions and Twickenham Stadium Ground Rules](#) prior to purchasing tickets.

### **SPECTATOR CODE OF CONDUCT**

**PLEASE NOTE THAT TICKETS FOR THE MATCH(ES) ARE AVAILABLE TO PURCHASE SUBJECT TO THE RFU OBTAINING THE RELEVANT LICENCE AND APPROVALS FOR THE MATCH INCLUDING THOSE FROM PUBLIC HEALTH AUTHORITIES. IT MAY BE NECESSARY FOR US TO MAKE CHANGES AT SHORT NOTICE WHICH MAY INCLUDE A MATCH BEING PLAYED WITHOUT SPECTATORS, WITH FEWER SPECTATORS OR BEING CANCELLED. WHERE THIS HAPPENS WE WILL PROVIDE YOU WITH AS MUCH PRIOR NOTICE AS POSSIBLE. PLEASE**

**SEE [www.englandrugby.com/tickets](http://www.englandrugby.com/tickets) FOR INFORMATION ON REFUNDS.**

BEFORE YOU BUY, SELL, TRANSFER/ALLOCATE OR ARE TRANSFERRED/ALLOCATED TICKETS YOU **MUST** READ AND AGREE TO FOLLOW THIS CODE OF CONDUCT. PLEASE PRINT A COPY OF THIS CODE OF CONDUCT OR SAVE IT FOR FUTURE REFERENCE. A COPY IS AVAILBLE AT [www.englandrugby.com/tickets](http://www.englandrugby.com/tickets).

TICKETS WHICH ARE SEATED TOGETHER **MUST ONLY** BE BOUGHT BY OR FOR, OR BE SOLD OR ALLOCATED/TRANSFERRED TO, PEOPLE IN THE **SAME HOUSEHOLD** (THIS INCLUDES ANYONE IN A SUPPORT BUBBLE WITH THAT HOUSEHOLD). YOU **MUST NOT** BUY, SELL, ALLOCATE OR TRANSFER TICKETS THAT ARE SEATED TOGETHER FOR OR TO PEOPLE FROM DIFFERENT HOUSEHOLDS. THIS WOULD BREACH SOCIAL DISTANCING AND

WILL RESULT IN THOSE ATTEMPTING TO USE THOSE TICKETS BEING DENIED ENTRY OR ASKED TO LEAVE WITHOUT REFUND OR COMPENSATION.

YOU **MUST** MAKE SURE THAT ANYONE YOU BUY TICKETS FOR, OR SELL OR ALLOCATE/TRANSFER TICKETS TO, HAS ALSO READ AND AGREED TO FOLLOW THIS CODE OF CONDUCT.

This is essential because we are relying on you following this Code of Conduct in order to help us to protect you and your fellow fans and to assist and protect our staff.

If you do not comply with this Code of Conduct you face being denied entry or being asked to leave without refund or compensation.

**Is attending the match the right thing for you and the people in your household bubble?**

This is a personal decision based on your own circumstances and those of anyone else in your household (this includes anyone you are in a support bubble with). You should decide this both before buying or being transferred/allocated tickets and again on the day of the match.

Whether attending is the right decision or not will depend on factors like your age, health, how likely you are to catch an infection and how serious it would be if you did. If you are in any doubt, please consult the latest government guidance at [www.gov.uk](http://www.gov.uk).

WE WILL REQUIRE ALL SPECTATORS TO WEAR A CLOTH FACE COVERING WHILE AT THE STADIUM, UNLESS SEATED IN YOUR ALLOCATED SEAT OR WHEN CONSUMING FOOD OR BEVERAGES. ANYONE THAT IS EXEMPT FROM WEARING A FACE COVERING MAY BE ASKED TO PROVE THIS EXEMPTION.

Rest assured that we are doing everything we reasonably can to minimise the risks as much as possible but only you can decide whether or not attending the match is the right decision for you and others in your household.

**You MUST NOT attend if you or anyone else in your household (including anyone in your support bubble): has or develops any COVID-19 symptoms; and/or, are/is required to self-isolate; and/or, you live in an area where there is a local lockdown; and/or, other restrictions are in place which mean you cannot safely travel to or from or attend the match.**

### **Tickets**

All tickets will be issued digitally through the Twickenham Stadium app. Tickets that are seated together **MUST ONLY** be used by people from the same household (including, those in a support bubble with that household) and **MUST NOT** be bought for, given, sold, or transferred/allocated to, people from different households and **doing so will result in those attempting to use the relevant tickets being denied entry or asked to leave without compensation or refund.**

We have assumed that all hospitality bookings, Executive Box ticket bookings, and Debenture tickets booked as part of a package which includes access to indoor

spaces within the Stadium, will be purchased for use by people from different households. Accordingly, anyone booking any of these types of packages/tickets will be allocated socially distanced seats in the indoor areas of the Stadium and in the Stadium seating bowl. If such booking is for people from the same household (including anyone in a support bubble with the relevant household) please inform us at the time of booking so that we can allocate appropriate seats.

Where you purchase or are allocated tickets which are for use by other people, you **MUST** transfer a ticket to each person who will be attending the match as soon as possible following your purchase or receipt of the tickets.

Every person attending the match will be required to have their own mobile ticket on their own device. **Anyone trying to use multiple mobile tickets on the same device will not be permitted to enter the Stadium.** The only exceptions to this are for accompanied minors (those under the age of 18 where proof of age may be required) or for those people with a disability attending the match with a companion. This is essential to ensure that we can comply with NHS track and trace requirements, which demand the contact details of each person with a ticket attending the match.

Please make sure you bring your mobile device with sufficient battery charge as you won't be allowed entry into the Stadium without a valid mobile ticket.

To book and/or access ticket(s) through the Twickenham Stadium app you and everyone that you book tickets for, or allocate/transfer tickets to, **MUST** provide contact details. We need you to do this to help us assist with NHS track and trace requirements where needed. For further information on how we may use your contact details please see our Privacy Policy at [www.englandrugby.com/about-rfu/rfu-policies/privacy-policy](http://www.englandrugby.com/about-rfu/rfu-policies/privacy-policy).

We will let you know which gate you need to use when entering and leaving the Stadium.

Please arrive in good time to go through all the necessary entry procedures.

Your temperature might be taken before entry.

### **Travel**

There could be potential risks to your health and the health of others when travelling to or from the Stadium and you **MUST** follow social distancing at all times, including the use of face coverings where required.

There will be a reduced capacity on trains and buses. This may impact your ability to use public transport to travel to and from the match. Where possible please avoid using Twickenham railway station due to a very reduced service and capacity.

Please use alternative means of travel wherever possible such driving, walking, cycling or private hire taxi.

You **MUST NOT** gather in groups outside of the Stadium, in the local area, or when travelling to or from the Stadium.

You should check [www.englandrugby.com](http://www.englandrugby.com) on the day of the match before travelling for updates on the fixture and any COVID-19 procedures that you are required to follow.

You **MUST NOT** travel to the match if you live in an area where a local lockdown is in place.

### **Seating**

You will be given a specific seat number which will be displayed on your mobile ticket. You **MUST** only sit in the seat with the seat number that you are given.

You **MUST** remain in your seat at all times wherever possible.

If you leave your seat at any time, you **MUST** wear a cloth face covering, except when eating or drinking, unless you have a valid exemption. When moving past other spectators to and from your seat, please also avoid face-to-face contact with other people, including if brushing past them cannot be avoided.

If you do leave your seat, wait for a time when the gangway is clear and always follow the signs indicating which way to go.

You **MUST** remain in your seat at the end of the match and follow the directions of the stewards.

### **Facilities**

Food, drink and other retail outlets will be available at the Stadium. All payments at these concessions are cashless. Access to these facilities will be controlled to avoid overcrowding. Please be patient if this is required.

If you need to use the facilities at the Stadium, such as toilets or food and drink outlets, please check to see if any of them are not in use, and plan accordingly. Please follow normal social distancing if there are queues.

You **MUST NOT** bring a bag of any kind or size with you to the Stadium. If you do, this may result in you being denied entry without refund or compensation.

Lifts are reserved for those with accessibility needs only.

Narrow concourse areas and staircases will be controlled to ensure one way traffic at all times, please cooperate and be considerate of others.

The Stadium will look and feel different to what you are used to in order to ensure social distancing. This includes segregation of different parts of a Stadium and the operation of one way systems, together with more regular cleaning of surfaces and provision of additional facilities such as hand sanitising stations. You **MUST** follow the instructions given by the stewards at all times.

If you feel ill or develop any COVID-19 symptoms while at the match please contact your nearest steward who will direct you to the appropriate medical facility.

Picnics and other gatherings in the car parks used for the match are strictly prohibited.

### **Social Distancing**

You **MUST** observe social distancing and avoid close contact with anyone not from your household (including those in your support bubble) at all times (including when travelling to and from the match) and in all parts of the Stadium.

You **MUST** follow good hygiene practices at all times and in line with the latest government and public health guidance, including:

- wash your hands regularly or, where this is not possible, using hand sanitiser;

- avoid touching your face, handles, railings etc. whenever possible;
- wherever possible sneeze into a tissue and dispose of it safely; and
- always cover your mouth or use your elbow if you need to cough or sneeze and do not have a tissue available.

You **MUST** take care when shouting, singing or celebrating, taking into account the distance from those around you as these activities could increase the risk of spreading COVID-19.

If you are attending the match with children, you are responsible for supervising them and ensuring that they comply with social distancing and this Code of Conduct at all times.

You **MUST** comply with all other relevant guidance and rules related to COVID-19 protection and social distancing, including those of the Government and public health authorities.

### **Updates**

It may be necessary for us to make changes to this Code of Conduct, including at short notice, and you **MUST** comply with any changes that we make. Wherever possible, we will provide you with as much advance notice as possible of any changes by SMS, push notifications, email and/or on our website at [www.englandrugby.com](http://www.englandrugby.com) as appropriate.

All other terms and conditions and ground rules remain in force and must also be complied with.

Thank you for your support and co-operation. Stay alert! Stay safe! Help us all - your fellow fans, your team, your sport, your community!