

Stadium Entry Policy



0.1 Stadium Entry Points

CP1 Non Entry Point

No entrance to fans.

CP2 Entry Point

County Store

Ticket Office

Disabled Entry Point for Pioneer Group Cheadle End

The Together Stand

Upper Tier Pioneer Group Cheadle End

Exit Gate A – Entry Point

Lower Tier Pioneer Group Cheadle End

Exit Gate B – Entry Point

The Danny Bergara Stand

Exit Gate C – Entry Point

Disabled Entry The Danny Bergara Stand

Exit Gate D – Entry Point

The Railway End

***The same entry gates are to be used
on exit of the stadium**



0.2 Stadium Arrival Times

We advise that you plan your journey in advance so you can arrive at the stadium in plenty of time. We will be staggering the times that fans enter the stadium, you can find your block, row and seat on your E-Ticket, please see below the time you will need to arrive based on the stand you will be seated in.. Please note, normal entry points may be closed and additional stadium entry procedures such as temperature testing will be in operation.

It is important that fans turn up to the stadium at their allocated time slot or up to 10 minutes before, otherwise we cannot guarantee that you will be allowed entry to the stadium.

THE TOGETHER STAND

Block	Entry Point	12:00 Noon Kick Off
Block 5	CP2	10:30am
Block 4	CP2	10:45am
Block 3	CP2	11:00am
Block 2	CP2	11:15am
Block 1	CP2	11:30am

THE DANNY BERGARA STAND

Block	Entry Point	12:00 Noon Kick Off
Block F	Gate B	10:15am
Block E	Gate B	10:30am
Block D	Gate B	10:45am
Block C	Gate B	11:00am
Block B	Gate B	11:15am
Block A	Gate B	11:30am
Disabled Platform	Gate C	11:30am

PIONEER GROUP CHEADLE END

Tier	Entry Point	12:00 Noon Kick Off
LT6	Gate A	10:15am
LT5	Gate A	10:30am
LT4	Gate A	10:45am
LT3	Gate A	11:00am
LT2	Gate A	11:15am
LT1	Gate A	11:30am
UT5	CP2	11:30am
UT4	CP2	11:15am
UT3	CP2	11:00am
UT2	CP2	10:45am
UT1	CP2	10:30am

THE RAILWAY END

Block	Entry Point	12:00 Noon Kick Off
Block F	Gate D	10:15am
Block E	Gate D	10:30am
Block D	Gate D	10:45am
Block C	Gate D	11:00am
Block B	Gate D	11:15am
Block A	Gate D	11:30am



0.3 FAQs

Covid-19 Questionnaire

We will also be asking fans to fill in a Covid-19 symptoms questionnaire, all fans will need to bring a printed copy with them on the day of the game. These questionnaires are available to download here, or on our website and they will also be available to pick up from the Club shop or the ticket office*. The questionnaire must be completed within 24 hours of the event start time and so ideally on the morning of the game. [Download Here](#)

* Shop Opening Times

Monday/Wednesday/Friday - 10am to 4pm. Saturdays - 9am to 1pm (outside of match days)

1) What if I have COVID-19 Symptoms?

You must not attend if you are suffering from COVID-19 symptoms, are feeling unwell, or if you've been in close contact recently with anyone experiencing symptoms or who has tested positive. If you or anyone who you have travelled with has a temperature over 37.5, you will not be allowed to enter the ground. In the event you develop COVID-19 symptoms whilst at the Stadium, please notify the nearest member of Club staff immediately.

2) Do I have to adhere to the Code of Conduct?

You must adhere to the Code of Conduct at all times and follow all safety requirements and one-way systems, in order to assist Club staff, stewards and volunteers, and to help protect you and your fellow fans. If you do not co-operate, we have the right to remove you from the stadium and prohibit you from attending future games.

3) What time do I need to arrive at the stadium?

We advise that you plan your journey in advance so you can arrive at the stadium in plenty of time. We will be staggering the times that fans enter the stadium, you will receive an email detailing the time you will need to arrive by. Please note, normal entry points may be closed and additional stadium entry procedures such as temperature testing will be in operation.

It is important that fans turn up to the stadium at their allocated time slot, or up to 10 minutes before, otherwise we cannot guarantee that you will be allowed entry to the stadium.

4) What is the process once I arrive at the stadium?

Once you arrive at the stadium a member of staff will take your temperature and collect your Covid-19 symptoms questionnaire. If your temperature is under 37.5 and all of your answers to the questionnaire is 'no' you will be granted access into the stadium. After that, another member of staff will scan your ticket.

5) How do I leave the stadium after the game?

Fans will be asked to exit the stadium block by block to stop congestion at the front of the stands and stairs. Please stay in your seat until a steward has informed your block that you can now exit. You will then exit the ground through the same gate you entered.

6) Do I need to wear a face mask?

You need to wear a facemask or a visor at all times when entering, moving around and leaving the stadium, Your facemask or visor can be removed when seated or whilst drinking and eating.

7) How do I stay socially distanced from other fans?

Maintain Social Distancing and adhere to the 2m rule where possible. The Club have implemented a one-way system around the stadium and the seating plan has also allowed for fans to sit socially distanced.

8) Can I get up from my seat during the match?

Please remain in your seat or place at all times wherever possible. If you need to use the washroom, they will be open with a queuing system monitored by stewards.

9) Will there be food and drink available to buy on match days?

Catering outlets will be open with a reduced menu and no alcohol. Payments need to be cashless where possible. There will be a queuing system for all kiosks that will be monitored by stewards.

10) Will there be hand sanitiser around the stadium?

You must maintain good hand hygiene when visiting the ground, please use the sanitiser dispensers provided and avoid touching your face, handles, railings etc. whenever possible.



0.3 FAQs cont'd

11) How do I know which is my seat?

You can find your seat in the stadium on the E-Ticket, under the seat section, the order of the numbers are: block – row – seat. For example C-E-84 would be Block C- Row E - Seat 84.

12) Can I pass my ticket on?

No, the tickets are for the purchase holder only. This is an NHS track and trace requirement.

13) Where can I park my car?

There will be no spaces available for Car parking. A large section of the car park is required for additional access for fans as part of SGSA requirements.

14) Can I throw the ball back on to the pitch?

We kindly ask all spectators to not throw the ball directly back onto the field of play. Please return the ball to a member of the ground crew or a steward, who will sanitise the ball before it is returned to the designated ball points around the pitch perimeter.

15) Do I need to sign in to NHS track and trace?

Yes, there will be NHS track and trace codes by each entry point. Please ensure that you scan the code using the NHS app.



0.4 Code of Conduct

This Code of Conduct acts to principally guide and advise ticket holders of the protocols in place during match day. The Club has put in place a range of processes to ensure the safety of all entering our matches, however it is vitally important that all attendees play their part in making it safe and enjoyable and to do so we need your continued support and cooperation.

You are therefore kindly reminded of the requirement to adhere to this Code of Conduct at all times, and follow all safety requirements, in order to assist Club staff, stewards and volunteers, and to help protect you and your fellow fans.

You must not attend if suffering from COVID-19 symptoms, are feeling unwell, or if you've been in close contact recently with anyone experiencing symptoms or who has tested positive. In the event you develop COVID-19 symptoms whilst at the Stadium, please notify the nearest member of Club staff immediately.

Plan your journey in advance and arrive at the stadium in plenty of time – normal entry points might be closed and additional stadium entry procedures such as temperature testing may be in operation. On arrival at the ground please be aware that social distancing and safety measures will be in operation and follow all Club signage, instructions and guidance issued by stewards and/or Club personnel. It is Club policy that all entering must wear a face cover when entering and exiting the Stadium. Face covers (masks or visors) may only be removed once in your seating area and while eating or drinking. However, we ask you to respect others around you and if possible, wear any face coverings all the time. If you are exempt from wearing face coverings please provide proof if requested otherwise you may be refused entry or requested to leave the stadium. Please note that the wearing of supporter scarves is NOT classed as a face covering suitable nor will it be acceptable.

At all times and in all parts of the ground, please observe social distancing and avoid close contact with others not in your household. Arrive in good time to go through all the necessary entry procedures. Make sure in advance that you know where your entry point is, and, if an entry time is specified, be there on time.

Be aware that your temperature will be taken before entry. Be aware that all payments inside or outside the ground are requested to be contactless if possible. However, cash will be taken but please help to limit this as much as possible.

Please remain in your seat or place at all times wherever possible. If you do need to leave your viewing position, wait for a time when the gangway is clear and always follow the signs indicating which way to go. If you are seated, when moving past other spectators, to and from your seat, please avoid face to face contact with other spectators. If you are standing, please stay within your household and remain aware of the movements of others at all times.

Maintain good hand hygiene – use the sanitiser dispensers provided and avoid touching your face, or handles, railings etc. whenever possible. Please observe respiratory etiquette – always cover your mouth if needing to cough or sneeze. Avoid hugs, high-fives and any close contact with people who are not within your social bubble. Take care when shouting, singing, or celebrating. If you are attending with other members of your household, please make sure they have read and understood these guidelines too.

Brush Past & Face Coverings

There will be no brush past on walkway and stairways as the club will implement a one-way flow where possible. Aisle seats will remain empty in order to widen aisles and reduce risk. Alternate rows will remain unoccupied further reducing risk. Face coverings are to be used at all times whilst moving around the stadium. Face coverings can be removed during the match whilst seated. When passing in seated areas, fans are to turn back to back.

0.5 Stadium Map

