



SUPPORTERS CODE OF CONDUCT

Luton Town Football Club

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LUTON TOWN FOOTBALL CLUB

WWW.LUTONTOWN.CO.UK

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Following the outbreak of Covid-19, the Club have made a number of changes to the way we operate. We look forward to welcoming our fans back to Kenilworth Road at some point in the near future, but in order to assist us, and to help protect you, your fellow supporters and our staff, we kindly request that you follow the guidelines set out below;

- You must not attend any match if you are self-isolating, if you have symptoms of Covid-19, if you are currently awaiting the results of a Covid-19 test or if you live in a [Tier 3 region](#).
- Always observe social distancing in all parts of the stadium, including car parks.
- Avoid close contact with others not in your social or support bubble.
- You must have completed the Health Questionnaire prior to attending the game, you will not be able to enter the stadium without this being completed.
- Arrive at your pre-designated time to enable sufficient time to go through necessary entry procedures.
- Before attending the stadium, make sure you know where your entry point is.
- Your temperature will be taken before entry.
- All supporters over the age of 12 must wear a mask whilst travelling to and from the stadium and on approach to the entry point and at all times whilst inside the stadium, except when you are eating and drinking.
- If you are exempt from wearing a face covering, then you must display an exemption pass when required. [Please click here for an exemption pass.](#)
- Supporters aged 14 and above must bring photo ID as you will be required to prove you are the named ticket holder to gain entry. Tickets are not transferrable.
- At all times, children under 12 must be supervised by a responsible adult, both inside and outside the stadium.
- To help reduce queues at security checkpoints, only an A5 bag (21cm x 15cm x 10cm) or a clear bag will be permitted into the stadium. Large bags, suitcases and laptop bags are not permitted.
- Avoid blocking stairwells or entry and exit points.
- If you need to leave your seat, wait for a time when the gangway is clear and adhere to the one-way system in place.
- When passing other supporters in your row, please turn your backs as you brush past each other, to avoid face to face contact using the “brush past” method.
- If you are in a concourse area, please stay within your social or support bubble and remain aware of the movements of others.
- Maintain good hygiene – wash your hands frequently with soap and water or use the sanitiser dispensers provided and avoid touching your face whenever possible.
- Always cover your mouth when you cough or sneeze.
- If you feel ill or have any symptoms that start whilst inside the stadium, you must contact the nearest steward or first aider.
- Ensure that other members of your social or support bubble have read and understood these guidelines.
- Only contactless payments will be accepted in the ground.
- Should the ball enter the stands you should not throw it to a player or onto the field of play. To allow for sanitisation protocol to be adhered to it should be returned to a member of the ball team who will be clearly located at the front of all 4 stands.
- We all hope to celebrate a goal, however, please remember to maintain social distancing, and stay within your social or support bubble.
- You must not request players to participate in photographs/selfies or autographs either inside or outside of the stadium.

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- At the end of the match, you must wait in your seat and follow the directions from the stewards to exit. You must leave the stadium and continue your journey straight home without gathering outside the stadium.
- In the event of an emergency you must follow the directions from the stewards.
- The Club reserves the right to eject any supporter that fails to comply with this Code of Conduct.

Thank you for your support and full co-operation. Please stay alert, follow these guidelines, and help us all enjoy the match safely.