****

**SPECTATOR GUIDE TO ATTENDING SOCIALLY DISTANCED MATCHES AT THE JOHN SMITH’S STADIUM**

We are delighted to announce that supporters are once again permitted to attend Huddersfield Giants Home Super League matches. We have changed our operating practices to ensure that we comply with Government, RFL and Local Authority guidance and regulations.

This guide is intended to advise you of those changes and also provide you with any other information that you need to know in advance of attending any Giants match at The John Smith’s Stadium.

As you will appreciate, the situation in relation to Covid-19 is constantly evolving and we will seek to keep you updated as to any changes to our operating practices via the Club website and social media platforms.

**OBTAINING A MATCH TICKET**

Only spectators with valid match tickets claimed in advance of the match, may attend matches.

Spectators will be able to obtain match tickets from the Giants via an online booking form which must be completed and submitted up to 5 working days before the game in order that the ground can be prepared accordingly.

Spectators will only be able to obtain match tickets as individuals unless a group booking is made by individuals from the same household or in the same support bubble up to A MAXIMUM OF 6 people as per current Government guidance.

This is to ensure your safety and appropriate Social Distancing at the ground.

**Prior to obtaining tickets, you will be asked to:**

ensure you have read the Spectator Code of Conduct

ensure that you have 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/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**](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 for everyone attending in your group to assist with NHS test and trace requirements

‘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 the use of face coverings

Seats will be allocated with a distance of 2 seats between separate bookings to ensure compliance with Social Distancing Guidelines.

No one will be allocated a seat in the rows directly in front of you or directly behind you. These seats will always be kept free and we ask that you report to a steward any breaches of social distances in any of the seating areas.

**TICKETS**

Upon obtaining a match ticket, you will agree to abide by the Spectator Code of Conduct and will have confirmed you are aware of the associated risks of attending a match. You will also be sent a link via your ticket confirmation email with access to this guide.

Season Card Holders will not be able to use their Season Card – they must have a valid matchday ticket which has to be obtained in advance. If you do not have a valid ticket, do not travel as you will not be allowed entry into the Stadium.

All tickets will be allocated in accordance with social distancing guidelines and will be processed in order of receipt.

Spectators with disabilities when applying for match tickets should contact the Club Ticket Office on **01484 484159** to discuss what adjustments may be required to be made by the Club, in light of Covid-19 regulations.

**SERVICES AVAILABLE/RESTRICTIONS TO SPECTATORS**

Food and beverage kiosks will be open on match days with a limited menu.

Once food and/or drink is purchased, spectators must return immediately to their seats within the stadium.

All financial transactions will be contactless (no cash will be accepted)

Toilet facilities will be open on each concourse, but restrictions will apply to the number of spectators entering at a time. This is in guidance with government restrictions on social distancing. Spectators should be aware of the capacities as signposted outside the toilets. We request that spectators check before entering that the facilities within are available for use. Stewards will be on hand to provide assistance and we ask that spectators help them to safely manage these areas. First Aid points will also be open.

Hand sanitisation stations will be positioned at various points within the Stadium and will be clearly marked.

Face coverings must be worn at all times within the Stadium except when sat in your allocated seat.

**JOURNEY TO THE STADIUM**

The Huddersfield Giants encourage 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.

The Huddersfield Giants advise all spectators to avoid public transport where possible. Where unavoidable spectators should ensure they are compliant with government guidance such as face coverings and social distancing.

Spectators travelling by car/ public transport or by foot please read the information below on routes, accessibility, car parking etc for the Stadium.

**TRAVELLING TO THE STADIUM**

**All supporters travelling to the John Smith’s Stadium must follow current UK Government guidelines with respect to the Coronavirus pandemic.**

**By Car**

From the West – Leave the M62 at Junction 23/24 and follow the signs into Huddersfield. Pick up signs for the John Smith’s Stadium. From the East – Leave the M62 at Junction 25. Follow the signs for Huddersfield and then pick up the signs for the John Smith’s Stadium. From the South – Leave the M1 at Junction 38 and follow the A637/A642 to Huddersfield. At the ring road follow the signs for the A62 at the John Smith’s Stadium.

**By Public Transport**

**Train**

The walk from the train station takes approximately 15 minutes (1 1/4 miles) and is signposted. Exit the train station heading through the square and past The George Hotel. Follow the road straight down, passing the Post Office on your right-hand side. Cross the main dual carriageway using the pelican crossing - the Stadium will now be in view. Continue down this road (Leeds Road) and head towards the large Gasometer. Head towards this and turn right, just before it to get onto Gas Works Street. Pass the Gas Works Club on your left and continue down here to the next set of traffic lights. Cross straight across at the traffic lights and you are into the stadium complex. There is also a taxi rank outside the Train Station.

**Bus**

There are numerous buses from Huddersfield Bus Station. If catching one, ask for those that run along Leeds Road past the John smith’s Stadium. For further local travel advice contact First Bus on 0345 646 0707.

**Walking**

From the Town Centre follow the signs from the train station, then follow as per the Train instructions above. The walk down to the Stadium takes approximately 15 minutes.

**Car Parking**

Car parking is available to all supporters who have a valid season car park pass. You can pre purchase a car park pass in advance for the St Andrews car park for £5. Cash payment for car parking will not be taken on the day. There are also unofficial car parks in close proximity to the ground, although local retail park spaces should not be used as they operate a clamping system. Accessible car parking spaces can also be pre booked through the Ticket Office on 01484 484159.

**In accordance with government guidelines we advise supporters, if possible, not to use public transport. If you do intend to travel by train or bus, in light of the current restrictions, please allow plenty of time for your journey as there may be limited spaces on public transport, always wear a face covering and practice social distancing. If you are coming to the Stadium on foot, please avoid travelling with other spectators who are not in your household or support bubble, avoid pubs, cafes etc before coming to the game and maintain social distancing throughout your journey wherever possible.**

**If you are parking at the Stadium, please be mindful of other spectators around you and again keep a safe social distance from other people as you make your way to enter through the turnstiles. Please do not congregate in groups within the Stadium grounds or indeed anywhere on your way to and from the Stadium.**

**DAY OF THE MATCH**

On matchday the Club will send out a message on the website and on all social media platformsto remind spectators of risks associated with attending and to consider any symptoms they may have before travelling.

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 Spectator Code of Conduct, spectators should not attend if they have been requested to isolate by NHS Track and Trace

**Spectators who live in an area under local lockdown restrictions should not travel and should not attend the game. If you are unsure follow the link to the Government website.**

**ARRIVAL AND EXITING THE GROUND**

Turnstiles will open an hour before kick-off – please allow plenty of time as entrance to the Stadium may take longer due to social distancing measures.

Entrances and exits will be controlled so that everyone can enter and exit in a controlled and safe manner.

Spectators should arrive and exit the area of the stadium they are seated in according to the information on their ticket and announcements over the Stadium’s PA system. Stewards will not request that spectators leave the stands straight after the match, so spectators can be assured that they have sufficient time to leave the Stadium avoiding any congestion in the exit areas. Additional routes of exit will be made available to spectators at the end of the match and Stewards will assist and direct them to these routes.

Spectators must wear a face covering whilst entering and exiting the Stadium, in all indoor areas (toilets and concourse) and in any hospitality areas (except when eating or drinking), unless you are exempt. We would also strongly recommend that masks be worn whilst in the Stadium seating area, again unless you are exempt. Spectators arriving without a face mask will be refused entry to the Stadium. Exemptions to this rule are children under the age of 12 and spectators who have a valid medical reason for not wearing one. However, proof must be shown as to why they are exempt.

Should spectators need to bring a bag to the match, this should be limited to no larger than A4 size as bag searches will still be carried out. For everyone’s safety and security, socially distant searching will be in place at the turnstiles. Stewards will request that any bags, pockets or items that cause them concern, be shown in order to ensure that are safe and appropriate to be allowed into the Stadium. We ask for all spectator’s cooperation with these requests. All Spectators are reminded about those items which are prohibited.

Please remember that both on entry and exiting the Stadium to maintain social distancing and when you exit the Stadium you must leave the ground immediately.

**INSIDE THE GROUND**

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

Spectators are required to follow all Social Distancing guidelines in accordance with the current Government rules and the instructions of all Stewards.

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.

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

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.

The Club will remind all spectators via the PA system about the exiting procedures

Spectators are reminded to frequently use the hand sanitisers provided.

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.

Spectators wishing to report concerns about spectator behaviour should text our “Tackle It” text line 07741528949, giving us a summary of the concern, stand, seat no etc. The Safety Officer will then investigate.

All Giants fans, stewards and all who are associated with the Club should, and will, work together to ensure that permission to hold matches with additional spectators can continue at the John Smith’s Stadium.

**ILLNESS/SUSPECTED COVID-19 CASE**

Spectators who become ill whilst at the ground must, where possible, text our “Tackle It” text line 07741 528949, in order that the situation can be managed accordingly.

Spectators who are displaying suspected Covid-19 symptoms will be taken to an isolation room contained within the ground, if they are unable to return home straight away.