

## HOSPITALITY CODE OF CONDUCT

The following Hospitality Code of conduct will apply for all Stage Three matches.

Stage Four matches may also be subject to the code of conduct however the Club awaits clarification from the government and Sports Ground Safety Authority (SGSA).

To assist our staff and stewards, and to help protect you and your fellow spectators, you are required under government guidelines to adhere to the below hospitality code of conduct.

You must not attend if you are suffering from COVID-19 symptoms, self-isolating, shielding or suspect you may have COVID-19. **All ticket holders must complete and return the health self-assessment form 24 hours in advance of the match** (see booking confirmation email for link).

Accurate contact information must be provided for all ticket holders for Club track and trace in addition to using the NHS COVID-19 app if requested.

Arrive in good time to go through all the necessary entry procedures including security and temperature checks. Please avoid bringing bags where possible in order to avoid delays on entry. **Entry time for ticket holders in your Stand / Block will be communicated to you 48hrs ahead of the event based on latest operational plans.**

Be aware that medical mitigation will be in place for any attendee returning a high temperature on arrival. A second temperature check will be taken after an isolation period with entry refused if result is not within government guidelines.

Make sure in advance that you know where your arrival point is, and, if an entry time is specified on your ticket, and ensure you are there on time.

Be aware that you will be required to wear a face covering throughout your visit to the ground for the duration of the event excluding when dining at your table.

At all times and in all parts of the ground, observe social distancing and avoid close contact with others not in your social or support bubble.

Be aware that all payments inside the ground are contactless,

If you need to access any of the ground's amenities, such as toilets, food and drink outlets, or concessions, check to see if any of them are not in use, and plan accordingly.

Observe and adhere to all one-way systems in operation and any area of the ground closed off from use.

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Always remain in your seat. All tables are allocated, and you should only sit in the dining seat you have been assigned. Food and drink must not be shared with other guests on your table.

If you do need to leave your viewing position, wait for a time when the gangway/doorways are clear and always follow steward's advice and/or signs indicating which way to go.

When in seated area and moving past other hospitality guests, to and from your seat, please avoid face to face contact with hospitality guests.

Avoid congregating on concourse areas.

Maintain good hand hygiene – use the sanitiser dispensers provided and avoid touching your face whenever possible.

Please do not approach players for "selfies" & or autographs.

Please observe respiratory etiquette – always cover your mouth if needing to cough or sneeze.

Avoid any close contact with people who are not within your social or support bubble.

Avoid shouting, singing, or celebrating.

When leaving the ground, please be patient, follow the instruction of stewards/staff and observe social distancing guidelines.

The above are in addition to all Essex CCC and ECB ground regulations.

If you are attending with other members of your social or support bubble, please make sure they have read and understood these guidelines too.

Any breach of this code of conduct may result in your ejection from the ground and loss of tickets to future games played during Stage Three restrictions

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

Please note the above Hospitality Code of Conduct applies at time of purchase and issued in addition to the Ground Regulations available in full via the Club website or upon request from the commercial department [jessica.carr@essexcricket.org.uk](mailto:jessica.carr@essexcricket.org.uk). Any amendment(s) as a result of changes in guidelines from Government or Sports Ground Safety Authority (SGSA) will be circulated no later than 24 hours before the event date.

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