



## **RETURNING TO THE STADIUM OF LIGHT: FREQUENTLY ASKED QUESTIONS**

### **What measures are in place for entering and exiting the stadium?**

All ticket purchasers are required to read and adhere to the Supporter's Charter Code of Conduct, which can be viewed by clicking [here](#). Sunderland AFC reserves the right to eject any supporter that fails to comply with this Code of Conduct.

### **Will I need a vaccine certificate, negative Covid-19 test or temperature check to enter the stadium?**

Ticket purchasers are not required to present a vaccine certificate or carry out a temperature check when entering the Stadium of Light. However, we are encouraging all fans to test twice before the game and once after. For more information on when and how to get tested, please visit [saafc.com](https://saafc.com) or [sunderland.gov.uk/coronavirussymptomfreetest](https://sunderland.gov.uk/coronavirussymptomfreetest). Supporters are also advised to scan the Stadium of Light QR code upon entry to comply with NHS Track and Trace.

### **Can I bring food and drink into the Stadium of Light?**

Following advice from the Sports Ground Safety Authority, and to ensure social distancing is maintained, there will be no food and drink served inside the stadium. Therefore, supporters are permitted to bring their own food and drink, which **MUST** be stored in a see-through bag to speed up entry through the turnstiles. Alcohol is prohibited.

### **How will supporters be socially distanced upon arrival at the Stadium of Light?**

Supporters are advised that the club will be operating a phased entrance to the stadium to maximise social distancing and speed up the ingress process. The club are implementing social distancing measures that are in line with the national Sports Grounds Safety Authority guidelines. This also has the approval of the local Safety Advisory Group.

### **What time do I need to arrive?**

If your seat has an odd row number, you are required to arrive at the relevant turnstile between 90 and 45 minutes before kick-off. If your seat has an even row number, you are required to arrive at the relevant turnstile no sooner than 45 minutes before the kick-off.

### **What time will the turnstiles open on matchday?**

Turnstiles will be open from 14:00.

### **How many turnstiles will be open?**

There will be 29 turnstiles in operation in order to facilitate social distancing during the entry process.

### **Can I enter the stadium through any turnstile?**

It is imperative that you queue at the turnstile detailed on your ticket, whilst also adhering to social distance guidelines.

### **What do I need to do when I have entered the stadium?**

Once you have entered the stadium through the turnstile, you are required to follow the one-way system in place and go directly to your seat.



**Will there be hand sanitiser available for supporters?**

Hand sanitiser stations will be available before and after entering the turnstile and throughout the Stadium of Light. Supporters are encouraged to sanitise as frequently as possible.

**Are face coverings mandatory?**

Face coverings are mandatory upon entry and must be worn throughout the duration you spend within the Stadium of Light, apart from when you are eating or drinking.

**If I am exempt from wearing a face covering, what steps do I need to take?**

If you are exempt from wearing a face covering, then you **MUST** inform [ticket.office@safc.com](mailto:ticket.office@safc.com) ahead of the fixture and provide a digital copy of a doctor's note. You will then be issued with a pass, which you will be required to display on a lanyard.

**Will toilet facilities be accessible?**

Toilet facilities will be in operation and overseen by a Covid marshal, who will monitor toilet facility capacity.

**Can I visit the concourse at half-time?**

All supporters must remain in their seats at half-time and must not congregate in the concourse areas. There will be no food or drink, or betting, kiosks in operation. As mentioned above, toilet facilities will be open throughout the stadium at all times.

**Can I leave the stadium before full-time?**

Please remain in your seat until the end of the game and follow the directions of the stewards, who will inform you when and how to vacate the stadium. This is to ensure that social distancing can be maintained whilst exiting. Once outside the stadium, please immediately leave the vicinity to maintain social distancing.

**Will the club store or ticket office be open?**

The Stadium of Light store and ticket office will remain closed on matchday.

**Will match programmes be on sale?**

Match programmes will be on sale via online only and they will not be available to purchase inside the Stadium of Light or the surrounding areas.

**If I am travelling by car, can I park or get dropped off at the Stadium of Light?**

There will be no car parking available at the Stadium of Light for this fixture. Supporters travelling by car are encouraged to use the city centre Park and Walk scheme. If you are being dropped off at the Stadium of Light by a car or taxi, please use the drop off point on Millennium Way at the South West corner of the Stadium of Light where there is a roundabout for cars to turn around and leave the stadium vicinity.