



**Sixways  
Stadium**

## **Ballot Process and Matchday Information during limited capacity Worcester Warriors matches FAQs**

**I have not received my email to enter the ballot.** If you believe you should have received an email to enter our ticket ballot, please email [hello@warriors.co.uk](mailto:hello@warriors.co.uk) to notify us and we will send you a copy of the email.

**I am currently in tier 3, should I apply to the ballot?** Please use the DCMS Guidance for Elite Sport Level 5 below: *Spectators should be advised to undertake their own health risk assessment, considering if travelling to, and attending, such an event, is appropriate. This should include following relevant guidance and regulations on travel both domestically and internationally. For example journeys should not be made from tier 3 areas to attend events hosted elsewhere. Age and vulnerability of the spectator should be taken into account. Spectators should not attend if self-isolating, if contacted by Test and Trace to self-isolate or if they have COVID symptoms.*

**How will I know if I have been successful in the ballot?** A member of the Ticket Office team will email you to notify you that you have been successful in the ballot, which will also have your Print@Home (P@H) Ticket attached.

**If I am unsuccessful in a ballot, will I have priority in future ballots?** Yes, if you are unsuccessful in a ticket ballot, you will be prioritised in the following ticket ballot.

**I do not want to enter the ballot as I am currently shielding/not ready to attend matches, am I still entitled to a reimbursement?** We will outline our Reimbursement plan for the first four home of matches on W/C 11 January 2021.

**I am not a 2020/21 Season Ticket Holder, how can I purchase tickets?** 2020/21 Season Ticket holders will have priority for booking match tickets through the ballot. If there are remaining tickets still available after the ballot, these will go on General Sale on a first-come-first-served basis. Please monitor our website, social media pages and emails for more information and how to buy.

**Do I have to complete a COVID Symptoms questionnaire?** You do not have to physically complete a copy of the COVID Symptoms Declaration form and return to the club, however you **must** carefully read through the form and if you answer 'YES' to any questions – you must **not** attend the match.

**Where can I find the Supporter Code of Conduct, Matchday Guide & Covid Symptoms Declaration information?** All those who are successful in the ballot should receive a copy of all these within an email sent the day before matchday. We will also post these on our social media pages and website.



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**What safety information/guidelines do I need to follow?** To ensure the safety of all supporters, staff and players –there are several important guidelines spectators should follow:

**Maintain social distancing** –you should be socially distant from all those outside your bubble throughout your matchday.

**Wear a face covering** – face coverings are always mandatory when entering and moving around the stadium. They can only be removed when you are in your seat.

**Follow all directional signage** –when moving around the stadium please follow all directional signage and always keep to the left.

**Maintain good hand hygiene** –please maintain good hand hygiene at all times during your visit. This includes thoroughly washing your hands and using the sanitizing stations situated around the ground.

**If in doubt, ask a member of staff** –Stewards and our 'Happy to Help' volunteers will be around the ground helping to make sure you enjoy the match in a safe environment.

**Can I use the park & ride on matchday?** No, currently park & ride is not in use due to COVID regulations.

**How should I enter the stadium?** You should arrive at the stadium for your designated entry time as stated on your P@H Ticket. This will also state the correct turnstile to enter. You should then scan your P@H ticket and enter the stadium, but please maintain social distancing and keep to the left.

**Do I have to scan the NHS COVID QR Code at the Stadium?** QR Codes are situated around each set of turnstiles and if you have the app you are encouraged to sign in. For those who do not have the app, the Club will use details from the ticketing system of supporters attending the match which can be used for track and trace.

**I will be in my seat well before kick-off, what can I do?** Food and Drinks outlets will be open around the stadium for you to purchase and take back to your seat. We are also running an enhanced pre-match entertainment programme in the stadium, with interviews and interactive games taking place on the pitch and the big screens.

**What food and drink can I purchase on match day?** Food and Drink outlets will be available around the stadium selling food, hot and cold drinks and alcohol. Supporters are asked to maintain social distancing when queuing for food & drink and to return to their seats once they have purchased their items. All food and drink must be consumed in your seats.



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**Can I get into the EBC Fanzone?** Only those who have been successful in the Ballot for slots in the EBC Fanzone may enter. Those who have access must arrive for their designated time and use the QR codes on tables to order food and drink.

**Where can I purchase a Matchday Programme?** Unfortunately, we are unable to sell matchday programmes on matchday, however physical copies can be pre-ordered from the online Sixways Store and a digital copy can be viewed online – please check our social media pages and website for details.

**How should I exit the stadium?** Upon the final whistle, supporters should **remain in their seats**. You should stay seated until you are told by a steward you can leave your seat. We will be emptying the stands row by row or block by block (dependent on which Stand you are seated). When exiting, please maintain social distancing and keep to the left.

**If you have a question that is not covered above, please email your question to [hello@warriors.co.uk](mailto:hello@warriors.co.uk). We will continually monitor supporter questions and update this document.**