



Horsham Football Club

Covid-19 FAQ



1. Do you have a social distancing policy and how will you make sure this is enforced?

Horsham Football Club will be following the Guidelines set out by the Government and Football Association. This means that there is no longer a requirement to stay 2m apart. There are also now no limits to the people you can meet with.

2. Will I be able to pay on the gate or are games all-ticket?

For the foreseeable future, all of our first team games are subject to limited capacity and we are therefore making them 'all-ticket'. Full details of how to buy match tickets are available on our website (horshamfc.co.uk). Season tickets are also available and will be counted in the limit number. Subject to demand, a very limited number of tickets may be available on the day, but these will be on a strictly 'first-come-first-served' basis.

3. How can I enter the stadium safely?

Additional stewards will be on duty in the car park and at the main supporters' entrance and entry will be on a 'one-at-a-time' basis through the turnstiles. Hand sanitiser will be available at the entrance for your use.

4. Will I need to give any details as part of the NHS Test & Trace scheme?

There is no longer a government requirement to provide this information, although you can do so on a voluntary basis using the QR codes at the gates.

5. Will sufficient supplies of hand sanitiser be available?

Yes. There are dispensers in strategic locations throughout the stadium including all toilets, on the fences around the stadium, on the outside serving hatches and in the clubhouse. We use both hand pump and wall dispenser types.

6. Do you require me to wear a face mask and will your staff and volunteers be wearing them?

Following updated Government requirements, facemasks need not be worn indoors. Bar and catering staff will continue to be protected by plastic screens. However, should you wish to wear a face mask for your own peace of mind, please feel free to do so.

7. Can I move freely around the ground including sitting in the stands?

All parts of the stadium, including the stands, will be open and in use (but please see Q10 below concerning the clubhouse). A one-way system is still in operation around the perimeter to help

minimise contact, and there are 2m markings on the perimeter fence, should you wish to continue to distance for personal reasons.

8. How can I be sure that no-one else at the stadium is suffering from Covid-19?

Visitors are reminded that should they be displaying any COVID symptom or have tested positive for the virus, they should not enter the stadium.

9. Will there be plenty of toilet facilities available?

All of the toilets in the clubhouse and ancillary building will be open and are sanitised regularly.

10. Will the clubhouse be open and can I buy alcohol?

The main bar area will be open until 22.00 at the latest. While there are now no government rules in place that prevent standing at the bar, we would recommend that you find a table, or take your drinks outside.

11. Can I buy food, hot and cold drinks, snacks etc. as at previous games and if so, from where?

Our food outlet will be open as usual. Please observe the queuing system. We plan to open the tea hut to the left of the main stand as frequently as possible.

12. Can I use cash or are all payments to be made by card?

We have taken the decision to continue to accept cash for the time being (as the logistics of accepting card payments for things like programmes and 50:50 tickets make this difficult at the moment). However, for all bar and food outlet purchases, we would strongly encourage you to pay by contactless card if you can.

13. Who should I contact if I have any concerns about my safety?

We welcome any general feedback or details of any specific concerns you might have about your own safety or that of others. Please speak to any of our staff or stewards and they will be happy to direct you to an appropriate person you can talk to. You can also email operations@horshamfc.co.uk.

14. How do I leave at the end of the game?

There will be three exits from the stadium, all leading to the stadium car park footpath. These will be (a) from the main stand along the path behind the fence, (b) through the two main gates used for entry, and (c) in the furthest corner to the right of the clubhouse building (near where the players tunnel comes out). Our stewards will direct you to the most appropriate exit and we would ask you to maintain social distancing throughout.

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