



CLUB WEMBLEY

CODE OF CONDUCT

Our main aim is for you and your guests to have a world class experience at Wembley Stadium and we therefore request that all Members and their guests in Club Wembley behave in an appropriate manner and treat other members, their guests and our staff with respect.

BEHAVIOUR

Offensive, abusive or threatening behaviour, acts of aggression or violence, intentional damage and general nuisance will not be tolerated and may result in you or your guests being removed from the Stadium and possible termination of your Membership Agreement in addition to any possible criminal prosecution. Members are at all times responsible for the actions and behaviour of their guests.

You can flag any issues of racism, foul language, smoking or any other anti-social behaviour that occurs within the Stadium by texting 87474. Please type in the relevant key word to identify the anti-social behaviour.

- **FOUL** (language and behaviour)
- **RACISM** (Racist chanting & shouting)
- **HPH** (Homophobic chanting)
- **DRINK** (Drinking alcohol in view of the pitch)
- **SMOKE** (Smoking)
- **STAND** (in bowl standing when watching events)

Within the message identify your location and the location of the behaviour **BLOCK, ROW, SEAT**. Please be as precise as possible. We will make every effort to deal with the issue. Each text costs one standard message at your network rate.

The Membership Services Team always have a presence in the Stadium on event days and if you would like to speak to a member of the team on the day then please visit us at one of the Membership Services Desks located opposite block 211 (EAST) and block 242 (WEST) and we will be able to assist you. In addition our phone line is open on event days so you can also contact us on 0800 783 1442.

SAFETY

Please follow the directions of staff and safety stewards at all times. If you discover an accident, fire or suspect package, please contact a member of staff or a safety steward immediately. If you have any queries or comments, including concerns regarding the behaviour of other Members or their guests or anyone else sitting in the Club Wembley areas, please contact a member of staff or a safety steward as soon as possible.

NO SMOKING

Wembley Stadium is a no smoking Stadium – this applies to all areas including the concourse areas and the seating bowl. E cigarettes are also not permitted anywhere inside the Stadium. Please note there is no re-admittance to the Stadium should you leave at any time.

0800 783 1442

clubwembley@wembleystadium.com
www.clubwembley.wembleystadium.com

CLUB COLOURS

For club football matches the wearing of club colours is not permitted in Club Wembley, including the following items:

- Replica clubs shirts
- Scarves in club colours and/or branding
- Hats in club colours and/or branding
- Flags in club colours and/or branding
- Foam hands in club colours and/or branding
- Any clothing item with club brand on it
- Bags with club brand on them
- Face paint indicating an association to one team
- Badges and lanyards with club brand on them

Should club colours be worn you may be refused entry or be asked to leave the Stadium for your own safety. The restriction on wearing club colours and replica shirts does not apply to England matches or Option Events. If restrictions apply to other events further communications will be sent.

WATCHING EVENTS

Please remain seated when watching events as standing may restrict the views of other Members and their guests or cause safety and security risks. Persistent standing may result in ejection from the Stadium.

MOBILE PHONES

Please be considerate to others when using mobile phones.

DRINKING ALCOHOL

We ask you and your guests to drink responsibly and respect others. For football matches, drinking alcohol in view of the pitch is strictly forbidden during the period commencing 15 minutes before the start of the match and finishing 15 minutes after the end of the match.