

RETURN OF FANS TO TWICKENHAM STADIUM MAY 2021 - FAQ

Fixtures

What confirmed fixtures will be taking place with fans at Twickenham Stadium in 2021?

The RFU is pleased to announce that, in line with step 3 in the Government's roadmap and the expected return of fans from 17th May, we will be hosting The European Rugby Challenge Cup Final on Friday 21 May and the Heineken Champions Cup Final on Saturday 22 May, with a capacity of 10,000 for each fixture.

In addition Twickenham Stadium will host the Gallagher Premiership Rugby Final on 26 June, with more details provided on attendance figures for this fixture in due course subject to Government guidance.

What about England's international matches against USA and Canada will they be played at Twickenham Stadium

An update on the July Test matches will be released next month.

Safety

Is it safe to bring fans back to Twickenham Stadium?

The RFU has been involved in developing the government guidance that supports the safe return of rugby union and fans to sports stadiums. The number of fans allowed into Twickenham Stadium is based on the need to ensure social distancing and mitigate against the risk of COVID transmission.

Below is an overview of the safety measures we have put in place to keep both residents and fans safe. These measures go above and beyond those outlined in government and the Sports Ground Safety Authority (SGSA) guidance:

- Staffing levels above normal to enforce social distancing and COVID measures.
- External toilet provision will be appropriate to meet the demands of the crowd numbers
- Cleaning and waste collection regime increased.
- Sanitiser stations on the main routes to and within the stadium to encourage hand hygiene.
- Face coverings will be mandatory within the stadium, unless sat in an assigned seat consuming food or beverages.
- Assigned entry gates to minimise the build-up of queues.
- Extensive queue lanes to manage socially distanced queues.
- A revised transport plan focussing on parking, cycling and walking to take pressure off public transport due to social distancing requirement on trains.
- All spectators are required to read and sign up to a code of conduct that will be enforced within the RFU controlled areas.
- Staggered arrivals for hospitality and general admission spectators into the venue to reduce the pressure on transport hubs and the surrounding area.
- Stewards will assist local residents and business to go about their normal business during the arrival and departure of spectators.

Do fans have to have had a vaccine or produce a negative Covid test in order to attend?

No this is not currently part of the government guidance for the return of fans. However, all spectators are required to read and sign up to a code of conduct that will be enforced within the RFU controlled areas. Face coverings will be mandatory within the stadium, unless sat in an assigned seat consuming food or beverages, and social distancing will be required at all times.

What is being done to ensure NHS test and trace is supported should a fan contract Covid-19?

In line government and SGSA guidance the RFU will be collecting contact details for all fans before they enter the stadium. We will be able to share this data with NHS test and trace should we need to.

Will fans be punished for breaching social distancing rules inside the stadium?

Before purchasing tickets fans will have to confirm they have read and understood the Spectator Code of Conduct which will include a requirement to socially distance at all times in the stadium and to wear face coverings except for when seated in their allocated seat eating or drinking. Any breach of the code of conduct may result in ejection from the stadium.

Will fans be punished for breaching social distancing rules outside the stadium?

The RFU will be deploying additional stewards and signage outside the ground to reiterate social distancing requirements and to manage crowds.

If residents are concerned that the law is being broken before, during or after the match they should contact the police on 111. If it is an emergency or life threatening situation you should dial 999.

If there is a stewarding or operational issue then residents should contact the RFU's Match Day Hotline on 07894 814 180. The hotline is in operation three hours pre and three hours post kick-off.

Are players and staff attending the event tested?

Yes.

How is the RFU working with the local authority?

The RFU is working closely with the London Borough of Richmond-upon-Thames, as well as other key stakeholders such as the Metropolitan police, South Western Railway etc. regarding the upcoming fixtures and the return of fans to Twickenham Stadium. All activity is subject to the required licences.

What if public health advice changes, or there is a local lockdown?

All RFU fixtures are 'Subject to Licence' to account for changes in public health advice due to the pandemic. The safety of fans and residents is our priority, if it becomes unsafe to hold a fixture with spectators the match may be played without fans in attendance. We are in constant communications with the UK Government, Richmond Council and Public Health and will act upon their advice.

Transport

How will spectators be getting to the stadium?

As part of the planning process with the local authority we have had to submit a transport plan showing how we will help South Western Railways and Transport for London spread the burden on the transport network and support public safety.

The transport plan outlines the various travel options available to fans for the two EPCR Finals, these include increased car parking to reduce the numbers of fans travelling through Twickenham Rail Station, dedicated and geo-fenced drop off and pick up locations for private hire vehicles, plus encouraging spectators to walk and cycle to the venue.

This is supported by a clear spectator communications plan prior to sale, at point of sale and pre match to recommending that fans drive, walk or cycle to the stadium.. We are doing this to prevent the build-up of crowds around the station.

In addition, depending on where people are sat we will be advising them of the safest route into the stadium, including which entrance they should use. This will help ensure that a broad range of modes of transport are used and to help with queue management on entrance to the stadium.

Will there be shuttle buses operating for the fixtures and will they be implementing social distancing?

No. Shuttle buses will not be operating for the European Rugby Challenge Cup Final or Heineken Champions Cup Final due to the lower 10,000 capacity for these matches.

Will public transport be safe to use?

The RFU has worked closely with Network Rail and South Western Railways as part of the transport planning process. Train operators, like all businesses, need to adhere to social distancing guidelines and as such capacities will be limited, hence the extensive pre-event communications for spectators to use alternative transport routes. Face coverings are a mandatory requirement on public transport.

In addition South Western Railways (SWR) are carrying out extensive cleaning regimes to trains and stations to mitigate the risk of COVID transmission. More information of the steps SWR are taking can be found here: <https://www.southwesternrailway.com/travelling-with-us/coronavirus-travel-information>

Road closures

With a smaller number of spectators will there still be road closures in place pre and post-match?

There are currently no road closures planned for the European Rugby Challenge Cup Final or Heineken Cup Final on 21 and 22 May. Details for the Gallagher Premiership Final are to be confirmed in due course.

Will the Controlled Parking Zone (CPZ) be in operation for these fixtures?

For the fixtures on 21 and 22 May there will be a limited CPZ in place in Whitton Road and Rugby Road. The timing of the CPZ will be confirmed in due course and this FAQ updated.

Tickets

Will residents' tickets be available for the fixtures?

As these the two finals on 21 and 22 May are European Professional Club Rugby fixtures not RFU ones there will not be a residents ballot but tickets for the finals will go on sale Friday, 30 April at 17.00 (UK and Irish time) on www.HeinekenChampionsCup.com starting at £45.

Communication

Will an issue of Lineout be published before the fixture?

There will be not be another issue of Lineout sent out before this fixture. However details including match day contact information can be found here: www.englandrugby.com/about-rfu/twickenham-community-support

How can I contact the RFU?

You can contact us in various ways:

Monday to Friday:	Email:	twickenhamcommunity@rfu.com
	Facebook:	RFU Home Turf
	Twitter:	@rfuhometurf

On match days, you can also contact us on the Matchday Helpline: 07894 814 180, which will be active from 3 hours prior to Kick Off to 3 hours after Kick Off.

Please note that most of our staff are currently working from home, and that it may not be possible to reply to mail to the stadium in the usual timeframe.

Fan behaviour

What will the RFU do to ensure there is no anti-social behaviour impacting local resident's safety?

There will be increased stewards and staff on duty for these matches when compared to a similar capacity fixture. These stewards will be there to help enforce social distancing and prevent anti-social behaviour.

The stadium operates a Challenge 25 alcohol service policy, which is prompted and recorded through our till system. All staff are trained on alcohol service with a supervisor responsible for every bar. An SIA accredited steward is positioned at every bar to verify age and monitor responsible drinking, in addition any intoxicated individual is not allowed entry into the venue or to purchase alcohol. Free drinking water is promoted and offered at every bar and throughout the venue. In addition the RFU has partnered with Drinkaware to promote the impact of alcohol consumption on health.