

# ALLIANZ STADIUM

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# GROUND RULES

UPDATED SEPTEMBER 2024

## Standard Ground Rules

### General

1. References in these Standard Ground Rules to the "Ground Rules" shall be read as referring to these Standard Ground rules.
2. Allianz Stadium (including the outer concourses) at 200 Whitton Road, Twickenham, Middlesex, TW2 7BA (the "**Stadium**"), is owned and operated by the Rugby Football Union (the "**RFU**").
3. All car parks owned and/or operated by the RFU (including but not limited to those situated at the West and North of the Stadium; Cardinal Vaughan; the Rosebine) ("**Car Park**") or other property owned or controlled by the RFU in the vicinity of the Stadium, are collectively "the Ground" for the purposes of these Ground Rules.
4. The RFU excludes to the maximum extent permitted by law any liability for loss, injury or damage to persons/property in or around the Ground.
5. No guarantees can be given by the RFU that any event taking place at the Stadium, whether controlled by the RFU or not (an "**Event**"), will take place at a particular time or on a particular date or that a specific number or any spectators will be allowed to attend such Event and the RFU reserves the right to reschedule an Event, reduce the number of spectators attending the Event or hold such Event behind closed doors without spectators present without notice and without any liability whatsoever.
6. The RFU reserves the right without prior notice to revoke or vary any of the Ground Rules with immediate effect if this is considered necessary on public safety grounds. Any such revocation or variation of the Ground Rules will be communicated as soon as reasonably practicable at the Ground and via the RFU's digital channels.
7. All terms and conditions relating to an Event itself, shall be governed by the terms and conditions of the ticket for such Event and in the case of RFU owned or controlled Events this shall be the RFU's Ticket Terms and Conditions. The RFU shall have no other liability whatsoever, including (but not limited to) any indirect or consequential loss or damage such as (but not limited to) loss of enjoyment or travel or accommodation costs, in respect of delayed, postponed, or cancelled Events or ticket(s) or where any Event takes place with fewer spectators present or behind closed doors without spectators present.

### Access and Re-access to the Ground and Stadium by Persons

8. Any person who enters the Ground is admitted only on the basis of these Ground Rules and by entering the Ground shall be deemed to have accepted these Ground Rules.
9. Access to the Stadium on Event days is subject to possession of a valid ticket, accreditation, or express permission and is at the absolute discretion of the RFU.
10. All persons seeking entrance to the Ground acknowledge the RFU's right to search any person and their belongings whether outside or inside the Ground and to refuse entry to or eject from the Ground any person refusing to submit to such a search.
11. Admission to the Stadium for an Event is only by the entrance shown on the ticket and cannot be guaranteed if the ticket holder arrives at the Stadium less than 60 minutes before the advertised commencement or kick off time.

### Refusal of Admission and Right of Ejection

12. The RFU reserves the right to refuse admission to (or eject from the Ground) any person who:
    - i. has transferred their ticket in contravention of the Event ticket terms and conditions. Tickets remain the property of the RFU or other Event organiser at all times; or
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- ii. in the reasonable opinion of the RFU, its subcontractors or agents, makes anyone working at, assisting with or attending the Event feel uncomfortable or threatened or behaves in a way which is abusive, offensive, inappropriate or which incites any form of racial, misogynistic, homophobic or other discriminatory behavior or abuse, or engages in or incites any other behaviour likely to cause offence, distress, discomfort or nuisance of any kind, including without limitation use of foul, abusive or offensive language or behavior, chanting, and/or gesturing or inappropriate contact. We also reserve the right to ban any person from attending future Events at the Stadium and the right to involve the appropriate authorities in such circumstances; or
- iii. fails to comply with these Ground Rules or, where one is in place for the Event, the Spectator Code of Conduct, in any way.

#### **Access to the Ground and Stadium by Vehicles**

- 13. The RFU, its subcontractors, or agents will not be liable for any loss, injury or damage to any vehicle or its contents in any Car Park, or to any person who enters the Ground, caused by the RFU, its subcontractors or agents:
  - i. in circumstances where there is no breach of a legal duty of care owed by the RFU or any of its servants or agents; or
  - ii. in circumstances where such loss or damage is not a reasonably foreseeable result of any such breach (save for death or personal injury as a result of a breach of a legal duty of care owed by the RFU, its servants or agents); or
  - iii. to the extent that any increase in loss, injury, or damage results from breach of any of these Ground Rules.
- 14. All vehicles shall be parked within Car Parks in accordance with instructions communicated by the RFU, its subcontractors or agents. The times during which the Car Parks are open will be set out on the relevant Car Park pass issued in relation to each Event. Admission of vehicles cannot be guaranteed later than 90 minutes before the advertised commencement or kick-off time.
- 15. In the Event of adverse weather conditions parking arrangements may have to be changed.

#### **Minors**

- 16. All persons aged 15 years or under must be accompanied at all times in the Ground by their parent, guardian or other responsible adult. Responsibility for a minor remains at all time with the parent, guardian or responsible adult attending with them.
- 17. All children aged 2 or above will require a valid Event ticket.
- 18. Under 2s do not require an Event ticket where attending with someone with an Event ticket provided that they are able to sit on the lap of the Event ticket holder they are attending with. However, those attending with under 2s are reminded to bear in mind the following:
  - i. how busy and crowded the Stadium and surrounding roads and transport facilities can be;
  - ii. how noisy the Stadium is when full to capacity;
  - iii. whether ear protection is required;
  - iv. changing facilities are provided; and
  - v. storage for buggies and pushchairs is provided.

19. Pushchairs and car seats are not permitted within the Stadium bowl in any circumstances but will be permitted in the Stadium (excluding the Stadium bowl) provided they are stored in the storage areas in the Stadium provided for those purposes.

#### **Bags**

20. We ask that you avoid bringing bags to the Stadium wherever possible. If you do need to bring a bag with you we ask that this is no greater in size than A4. If you bring a bigger bag except where this is reasonably required by you because of accessibility needs or attendance with small children for example, this may result in you being denied entry without refund or compensation.

#### **Inside the Ground**

21. No goods of any nature (including but not limited to tickets) may be offered either free or for sale by any person within the Ground without the prior written permission of the RFU. No sponsorship, promotional or marketing materials may be brought into, used, or displayed by any person within the Ground without the prior written permission of the RFU.
22. No charitable or other collection within the Ground shall be undertaken unless authorised in advance by the RFU in writing. Evidence of such authorisation must be displayed clearly (and in the form stipulated by the RFU) by those carrying out such authorised collections.
23. All persons inside the Ground must comply with the lawful directions of any staff member, steward or other servant or agent of the RFU or Event organiser.
24. No unauthorised person is permitted on the playing or performance area, including but not limited to the pitch and its surrounding grassed area together with the emergency vehicle routes lying between the grassed area and the stands.
25. The obstruction of gangways, access ways, exits and entrances, stairways, stairwells and like places, and any climbing on the same, is strictly prohibited.
26. The throwing or launching of any object or projectile within the Ground is strictly prohibited.
27. Glass bottles, glass receptacles, cans of alcoholic drinks, pyrotechnics, flags on sticks or poles which stick or pole measures more than 1.5 metres in length, or any other item which, in the reasonable opinion of the RFU or the Event organiser, its/their subcontractors or agents, could be used as a weapon or cause a nuisance to others, are not permitted within the Stadium.
28. Distribution within the Grounds of any promotional, commercial, political or religious paraphernalia of whatever nature, including but not limited to banners, signs, symbols and leaflets is strictly prohibited, without the express permission of the RFU.
29. Following the recent Covid-19 pandemic, good hygiene is promoted for everyone attending the Stadium. This entails washing your hands with soap and water and using hand sanitiser regularly throughout the day if possible. Whilst face coverings are not currently required, they may be worn if preferred.

#### **Audio and Visual Equipment**

30. Mobile telephones and other mobile or tablet devices and cameras (including SLRs) are permitted within the Ground provided that (i) they are used for personal and private and domestic use only (ii) are only used in accordance with the RFU's Ticket Terms and Conditions; (iii) you shall not take, record and/or transmit any sound, image and/or description of the Ground and/or any Event (as well as any result and/or statistics of the Event) other than for your exclusive, private and domestic use (which, for the avoidance of doubt and by way of example only, shall not include recording and/or transmitting any sound, image and/or description of the Ground and/or any Event for any commercial purposes).

31. The use of photographic equipment, mobile telephones, computers, tablets or other electronic devices, communication devices, audio-visual equipment or radios must not inconvenience any other person in the Ground or be used to capture, supply or transmit data for the purposes of betting or gambling (or assisting for these purposes).
32. CCTV cameras are in use around and in the Ground and the RFU may itself use, or pass to the police, relevant authority, or any Event organiser, recordings for legitimate and/or lawful purposes.

#### **Food and Drink**

33. Bringing large quantities of food into the Stadium is not allowed.
34. You are not permitted to bring alcohol into the Stadium.
35. When purchasing alcohol, if you appear to be under the age of 25, you may be asked for proof of age. We reserve the right to refuse to serve you alcohol if you do not have valid photographic ID.
36. Drinks purchased in the Ground must not be taken out of the Ground.
37. Where drinks are provided in Eco Cups or similar a deposit for the Eco Cup or similar is taken at the point of purchase. Deposits for Eco Cups or similar are only refundable to the original purchaser who paid the deposit for the Eco Cup or similar. Payments for Eco Cups or similar will not be made to anyone seeking to return an Eco Cup or similar other than the original purchaser and we reserve the right to ask for proof of purchase where we have reason to believe that someone other than the original purchaser is seeking to return an Eco Cup or similar in return for payment. Eco Cups or similar are only provided to and can be redeemed by, over 18s and proof of match attendance is required.

#### **Smoking / e-cigarettes / Vaping**

38. Please be advised that the Stadium is now a completely non-smoking Stadium. The smoking of cigarettes, e-cigarettes or vaporisers is not permitted anywhere within the green perimeter fence line of the Stadium. Where there is the provision of a West Fan Village or where re-entry is allowed, smoking within the external areas of the fence line is permitted.

#### **Assistance**

39. Assistance dogs are permitted within the Ground.
40. Persons with visual impairments, who require audio commentary aids are asked to notify the Stadium ticket office so that assistance can be provided.

#### **Drones**

41. No person is allowed to operate a drone or similar machine at, or above, the Ground without the prior written consent of the RFU.

#### **Hospitality**

42. The erection of any awning, gazebo or similar construction is not permitted in any Car Park, without the prior written consent of the RFU.
43. The provision of commercial hospitality products and/or services which have been sold to end users (as opposed to gifted for corporate entertainment purposes) are prohibited anywhere on the Ground, unless authorised in writing by the RFU.
44. Fuel generators of any variety, for hospitality use or otherwise, are prohibited on any part of the Grounds.

45. The construction or use of any type of fire, naked flame barbecue or liquefied petroleum gas device, for cooking or heating, is prohibited within the Ground. This does not include previously agreed commercial activity by the RFU, Twickenham Experience Limited or their agents.