

FIFA Women's World Cup Australia & New Zealand 2023™

# Stadium Code of Conduct

effective from 6 October 2022

## 1. Purpose of this Stadium Code of Conduct

- 1.1. This Stadium Code of Conduct (“**Stadium Code of Conduct**”) has been prepared by Fédération Internationale de Football Association (“**FIFA**”) and applies to all matches (each a “**Match**”) of the FIFA Women's World Cup Australia & New Zealand 2023™ (“**Competition**”).
- 1.2. This Stadium Code of Conduct applies to all areas of a stadium used in connection with the Competition, including the stadium building and surrounding premises, facilities, spaces, entrances and exits (“**Stadium**”) to which a valid Competition Match ticket (“**Ticket**”) or accreditation device (“**Accreditation**”) is required for entry.
- 1.3. Each person possessing a Ticket (“**Ticket Holder**”) is required to adhere to this Stadium Code of Conduct at all times whilst inside the Stadium. Any person granted access to the Stadium by an Accreditation (“**Accredited Person**”) must also adhere to this Stadium Code of Conduct to the extent it does not conflict with their official duties as an Accredited Person.
- 1.4. Throughout the period that a Ticket or Accreditation is required to enter the Stadium, (i) this Stadium Code of Conduct replaces any other rules or regulations of the same or similar subject matter which may be applicable to the Stadium during other periods and (ii) without prejudice to the foregoing, to the extent there is a conflict between other applicable rules or regulations and this Stadium Code of Conduct, the content of this Stadium Code of Conduct shall prevail.
- 1.5. This Stadium Code of Conduct may be enforced by FIFA, FWWC2023 Pty Ltd (“**FIFA AUS/NZL**”) and the respective Stadium management, including their officers, employees, representatives, volunteers, security personnel, stewards and administrators (collectively the “**Event Organisers**”) as well as any public authorities in charge of safety, security and public order at the Stadium including police or other applicable law-enforcement and emergency services officials.
- 1.6. In cases where it is considered necessary in order to prevent, limit or eliminate any risk of death or personal injury, or damage to property, the Event Organisers, police or other emergency services officials reserve the right to take exceptional measures and/or to give mandatory instructions, which must be followed. During all other times of standard Stadium operations throughout the Competition, all

lawful and reasonable instructions given by security personnel (public or private) must be followed by all Ticket Holders and Accredited Persons.

- 1.7. FIFA reserves the right to modify or revise this Stadium Code of Conduct. The latest and effective version is available online at [FIFA.com/tickets](https://www.fifa.com/tickets) and will be available at the Stadium on Match days throughout the Competition. In addition, the Event Organisers reserve the right to develop additional policies specific to different categories of Ticket Holder and/or Accredited Person based on prevailing security measures and/or risk assessments.
- 1.8. IT IS THE RESPONSIBILITY OF THE TICKET HOLDER AND ACCREDITED PERSON TO ENSURE THAT THEY ARE AWARE OF AND COMPLY WITH THE LATEST AND EFFECTIVE VERSION OF THE STADIUM CODE OF CONDUCT AND OTHER ADDITIONAL POLICIES DESCRIBED IN CLAUSE 1.7 ABOVE PRIOR TO ARRIVING AT, AND WHILST INSIDE, THE STADIUM.
- 1.9. FAILURE TO COMPLY WITH THIS STADIUM CODE OF CONDUCT MAY RESULT IN EXPULSION FROM THE STADIUM. ANY PERSON WHO IS DEEMED A SECURITY RISK BY THE EVENT ORGANISERS, POLICE OR OTHER EMERGENCY SERVICES OFFICIALS MAY ALSO BE SUBJECT TO CIVIL OR CRIMINAL FINES AND PENALTIES.

## **2. Stadium Access**

- 2.1. A Ticket Holder or Accredited Person may only access the Stadium via the entrances indicated on their Ticket or Accreditation or as otherwise directed by the Event Organisers outside the Stadium. Access to the Stadium is only permitted upon presentation of a valid Ticket, Accreditation and/or any other access device that may be expressly approved by FIFA in writing. Ticket Holders who leave the Stadium after entry will not be permitted to re-enter the Stadium except in exceptional circumstances as determined by FIFA and/or FIFA AUS/NZL in their sole discretion.
- 2.2. Ticket Holders may enter the Stadium no earlier than the time indicated on their respective Ticket, which remains subject to change at the discretion of the Event Organisers. Ticket Holders must promptly exit the Stadium following the conclusion of the Match unless instructed otherwise by the Event Organisers, police or other emergency services officials.
- 2.3. All persons entering the Stadium must pass through safety and security screening at the point of entry. The Event Organisers are authorised to determine – including through the use of technical aids – whether any person entering the Stadium represents a security risk and/or is in possession of any item prohibited under this

Stadium Code of Conduct. Permission to enter, or to remain inside, the Stadium is at the absolute discretion of the Event Organisers.

- 2.4. Inside the Stadium, Ticket Holders must ensure that their Ticket is available for inspection at the request of the Event Organisers at any time. Accredited Persons must also ensure that their Accreditations are available for inspection at the request of the Event Organisers at any time. Accreditation devices must be worn around the neck with the side identifying the Accredited Person facing outwards.

### **3. Prohibited Items**

- 3.1. The following items are strictly prohibited at all times in the Stadium (unless expressly authorised by the Event Organisers, where appropriate, such as in respect of Accredited Persons acting in accordance with the applicable terms and conditions of their Accreditation):

#### Hazardous Items

- 3.1.1. firearms and weapons of any kind (including for self-defence), ammunition or components of a firearm, replica/imitation firearm or anything capable of firing a projectile, offensive weapons or implements such as extendable baton, or any items modified into weapons or replica/imitation weapons, piercing or bladed items, knives, cold steel weapons or objects which enable the practice of violence or the threat of violence;
- 3.1.2. explosives, explosive devices or materials, detonators and items containing or concealing such prohibited items;
- 3.1.3. any offensive implement or any other object which could be used as a weapon, instrument or projectile to cut, stab, hit, harm or otherwise cause damage, or any object which could in the opinion of the Event Organisers endanger, compromise or otherwise interfere with the safety of any person or the security in the Stadium, including long and non-retractable umbrellas, motorcycle helmets, bike helmets, hard hats and other similar objects. Permitted umbrellas must not be opened inside the Stadium under any circumstances;
- 3.1.4. work, construction and handyman tools of any kind;
- 3.1.5. body protection gear (unless permitted upon presentation of a medical prescription), including bullet-proof vests and items used in martial arts or extreme sports;
- 3.1.6. helmets as well as any other means of disguise or items specifically designed for concealing a person's identity, except for religious, cultural or national headwear, medical masks and face shields. Any permitted face covering must be removed upon request of the Event Organisers (for example, for the purposes of access and security screening);

- 3.1.7. any materials, articles or objects (including self-made items), the use of which can result in the generation of smoke, heat and/or flames including fireworks, flares, pyrotechnics, smoke canisters/bombs and other smoke-emitting articles, compressed and liquefied gases, combustible solids, poisonous or noxious or pungent substances, oxidising substances and organic peroxides;
- 3.1.8. hazardous substances including powders, pastes, chemicals, irritants, toxic, radioactive, caustic or corrosive materials and gas canisters;
- 3.1.9. spray paint, paint cans, corrosive and flammable substances, paints or receptacles containing substances that are harmful to health/wellbeing or highly flammable;
- 3.1.10. aerosol containers, cans, canisters, thermos-type and flask-type containers that are made of glass or metal, and any other container of any kind that is made of metal or glass (or a combination of both) or is breakable in design;
- 3.1.11. bottles, disposable bottles, cups, jars, cans or any other form of closable, closed or capped receptacle. Unbranded empty plastic refillable water bottles manufactured and distributed as such (i.e., excluding disposable PET bottles) up to 1-litre maximum capacity which can be refilled at the Stadium's water stations are permitted;
- 3.1.12. sports equipment items (excluding clothing) such as inflatable balls, regardless of size, and frisbees;
- 3.1.13. other inflated or inflatable items, such as beach balls, balloons or any kind of inflated toys;
- 3.1.14. bicycles (including folding types), rollerblades, skateboards or other types of skates or similar, kick scooters and electric scooters. Baby strollers are permitted to be brought inside the Stadium's secure perimeter subject to dedicated storage facilities being available;
- 3.1.15. large items such as ladders, steps, benches, folding chairs, boxes, cardboard containers, large bags, backpacks, suitcases, and sports bags, and bags that are not pliable or soft (such as cooler boxes) and cannot be placed under a seat. 'Large' means any objects exceeding 30cm x 40cm on any two sides. Only one permitted bag (not exceeding the above dimensions) is allowed per Ticket Holder, with the exception of those intended for babies' supplies or if adequate justification is provided (e.g., medical grounds). For safety reasons, strollers and prams are not permitted into the Stadium's spectator seating/standing areas. Strollers and prams must be cloaked;
- 3.1.16. significant quantities of cardboard, paper or any rolls of paper;
- 3.1.17. any quantities of powdery materials, flour or similar substances (small make-up elements, such as compact powder, shadows, blush, lipsticks, glosses and other are permitted);

- 3.1.18. any type of animal, except for assistance dogs or as defined by the relevant competent bodies. Assistance dogs may only be permitted where mandated by local law;

#### Food / Liquids / Consumable Items

- 3.1.19. with the exception of hand sanitizers no larger than 100ml, any liquids containing alcohol, including any alcoholic beverages, unless purchased and consumed within designated areas of the Stadium and in strict accordance with any additional alcohol consumption, licence conditions and Responsible Service of Alcohol (RSA) rules imposed by the Event Organisers and/or local legislation and regulations;
- 3.1.20. any other liquids (including beverages) unless acquired inside the Stadium, with the exception of baby milk or if adequate justification is provided (e.g., medical grounds) but only if presented in the presence of the person for whom they are intended. Any permitted liquids must be packed in receptacles that are not made out of glass, metal or other breakable material or otherwise in contravention of this Stadium Code of Conduct. Ticket Holders and Accredited Persons should be aware that items will be subject to inspection and disposal at the Event Organisers' discretion;
- 3.1.21. any commercially produced and/or packaged food items and take-aways of any kind, except if acquired inside the Stadium or if adequate justification is provided (e.g., medical grounds) or for babies or young infants. Small quantities of non-commercially produced/packaged food items for personal consumption are permitted. Any permitted food items must be packed in receptacles that are not made out of glass, metal or other breakable material or otherwise in contravention of this Stadium Code of Conduct. Ticket Holders and Accredited Persons should be aware that items will be subject to inspection and disposal at the Event Organisers' discretion;
- 3.1.22. illicit drugs, narcotics or stimulants of any kind, except substances necessary for medical reasons;

#### Flags and Political / Offensive / Commercial Items

- 3.1.23. any materials, including but not limited to banners, flags, flyers, apparel and other paraphernalia, that are of a political, offensive and/or discriminatory nature, containing wording, symbols or any other attributes aimed at discrimination of any kind against a country, private person or group on account of race, skin colour, ethnic, national or social origin, gender, disability, language, religion, political opinion or any other opinion, birth, wealth or any other status, sexual orientation or on any other grounds;

- 3.1.24. any materials, including but not limited to banners, flags, flyers, apparel, colours, insignia and other paraphernalia, that are identifiers of any gang or other groups as designated by the relevant police authorities;
- 3.1.25. flags, banners and posters except those that do not exceed 2 metres x 1.5 metres or unless approved in advance by the Event Organisers in writing, provided in all cases that such flags, banners or posters are made of a non-flammable material, and are not in any other way prohibited under this Stadium Code of Conduct. All such items must be presented at the Stadium entrance for inspection by the Event Organisers;
- 3.1.26. flagpoles or banner poles of any kind, with the exception of flexible poles or so called double poles made from non-flammable plastic that do not exceed 1 metre long and 1 centimetre in diameter and are not otherwise deemed a safety risk by the Event Organisers;
- 3.1.27. any promotional or commercial object, apparel or other material including, but not limited to, banners, flags, signs, symbols, flyers, newspapers, merchandise or programs, or any type of object, item, material or clothing that, in the opinion of the Event Organisers, are promotional or commercial in nature or which the Event Organisers reasonably consider are intended for, distributing, hawking, selling, exposing for sale or display for marketing, promotional, or commercial purposes;

#### Electronic, Musical and Telecommunication Items

- 3.1.28. radio frequency jamming devices, radio-electronic or high frequency devices, or any other devices that may lead to an interruption or failure of broadcasting, IT or technology functionality at the Stadium;
- 3.1.29. radio transmitting devices, unless approved in advance and in writing by the Event Organisers. Mobile phones, tablets, wearable technology or similar devices connected to commercially available mobile phone networks are permitted;
- 3.1.30. any musical instrument (mechanical or manual) unless presented with the written preapproval of the Event Organisers. The applicable Event Organiser may require Ticket Holders to stop using musical instruments if the sound emitting from the respective instrument interferes with event operations or the enjoyment of other Ticket Holders. Permitted musical instruments must never block, obstruct or otherwise restrict passages, gangways, staircases, entrances, exits or other access areas;
- 3.1.31. electronic, mechanical or manual devices that produce noise or other excessively loud sounds, such as vuvuzelas, megaphones, whistles, loudspeakers, etc. Heaters for drums are also prohibited. The Event Organisers may require Ticket Holders to stop using devices permitted inside the Stadium if the sound emitting from the respective device interferes with event operations or the enjoyment of other Ticket Holders;

- 3.1.32. objects that emit laser beams, strobe lights, laser pointers or similar light emitting devices;
- 3.1.33. any type of television and/or telecommunication equipment (including professional video cameras) or other professional equipment that is capable of recording sound and video (for the avoidance of doubt personal smartphones, tablets and photo cameras presented with a fixed or detachable lens less than 10cm in actual length are permitted);
- 3.1.34. more than one set of extra batteries or rechargeable units for any device which is permitted under this Stadium Code of Conduct. One power bank of any size is permitted per person;
- 3.1.35. any types of mounts for photo and video equipment, such as tripods, monopods and 'selfie' sticks;
- 3.1.36. drones and any device with the ability to be operated by remote-control including toy aircraft, toy car, toy helicopter, blimp, and any remote controllers for such devices;

#### Other Prohibited Items

- 3.1.37. any other objects or items that could be used as a projectile or could cause harm upon being thrown or any item which may compromise public safety, cause fear, unrest, nuisance, interfere with the Competition's operations or the enjoyment of other Ticket Holders and/or harm the Competition's and/or the Event Organisers' reputation, as determined by the Event Organisers at their absolute discretion.
- 3.2. Holders of a wheelchair user Ticket ("**Wheelchair User Place Ticket Holders**") are required to bring their own wheelchair or mobility scooter in order to access the Stadium. For security and operational reasons, no wheelchairs, mobility scooters or other kinds of seating will be provided to Wheelchair User Place Ticket Holders.
- 3.3. Wheelchair User Place Ticket Holders will use different forms of wheelchairs and mobility scooters to meet particular accessibility needs. However, for safety and security reasons certain restrictions may apply in the Stadium. If a Wheelchair User Place Ticket Holder's manual or electric wheelchair or mobility scooter exceeds three or four wheels, a maximum width of 70 centimetres and length of 130 centimetres, a maximum turning radius of 90 centimetres and turning width of 150 centimetres, or a maximum speed of 6 kilometres per hour, please contact FIFA AUS/NZL prior to purchasing Tickets to ensure we can try to accommodate your accessibility needs. Please refer to the 'Frequently Asked Questions' ("**FAQs**") on [FIFA.com/tickets](https://www.fifa.com/tickets) for more information on how to make such a request.
- 3.4. The Event Organisers reserve the right to make a final decision on whether any item brought to or into the Stadium is prohibited. Ticket Holders or Accredited

Persons who do not comply with the Event Organisers' final decision may be refused entry to, or removed from, the Stadium.

#### **4. Behaviour at the Stadium**

4.1. Unless expressly authorised by the Event Organisers, where appropriate, such as in respect of Accredited Persons acting in accordance with the applicable terms and conditions of their Accreditation, all persons entering, inside and exiting the Stadium must:

- 4.1.1. conduct themselves in a way that does not cause harm, injury, danger, unnecessary obstruction, alarm or discomfort to others, and does not cause any damage to property;
- 4.1.2. follow any and all instructions and directions given by the Event Organisers, police or other emergency services officials/officers;
- 4.1.3. access only the Stadium areas permitted by their Ticket, or the Stadium areas determined by the function for which they hold an Accreditation, and they must access these areas only by the designated entrance(s), unless instructed otherwise by the relevant Event Organisers;
- 4.1.4. vacate their designated or occupied seat if instructed to do so by the relevant Event Organisers on grounds of safety and security;
- 4.1.5. wear a face mask or face shield permitted under this Stadium Code of Conduct, when required by the Event Organisers or a local health authority, unless exempt on medical grounds evidenced by a medical certificate;
- 4.1.6. dispose of waste correctly, according to the multi-bin system provided at the Stadium; and
- 4.1.7. immediately take the necessary steps to inform the Event Organisers, police or other emergency services officials if they are aware of an accident in or immediately surrounding the Stadium or any damage caused to any Stadium property.

4.2. Unless expressly authorised by the Event Organisers, where appropriate, such as in respect of Accredited Persons acting in accordance with the applicable terms and conditions of their Accreditation, all persons entering, inside and exiting the Stadium must NOT:

- 4.2.1. bring to, or store at, the Stadium any items prohibited under this Stadium Code of Conduct or any other applicable legislation, regulations, policies and procedures;
- 4.2.2. enter the field of play or areas immediately surrounding the field of play;



- 4.2.3. throw objects, substances or liquids of any kind, in particular towards another person or in the direction of the field of play or the area surrounding the field of play;
- 4.2.4. start a fire, release or throw fireworks, flares, guns, smoke bombs or other smoke devices, pyrotechnic devices, or other devices that produce similar effects;
- 4.2.5. restrict, obstruct or block passages, gangways, staircases and streets, entrances and exits to the Stadium, access to seating areas and emergency exits, or obstruct or interfere with open zones to traffic, or otherwise act in a way that could cause crowding in a manner that creates a risk of a crowd crush, stampede or public disturbance;
- 4.2.6. access, or facilitate access for others to, areas that are closed to the public or to which access is not authorised to Ticket Holders or under the terms and conditions of Accreditation, such as Stadium operations rooms, VIP rooms, press rooms, etc.;
- 4.2.7. engage in any anti-social behaviour, promote any violent, intimidating, threatening or damaging behaviour, or behave oneself, or demonstrate tendency to act in a violent, indecent, threatening and harmful manner or one that may disturb public order or cause offence to a reasonable person;
- 4.2.8. act in a manner that may be perceived as dangerous, provocative, threatening, offensive and/or discriminatory or may cause a person to fear for their safety;
- 4.2.9. intimidate, bother, harass physically, sexually and/or mentally abuse any other person, including players and officials involved in the Match;
- 4.2.10. create or do any act that can pose any threat to life to oneself or others, or hurt or injure any person;
- 4.2.11. stand on seats in the spectator areas or unreasonably obstruct the view of Ticket Holders in any way, including standing in Stadium areas reserved for spectators with disability;
- 4.2.12. climb structures and installations prohibited for general use, such as closed fences, walls, wire fences, barriers, light poles, camera platforms, trees, pools or roof tops;
- 4.2.13. use clothing or other items to conceal the face or obstruct the person's identity, other than mandatory face masks worn for health purposes, or national, cultural or religious headwear;
- 4.2.14. curse or chant in a political, offensive and/or discriminatory manner;
- 4.2.15. act in an offensive or obscene manner by streaking, flashing, removing items of clothing or otherwise remain in a state of undress or reveal and/or expose intimate body parts or adopt behaviour which is likely to offend the current standards of decency in the Event Organisers' reasonable

- opinion. For the avoidance of doubt, body tattoos and body paint do not constitute clothing;
- 4.2.16. show noticeable signs of being under the influence of alcohol, narcotics or any narcotic substance. Alcohol may only be consumed in moderation, in strict accordance with any additional alcohol consumption rules imposed by the Event Organisers and always in accordance with local legislation and regulations with respect to age limits and other restrictions. Alcohol must not be offered to persons under the legal drinking age. If there are reasonable grounds to believe that someone is intoxicated as a result of alcohol and/or drug consumption, that person may be refused certain services and may be refused access to, or removed from, the Stadium;
  - 4.2.17. relieve themselves in any place other than a designated toilet, or litter in the Stadium by dropping objects such as trash, packaging, empty containers, etc.;
  - 4.2.18. smoke, vape or use any tobacco products as well as any electronic smoking device anywhere other than within outdoor designated smoking areas if they have been made available at the Stadium and otherwise provided that applicable medical protocols permit such activity;
  - 4.2.19. damage vegetation, gardens, landscaping, cultural or natural heritage sites;
  - 4.2.20. use devices that generate excessive noise or that interfere with the playing or viewing of football matches, excluding devices approved by the Event Organisers as being intended for expressing support for football teams and players;
  - 4.2.21. practise any other conduct or organise such conduct that may interfere with the comfort, safety or enjoyment of the Competition for any other Ticket Holder, Accredited Person, player or Match official, or that may disrupt the sporting nature of the Competition;
  - 4.2.22. disrupt or interfere with the operation of Stadium utilities, including power supply, lighting (including emergency lighting), ventilation, water supply, sewerage, air conditioning or any other systems;
  - 4.2.23. secure/fix flags, banners or posters to surfaces of structures and installations at the Stadium, cover CCTV cameras or air conditioning systems, place flags, banners or posters on the pitch-side perimeter walls (unless permitted otherwise by the Event Organisers), or otherwise use flags for any reason other than in a festive and friendly manner. Upon the request of the Event Organisers, Ticket Holders must immediately remove, stop demonstrating and/or permit the confiscation of any flags, banners or posters;
  - 4.2.24. write, paint or post anything on structural elements, installations or passages;

- 4.2.25. possess, use, display, disseminate, promote or transmit any materials (including but not limited to banners, flags, flyers, apparel and other paraphernalia) of a political, offensive and/or discriminatory nature, containing wording, symbols or any other attributes aimed at discrimination of any kind against a country, private person or group on account of race, skin colour, ethnic, national or social origin, gender, disability, language, religion, political opinion or any other opinion, birth, wealth or any other status, sexual orientation or any other grounds;
  - 4.2.26. sell or offer to sell any goods (or Tickets in violation of applicable FIFA ticketing terms and local legislation), gather and/or distribute materials (including printed materials such as flyers, booklets and publications, advertising materials and apparel) or any objects whatsoever, raise funds or conduct other promotional or commercial activities without the prior written consent of FIFA (including demonstrating discernible brands or trademarks of legal entities or individuals for advertising purposes) nor conduct any other types of promotional or propaganda activities;
  - 4.2.27. solicit donations in cash or in kind (including but not limited to musicians, singers or collectors of charitable donations at the Stadium surroundings or on Stadium premises) without written authorisation from the Event Organisers;
  - 4.2.28. conduct any activities relating to gambling, betting or court siding, including wagering of money or value-in-kind on an event and/or Match with an uncertain outcome;
  - 4.2.29. conduct any activities related to predicting or attempting to predict sport results for financial gain;
  - 4.2.30. relay and/or transmit, via mobile or other devices, the live Match scores or any other activity related to the Competition or information about Match activities that is announced via the public address system and/or giant screens located within the Stadium; and
  - 4.2.31. practise any other activities or adopt any behaviour that may compromise public safety and/or harm the reputation of the Competition and/or Event Organisers, as determined by the Event Organisers in their sole discretion.
- 4.3. The above lists of obligatory and prohibited actions are not exhaustive. The Event Organisers reserve the right to make a final decision on whether any behaviour within the Stadium is prohibited. Ticket Holders or Accredited Persons who do not comply with the Event Organisers' final decision may be refused entry to, or removed from, the Stadium.