

BOLTON WANDERERS AWAY MATCHES

We ask all supporters to act and behave as ambassadors of Bolton Wanderers when travelling to away matches. We ask that supporters do not engage in any unacceptable behaviour travelling to and from an away match and within the opposing ground itself. Examples of unacceptable behaviour include [but are not limited to] breaching the Ground Regulations and engaging in any behaviour or using language which in the opinion of the Club is threatening, intimidating, racist, discriminatory, abusive, or offensive and/or which is likely to cause a nuisance or harassment to any other person or compromise public safety. This may also include (but is not limited to) bringing hazardous or banned substances into the ground, using foul or abusive language, throwing objects, entry onto the playing area or any areas where spectators are not permitted, chanting which is racially motivated and smoking in the football ground. We ask that you respect the staff and stewards of the opposing Club, that you remain seated for the duration of the match and that you do not block aisles or gangway.

Where a supporter is identified to have breached the Ground Regulations or brought the Club's name in to disrepute, further action will be taken in line with the guidance within this charter. The Club reserves the right to investigate incidents at any time that evidence is presented to them and will work with the Police and other authorities where a criminal act has taken place. The Club sells away tickets in-line with the opposing Clubs guidance and cannot be held responsible for any unknown restrictions that may have an impact on your match-day experience. When children are traveling to away matches please check with the opposing Club what their rules are regarding the supervision of children as rules can vary. Please ensure that children are safe and properly supervised by a responsible adult before, during and after the game.

STADIUM BANS

Our Safety & Security Team reserve the right to issue a written warning or to ban any supporter or other individual from the University of Bolton Stadium for breaches of the Ground Regulations. Where possible stadium bans will be conveyed in writing, whether by email or post, and may also include the suspension of ticket purchasing privileges for away matches. The banning order will outline the nature of the offence and the specific Ground Regulation that has been breached. It will also indicate the length of ban, either as a fixed number of matches or a period of time. This will be issued by the Club's Safety and Security Team. Where possible, banning letters will be issued within 7-working days of the match at which the offence took place, or within 1 working day of the next home match (if this follows within a week of the previous home match). Where deemed appropriate by the Club, the reinstatement of a banned supporter's privileges may be dependent upon them signing and returning an Acceptable Behaviour Agreement.

APPEALS PROCESS

The Club recognises the right to reply for any individual who has been issued with a stadium ban. Should you be dissatisfied with the final response that you have received from the Head of Safety & Security in relation to your stadium ban, you can appeal the decision to the Club's Head of Supporter Services. All appeals must be in writing, providing a detailed response in relation to the issue or specific point(s) that you are appealing. Upon receipt, a full review of the issue or specific points(s) raised within your appeal will be conducted independently of the Safety and Security Team. We will seek to respond to any appeal within 10-working days, though this may increase during peak periods or if further investigation is required. We will endeavour to provide updates on our progress should a longer period of time be required. The findings of this review will be conveyed in writing and will be considered final by the Club.

BOLTON WANDERERS ACCEPTABLE BEHAVIOUR CONTRACT

The aim of this intervention is to offer an opportunity for an individual(s) who may have come to the attention of the club for their conduct | and/or have served a stadium ban and seeking to return to the stadium. It is aimed at the younger element but isn't age specific. The time perimeters can vary and the additional conditions can be dependent on the previous incidents. Though not criminally enforceable at this stage, it offers the club an audit process should an individual re-offend to provide evidence for a football banning order application. In addition it also allows an individual to 'rehabilitate' and evidence a course of conduct evident that clubs deems acceptable

EMPOWER

NON RISK

There is no current intelligence or information that the supporter intends, or is likely to engage in disorderly, anti-social or criminal behaviours

CONSULT / COMMUNICATE

INFLUENCE

LOW RISK

Current information or intelligence that they may engage in low level anti-social behaviour or commit minor criminal offences often influenced by alcohol and/or drug use

MEDIUM RISK

Current information or intelligence that they have the potential to escalate to violence or disorder

ENGAGE

DETER / DISRUPT

ISOLATE

HIGH RISK

Current information or intelligence that may actively seek involvement in violence or disorder or influence others to do so

EXCLUDE / EDUCATE

We appreciate that no two incidents are the same. Our Safety & Security Team will consider all available evidence when dealing with incidents and determining the length of a ban, if applicable. The table alongside indicates the type of penalties that may be issued against supporters.

Please note this is intended as guidance only and we reserve the right to suspend a supporter's account whilst the investigation takes place.



BOLTON WANDERERS FAN SANCTION POLICY



The Club, working with BWFC Supporters Trust, has produced this document to provide transparency around the sanctions that Bolton Wanderers Football Club may impose for various offences.

The document also sets out what the appeals processes are should sanctions be imposed. Please note that in addition to the sanctions set out in this document, it is likely that committing an offence will result in the relevant individual being refused entry to, or being ejected from the stadium. The Club will review this guide from time to time.

To outline the club sanction for supporters of Bolton Wanderers for both home and away fixtures. The below options will provide an auditable, methodical process when dealing with supporters conduct that falls below the expected standard.

The beginning of the 2022-2023 the Premier League and EFL introduced a package of policy measures, actions and sanctions to tackle criminal and anti-social behaviour at football matches.

Bolton Wanderers recognise that these behaviours do not represent the majority of fans and will underline the importance of a safe matchday environment for everyone. The policy is aimed specifically at addressing behaviour including:

- Pitch incursions (individual and mass invasions)
- The use of smoke bombs and pyrotechnics
- Throwing objects
- Drug-taking
- Discriminatory behaviour

This season has already seen the club having to report back to the FA and EFL due to BWFC fans poor behaviour at away games.

The aim of this policy is to try and tackle the above issues, highlight and deal on a case by case basis issues caused by identified individuals and to deliver the below strategy around fan behaviour:

SANCTION TABLE

OFFENCE	EJECTION FROM STADIUM	WRITTEN WARNING	3 MATCH BAN	6 MATCH BAN	SEASON BAN	3 SEASON BAN	LIFETIME
Unacceptable conduct Persistent standing, visiting supporters in home areas	*	*	*				
Discriminatory behaviour Language Racist, homophobic, anti-Semitic, anti-disability language, offensive chanting or abuse	*				*	*	*
Disorder Fighting, physical assault	*			*	*	*	*
Use of pyrotechnics	*		*	*	*	*	
Missile throwing Throwing of objects [including coins and alcohol drinks] in the stands, on the concourses or onto the pitch	*		*	*	*	*	
Pitch incursion At any time	*		*	*	*	*	
Abuse aggression towards BWFC staff Verbal or physical abuse	*		*	*	*	*	*
Drunk inside the stadium Inc. Stands Concourses hospitality areas	*		*	*			
Drinking alcohol in view of the pitch In stands, marked concourse areas, hospitality areas with a view of the pitch	*	*	*	*			
Persistent foul or abusive language Towards players, staff, fellow supporters home and visiting.	*	*	*	*	*		
Ticketing Touting, misuse of tickets, misuse of concessions.	*	*	*	*	*	*	*
Smoking E-Cigarettes Non-compliance in Stadium	*	*	*	*			
Any Other Criminal Activity	*	*	*	*	*	*	*
Away Fixtures	Reviewed on an individual basis						

Sanctions are a guide only. The club retains discretion to impose alternative sanctions depending on the circumstances, through Restorative Justice and educational programmes as considered options. These sanctions are also independent of any other investigation and/or sanctions that may be imposed by third parties IE. Police | relevant authorities. The club may also provide relevant information to the Police and/or the other relevant authorities.