



# UEFA Minimum Health & Hygiene Requirements for the Return of Spectators v3

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## 1. Preamble

The UEFA Minimum Health & Hygiene Requirements for the Return of Spectators (the Minimum Requirements) set out the minimum requirements that national associations and clubs (match organisers) must implement when staging UEFA competition football (including the centralised national team friendly matches) and futsal matches with spectators in attendance (UEFA matches with spectators).

The Minimum Requirements are intended for use in conjunction with the latest UEFA Return to Play Protocol originally approved by the UEFA Executive Committee on 9 July 2020<sup>1</sup> and as amended from time to time. This document cannot be considered as an authorisation to admit spectators to matches, as this is a decision for the relevant competent national/local authorities (the authorities). Whenever the authorities allow spectators to attend a UEFA match, the maximum spectator attendance limit is determined by, the authorities and the Minimum Requirements must then be fulfilled.

The Minimum Requirements have been drawn up with the support of Prof Dr Tim Meyer (GER) (UEFA Medical Committee chairman) and Dr Zoran Bahtijarević (CRO) (UEFA Medical Committee third vice-chairman).

While it is impossible to ensure a completely risk-free environment, the objective of the Minimum Requirements is to ensure that, wherever spectators can be admitted to UEFA matches, match organisers shall adopt best practices based on medical advice in order to minimize the risk of infection.

Each match organiser must draw up a health and hygiene plan approved by the authorities for match operations involving spectators. The match organisers must confirm to the UEFA administration that the plan complies with all relevant decisions of the authorities and with the Minimum Requirements, by submitting the Declaration of Compliance with the Minimum Requirements on TIME.

While the Minimum Requirements are considered to be minimum obligations, the exact health and safety measures that each match organiser adopts depend greatly on the specific local situation (risk rate of the area, stadium size and infrastructure, set-up and organisation, level of digitalisation, ticketing process) and on specific laws and regulations imposed by the authorities.

This document is intended to supplement any rules established by the authorities. In case of discrepancies with measures imposed by authorities, the strictest (safest) requirements apply. Any limits to the total number of persons that can be in the stadium must be applied in a way not to impede or have any impact on the team delegation size or the number of venue staff, media or broadcaster personnel permitted to attend.

Match scheduling must not be jeopardised by any decision on spectator attendance: decisions to admit or not admit spectators to a stadium must not have any impact on the schedule, even at short notice.

The match organiser is wholly responsible for compliance with national and local requirements and must hold UEFA harmless against any claims related to spectator attendance.

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<sup>1</sup> [uefa.com/insideuefa/about-uefa/news/0260-100e86100861-0f897cbeff8f-1000--uefa-return-to-play-protocol/](https://uefa.com/insideuefa/about-uefa/news/0260-100e86100861-0f897cbeff8f-1000--uefa-return-to-play-protocol/)

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The UEFA administration will amend the Minimum Requirements as appropriate to take account of the COVID-19 situation and changes to national circumstances.

Minimising COVID-19 risks for UEFA matches with spectators relies on thorough and robust preparations and on-site organisation, but also to a large extent on the cooperation and behaviour of the teams, spectators, venue staff and all target groups involved in the matches. Match organisers should bear in mind that their actions and adherence to all applicable laws and regulations, including this document, are critical to guarantee a safe environment for spectators.

## 2. Process and scope of application

Spectators can be only allowed to attend UEFA matches if the match organiser complies with:

1. National and/or local legislation including attendance limit set by the authorities;
2. The Minimum Requirements;

The stadium hygiene officer (HO) and stadium manager must submit the Declaration of Compliance with the Minimum Requirements (available on TIME) to the UEFA administration ahead of the first match of that team in that stadium played with spectators. In addition, if a team has played matches in that specific stadium already with spectators, but the situation subsequently changed and supporter attendance was after then prohibited by the authorities, a new Declaration of Compliance must be submitted before the next match that spectators are permitted to attend again.

Submitting this declaration is a prerequisite if spectators are to attend UEFA matches. It is up to the teams to ensure compliance for all UEFA matches they play.

The UEFA match delegate will report any non-compliance with the Minimum Requirements to the UEFA administration, and disciplinary measures may then be taken in accordance with the UEFA Disciplinary Regulations.

## 3. Risk assessment

UEFA recommends that match organisers conduct a risk assessment based on specific assessment tools such as those published by FIFA. This identifies the level of risk, including in terms of spectator attendance, and can help to decide whether additional health and safety measures are needed for UEFA matches with spectators:

[fifa.com/who-we-are/news/fifa-who-and-football-stakeholders-draft-medical-considerations-and-risk-assessm](https://www.fifa.com/who-we-are/news/fifa-who-and-football-stakeholders-draft-medical-considerations-and-risk-assessm))

The minimum requirements listed in the present document have been defined based on a football-specific risk score of low to very low. In the event the risk assessment score is moderate to very high, additional health and safety measures must be taken before resuming UEFA matches with spectators.

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## 4. Stadium capacity and seat allocation

The maximum attendance limit is decided by the authorities.

During and after the match, measures must be taken to ensure minimal contact between spectators. In particular the minimum social distance must be applied between all ticketed seats or individual ticket groups according to the rules decided by the authorities. The same applies in any standing sectors, when standing areas are permitted to be used under the relevant competition regulations according to the applicable stadium category. In the absence of any local legislation/regulations in this respect, WHO<sup>2</sup> guidelines on minimum distance must be applied.

## 5. General hygiene measures

The match organisers must:

1. Before and during the match, clean and disinfect the areas of the stadium that are accessed by spectators and others. These areas may include seating, hospitality, catering, media working areas, offices, meeting rooms, sanitary facilities and any frequently touched surfaces, especially in areas with high traffic, such as door handles, toilet handles, bathroom taps;
2. Install hand sanitisers throughout the stadium as needed, e.g. at stadium access points, entry points to each of the stadium zones, in front of the seating zone and lavatories, food stalls or retail shops;

## 6. Ticketing and seating

The match organisers must:

1. Sell and assign personalised tickets only;
2. Ensure the minimum social distance as described in section 4;
3. Fix unassigned seats in a closed position and/or mark them accordingly;
4. Handle the admittance of the general public with all the necessary precautions and with absolute adherence to the UEFA Return to Play Protocol. It is paramount to protect the team bubble and TV facilities. The presence of the general public must not jeopardise the teams. The match organisers must in particular:
  - 4.1. Prevent spectators from approaching the tribune sectors used by team delegation members and/or any other organisational staff who have access to zones 1 on MD-1 and MD. A minimum safe distance of 2 metres must be guaranteed. Similarly, if broadcast/media operations working positions are located in the tribunes for COVID protocol reasons, an appropriate distance must be maintained between spectator areas and these working positions in order to allow the broadcast/media operations to take place safely and without unnecessary disturbance;
  - 4.2. Ensure that all seating sectors, skyboxes or similar facilities for the general public and guests are completely sealed off from Zone 1 and 2 (as defined in the UEFA Return to

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<sup>2</sup> 1 metre on 1 October 2020: [who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public](https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public)

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Play Protocol) users, e.g. clearly separated access and egress routes with no crossing points, dedicated sanitary and medical facilities and dedicated stewards;

## 7. Temperature measurement

If temperature measurements are required by local/national legislation, the match organiser is strongly recommended to implement:

1. the latest thermometer technology, such as thermal imaging cameras or similar, to speed up the process and prevent overcrowding of spectators entering the stadium/facilities;
2. a detailed procedure for spectators with a temperature above the threshold set by the authorities (e.g. dedicated area to be defined for such individuals and potential re-measuring of the temperature after a specific amount of time).

## 8. Queue management

The match organisers must:

1. Apply a queue-management concept – to be included in the health and hygiene operational plan approved by the authorities – to minimise congestion and overcrowding;
2. Set up queuing lanes with channelling systems and dedicated signage in front of turnstiles, lifts, staircases, vomitories, sanitary facilities and food and beverage concession outlets;
3. Set up channelling systems, floor markings, signage and posters to remind spectators to maintain social distance from each other.

## 9. Communications to spectators

The match organiser must define a communication plan to inform spectators about the COVID-19 mitigation measures, including:

1. Queuing instructions and guidance using posters, signs, channels and floor markings, including reminders to maintain social distancing, wear masks and use hand sanitisers;
2. Indications of maximum occupancy in restrooms, hospitality areas and lifts;
3. Reminders of all stadium rules, including assigned seating, social distancing and mask wearing, using posters, public announcements and images on giant screens and venue TV;
4. Information on procedure if spectators have COVID-19 symptoms (see section 13).

Match organisers are recommended to dedicate staff to instruct spectators to comply with all hygiene measures and social distancing while entering the stadium, during the match and when exiting the stadium area.

The spectators should also be recommended to:

1. Regularly disinfect their hands, using the hand sanitizers provided around the stadium;
2. Avoid crowding and congregating in groups;

3. Download and use contact-tracing apps permitted in the jurisdiction of the match;
4. Use contactless payment to cash.

## 10. Hospitality

The match organiser must devise a plan to minimise risks in hospitality areas, including:

1. Assigning seats to all spectators in hospitality areas (no standing);
2. Ensuring a minimum distance between tables;
3. Ensuring all service staff wear masks and regularly disinfect their hands;
4. Providing food and beverages in accordance with the national and local hygiene rules for restaurants.
5. Set up a contact tracing system for any guests in areas without a specific seat allocation, e.g. in sky boxes.

## 11. Food and beverage stalls / retails

If the operation of food and beverage stalls and retail are permitted under local law, , the match organiser must devise a plan to minimise risks in these areas, including:

1. Setting up a queue management system as described in section 8;
2. Providing food and beverages in accordance with the national and local hygiene rules for restaurants;
3. Ensuring all service staff wear masks and regularly disinfect their hands.

## 12. Ticket holders' obligations

The general terms and conditions for ticket sales must include the following minimum obligations for ticket holders:

1. Ticket holders must not come to the stadium and must contact the relevant local health authorities for guidance if they are suffering from any of the symptoms associated with COVID-19 that are known not to be from another cause<sup>3</sup>;
2. Ticket holders must not come to the stadium if within the last 14 days they have tested positive for COVID-19 or if over the past 14 days they have been in contact with anyone who has tested positive for COVID-19;
3. Ticket holders must confirm they are aware and informed of the risks inherent to the COVID-19 situation;
4. If required by the competent authorities, ticket holders must inform the local health authorities and the match organisers if they test positive for COVID-19 after the match within the period defined by national/local regulations;
5. Ticket holders must undertake to follow all stadium rules, including:
  - 5.1. Submitting to a body temperature check on entry to the stadium (if required by national/local legislation);

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<sup>3</sup> A list of potential symptoms can be found here: [who.int/health-topics/coronavirus#tab=tab\\_3](https://www.who.int/health-topics/coronavirus#tab=tab_3)



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- 5.2. Wearing a mask covering their nose and mouth (if required by national/local legislation);
  - 5.3. Maintaining social distancing while at the stadium, including from other spectators and venue workers, unless advised by the venue staff or where mitigation measures (e.g. plexiglass separators) are in place;
  - 5.4. Adhering to the seat allocated to them, which ensure social distancing between all ticketed seats;
  - 5.5. Not occupying any seat other than the one allocated with their ticket.

A plan must be devised for clearly communicating spectator obligations to the ticket holders in advance of the match.

Match organisers are responsible for enforcing these obligations. Spectators that refuse to comply with these regulations must not be admitted to the stadium or must be escorted out of the stadium.

### **13. Infected or potentially infected spectators during or after the match**

The match organiser must follow the health and safety procedures defined by the authorities in case of infected or potentially infected persons, as well as in case of persons who believe to have COVID-19 symptoms or to have been in contact with COVID-19 carriers. Depending upon the jurisdiction, these procedures may include sharing data with local authorities and notifying ticket holders of their obligations to report symptoms or positive testing results to the competent authorities.

### **14. Arrival and departure of spectators**

The match organiser must devise a plan to regulate the spectators' arrival at and departure from the stadium, covering all possible means of transport. The match organiser must agree with the authorities responsible for mobility within the region, city and district to provide appropriate services and capacity on the public transport network up to the last kilometre.

### **15. Fans without tickets**

In consultation with the relevant local authorities, the match organiser must devise a plan to mitigate the risk of fans without tickets gathering in the vicinity of the stadium.