

ADULTS BRINGING CHILDREN TO MATCHES

ADVICE AND GUIDANCE



INTRODUCTION

Burnley Football Clubs ticketing terms and conditions state that anyone 13 years and under must be accompanied by a responsible adult who must be over the age of 18.

To enter the stadium, unaccompanied by an adult, you must be 14 years of age.

This guidance is for all adults bringing children to a game to help them consider that there may be situations and other issues which should be given careful thought before bringing children to a match or event. If the child is 14 years or above, this guidance will allow parents/carers to talk through the child's attendance at a game with them to make sure they have plans in place.

Your child is your responsibility and should be FULLY supervised throughout your visit to the ground.

Our expectation of FULLY supervised is that you are always within arms-reach of them.

GETTING LOST

Football Grounds are large, busy places. Children can easily get lost and within the ground everything looks the same.

You should always:

- Always keep your child with you and fully supervise them especially when visiting toilets, be prepared to miss some of the football game to ensure you do this.
- Have a pre-agreed meeting point organised and on arrival discuss this with the child in case you get separated.
- Show them who Stewards are and ensure that they know that they should go to a member of staff if they are lost, scared, or worried.
- There are also Safeguarding Stewards wearing PINK HI-VIZ VEST that are there to support.
- We also have 'writable' wrist bands (free of charge) for your child/young person where you can add your contact details to be used in an emergency should they become separated.

EMERGENCIES

Could you and your child cope in one? Would they be safe in the crowd trying to get quickly out of the stadium all at once?

If you had to get out quickly, how would you do that safely and together? Where is your nearest emergency exit/escape route? Where is your alternative escape route? Where would you meet up outside the ground?

This should all be considered prior to the game starting, look around you for emergency exits and meeting points and ensure you have a plan just in case.

Stewards are always on hand and available but help yourself and get to know your surroundings.

RISK FROM FOOTBALLS

During the warmup, during the game, and in all areas in view of the pitch there is a risk of being hit by a ball. During the warmup there are multiple balls, which could come from any direction on the pitch. Footballs are hard, can be hit with considerable force and could cause significant injury.

There is considerably more risk behind the goals or near the corner-flags.

STAY ALERT AT ALL TIMES!

UNDER 5S

As stated above football stadiums are loud noisy environments and you need to take this into consideration should you wish to bring an under5/'babe in arms' to the match. If you do so, you do so at your own risk and must ensure you do all you can to protect yourself and the child/baby.

It is not advisable to have any under 5s behind the goal areas. If you are sat in this area you need to speak with the Ticket Office prior to attending the game to look at potentially changing seat location. There is no guarantee that this will happen, if it does not happen and the seat allocation cannot be changed then the decision to enter and sit behind the goals lies with the adult responsible for the child.

Babes in arms MUST NOT be sat behind any goal area – if this affects you, you must speak with the Ticket Office.

Every person, including those under 5s, entering the stadium requires a ticket, no exception.

GOALS

When a goal is scored, regardless of the team, the crowd will become very loud and noisy, there will be jumping and some possible surging, how will you ensure that your child feels safe and is not harmed?

If this is your first time at Turf Moor, or first time at a football match, it is advisable to watch some videos of crowds celebrating goals prior to arriving. This may help you and/or your child understand what happens, which may prepare you/them for the experience.

THE WEATHER

The English Weather is completely unpredictable, and you should be considering what your child may need throughout their visit:

- High temperatures and strong sunshine are possible, and this could mean you may be stood in full sun for long periods of time – sun hat, sun cream and sunglasses may be required.

- Winter games, especially at night, may mean sub-zero temperatures, rain, wind and snow. This may also cause tricky conditions under foot when walking to and from the game – Hats, gloves, waterproofs, and appropriate shoes will be beneficial.
- In extreme weather conditions babies and children respond differently to adults, they can become cold very quickly or dehydrate very quickly depending on the conditions, make sure you make adequate provision.

Check the weather forecast before you leave and be prepared for it to change and be colder, hotter, or wetter than predicted.

NOISE AND LANGUAGE

Football matches are very noisy events, babies and young children's hearing is more sensitive than adults and consideration should be given to the impact that loud noise may have on your child, maybe you could consider ear defenders, ear plugs or earmuffs. We do not provide these or have a supply to hand out.

After 'age-related' hearing loss, research shows that exposure to loud noise is the second most common cause of permanent hearing loss.

Young children may also find cheering, singing and chanting in some parts of the stadium frightening so do consider the parts of the stadium/stand you buy tickets in, take advice from the ticket office on the more appropriate areas depending on the age of your child(ren)

You may also find some spectators occasionally using language that is inappropriate for young people to hear, whilst Burnley FC are committed to tackling this, we cannot guarantee that your child will not hear this. There are areas around the stadium which are more family friendly, please contact [Jack Ormesher, Supporter Liaison Officer](#), on slo@burnleyfc.com or 01282 704 704 if you wish to discuss this further.

FINAL THOUGHTS

We want you and your child to enjoy your visit. If you are bringing a child to the stadium, think about their needs first. If you can't guarantee their comfort or safety, then please think about alternative arrangements for them so you can relax and enjoy the game!

Every young child has the right to enjoy their visit and should never experience discomfort, distress, or harm because of a visit to Turf Moor.

If any staff member or Club official(s) are concerned that a child may be suffering abuse, neglect, or in any way experiencing distress within the Stadium, or footprint of, they will refer their concerns to the Head of Safeguarding/Safeguarding Team, Local Authority Safeguarding Team and/or the Police.

If you have a concern about a child during a match, contact one of the stewards who will be happy to help or alternatively you can contact Burnley FC Head of Safeguarding, [Gary Russell](#) at any time on g.russell@burnleyfc.com or on 07435 946 205

Lancashire Children's Social Care Duty Team can also be contacted on 0300 123 6720 or if there is an immediate risk of harm contact the Police on 999.

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TURF MOOR, HARRY POTTS WAY, BURNLEY, BB10 4BX