

Safety, Security and Service – Information

INFORMATION FOR AWAY FANS

THURSDAY, MARCH 17 2022

KO tba



KAA GENT
— STAMNUMMER 7 —





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VISA/TRAVEL REQUIREMENTS

If you are an EU-citizen and you are part of the Schengen countries, you **don't** have to be in possession of a visa.

Regarding specific Covid measures for your travel/stay in Belgium: please note that the "Passenger Locator Form" has to be filled in before boarding: you can find the form as well as all relevant health guidelines via following link: <https://travel.info-coronavirus.be/public-health-passenger-locator-form>

UEFA MINIMUM HEALTH AND HYGIENE REQUIREMENTS FOR THE RETURN OF SPECTATORS

To enter the stadium you must be in the possession of a Covid Safe Ticket (CST).

CST means that a person is in possession of one of following 3 certificates:

- A vaccination certificate proves that you have been fully vaccinated against the Covid-19 virus (min. 14 days)
- A test certificate proves that you have taken a negative Covid-19 test (PCR test not older than 2 days, RAT test not older than 1 day)
- A recovery certificate shows that you have recovered from Covid-19 after a previous positive Covid-19 test (max 180 days)

Youth between the ages of 12 and 18 also need a Covid Safe Ticket. Children born in 2009 or later do **not** need a Covid Safe Ticket.

When you enter the stadium, since Feb 18th 2021 it is **no longer mandatory** to wear a mouth mask for all people.

All relevant information and the way how to use the CST can be found on following link:

<https://covidsafe.be/en/> AGE RESTRICTIONS

The minimum age to attend the football match alone is 12 years old.

Under the age of 12 you must be accompanied by an adult.

TICKET DISTRIBUTION ARRANGEMENTS

The ticket distribution is done by the visiting club. We always help to deliver all tickets to the club.

MEETING POINT

If you just want to have a drink with your fellow fans, no problem at all.

A meeting point we recommend is the 'Korenmarkt'. This square is located in the very heart of the city center. You will find plenty of bars there to have a good time.

Reminder: Belgian beers are stronger than most other beers, so drink them with care.

If you want to dress in your club colours, we consider this perfectly normal. After all, we all are football supporters.



FAN WALK (CORTEO) TO THE STADIUM

The best way to get to the stadium is the organized way. There is a possibility to organize a fan walk to the stadium after an official request and in cooperation with local police.

FAN BUSES TO THE STADIUM

There are no fan buses to the stadium unless this is organized on beforehand between both clubs

GETTING TO THE STADIUM BY PUBLIC TRANSPORT

Both bus 8 and bus 19 go from the city centre to the “Arteveldepark” where the stadium is situated.

TRANSPORT OR PRIVATE VEHICLES

Basically there is no parking available for private vehicles;

Perhaps there is a possibility for a limited number of cars in our visitor car park, **depending on availability.**

MAP(S) SHOWING WHERE TO PARK PRIVATE VEHICLES

Visitors can park vehicles on parking 5.

Only if there is parking available.

On page 7 of this info brochure you will find a parking map.

FAN ZONES NEAR THE STADIUM

There are no fan zones near the stadium. Only in the city center (Korenmarkt).

MAP SHOWING THE AWAY ENTRANCES

On page 6 of this info brochure you will find a map with the away entrances.

STADIUM OPENING TIME

The stadium will be open for visiting fans 1,5 hours before kickoff. If you don't want to miss the kickoff, we strongly advise to be at the stadium no longer than 45 minutes before kickoff. After all, we have to check every supporter for the Covid Safe ticket, match ticket and perform a thorough body search.

ENTRY PROCEDURES

- **Step one:** A check of the Corona Safe ticket.
- **Step two:** A body search will be done.
- **Step Three:** The security will check your entrance ticket.

When these three steps are done you can enter the stadium and enjoy the game.

ITEMS ALLOWED TO BE BROUGHT INTO THE STADIUM

- Bags and handbags up to A4 size are allowed in the stadium.
- Umbrellas are allowed if they do not have a sharp point.

PROHIBITED ITEMS

In the stadium it is forbidden to bring:

- Alcohol, bottles, glasses, cans, drugs or stimulants, etc.
- Solid, liquid or gaseous projectiles or explosives.
- Pyrotechnic objects.
- Flammable products and aerosols.
- cigarettes, cigars, e-cigarettes.
- Any weapon or any dangerous, cutting or crushing object (sticks, chains, striking, stabbing or thrusting weapons, etc.).
- Unless authorized by the security officer, animals are not allowed in the stadium.



MEDICAL EXCEPTION FOR PROHIBITED ITEMS

There can be made an exception for prohibited items when you are in possession of a medical certificate.

RULES ABOUT ALCOHOL IN THE CITY AND THE STADIUM

Belgium:

- Under the age of 16 it is **forbidden** to drink any kind of alcohol.
- Under the age of 18 it is **forbidden** to drink spirits or liquor.

Ghelamco Arena:

In the stadium we do not offer spirits or liquor. But you can enjoy a delicious Belgian beer (if you are older than 16).

People that are obviously drunk, will be prohibited from entering the stadium.

RULES ABOUT PYROTECHNICS IN THE CITY AND THE STADIUM

The use of pyrotechnic objects such as smoke bombs, explosives and Bengal fire is **prohibited** by the football law and will be controlled strictly.

RULES ABOUT FLAGS AND BANNERS IN THE STADIUM

It is possible to bring banners and flags to the stadium, but these must be approved in advance by the club, police and the fire brigade.

These flags and banners must not hang in front of billboards, obstruct evacuation routes or obstruct the view of the playing field. But you can count on our security to help find the right place for all the flags and banners.

RULES ABOUT SMOKING (INCLUDING E-CIGARETTES) IN THE STADIUM

Any form of smoking (cigarettes, cigars, e-cigarettes, devices that heat tobacco and all other types of tobacco products) is **prohibited** in the Ghelamco Arena.

An alternative is provided for fans who still want to smoke. They can go back to the entrance of the visitor's section to smoke outside in the smoking zone.



EVACUATION ANNOUNCEMENTS

This happens through the public address.

FIRST AID ARRANGEMENTS

A first aid team will be present in the visitor's section during the game.

Within the visitors section there is also an equipped aid station and an AED present.

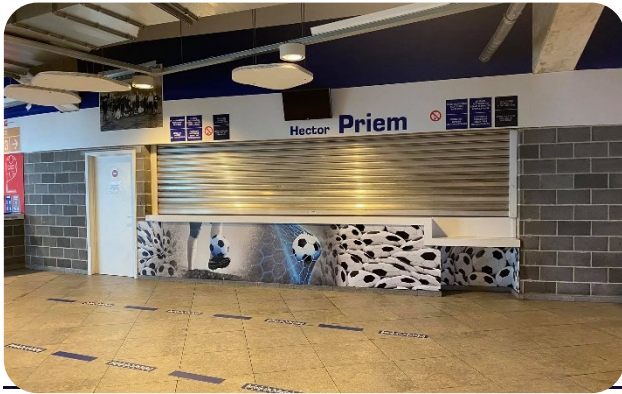
On [page 8](#) you can find the evacuation plan.

MERCHANDIES & FOOD AND BEVERAGE OFFERINGS

In the visitors' section there is a possibility to eat something. Fries, burgers and a variety of snacks are provided.

You can also enjoy a Belgian beer and some soft drinks.

Note: In principle, the bar closes 15 minutes after half time.



METHODS OF PAYMENT

you can pay for your food and drinks both in cash and with your bank card or visa.

RECYCLING ARRANGEMENTS

Inside the visitor's section there are several trash cans available.

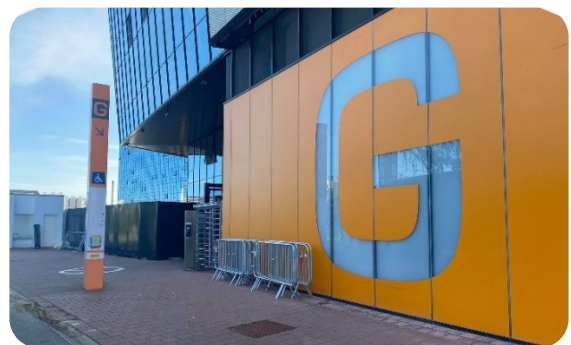
There are trash cans to get rid of plastic bottles and containers and there are trash cans to get rid of residual waste. (separate waste collection)

LOST PROPERTY

If you lose your keys, wallet, phone, etc. Contact a policeman or steward. We will take care that the lost item comes back to you (if it is found).

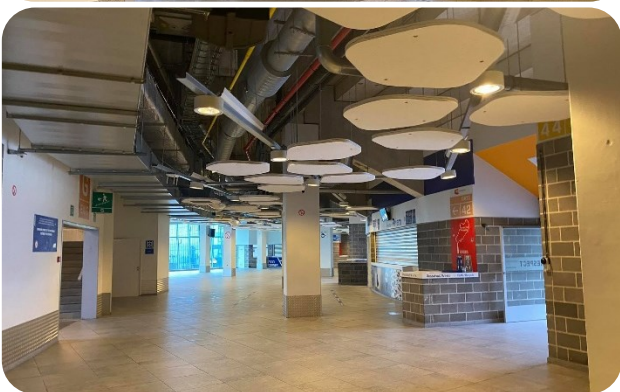
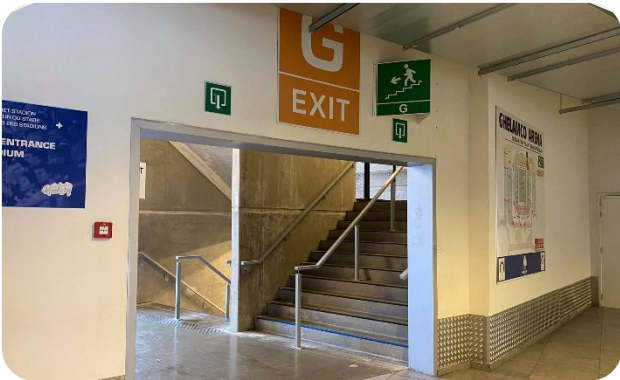
ACCESSIBILITY ARRANGEMENTS

Entrance:





Visitor's section:



MAP OF THE STADIUM



PARKING MAP



EVACUATION PLAN

