



## Coventry Rugby Supporters' Club - Code of Conduct (Issue 01 – September 2019)

### 1. Introduction

Throughout the season the Supporters' Club will arrange coach travel to away games where it is financially viable to do so and provided that sufficient volunteers are willing to organise and arrange such travel.

The majority of those travelling on the coaches behave appropriately at all times. However, misbehaviour by some travellers can make travel unpleasant for their peers, distract the driver, result in damage to vehicles, or, in extreme cases, put the coach occupants and other road users at serious risk.

When booking coach travel the traveller accepts to be bound by this Code in its entirety, no exceptions. If for any reason a traveller feels they cannot comply, or, agree to be bound by this Code, they must **not** book coach travel.

### 2. Who does the Code apply to & how does it benefit you

This Code of Conduct is a set of guidelines for those travelling on the coaches and forms the basis of specific rules to manage behaviour on the coaches. This Code applies to all those travelling, without exception, on all coaches organised by the Supporters' Club.

The Code sets standards of behaviour and provides an agreed systematic process so that disruptions or misbehaviour by travellers are dealt with swiftly and fairly. It also aims to minimise the number and severity of such disruptions.

### 3. What are the Standards

For the majority of travellers compliance with the Code will not require any changes in their current behaviour. Adherence to the Code by those travelling will help to ensure that all travellers have a comfortable and safe as reasonably practical journey.

- **Behavioural Standards**

- Treat other travellers, their possessions and property with respect
- Follow the Coach Manager's directions without argument

- Under any circumstances interfere with coach property, or, equipment by marking, removing or damaging them
- Whilst on the coach conduct yourself in an orderly manner
- Wear the seat belt properly adjusted and fastened
- Do not create unnecessary noise that may distract the driver
- Must not bully, harass or, intimidate other coach travellers. Should such an incident occur, notify the Coach Manager as soon as practical
- Must not carry dangerous items (such as knives, etc)
- Must not vandalise the coach or other travellers property
- Must not throw articles around inside the coach
- Must not use offensive language
- Must not be confrontational, aggressive, or abusive to the Coach Manager, driver, or to any other coach traveller
- Must place all rubbish in the bags provided and not leave litter, or similar, on the coach seats, or in the seat back pockets
- Play loud audible music that may distract the driver
- In case of any emergency, or breakdown, follow the instructions given by the Coach Manager
- Must not under any circumstance approach the driver, either prior to, during, or, after the journey. Any and all issues must be directed to the Coach Manager, without exception and at all times

#### **4. Failure to Comply with the Code**

To promote consistency and fairness in responding with issues of non-compliance of the Code, misbehaviour has been divided into three categories of seriousness.

There are various actions that may be taken if a traveller fails to comply with the Code. These range from a warning, banning from travel, or, possible civil or police action.

The following factors will be taken into consideration when categorising any breaches of the Code:

- The threat to the safety of other travellers on the coach and the nature of the incident
- The seriousness of the breach
- Whether the breach was the first, or, one of a series of such incidents about which the traveller had been previously cautioned.

##### **4.1 Category 1 – Nuisance and Offensive Behaviour**

This includes behaviour that may be irritating, or unpleasant but is not physically dangerous, such as, but not limited to:

- Swearing, racist or homophobic language

- Arriving later than the boarding time posted on the coach travel details.
- Offensive comments directed toward other coach travellers

**Sanction** – Such behaviour will result initially with a verbal warning. Repeated offences may lead to a ban of up to 3 away games.

#### 4.2 Category 2 – Dangerous Behaviour

This category includes behaviours where there may be some physical danger to individuals, including but not limited to:

- Distracting the driver by persistent noise (yelling, shouting, anti-social behaviour)
- Bullying, harrassing or intimidating other passengers
- Damaging other travellers property
- Throwing of objects inside the coach
- Refusing to follow the directions given by the Coach Manager
- Verbally threatening or abusive behaviour towards the Coach Manager, driver, or other coach travellers

**Sanction** – Such behaviour may result, with no warnings given, in a ban of up to 6 away Games

#### 4.3 Category 3 – Destructive and Dangerous Behaviour

This category includes behaviours that are deemed to be very dangerous to individuals, or very destructive, such as, but not limited to:

- Pushing or barging other coach travellers
- Carrying dangerous items (such as knives, etc)
- Using matches or lighters whilst onboard the coach
- Destruction or vandalism, either deliberate or reckless, of coach property
- Physical assault on the Coach Manager, driver, or other coach travellers

**Sanction** – Such behaviour will result in an immediate & permanent ban, with no warning given, from all coach travel organised by the Supporters' Club. Should such behaviour occur on the outbound journey, then the individual(s) involved maybe banned from the return journey.

### 5. Determination and Notification of Sanction

Breaches of the Code will be dealt by those Supporters' Club Committee Members who travelled on the coach and Coach Manager within 7 days of the travel occurring and the offender notified of the sanction applied.

## 6. Appeal

Where a sanction is applied the traveller has the right to appeal, which must be received via E-Mail, or, letter to the Supporters' Club within 7 days of the notification of sanction being sent to the traveller concerned. The traveller will then be invited to attend an Appeal panel, which must consist a minimum of 3 Supporters' Club Committee Members, of which 2 must have been non travelling on the coach at the time of the breach of the Code. The decision of the panel will be final

## 7. Acceptance

When booking coach travel the traveller accepts to be bound by this Code in it's entirety, no exceptions. If for any reason a traveller feels they cannot comply, or, agree to be bound by this Code, they must **not** book coach travel.