



COVID PASS - FAQ

Anyone aged over 18 will be required to show a Covid pass or acceptable certification to prove they are either fully vaccinated or have had a negative lateral flow test result within the last 48 hours or have recently recovered from Covid -19.

The new rule came into effect in Wales on 11 October 2021.

Anyone aged over 18 who has been fully vaccinated in Wales or England or has had a negative lateral flow test result within the last 48 hours, can get a pass or prove their certification.

An NHS COVID pass is deemed as one of the below:

- A digital NHS COVID pass
- A paper NHS COVID pass
- A negative Lateral Flow Test (LFT) result within the past 48 hours
- Additionally, confirmation of a positive test within the last 6 months which has been followed by the appropriate period of isolation (i.e., 10 days) - can be evidenced via the COVID pass and also by text or email

Examples of the various passes:



Open on Screen



Apple Wallet Download



Google Wallet Download



PDF Download

Digital
2D Barcode
Name/date of Birth
Barcode Valid/Expiry Date

PDF Download
2D Barcode
Name
Barcode Valid/Expiry Date

How do I get my pass?

The NHS Covid Pass is available digitally and can be downloaded to your phone, tablet or computer.

Here is a step-by-step guide on how to get your digital NHS Covid Pass.

STEP 1 – CLICK ON THIS LINK

<https://gov.wales/get-your-nhs-covid-pass#section-73757>

STEP 2 – YOU WILL NEED TO LOG IN OR REGISTER FOR AN NHS ACCOUNT. You will be asked for your NHS number, but don't worry if you don't have this to hand.

STEP 3 – YOU MAY BE ASKED TO DO SOME SECURITY CHECKS

To prove your identity, this includes providing a photo of your ID and recording a short video of yourself.

STEP 4 – ONCE PROCESSED

Your NHS Covid pass will be available on your Phone, Tablet or Computer. The NHS Covid pass uses your NHS account to prove your vaccination status and your recent Coronavirus Test results.

THE NHS COVID PASS IS VALID FOR 30 DAYS BEFORE YOU NEED TO RENEW IT. THIS IS TO KEEP IT SECURE.

When do I need to show my pass?

The NHS COVID pass needs to be shown when you are attending an event with more than 10,000 people, so that includes the Majority of events at **Cardiff City Stadium**.

The digital NHS COVID pass expires every 30 days. Do I have to refresh the barcode / print each month?

The NHS COVID pass expires within 30 days of download; however, we advise that the pass is refreshed before the time of expiry. For the avoidance of doubt, it is the responsibility of the user to ensure that the Covid pass displayed is in date, at the time of presentation.

Should my pass say, 'Valid in England'?

The NHS COVID pass is valid across the UK; therefore, it does not matter if it says 'Valid in England'. This is an acceptable NHS COVID pass in Wales also.

For clarity, all UK passes are valid within this digital NHS COVID pass.

I have had one vaccination. Can I get a pass?

No. The NHS COVID pass is only available to those who are fully vaccinated and have therefore had two vaccination doses.

Can I bring a printed copy of my NHS COVID pass?

Yes. fans can bring printed versions with them on the day of a fixture. The correct version with valid expiry dates remains the responsibility of the end user.

What if I don't have phone signal at the stadium?

You can prepare by downloading an electronic copy of the pass to your smartphone. Alternatively, you can download and print a paper version and bring this to the stadium with you. Again, this responsibility lies with the end user.

I don't have a mobile 'phone or the technical know how to get my accreditation on my 'phone. What can I do?

You can request a paper COVID pass if:

- You have had a full course of the COVID-19 vaccine (you should wait 5 days after your final dose before requesting it)

Call **0300 303 5667** between 9am and 5pm, 7 days a week. (It can take up to 10 working days for a certificate to arrive. No requests can be fast tracked, and certificates cannot be collected.)

My paper copy didn't arrive in time. How can I come to the game?

If you have not yet received your paper copy of your NHS COVID pass, you can download the digital NHS COVID pass as detailed above. Alternatively, you are able to take a lateral flow test. For you to attend, the result must be negative, and you must register this result with the NHS, following the instructions provided in the LFT kit.

I am not vaccinated. How can I come to the game?

Persons who are not vaccinated can undertake a lateral flow test.

Where can I order Lateral flow tests?

You can order lateral flow test kits from <https://gov.wales/get-rapid-lateral-flow-covid-19-tests-if-you-do-not-have-symptoms> or by calling 119 or by collecting from your pharmacy.

A limited number will also be available for collection from the Stadium on match day only.

You must report your result via <https://www.gov.uk/report-covid19-result>

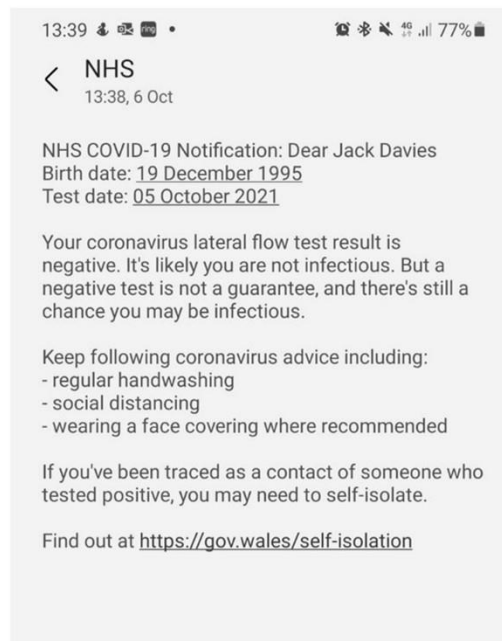
You'll then be sent confirmation via text or email as requested during the application.

Should I bring the physical test with me?

NO. This is not proof of a negative result. You must complete the test and record your result by either:

- Visiting the NHS website [HERE](#)
- Calling 119 between the hours of 7am and 11pm (open daily).

You will then receive a text message/email which looks like this:



This is the proof of a negative result and the only acceptable form (relating to the negative lateral flow).

Showing the negative lateral flow test itself is NOT an acceptable form of an NHS COVID pass.

I have taken a LFT test and it has returned as positive. What do I do?

DO NOT ATTEND THE STADIUM.

You must record the results with the NHS, as per the steps above. You are then required to self-isolate immediately and get a PCR test to confirm your result. More information is available [HERE](#).

Where will my NHS COVID pass be checked?

Prior to you arriving at the turnstile, your pass will be checked by our staff. Therefore, we request that you have your NHS COVID pass and your ticket to hand, ready for inspection.

I am 17, do I need to prove a negative Lateral Flow Test result?

No. The legislation only applies to those aged 18 and over.

I was vaccinated outside of the UK. What should I do?

You need to get proof of vaccination from the country where you were vaccinated.

Certificates from EU, Australia, Canada, Hong Kong, Malaysia, New Zealand, USA, EFTA (and European microstates of Andorra, Monaco, San Marino and Vatican City State), Albania, Antigua and Barbuda, Bahamas, Bangladesh, Barbados, Bahrain, Bosnia and Herzegovina, Brazil, Brunei, Chile, Colombia, Dominica, Egypt, Georgia, Ghana, Grenada, Israel, India, Indonesia, Jamaica, Japan, Jordan, Kenya, Kosovo, Kuwait, , Maldives, Moldova, Montenegro, Morocco, Namibia, Nigeria, North Macedonia, Oman, Pakistan, Philippines, Qatar, Saudi Arabia, Serbia, Singapore, South Africa, South Korea, St Kitts and Nevis , St Lucia, St Vincent and the Grenadines, Taiwan, Thailand, Turkey, Ukraine, United Arab Emirates (UAE) are acceptable.

Anyone who was vaccinated in countries not listed above will need to provide proof of a negative lateral flow test.

Can I use my paper vaccination record/card as my NHS COVID pass?

No. This is not an acceptable COVID pass as determined by the Welsh Government. This is a stipulation from the Welsh Government and for the avoidance of doubt, the only forms COVID passes are those shown above.

Although I am under 18, I don't have any ID to prove this.

If challenged, please inform stadium personnel of your age. If required Stadium data will be checked and admittance will be granted.

I have season tickets for my family and friends, but they are all in my name. Will they be able to gain entry?

The name on your ticket does not need to match the NHS COVID pass. We accept that some fans purchase multiple tickets on behalf of others.

I have a medical exemption which has meant that I am not vaccinated, what should I do?

Please email our Disability Access Officer, ben.jones@cardiffcityfc.co.uk

I have hospitality tickets and bring different guests to each game – how can I comply with the regulations?

This is Welsh Government legislation and there is no variation from the policy. If you or your guests do not comply with the three forms of authorised admittance as identified above, then permission to access the stadium will be denied. For clarity, hospitality guests are responsible for providing the necessary COVID passes.

These regulations were not a condition of sale when I purchased my season ticket, what is the Club's response?

The Club and its supporters are bound by all legislative changes made by the UK & Welsh Assembly Government.

