

National Women's Soccer League Pledge to Fans

National Women's Soccer League ("NWSL") fans have a right to expect an environment – both in stadiums and across digital and social platforms – where fans shall:

- Be able to watch, follow, and engage with the match in a safe, inclusive, clean, and healthy environment.
- Be treated in a courteous, consistent, and professional manner.
- Be treated with dignity and respect by other spectators, online participants, and those organizing and promoting the event.
- Be able to support their team, provided that the support is in good taste and neither adversely impacts the experience of fellow fans nor negatively impacts the match, players, clubs, officials, or broader NWSL community.
- Expect displays of good sportsmanship, both in-person and online, including across social media and digital channels.
- Expect timely and accurate information related to potential match delays, disruptions, or other event updates.
- Be able to engage in league and club digital spaces free from harassment, hate speech, discrimination, bullying, or abusive behavior.

National Women's Soccer League Fan Code of Conduct

NWSL is committed to creating safe, inclusive, and enjoyable match-day experiences in our stadiums and facilities that are free of discrimination. Our Fan Code of Conduct was developed in collaboration with the Independent Supporters Council and addresses expected behavior that is consistent with these goals.

NWSL Match Code of Conduct

- Fans are encouraged to stand, cheer, sing, and otherwise support their team while remaining respectful and courteous to all players, coaches, fans, referees, and team and stadium staff.
- Fans are prohibited from using threatening, abusive, or discriminatory words, signs, symbols, or actions based on race, ethnicity, sex, gender, gender identity, sexual orientation, cultural identity, nationality, citizenship status, age, appearance, disability, and/or religion.
- Fans are prohibited from using threatening, abusing, or discriminatory words, signs, symbols, or actions for any other reason, including but not limited to based on a player's performance in a match.
- Fans will refrain from displays of signs, symbols, words, or images for purposes of commercial use, electioneering, and/or campaigning or advocating for or against any political party, candidate, or legislation.
- Fans are to comply with local, state, and federal laws.
- Fans are to comply with requests from facility and Team staff, posted stadium policies, and emergency response procedures.

Fans are encouraged to report violations of the Code of Conduct to the nearest facility staff member or the facility's reporting hotline. Any fan who violates any of these provisions may be subject to penalties in NWSL's sole and absolute discretion. The severity of penalties depend on the totality of the circumstances, and may include but are not limited to, ejection without refund, loss of ticket privileges for future games, and revocation of season tickets. There are several factors that will be taken into consideration when issuing consequences to a fan who fails to meet the expectations laid out in this policy. Any fan who conducts themselves in an extremely disruptive or dangerous manner or commits multiple violations of this policy may be banned from attending future NWSL matches for any period in NWSL's discretion, ranging from the remainder of the season up to a lifetime ban. Local law enforcement may also be notified.

The following conduct is prohibited in all Stadiums, parking lots, facilities and other areas controlled by the Team or NWSL:

- Fighting
- Fan violence
- Assault/battery
- Language that is threatening, abusive, or discriminatory
- Throwing objects of any kind
- Causing damage to venue property
- Provoking and/or inciting threatening, abusive, or discriminatory behavior
- Possession or use of an unauthorized pyrotechnic device, smoke, or firework, or attempting to use one inside the venue without prior approval
- Purchasing or providing alcohol for consumption to an underage person
- Intrusion onto the field of play or designated area of play
- Entering, or attempting to enter, unauthorized areas of the venue
- Ignoring posted stadium policies and emergency response procedures
- Refusing to return the match ball or other behavior that interferes with the game
- Other misconduct where the venue, Team, or NWSL is the victim, including but not limited to, theft, scalping, or property damage.

NWSL Digital Code of Conduct

To protect our players, staff, and fans, the following digital conduct is prohibited. Violation of the Digital Code of Conduct may result in penalties in NWSL's sole and absolute discretion. The severity of penalties depend on the totality of the circumstances, and may include but are not limited to deletion of the offending content, blocking from NWSL, player and/or Team social media platforms, loss of ticket privileges for future games, revocation of season tickets, or ban from NWSL events for any period in NWSL's discretion. Applicable law enforcement may also be notified in the event reporting is warranted by the digital conduct.

- Content that expresses or implies intent to cause physical harm, violence, intimidation or damage toward a player, team, fan or organization
- Content that is abusive, obscene, or discriminatory, including targeting individuals or groups based on protected characteristics such as race, ethnicity, sex, gender, gender identity, sexual orientation, cultural identity, nationality, citizenship status, age, appearance, disability, and/or religion.

- Content that uses threatening, abusive, or discriminatory language, symbols, or actions in connection with a player’s performance or sports betting outcomes
- Content that includes, promotes, or condones any illegal behavior
- Content that is excessively repetitive, is spam in nature, or is disruptive to the community
- Content that is against the social media platform’s guidelines

Need Assistance at a Match?

If you experience an issue during a match, each NWSL club has dedicated resources available to help. Fans can use the following methods to contact stadium staff or guest services:

Club	How to Get Assistance
Angel City FC	Call the In-Stadium Hotline at 213-519-9900
Bay FC	Text 408-909-4625 to reach Guest Services
Boston Legacy FC	Visit the nearest Guest Services representative
Chicago Stars FC	Call 470-797-2732
Denver Summit FC	Call or text 720-650-2051
Houston Dash	Call or text 713-547-3099
Kansas City Current	Call or text 816-937-4680
NJ/NY Gotham FC	Call or text 973-566-5001
North Carolina Courage	Call or text 984-983-0555
Orlando Pride	Text 69050 and include the keyword ORLANDO
Portland Thorns FC	Speak with the nearest stadium staff member
Racing Louisville FC	Text 69050 and include the keyword RACING
San Diego Wave FC	Call or text 619-393-5705
Seattle Reign FC	Text 69050 with the keyword HAWK12 , along with your message and location
Utah Royals FC	Text 848-261 and include the keyword ALERT AFF
Washington Spirit	Speak with the nearest stadium staff member

If you are experiencing an emergency, please call **911** or notify the nearest stadium staff member immediately.