



MANCHESTER CITY v LIVERPOOL

Sunday 4th August, Kick-off 3.00pm

Supporter Advice

FA Community Shield sponsored by McDonalds



SUPPORTER LIAISON OFFICER

Members of Supporter Services team will be at Wembley Stadium to assist with any issues that you may have.

The purchase of match tickets via unauthorised channels is strictly prohibited. These tickets may be counterfeit, stolen or do not actually exist. If you see anyone offering tickets for sale in this manner, please report them to the local police who will look to take immediate action.

I can be contacted by email slo@mancity.com or by mobile, +44 (0)7827 997817. Members of the Supporter Services team will be in London on matchday.

The team and I will be **located in the West Ticket Office located** on level B1, directly beneath the Bobby Moore Statue. **We will be open from 11.00am until 3.15pm on matchday.**

TRANSPORT

By Car: Address for satellite navigation is: Wembley Stadium, Wembley, London HA9 0WS
Get from your sofa to seat at Wembley Stadium with ease, [here](#).

There are no scheduled road works taking place that will impact your journey, however please plan your journey in advance and check the Highway England planned works [here](#). For live updates, you can follow [@HighwaysEngland](#) twitter.

Parking: Parking is available in the official red car park adjacent to Wembley Stadium and can be pre-booked. To check availability, pricing or to book a space, [click here](#).

South Way will be closed from **1.00pm** and Fulton Road from **2.00pm**. After the fixture, London Road, Empire Way at Wembley Park Drive, Fulton Road, Engineers Way and Wembley Triangle will all be closed.

There are dedicated areas for blue badge holders, coaches, minibus and motorcycles.

A number of unauthorised car parking sites operate within the Industrial Estate on the approach to the Wembley complex. For your own protection, we would strongly advise that you do not use these and choose Wembley City Official parking.

The local authority operates a protective parking zone on event days, extending in a 1.5-mile radius around the stadium. Only residents with permits will be allowed to park within this zone and the local council has stated that illegally parked vehicles will be issued with large parking fines and/or towed away.

Park & Ride: Visitors travelling by car to the stadium can utilise park and ride options and make the last part of their journey by public transport. Park and ride facilities are available at the following Chiltern Railways Stations north of Wembley Stadium:
Warwick Parkway - CV35 8RH
Banbury - OX16 5AB
Bicester North - OX26 6EF
High Wycombe - HP13 6NN



The detailed Chiltern Railways train times for the day are available [here](#).

By Rail: **We ask that you respect the staff, your fellow travellers and act as ambassadors of Manchester City Football Club at all times. The majority of services are likely to operate a 'dry train'.**

As ever the advice for fans is to check online or at stations before travelling, and where possible book their tickets in advance. Event Hosts will be out in force to assist at Euston and on return services to Manchester.

Wembley Central station is closed that day, fans should NOT alight at Milton Keynes Central or Watford Junction for connecting services to Wembley Central, nor will they be able to connect to London Overground services at Euston. All onward connections from Euston will be via the Metropolitan line from Euston Square (a five-minute walk from Euston station).

Queuing times to enter the station post-match to get back into London will be longer than usual, please factor this into your journey planning

We ask that you do not engage in any unacceptable behaviour travelling to and from Wembley Stadium both on public transport and within the ground itself. Examples of unacceptable behaviour include (but are not limited to) breaching the Ground Regulations and engaging in any behaviour or using language which is threatening, intimidating, racist, discriminatory, abusive, or offensive and/or which is likely to cause a nuisance or harassment to any other person or compromise public safety. This may include (but is not limited to) bringing hazardous or banned substances into the ground, using foul or abusive language, throwing objects, entry onto the playing area, chanting which is racially motivated and smoking including the use of electronic cigarettes, in the ground.

Full details of National Rail train times are available [here](#).

Park & Rail: There are park and rail opportunities accessible from Wembley Stadium Station operated by Chiltern Railways, located within a 5-minute walk on the west side of the stadium. Wembley Stadium Station provides access to London Marylebone Rail Station in under 1-minutes.

More information on services and Park and Rail opportunities is [available here](#).

By Tube: There will be some planned worked across the London Underground and Overground on matchday. Disruptions on each line can be found [here](#). Information relating to London Underground, London Overground or London Buses services are available [here](#) or by phoning 020 7222 1234.

Please remember to plan your journey in advance checking for planned engineering works or service alterations which may impact your journey to and from the stadium. Supporters are advised to always allow sufficient time to complete your rail journey home after the event.



Pay as you go (paying only for the trips you make), is the easiest way to pay for travel in London. You can pay as you go on bus, Tube, tram, DLR, London Overground, TfL Rail, Emirates Air Line cable car, River Bus and most National Rail services in London. You won't have to plan the cost of your journeys in advance Find out more about using pay as you go [here](#).

The stadium is served by three stations as follows:

Wembley Park Station

The station is served by the Jubilee and Metropolitan Underground Lines. On exiting the Station, follow the pedestrian route along Olympic Way to the front of the Stadium. Allow for a 10 minute walk. After the event, the only way you can get into the Station is via Olympic Way, which has a comprehensive crowd management system implemented to control the flow of people into the station. Please allow for up to 30 minutes of queuing following the event.

An accessible transport facility is available from Wembley Park Station to the Stadium. For further information and to book a place on this, visitors can call 0203 114 7022 or visit www.brentct.org.uk.

Wembley Stadium Station

Use this station for Chiltern Railways services from the Midlands, Oxfordshire, Buckinghamshire and London Marylebone. The Station is located on the south side of the stadium with access from South Way. Please allow for a 5-minute walk. After the event, a comprehensive crowd management system is implemented to control the flow into the station. Please allow 10 – 15 minutes to queue for services from this station post event. Further information on Chiltern Railways services is available [here](#).

Wembley Central Station

Wembley Central station is closed that day, fans should NOT alight at Milton Keynes Central or Watford Junction for connecting services to Wembley Central, nor will they be able to connect to London Overground services at Euston. All onward connections from Euston will be via the Metropolitan line from Euston Square (a five-minute walk from Euston station).

Other London termini information:

London Kings Cross

Visitors should travel from King's Cross/St. Pancras Station to Wembley Park Station using the Metropolitan Line. Allow 45 minutes to reach Wembley Stadium from London King's Cross. Visitors returning to London Kings Cross are advised to travel from Wembley Park Station on the Metropolitan Line to King's Cross/St Pancras Station then travel on National Rail routes from there. Allow 45 minutes to travel from Wembley Park Station to London King's Cross.

London Liverpool Street



Visitors should travel from Liverpool Street Station to Wembley Park Station using the London Underground Metropolitan Line. Allow 60 minutes to reach Wembley Stadium from London Liverpool Street. Visitors returning to London Liverpool Street are advised to travel from Wembley Park Station on the London Underground Metropolitan Line to Liverpool Street Station and then travel on National Rail routes from there. Allow 60 minutes to travel from Wembley Park to London Liverpool Street.

London Victoria

Visitors should travel from Victoria Station on the London Underground Victoria Line to Green Park Station and change onto the London Underground Jubilee Line to Wembley Park Station. Allow 45 minutes to reach Wembley Stadium from London Victoria. Visitors returning to London Victoria should travel from Wembley Park Station to Green Park Station and then change onto the London Underground Victoria Line to Victoria Station and then travel on National Rail routes from there. Allow 45 minutes to reach London Victoria from Wembley Park.

London Waterloo

Visitors should travel from Waterloo Station on the London Underground Jubilee Line to Wembley Park Station. Allow 45 minutes to reach Wembley Stadium from London Waterloo. Visitors returning to London Waterloo should travel from Wembley Park Station on the London Underground Jubilee Line to Waterloo Station and travel on National Rail routes from there. Allow 45 minutes to reach London Waterloo from Wembley Park.

London Paddington

Visitors should travel from Paddington Station on the London Underground Circle Line to Baker St Station and then change onto the London Underground Metropolitan Line to Wembley Park Station. Allow 45 minutes to reach Wembley Stadium from London Paddington.

Visitors returning to London Paddington should travel from Wembley Park Station on the London Underground Metropolitan Line to Baker St Station and then change onto the London Underground Circle Line to Paddington Station and travel on National Rail routes from there. Allow 45 minutes to reach London Paddington from Wembley Central.

London Marylebone

Visitors should travel from this station direct to Wembley Stadium Station by Chiltern Railways. Allow 20 minutes to reach Wembley Stadium from London Marylebone by Chiltern Railways. Visitors returning to London Marylebone should travel from Wembley Stadium Station to Marylebone Station by Chiltern Railways. Allow 30 minutes to reach London Marylebone from Wembley Stadium if using Chiltern.

London Bridge

Visitors should travel from London Bridge Station on the London Underground Jubilee Line to Wembley Park Station. Allow 45 minutes to reach Wembley Stadium from London Bridge. Visitors returning to London Bridge should travel from Wembley Park Station on the London Underground



Jubilee Line to London Bridge Station. Allow 45 minutes to reach London Bridge from Wembley Park.

Please note: drinking is not allowed on the London Underground and anyone found in possession of alcohol will be advised to dispose of this prior to travelling. Wembley Stadium is a public transport destination. Further information about travelling to the stadium can be found [here](#).

Park & Tube Park and Tube opportunities are available on the north end of the Metropolitan and Jubilee Lines.

Accessible Shuttle There will be an accessible shuttle operating between Wembley Park Tube Station and Wembley Stadium that can be utilised by any high need's guests. Wheelchair users, families with young children or anyone with difficulty walking long distances are encouraged to utilise this service.

By Coach:

Official Travel with Thomas Cook Sport

7:00am	Arrive at the Etihad Stadium Blue Car Park (Gate 2, Alan Turing Way) and report to Manchester City Club Staff at your allocated coach. Cars can be parked on Blue Car Park for the day.
7:30am	Coaches will depart promptly from the Etihad Stadium Blue Car Park
12:45pm	Anticipated arrival time at Wembley Stadium
3:00pm	Kick-Off: MANCHESTER CITY v LIVERPOOL
5:30pm	Anticipated departure from Wembley Stadium
10:30pm	Anticipated arrival at the Etihad Stadium

Immediately after the final whistle, please make your way back to the coaches, which will be parked in the same place as you were dropped off. If the match goes to extra time or penalties, then a contingency plan will be in place and the coaches will depart later.

PLEASE NOTE THAT BY LAW, NO ALCOHOL IS ALLOWED TO BE TAKEN ONBOARD OR CONSUMED ON THESE COACHES. ANY SUPPORTER FOUND IN POSSESSION OF ANY ALCOHOL WILL BE REFUSED TRAVEL. BAGS WILL BE SEARCHED BY MCFC STEWARDS PRIOR TO BOARDING.

Local authorities, over which Thomas Cook Sport and Manchester City Football Club have no jurisdiction, may amend all movements and times. However, we will keep you informed as much as possible on the day.

Thomas Cook Sport Contact Numbers: +44 7731 354 954*
*This numbers will only be in operation on the day of travel

In the event of an emergency: +44 1733 224 307
Thomas Cook 24-hour Duty Office



Official Supporter Club Travel (booked directly via the Official Supporter Club Secretary)

6:00am	Arrive at Blue Car Park
6:15am	Coaches depart promptly
11:45am	Anticipated arrival at Wembley Stadium
3:00pm	Kick-Off: MANCHESTER CITY v LIVERPOOL
6:45pm	Anticipated departure time from Wembley (depending on extra time/penalties)
11:30pm	Anticipated arrival back at Etihad Stadium.

Please ensure you board your allocated coach. All coaches are non-smoking. Please note by law, no alcohol is allowed to be taken on-board or consumed on these coaches. Any supporter found in possession of any alcohol will be refused travel.

Immediately after the final whistle, please make your way back to the coaches, which will be parked in the same place as you were dropped off. It is your responsibility to return to the coaches immediately on leaving the stadium. The coaches will not wait for you. (If the match goes to extra time/penalty kicks then a contingency plan will be in place and the coaches will depart later).

Contact telephone number:

Travel Secretary - 07970 436920



PRE-MATCH FANZONES

Box Park Wembley offers a Manchester City official fan space with bars and food. Head down pre/post-match and enjoy 3 huge bars, over 20 different food vendors, live entertainment and football highlights!

Tickets can be purchased in advance for £10 to guarantee entry until 1pm. You can also register for free entry, subject to availability – please note, this does not guarantee entry on the day.

This will be operated a first come, first serve policy post game.

Please Note: You must have your matchday ticket on you to enter the venue pre/post game as per licensing in the Wembley Park area.

For further information and to book tickets in advance, please visit; <https://www.boxpark.co.uk>

We have also been advised that the following public houses have been allocated to City fans.

Please note: The below pubs will close 1-hour before kick-off and will not re-open after the final whistle. There may also be restrictions enforced at Supermarkets and Off Licences in the immediate vicinity of Wembley Stadium.

None of the pubs below will be showing the match. **There is also a controlled drinking zone around Wembley Stadium which will be enforced.**

The Green Man Dagmar Avenue, Wembley, HA9 8DF	Liquor Station 379 High Road, Wembley, HA9 6AA
JJ Moons 397 High Road, Wembley, HA9 7DT	Thirsty Eddie's 412 High Road, Wembley, HA9 6AH
Masti 576 - 582 High Road, Wembley, HA0 2AA	Flannery's Bar 610 High Road, Wembley, HA0 2AF
Station 31 (Speakeasy) 299 -303 Harrow Road, Wembley, HA9 6BD	The Corner House (Mannions) 313 Harrow Road, Wembley, HA9 6BA
The Arch 324 Harrow Road, Wembley, HA9 8LL	Fusilier 652 Harrow Road, Wembley, HA0 2HA
Moore Spice Wembley Retail Park, Unit 2, Engineers Way, HA9 0EH	Box Park



AT WEMBLEY STADIUM

Match Tickets: Only supporters with a valid match ticket will be admitted. Those with damaged or forged tickets, or people who have lost or had their tickets stolen will not be allowed access to the stadium as duplicate tickets are not available. Entry in to the stadium can be slow. There will be ticket checks and searches at the entrance to the turnstiles.

Stadium Access: We are located in the West end of Wembley Stadium.

Turnstiles open at 1.00pm and we advise that all supporters are inside Wembley Stadium no later than 1 hour prior to kick-off. **Please arrive early as there are extensive security checks in place at the stadium, which may impact you being in for kick-off**

To access the stadium, please proceed to the entrance stated on your match ticket.

Accessible Information: Access is across level plazas with no steps and no ramps steeper than 1:20. Wheelchair users and other disabled supporters enter the stadium through the entrance stated on your ticket.

From the North; either up the pedway to the outer concourse or using the lift from the North entrance point up to the outer concourse.

From Wembley Stadium Station and Wembley Central Station (South West); access is across the White Horse Bridge and on to the outer concourse.

Wembley Stadium has 147 accessible toilets within the stadium, all accessible via RADAR keys. There are also 193 Ambulant Toilets. The toilets are available on all levels.

The Stadium operates a free of charge system for personal commentary receivers with either a head-set or a mini-induction loop so that commentary is available. These can be used anywhere within the seating bowl and need to be pre-booked by e-mailing: accessforall@wembleystadium.com.

Blue Badge parking is available to purchase [online](#).

Young Persons: Wembley Stadium provides 'Young Visitor Wristbands' to assist in the event of a lost child. To collect a young visitor wristband please visit your nearest information point.

Bags & Luggage: **Supporters are advised not to bring any bags unless essential.** Bags larger than an A4 piece of paper will not be permitted on entry.

All bags will be searched, in accordance with Wembley's security measures. Wembley Stadium does not provide a left luggage or property service. Bags will be checked at an outer cordon and a bag gauge will be used for any dispute on size. All items will be carefully inspected upon entry to the stadium, which may include a personal wand or pat down. Merchandise will be supplied in a clear plastic bag and will be admissible. Merchandise purchased from the outer concourse or the external stadium store, will be in a sealed bag. Please do not break the seal until you enter the venue.



If for any reason (medical) you require a bag that does not adhere to this policy, please [contact us](#) prior to match day. You will be issued with a certificate representing your right to take those items into the stadium. You will need to produce this certificate at the outer security cordon. Your bag will be searched and may be subject to an x-ray scan before entering the venue.

Further information on the restricted bag policy can be found [here](#).

Match Programme: Programmes will be available for this match.

Food & Drink: Is available both outside and inside the stadium. No food, drink or alcohol is permitted to be brought in to the stadium.

Alcohol will be limited to 4 x drinks per person at the time of service. All drinks will be decanted in to plastic cups. Challenge 25 will be in force. All soft drinks will have the tops removed. Service stops 10-minutes in to the second half. Re-usable bottles are not allowed to be brought in.

Facilities: Baby changing facilities are located in accessible toilets that are next to First Aid units. They are located here to ensure they are free from queues and congestion and are well maintained. The facilities are locked, and access is via RADAR keys that are available from Information Desks and stewards in the local area.

Cameras: Pocket-sized cameras; no professional equipment, for private use only

Flags or banners: Are allowed however those more than 250cm in size at their widest or longest section will not be allowed. It does not have an attached flag pole. No advertising or commercial messages on the flags, and does not contain abusive or defamatory language
If a supporter arrives at Wembley Stadium and their flag/banner does not come under the above points, and they have not gained permission from Wembley Stadium, the flag may be confiscated at the turnstiles and refused entry

Supporters will **NEED** permission from Wembley Stadium if any of the following applies:
Flag/banner is larger than 250cm in size at the widest or longest point.
The supporter wishes to have a static flag/banner connected to seating

Upon seeking permission, you must supply the following:

- Submit a request via <https://help.wembleystadium.com/support/tickets/new>
- A photo showing the whole of the flag
- A photo showing any flag pole connected
- The actual size of the flag
- A valid, in date fire certificate, in English with the appropriate stamps of authority (*this is preferable but not mandatory*)

If you arrive at Wembley Stadium and your flag differs in any way from the photographed or described flag, your flag may be confiscated at the turnstiles and refused entry into the Stadium. Wembley Stadium reserves the right to remove any flags if they are deemed to be causing an issue during the match.



Prohibited items: The stadium operates a no smoking policy.
Pushchairs and buggies are not allowed into the stadium.
It is an offence to be under the influence of drink and drugs.
Discretion lies with the Wembley Stadium stewards and local police as to who is deemed a safety risk, so please drink sensibly or you may face the possibility of not being allowed to enter the stadium.

The use of pyrotechnics, flares and smoke bombs is prohibited, and anyone found in possession of or being associated to these items faces arrest.

Please note persistent standing is not permitted within the stadium bowl during the match. Wembley Stadium kindly ask all supporters to abide by this rule and respond to the safety instructions from the stewarding team so that all supporters can have an enjoyable experience.

Any City supporters in the Watford areas of Wembley Stadium face ejection and this may result in further sanctions being taken by Manchester City Football Club.

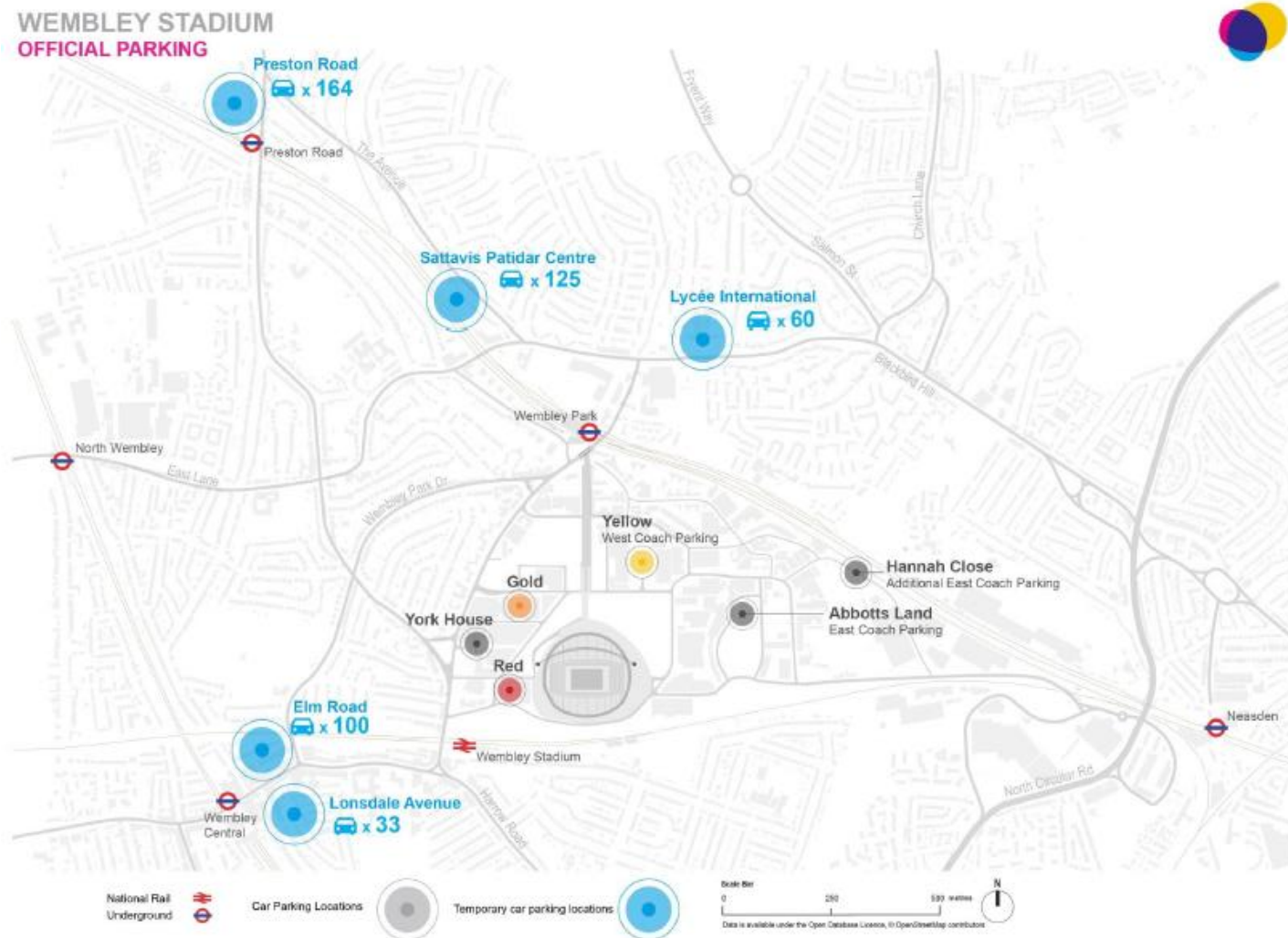
The full Wembley Stadium ground regulations can be found [here](#).

We trust you have found this information useful. Should you require clarification or have any questions, please contact a member of the Supporter Services team on +44 (0)161 444 1894 (option 1, 2, 1) in advance of the match alternatively use the email or mobile number provided here, on matchday.

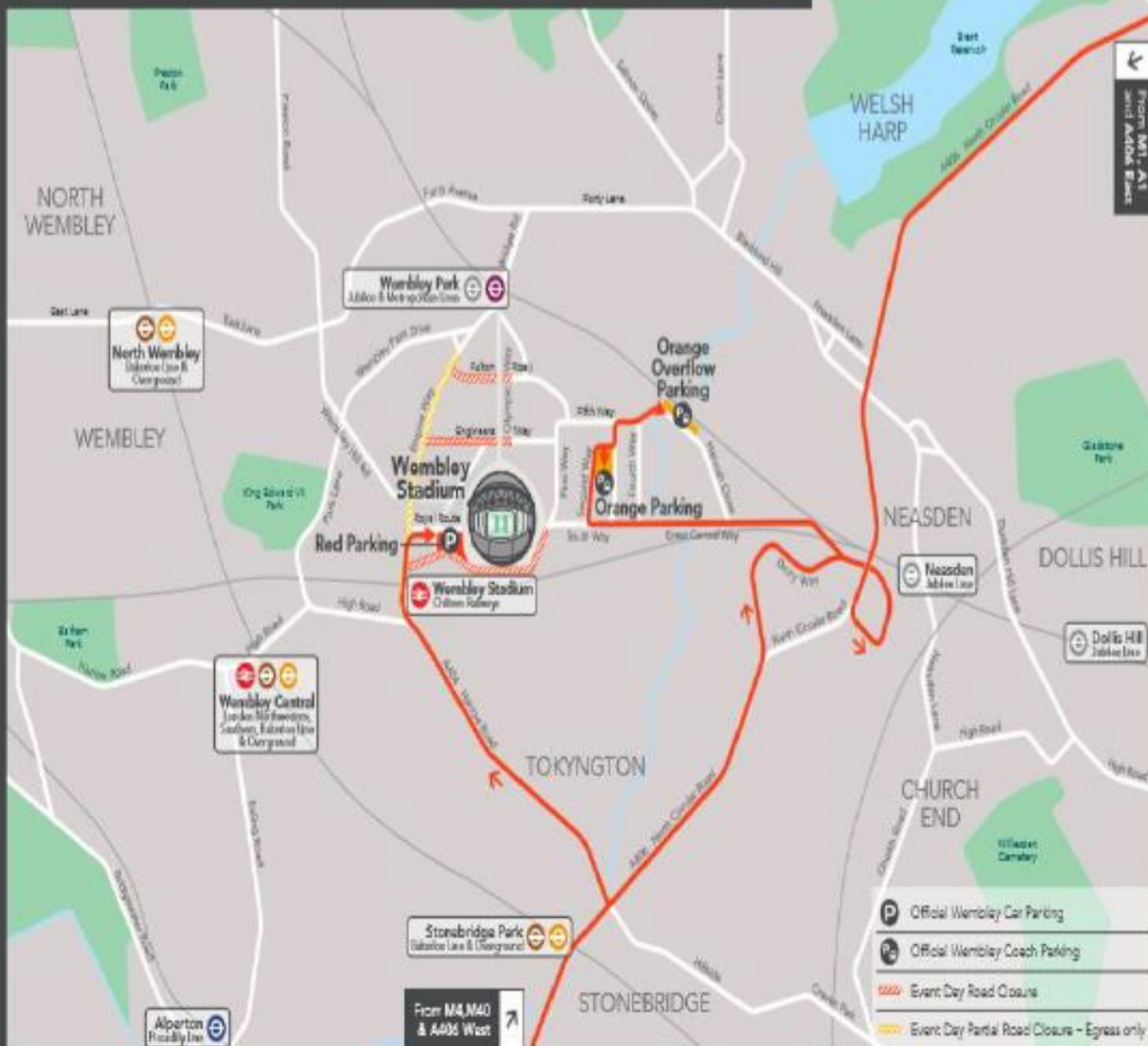
You can also keep up to date and ask any questions that you may have via our official Supporter Services Twitter account, [@ManCityHelp](#) or the local police via [@MPSFootballUnit](#).

We wish you a safe trip and we look forward to seeing you at Wembley Stadium.

OFFICIAL PARKING



Wembley Stadium West Stand Parking Route Map



STADIUM ACCESS PLAN



Levels

- 5 Level 5 tickets
- 4 Club Wembley Box # 4001 – 4043
- 3 Club Wembley Box # 3001 – 3118
- 2 Club Wembley Concourse
- 1 Bobby Moore Entrance, Club Wembley North, East and West, Tours Entrance.

B1 and B2

Arriving at Wembley, Club Wembley main and office entrance, Plus, Ticket Offices and Wembley Store

* For direct access to Level 3 please use the Club Wembley main or North entrances.

Key

- Baby change
- Accessible
- Information
- Accessible lift
- Ticket collection (on B1)
- Stadium store (on B1)
- Cash machine (on B1)
- Toilets (on B1)
- Media & Coach Driver
- B2 Staff Entrance





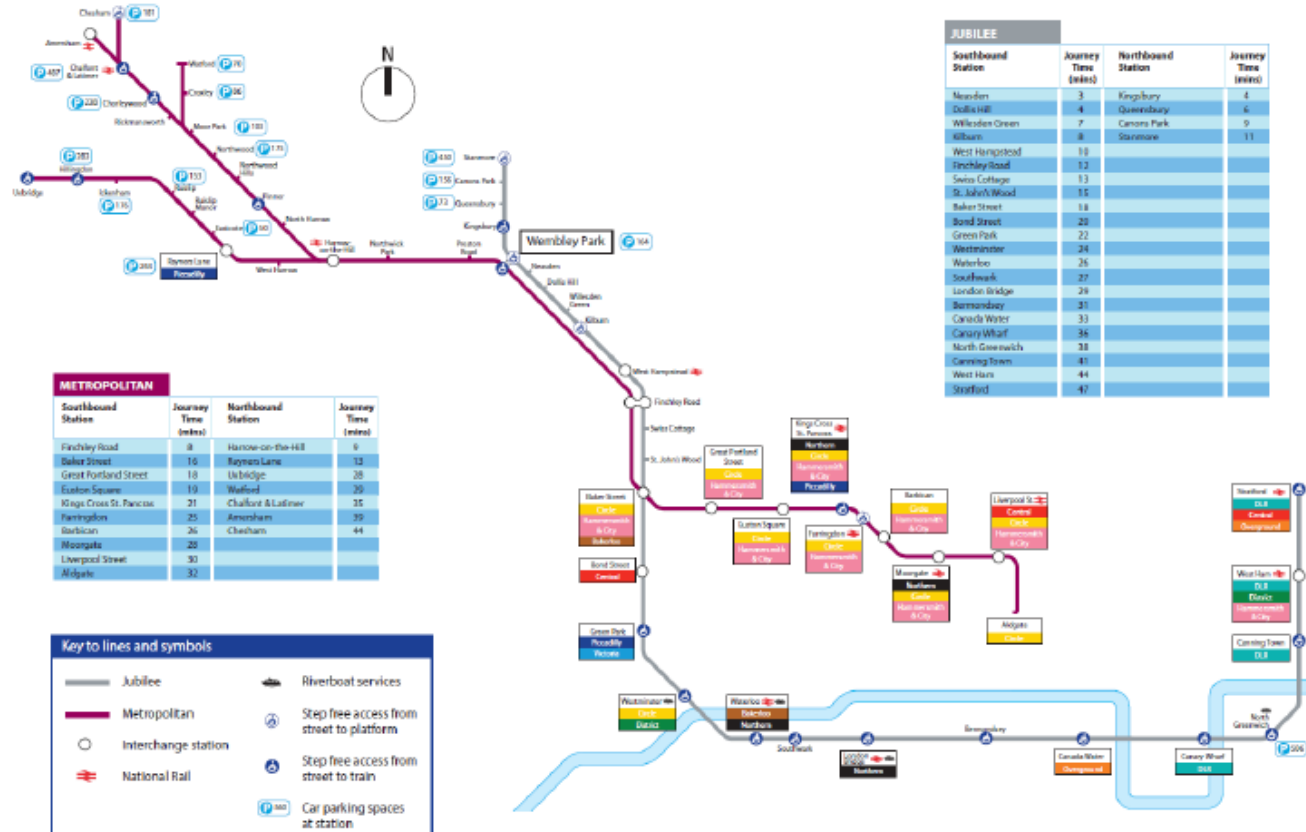


PARK AND RAIL





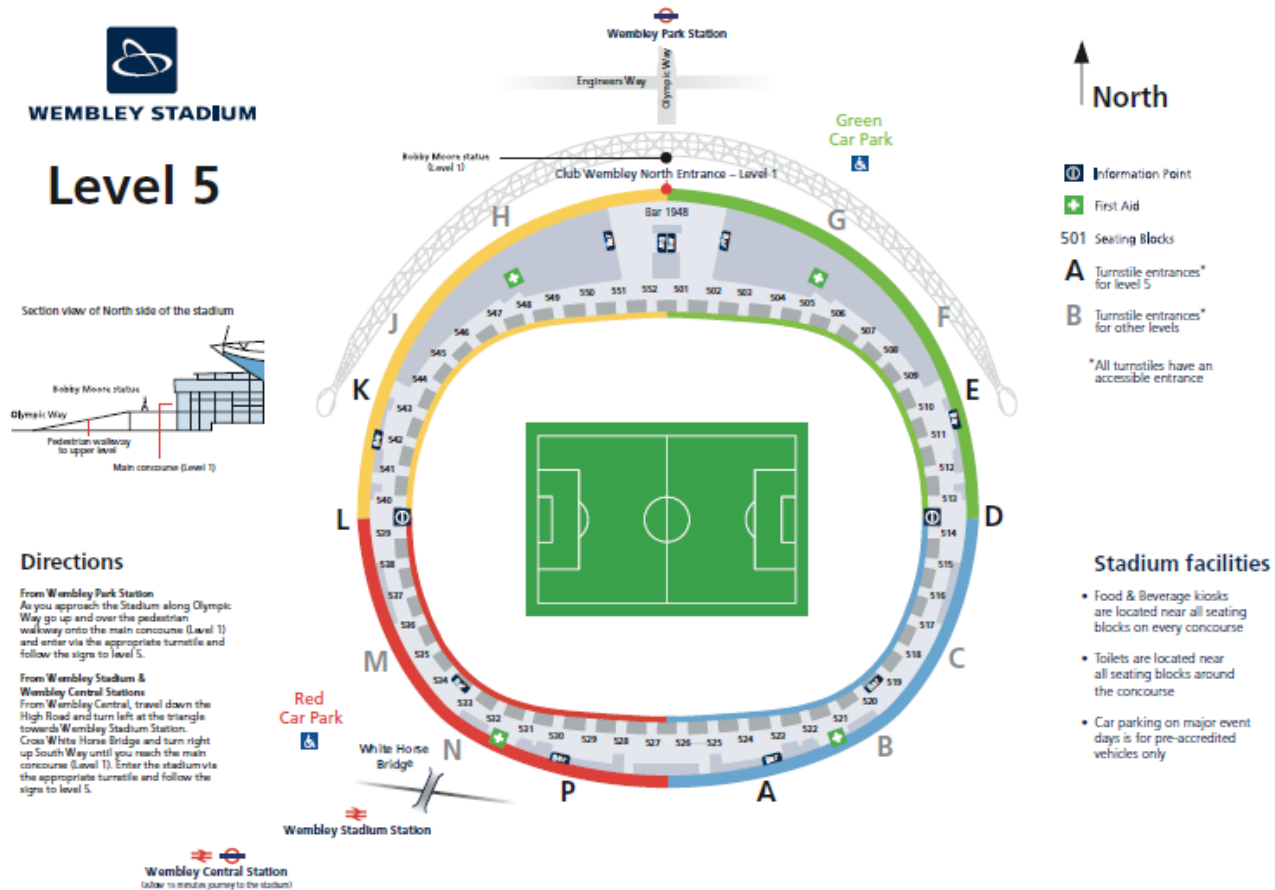
PARK AND TUBE



WEMBLEY STADIUM LEVEL 1



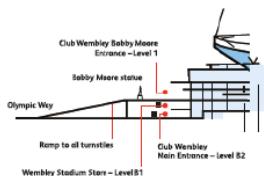
WEMBLEY STADIUM LEVEL 5



WEMBLEY STADIUM LEVEL B1/B2

Level B1/B2

SECTION VIEW OF CLUB WEMBLEY
MAIN AND NORTH ENTRANCES



Directions

Club Wembley members should make their way to any of the Club Wembley entrances situated on the North, East and West of the Stadium.

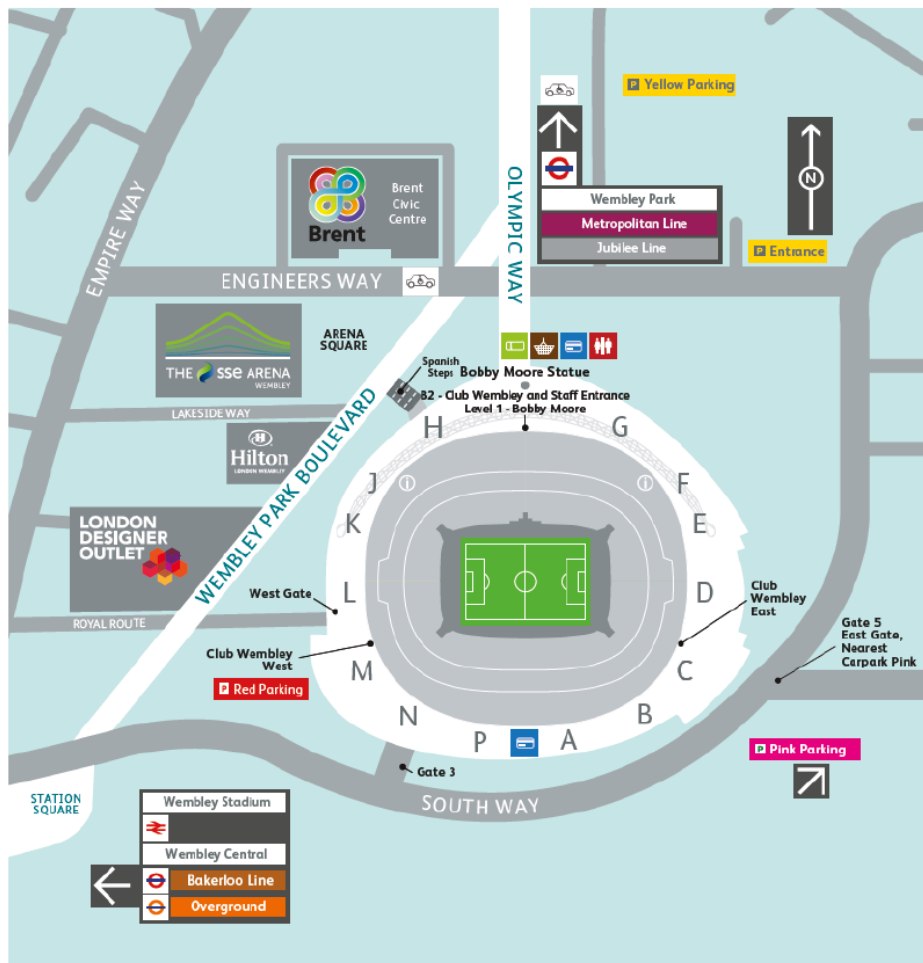
From Wembley Park Station
As you approach the Stadium along Olympic Way, you will reach the pedestrian walkway. For all General Admission tickets please use the elevated walk way to reach the turnstiles. Club Wembley Members should remain on the street level and enter via the Club Wembley Main Entrance.

From Wembley Stadium and Wembley Central Stations
From Wembley Central, turn right out of the station and walk down the High Road. Turn left at the triangle, towards Wembley Stadium Station. Cross White Horse Bridge and turn right onto South Way. Follow the path up to the main concourse. Club Wembley Members will see the Club Wembley West entrance here.

From the Yellow Car Park
Either enter via the Club Wembley main entrance at street level or make your way up to the main concourse (Level 1). From here you can enter via the North, East or West entrances.

From the Red Car Park
Approach the Stadium along Royal Route and make your way up to the main concourse (Level 1). From here the nearest Club Wembley entrance is the West entrance.

From the Pink Car Park
Come out the car park and turn left on the main road and walk towards the stadium



Levels
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3 Club Wembley Box # 3001 – 3118
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1 Bobby Moore Entrance, Club Wembley North, East and West, Tours Entrance.
B1 and B2
Arriving at Wembley, Club Wembley main and office entrance. Plus, Ticket Offices and Wembley Store

* For direct access to Level 3 please use the Club Wembley main or North entrances.

Key
Baby change
Accessible
Information
Accessible lift
Ticket collection (on B1)
Stadium store (on B1)
Cash machine (on B1)
Toilets (on B1)
Accessible Shuttle



All information is subject to change.
Supporters are encouraged to check with the appropriate transport providers closer to the date of the event for any updates.