



FC Shakhtar Donetsk v Manchester City

Wednesday 18 September, kick off 10:00pm (local time)

Supporter Advice

UEFA Champions League Group Stage



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SUPPORTER LIAISON

As your Supporter Liaison Officer, I along with members of the Safety & Security team will be in Kharkiv to assist with any issues you may have in relation to tickets, travel or general questions. I can be contacted by email slo@mancity.com or by mobile, +44 (0)7784 296 701.

BRITISH CONSULATE – EMBASSY KYIV

The British Embassy is located at 9 Desyatynna st, Kyiv, Ukraine, 01901. If you need to contact the Consular Section, please call +380 44 490 3660 or email britconsular.kyiv@fco.gov.uk. You can read FCO Travel Advice for Ukraine at www.gov.uk/foreign-travel-advice/ukraine prior to your travel.

Emergency numbers: **Police 102** **Ambulance 103** **Fire 101**

IF YOU ARE ARRESTED

You can contact the British Consulate and request consular assistance if you are arrested, however they cannot get you out of prison, represent you in court or pay your bills. **Please ensure you keep the Supporter Liaison Officer updated at any time you speak to the British Consulate Kyiv or have to make use of any of the emergency number.** Kharkiv Police have advised that if you are arrested you will not be permitted entry/re-entry to the stadium.

MINIMISE THE RISK

- **Consider the impact of wearing Club colours when not inside the stadium**
- It is mandatory to carry Photo identification. Police conduct checks and want to see originals.
- Ukraine is not an EEA country and does not accept the EHIC card. You should check with your insurance company whether they will cover any medical treatment in the Ukraine.
- Carry a note of the address of your hotel (in both English and Ukrainian), it can help people give you directions and ensure that taxi drivers know where you want to go.
- Keep the number of valuables you carry to a minimum - passport, a credit card, your phone and some money
- Keep valuables/cash out of sight, especially in crowded areas, tourist spots, and public transport, where pickpockets and bag snatchers operate. Only carry what you need, leave spare cash and valuables in hotel safety deposits.
- Change money at a bank, hotel, or in exchange kiosks – NOT on the street
- Carry the contact number for your travel insurer at all times.
- Carry the address and telephone number of the British Consulate so you can call for help.
- Leave a photocopy of your passport and other documents safe in your hotel in case you lose the originals.
- Do not carry weapons of any sort, you may get you arrested.
- Don't commit acts of theft: you are more likely to be locked up rather than fined or deported.
- Be alert to the possibility of street crime and petty theft as foreigners may appear to be lucrative targets. Where possible, avoid walking alone late at night in dark or poorly lit streets.
- Do not leave drinks or food unattended as they could be spiked. Beware of accepting drinks from casual acquaintances.
- Do not drink in the streets, you can be arrested for doing so.
- Do not leave bags unattended at any time.



GETTING TO THE STADIUM

The address for the Metalist Stadium is Plekhanivs'ka St, 65, Kharkiv, Kharkiv Oblast, Ukraine, 61000.

TRANSPORT

Metalist Stadium is located south-east of Kharkiv's city centre, almost 3 kilometres from the edge of the centre. It lies about 5 kilometres from Kharkiv's Freedom Square and about the same distance from Shevchenko park, which both lie more towards the north of the centre.

Kharkiv's main railway station, which has train connections to most cities in Ukraine, is situated more towards the east, again about 5 kilometres from the stadium.

Metro stop Sportyvna/Спортивна is located right next to the stadium. The red metro line connects the stadium directly with the main railway station (stop Pivdenny Vokzal) and the city centre (stop Radianska).

From the area around Freedom Square you can catch a green line metro and get off at station Metrobudivnykiv im. H.I. Vashchenka, which also lies right next to the stadium.

All of the metro/underground/tube stations will be open until 22.30hrs (local time) including those closest to the stadium, namely Sportyvna/Спортивна station and Metrobudivnykiv/Метробудівників station.

MEETING POINT

There is no official meeting place however it is expected that supporters will gather in Freedom Square.

POST MATCH TRANSPORT

The nearest stations Sportyvna/Спортивна and Metrobudivnykiv/Метробудівників will be closed for and supporters will need to walk the sort distance to the next Metro stations Zashchitnikov (Zahysnykiv) Ukrainy/Захисників України or Prospekt Naharina/Проспект Гараїна. All stations close at 01:00hrs.



ACCESSING THE 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 ticket stolen will not be allowed access. Entry in to the stadium can be slow. There will be ticket checks and searches by the Shakhtar Donetsk Club stewards and local police both in advance and entering the stadium.

Tickets are not transferable and cannot be used by any other supporter. **Duplicate tickets will not be issued.** Take care of your match ticket at all times.

Row numbers are clearly marked on the end seat of the row and steps, please ensure that you sit in the seat that has been allocated to you.

Stadium Access: Manchester City are located in the South-East Corner of the stadium in Sectors 30 and 31.

Turnstiles open at 8pm (local time) and supports are advised to arrive early for ticket and security checks prior to entering the stadium.

Supporters enter the stadium via a dedicated entry point, **AWAY FANS ENTRANCE** (sectors 30-31) The area has security gates and high screened metal security fencing. It has a holding area once you are inside the turnstiles.

There will be soft ticket checks and through searches prior to entering the stadium. Shakhtar Donetsk stewards will conduct the searches and ticket checks with local police officers in support.

Police and stewards are present both inside and outside this area. There are 2 turnstile booths. Once through the turnstiles, there is a holding area where supporters are able to purchase food and drink.

There is no lift to the away section. There are 6 flights of stairs, 60 steps to the upper level. There is an additional 1 flight, 45 steps to the very back row of each section, and 1 flight and 27 steps down to the front row. Handrails are available for additional support.

Local Police have stated that supporters will not be allowed in the stadium if:

- You do not have a valid match ticket
- You have been prohibited from attending sports events in the past
- You are visibly drunk or under the effect of narcotics
- You are found to be carrying prohibited items

There is safety netting in place for this match and there is also metal fencing at the front of each section.

Any City supporters in the home areas of stadium face ejection for inappropriate behaviour and this may result in further sanctions being taken by Manchester City Football Club.



Match Programme: A limited number of match programmes will be available from either the Club Shop or Ticket Office located at the South end of the stadium.

Food & Drink: Within the away end, there are refreshment outlets available outside of the stadium, and within the holding area once through the turnstiles. Payment by cash (UAH), though one concession will have a credit card facility.

Category One: Located in **Sections 6 and 7**. Supporters who have been allocated seats in this area should enter the stadium through entrance marked **SECTORS 5-9** which is located to the left of the main entrance.

Access Information: The Wheelchair bays are located in the home area of the stadium, immediately in front of the Clubs Category on1 allocation. Entry is via **SECTORS 5-9**. Once through the stadium entrance, you will be directed to the raised platform. There are accessible toilets and refreshments available nearby.

For supporters located in the away end, there is no lift to the upper section. There are 6 flights of stairs, 60 steps to the upper level. There is an additional 1 flight, 45 steps to the very back row of each section, and 1 flight and 27 steps down to the front row. Handrails are available for additional support.

Additional information can also be found on [CAFÉ Football website](#).

Acceptable items: Flags or banners 2m x 1.5m; without poles and subject to size, language and content
Small bags (25 x 25 x 25 cm) are permitted but will be subject to a thorough search.
Small personal cameras; no professional equipment, for private use only

Prohibited items: **NO PYROTECHNICS, SMOKE BOMBS OR FLARES**
No lighters or electronic cigarettes – it is a no smoking stadium
No megaphones and drums
No mobile phone chargers and/or charging packs
Professional audio or visual recording equipment
No bottles or can will be allowed in to the stadium
Alcohol is banned within and around the stadium: it is an offence to be under the influence of drink and drugs when you enter the stadium.
Discretion lies with the Shakhtar Donetsk stewards 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 arena.

Luggage: No large bags and luggage are permitted inside the stadium. There is a left luggage unit at the away end, if needed.

Please note the above acceptable and prohibited items is not extensive and is subject to change. The final decision on what will or won't be allowed in to the stadium lies with Shakhtar Donetsk and the local police.



Respect the Badge: We recognise that most supporters want to watch a football match and not to listen to abusive or indecent language from the stands. Discriminatory behaviour which includes, shouting, chanting or actions such as racist, sectarian, homophobic, sexist or anti-disability behaviour is unacceptable.

If you witness incidents like these please get in contact with a steward as soon as you can and report your concerns, this will help us to act on them as quickly as possible.

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

Kick It Out: The 'Kick It Out' app provides news updates on the campaign's latest projects, but its most prominent feature is the 'Report It!' function which empowers people at all levels of the game to report incidents of discrimination. The Kick It Out football fans' guide to reporting abuse and discrimination can be found [here](#) or download the app [today](#).

Football v Homophobia In 2008, the Justin Campaign was formed to tackle homophobia, biphobia and transphobia in football, and two years later the initiative FvH began. Find out more and how you can [take action here](#).

#EqualGame In 2017 UEFA launched a new Respect campaign: #EqualGame. This campaign seeks to demonstrate and champion the incredible and often inspiring diversity of football in Europe, and stars of the game from grassroots right up to the elite level is giving crucial support. The #EqualGame campaign promotes diversity, inclusion and accessibility. The campaign aims to help to bring the football community closer together, while also ensuring that values such as inclusion, gender equality and the fight against discrimination remain at the forefront of UEFA's vision and beliefs. #EqualGame is about people and their football stories – for more information: www.equalgame.com

The local police have advised that all supporters arrive at the stadium from 8pm (local time), as the security checks at the entrance may take some time. Anyone not in the stadium by 8:30pm (local time) may be delayed in entering the stadium in time for kick-off.

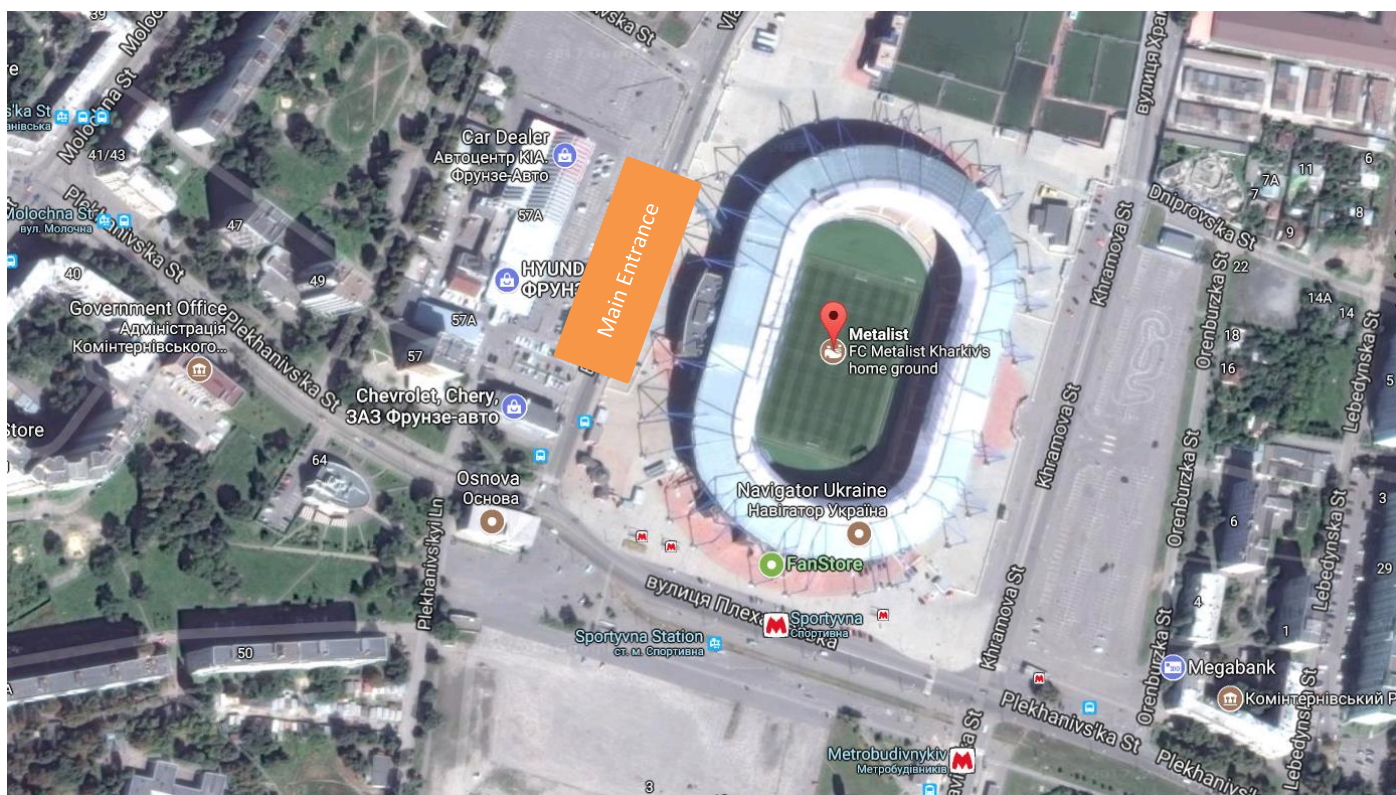
POST-MATCH

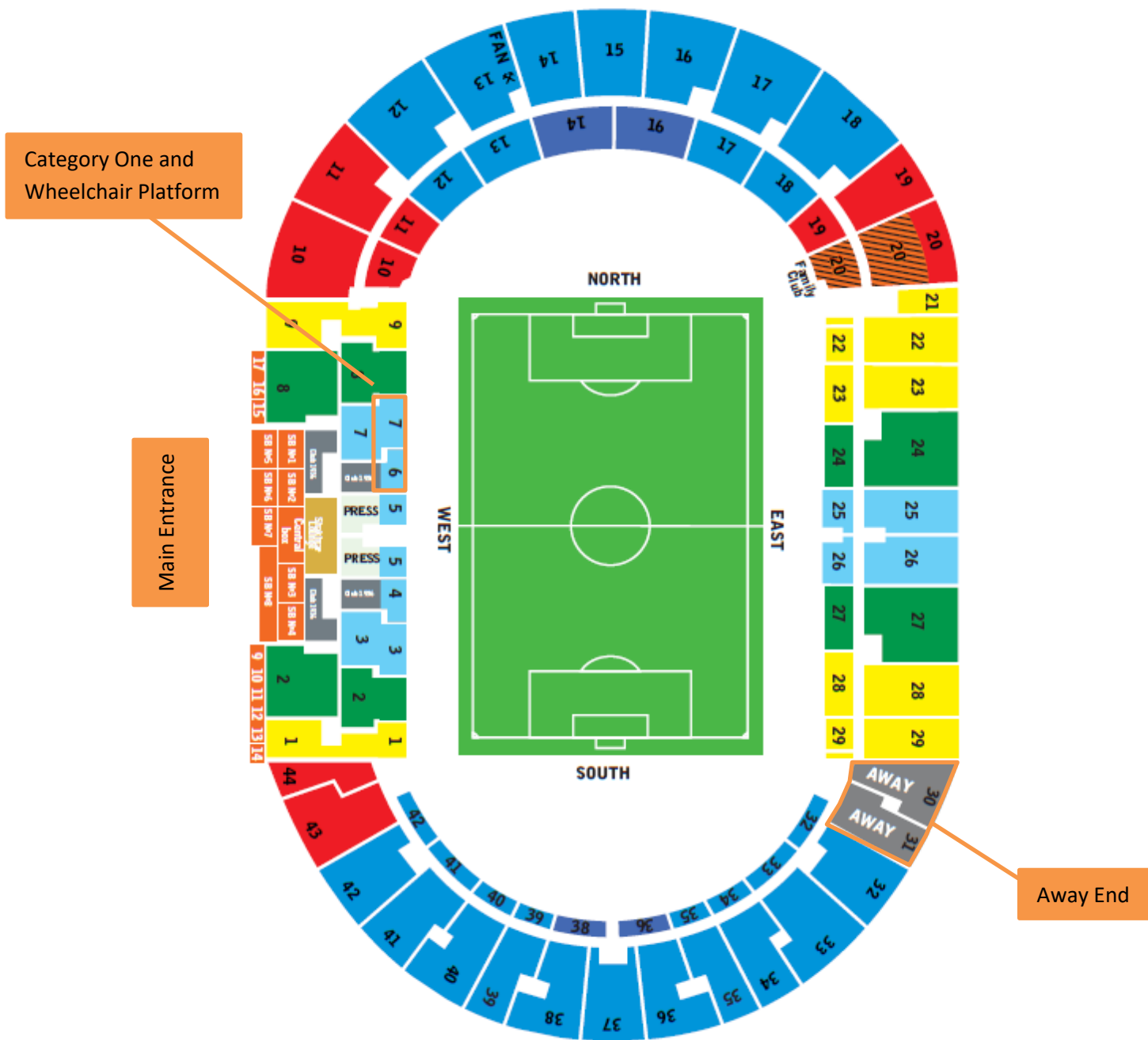
We have been advised it is likely there will be a hold back. Shakhtar Donetsk have confirmed there will be access to the concourse area and concessions. Key messages will be announced via the PA system on the night. We ask that you be patient and work with the Club at this time.

We wish you a safe journey and look forward to seeing you in Kharkiv.

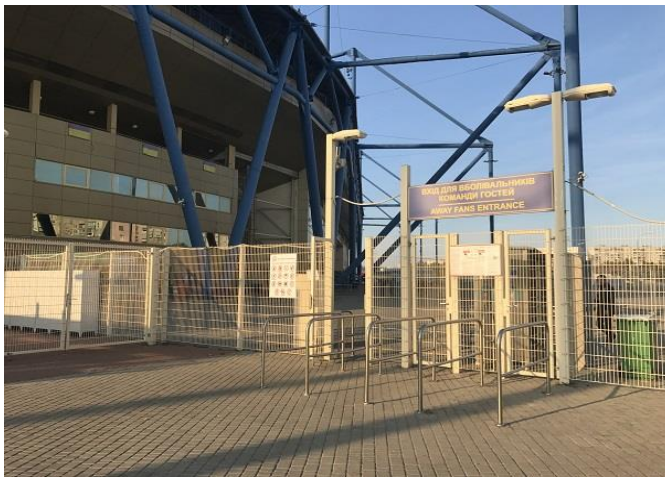
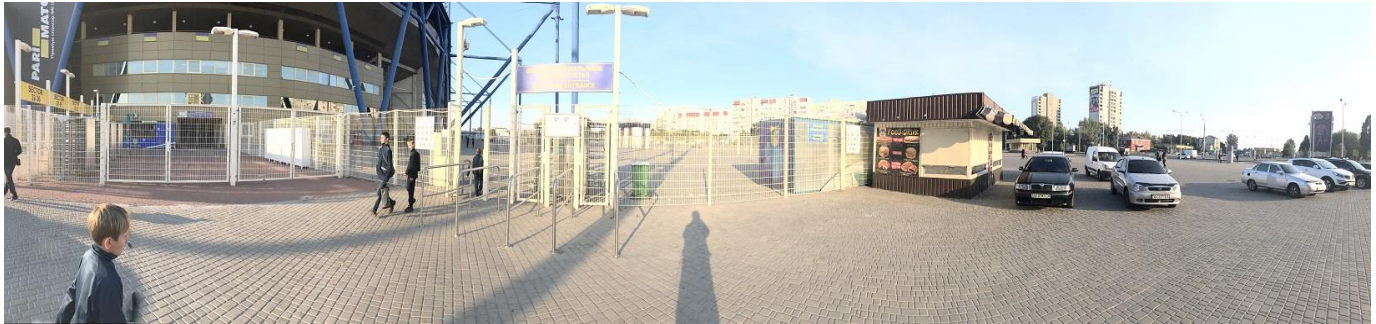
All information is correct at time of press and is subject to change. Information has been provided from Kharkiv Police and the local government. The Club accepts no liability for changes that are made in advance or on the day by the local police or opposing Club.

METALIST STADIUM





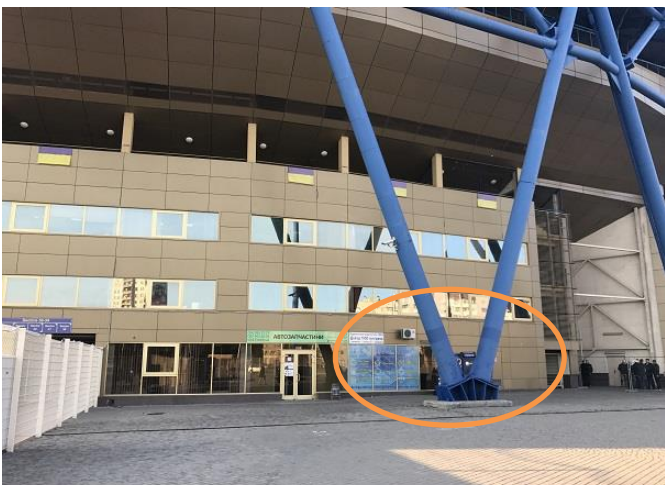
OUTSIDE THE STADIUM



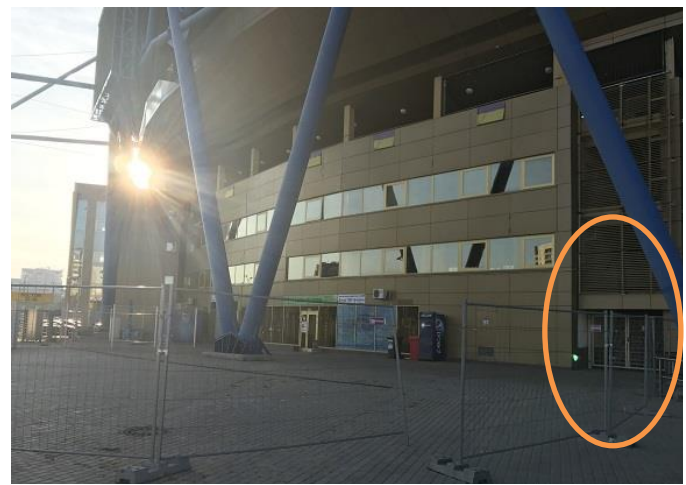
Stadium Entrance & Turnstiles



Left Luggage (inside turnstiles)



Location of Food & Drink Concessions

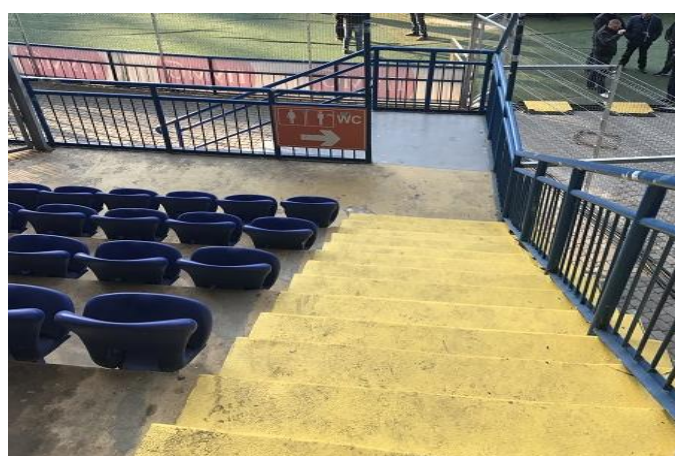


Stairs to Seating Area

INSIDE THE STADIUM



Entrance to Stadium Bowl



Route to Toilets



Entrance to toilets



Wheelchair Platform

An extract from the Stadium Code of Conduct clause of OSK Metalist Stadium Ground Regulations

- 4.4. In the stadium visitors are FORBIDDEN from:
 - 4.4.1. **Repetitive passing the turnstiles into the stadium building during one and the same event.**
 - 4.4.2. **Independent moving from the zone indicated on the ticket to another stadium zone within external or internal perimeter or inside the stadium without a special pass or a steward's instructions.**
 - 4.4.3. **Throwing any objects onto the stands, FOP, spectators, match participants.**
 - 4.4.4. **Entering FOP, dressing rooms for players, referees, match delegates, premises for officials, VIP boxes, other designated areas in the stadium.**
 - 4.4.5. **Using open fire and fireworks regardless of their type and purpose.**
 - 4.4.6. **Carrying and displaying signs, symbols and other markings of fascist and racist nature, banners and merchandise featuring provocative content.**
 - 4.4.7. **Making propaganda and conduct campaign if causing any social, racial, political, national or religious hatred.**
 - 4.4.8. **Taking any action which can cause aggression or trigger a conflict.**
 - 4.4.9. **Using foul language, abusive expressions, gestures, as well as threats and intimidation against other spectators and match participants.**
 - 4.4.10. **Discriminating against footballers, coaches, referees, other officials and spectators because of their nationality or race.**
 - 4.4.11. **Obstructing gangways, access ways, entries and exits, stairways; interfere with movement of visitors, attending staff, event participants.**
 - 4.4.12. **Climbing seats, fencings, blockings, load-bearing structures in the stadium.**
 - 4.4.13. **Smoking.**
 - 4.4.14. **Doing harm to the property of OSK Metalist, footballers, officials and spectators.**
 - 4.4.15. **Making any inscriptions or drawings on the stadium's buildings, structures and facilities.**
 - 4.4.16. **Bringing animals (including fish, insects and birds) with the exception of guide dogs.**
 - 4.4.17. **Using any professional photo and video equipment.**
 - 4.4.18. **Using emergency communication, manual fire alarms unless necessary.**
 - 4.4.19. **Selling, otherwise distribute goods of marketing, promotional, political, religious or racist nature.**
 - 4.4.20. **Watching an event in a standing position (except while in the Fan Stand).**
 - 4.4.21. **It is prohibited to bring into the stadium:**
 - 4.4.21.1. **Drugs and toxic substances.**
 - 4.4.21.2. **Alcoholic or soft drinks in any package.**
 - 4.4.21.3. **Weapons of any type and objects that can be used as weapons.**
 - 4.4.21.4. **Stabbing or cutting items.**
 - 4.4.21.5. **Objects which may be used as projectiles: cane umbrellas, helmets, bottles, cups, jugs or jars, incl. cans, other items made of glass or any other fragile or breakable material, polyester, hard objects, as well as empty or full Tetra Pak-like packaging.**
 - 4.4.21.6. **Smoke canisters, flares, sparklers, firecrackers and any other fireworks.**
 - 4.4.21.7. **Dyes.**
 - 4.4.21.8. **Fire-hazardous, flammable, explosive, poisonous and strongly smelling substances.**
 - 4.4.21.9. **Radioactive materials.**
 - 4.4.21.10. **Gas or any other aerosols.**
 - 4.4.21.11. **Laser devices.**
 - 4.4.21.12. **Bulk items of the size exceeding 25 x 25 x 25 cm. For safety reasons the OSK Metalist administration can deny visitors carrying bags, packs, rucksacks etc. of any size access to the stadium, allowing them to hand in the above items to storage room.**
 - 4.4.21.13. **Horns, vuvuzelas, drums, loudhailers and any other similar items, audio- and video recording devices, professional photo and video equipment, special webcasting appliances.**
 - 4.4.21.14. **Flags, draper and banners of a size over 2 x 1.5 m.**
 - 4.4.22. **Touting tickets for football matches is strictly prohibited.**