



VISITING SUPPORTER GUIDE

2019/20 SEASON

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WELCOME TO THE ETIHAD STADIUM



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HOW TO GET TO THE ETIHAD STADIUM

The Etihad Stadium is easily accessible using all modes of transport and is within easy walking distance from Manchester city centre. Further information can also be found at [mancity.com/access](https://www.mancity.com/access)

AIR

Manchester International Airport is 11.2 miles from the Etihad Stadium and will take approximately 45-minutes.

CAR

The Stadium is accessible from all major highways. As you reach Manchester, follow the signs for SportCity. The stadium address for satellite navigation is: Etihad Stadium, Etihad Campus, Manchester M11 3FF

TRAIN

Arrive at Manchester Piccadilly and board the Metrolink, catch the regular bus service or take a taxi direct to the stadium.

BUS

Frequent bus services operate from all directions to the stadium. Stewards will be on hand to assist with any enquiries at the end of the match.

For more information about public transport links visit [traveline-northwest.co.uk](https://www.traveline-northwest.co.uk) or telephone 0871 200 2233 for journey planning information (calls cost 10p a minute from BT landlines. Other networks may charge more).

WALKING

There is a safe, well lit and signposted walking route from Manchester Piccadilly Station. Signage will direct you along the route. Please follow the 'City Link' signs. It will take approximately 25-30-minutes to walk the route. The same route will be operational at the end of the match. Stewards will be on hand to direct you.

BICYCLE

Should you wish to cycle to the Etihad Stadium, there are a number of bike racks around the stadium. Please ensure you secure your bike correctly. Manchester City accepts no liability and all bikes are left at your own risk.

TAXIS

Supporters requiring a taxi after the final whistle are advised to make their way to Rowsley Street where taxis will be located. Due to road closures immediately after the game, taxis are unable to enter the Etihad Campus for at least one hour after the final whistle or until it is deemed safe to do so. Recommended private hire: Mantax +44 (0)161 230 3333.

METROLINK

The Metrolink runs from the city centre, Victoria train station and Piccadilly train station directly to the Etihad Stadium and on towards Ashton-Under-Lyne. There is a frequent service to and from the stadium on match days, both before and after the event. The journey time between the Etihad Campus stop and Piccadilly Gardens stop (city centre) is 11 minutes. The journey time between Piccadilly train station and the Etihad Campus stop is 8 minutes. The Etihad Campus stop drops you directly into the City Square Fanzone.

There are Metrolink park and ride facilities at the Ashton Moss and East Didsbury stops. For all park and ride stations, please visit metrolink.co.uk.

Due to external segregation after the match, you will not be able to turn left towards the Etihad Campus Metrolink stop. Both Holt Town & Velopark stops – the Metrolink stations on either side of the Etihad Campus – will not be operational for at least an hour after each event so we strongly advise you to use the Etihad Campus stop for your return journey. The consumption of alcohol is not permitted on Metrolink trams.

Please note: you can now travel by tram with contactless cards and devices using smart readers.

For information on Metrolink, including pricing, times and route maps and park and ride facilities visit: metrolink.co.uk or follow @MCRMetroLink.



PARKING

Pay on the day car parking is available on site in the Blue Car Park G & H, accessed from Alan Turing Way (Gate 2). Coach parking is available in the Grey Car Park C & D, accessible via Ashton New Road (Gate 7).

Both the coach and car parks will be open 3-hours before kick-off on the day of the match. All items are left entirely at your own risk. *All prices are correct at time of publication and any changes will be clearly displayed on the day.

Please note: a ticket check may be carried out upon arrival for all supporters on coaches. Any supporters that do not have tickets will be advised to leave the Etihad Campus. No alcoholic drinks are allowed on-site and any items found will be confiscated. Anyone found in possession of drinks, drugs or items that may be used as a weapon may be arrested. Supporters are also advised to carry personal ID at all times.

ACCESSIBLE PARKING

A number of accessible car parking spaces are made available to visiting supporters. Manchester City will advise the opposing clubs Disability Liaison Officer and/or a member of their Ticketing Team with regards to the number of bays available and any qualifying sales criteria. All items are left entirely at your own risk.

OFF-SITE PARKING

There are a number of satellite car parks around the stadium, with prices displayed at the point of entry. The Club does not endorse these car parks and all items are left entirely at your own risk. Manchester City Football Club advise all supporters to use the car parks detailed within.

ROAD CLOSURES

Please note that a road closure operates immediately after the event to allow pedestrians to leave the Etihad Stadium safely. This is in place for approximately 20-25 minutes after the match.



RESIDENTS PARKING

A resident parking scheme is in place in the streets around the Etihad Stadium and this is strictly enforced and identified through on-street signage. Please do not park in these areas as you will be fined and your vehicle may be clamped or removed. Please respect the needs of local residents. Matchday parking at ASDA, adjacent to the stadium, is available however this is not managed or endorsed by Manchester City. Penalties will be imposed for the misuse of this car park.

BEFORE THE MATCH

SUPPORTER MEETING POINT

City Square is our fantastic fanzone, with a great atmosphere, food, drink and music, your matchday starts here. It is free to enjoy and opens 3-hours before kick-off. Whilst all supporters are welcome in City Square, the bar area is for home supporters only. There is a cash machine located on the Etihad Campus, located adjacent to the City Store, in City Square.



There is no official visitors supporter meeting point in Manchester city centre. The National Football Museum welcomes all football supporters to experience the world's greatest football collection – over 140,000 items – including the FIFA Collection. There is a café and it is adjacent to many other restaurants and bars for your enjoyment.

Pubs in the local vicinity are used by home supporters. We ask for your co-operation both in and around the local community and that you are respectful of the surrounding residential areas as drinking is not allowed in public areas across Greater Manchester.

Greater Manchester Police will be in the city centre and around the stadium throughout the day to assist with any questions or to provide directions around the city centre. We advise any visiting supporter without a valid match ticket not to travel, or if they do, to remain in Manchester city centre to watch the match.

UPON ARRIVAL

The visitors section is located in the South Stand of the Etihad Stadium. Turnstiles open 90-minutes prior to kick-off.

Your club will have been advised which of these blocks have been made available to you for your match and all details are shown on your ticket.

ACCESSIBLE INFORMATION

There are 12 wheelchair bays with 12 personal assistant seats located on a Level 1 Super Riser. There are 9 additional wheelchair positions and personal assistant seats located on Level 2 platform immediately above the visiting supporter section.

We recognise that disabled supporters may need assistance to fully enjoy the experience at the Etihad Stadium and offer a variety of reasonable adjustments based on individual needs, not disability.

Audio descriptive commentary are available to allow blind/partially sighted supporters to enjoy the game, from any seat they choose. If, for any reason, any supporter feels they have more specific seating requirements (a certain area, block or row in the visitors section) they should contact their own Disability Liaison Officer who in turn, can liaise with Manchester City. Every effort will be made to accommodate such requests, subject to availability. All requests need to be submitted to Manchester City's Access Team no later than 12-noon on matchday. Please call +44(0)161 444 1894 (option 1,1,2).

You will find all facilities located on the concourse; male and female washrooms along with disabled supporter facilities. These are operated by RADAR keys and stewards will be able to assist if needed.

The wheelchair bays located on Level 2 do not have direct access to the concourse. Accessible toilets are available either on the Box Level corridor or there are facilities adjacent to Legends. In relation to food and drink, orders will be taken up to 15 minutes before kick-off (for service before kick-off) and up to five minutes after kick-off (for half-time service).

Food and drink will be delivered to the seat approx. 15 minutes after the order has been placed or at the start of half-time if ordered beforehand. Cash is paid at point of order. In line with the Ground Regulations, there will be no alcohol served in these locations.

TICKET COLLECTIONS

Any duplicate ticket requests must be sent to us by the visiting clubs Ticket Office Manager. If a supporter misplaces a ticket they must contact their own club who will authorise Manchester City (by email) to assist. Duplicate tickets will not be issued without authorisation from a representative of the visiting club. Duplicate tickets will be available for collection from the South Stand Ticket Office.

TURNSTILE ENTRY

Supporters under 14 must be accompanied by an adult (over 18).

Please ensure you take care of your match ticket. We accept no liability for refused access due to created, bent, folded, stapled, washed or otherwise damaged or defaced tickets. Any supporter that attempts to use a match ticket that has been cancelled and/or has already been used by another supporter will not be allowed to enter the stadium and will be asked to leave the complex.

Supporters will be searched prior to entering the stadium. These thorough searches will be carried out by Manchester City Security and search dogs may be present at the turnstiles. Any supporter found with prohibited items in their possession may be arrested.

BAGS AND LUGGAGE

Bags are not allowed in the visiting section of the stadium. There is no storage facility available.

Should a supporter need to bring medicines or specific food for dietary requirements, contact your Club's Access Team who will liaise with us to arrange.

PROHIBITED ITEMS

Items that are prohibited in the stadium include:

- Illegal substances & alcohol
- Bottles, cans, drink cartons & drink glasses
- Glass bottles including perfumes
- Solid Containers/Flasks
- Dark plastic bottles and/or dark liquid
- Water in excess of 500ml
- Airhorns
- Smoke/Gas Canisters
- Knives/Weapons
- Tools
- Pyrotechnics, flares & fireworks
- Food & drink
- Large/golf umbrellas
- Large bags or suitcases
- Selfie sticks
- Computer tablets & laptops
- Professional cameras or recording devices
- Flag poles & large display flags/banners
- Baby buggies & prams
- Smoking & E-Cigarettes
- Aerosols

ACCEPTABLE ITEMS

We are however happy for supporters to bring:

- Small compact cameras
- Non Offensive Flags/Banners (2m x 1m or less)



On the second tier of the Etihad Stadium an electronic ribbon has been installed. As a result, we politely ask that flags or banners no longer be displayed over Level 2.

The first two rows of the upper and lower tiers can sometimes be netted for segregation and safety reasons. Any supporter found to be adjusting or removing this netting will be ejected.



FOOD AND DRINK

Food and drink is available on-site however we do not allow refreshments to be brought in to the stadium. There are a number of concessions located inside and outside the stadium. These include the option to purchase hot and cold drinks and an array of food including burgers, hotdogs and pies. There is also an assortment of confectionery items available. Please note: supporters are not allowed to drink alcohol in any marked (dark blue) area of the concourse (i.e. in view of the pitch).

There is a street drinking prohibition in place for all alcoholic drinks and the police will confiscate all items including any unopened bottles and cans. The stadium operates a rigorous Challenge 25 alcohol policy, ID will be required if the purchaser looks under 25.

DURING THE MATCH

We ask that all supporters remain seated in their designated area and that they do not block the aisles.

Any supporter, who attempts to invade the field of play, at any time, will be ejected from the stadium and may be arrested. This also applies to any supporters identified to be throwing items on to the field of play or into the home supporter areas.

Manchester City operates a zero tolerance policy on visiting supporters seated within home areas. Any visiting supporters identified within the home supporter areas will be ejected from the stadium.

We recognise that most supporters come to the stadium to watch a football match and not to listen to abusive or indecent language from the stands. We understand that occasionally moderate swearing can be heard and most supporters find this reasonably acceptable. 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.

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. Manchester City are proud to support this campaign.

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. In supporting FvH, you are not only helping to make football a more inclusive and welcoming environment, you are also playing your part in making the society we live in a better place for everyone.

AFTER THE MATCH

There may be a request, in consultation with Greater Manchester Police, for visiting supporters to remain in the stadium for a short time whilst the immediate areas clear. You will be informed of this during the match via PA announcements. We will ensure that you are able to exit the stadium as soon as possible, so that you may commence your return journey.

Due to external segregation after the match, you will not be able to turn left towards the Etihad Campus Metrolink stop. Both Holt Town & Velopark stops – the Metrolink stations on either side of the Etihad Campus – will not be operational for at least an hour after each event so we strongly advise you to use the Etihad Campus stop for your return journey. The consumption of alcohol is not permitted on Metrolink trams.

Manchester City is committed to being a good neighbour to the residents of East Manchester. Please respect their homes and property by carefully disposing of your rubbish, using the toilets provided on the stadium campus, adhering to the residents parking scheme that is in operation and being mindful of minimising noise and disruption when you leave.

SMOKE FREE COMPLEX

The Etihad Campus, including roadways, car parks and concourses are smoke free. The use of electronic cigarettes is also prohibited. Manchester City has a zero tolerance policy in relation to this matter. Any supporter identified as smoking will be ejected from the stadium.

TICKET TOUTING

Tickets for the matches held at the Etihad Stadium must be purchased from the opposing club only, subject to their qualifying sales criteria. Tickets purchased through other means may not be valid. Manchester City accepts no liability for tickets purchased through unofficial channels. We are unable to provide you with alternative tickets should you purchase in this manner, regardless of the price paid. You will be referred to the opposing club at such times a fraudulent ticket is presented and we may also refer the details to Greater Manchester Police.

NO RE-ADMITTANCE

Manchester City operates a strict no re-admission policy and there will not be an opportunity to leave and re-enter the stadium.

LOST PROPERTY

Lost property found within the stadium concourse and bowl will be collected after the match and will be made available on the next working day. Please contact the Supporter Services team on +44 (0)161 444 1894 (option 1, option 3).

Manchester City accepts no responsibility for loss or damage to property left on these premises. Items will be retained for 4-weeks, after which they will be appropriately disposed of. Supporters will be charged the postage for any items that cannot be collected from the stadium. Any money found on site will be donated to the City in the Community charity.

VISIT MANCHESTER

For further information on where to stay and to see what other events are on in Manchester, your guide to Manchester is available from the official destination website, visitmanchester.com.

TERMS AND CONDITIONS

All tickets are issued subject to availability and sold subject to the opposing clubs terms and conditions of sale and the Ground Regulations.

CONTACT US

Whilst we would encourage supporters to contact their own Club, if there are any questions or advise that we can provide:

Supporter Services

T: +44 (0)161 444 1894 (option 1)

Access Team

T: +44 (0)161 444 1894 (option 1, 2 then 2)

E: access@mancity.com

Supporter Liaison Officer

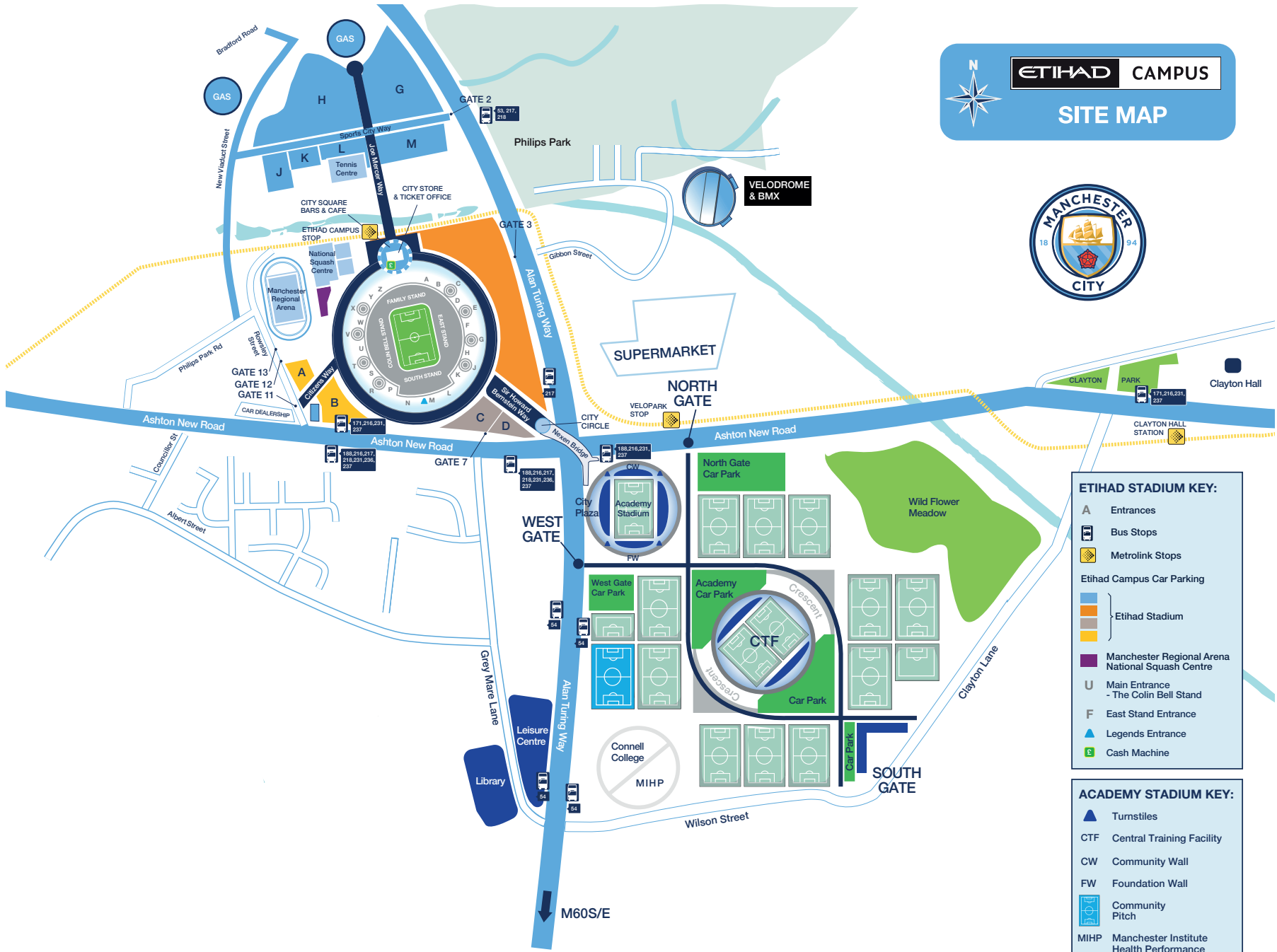
T: +44 (0)161 444 1894 (option 1)

E: slo@mancity.com

Keep up to date on our official Supporter Services Twitter account: [@mancityhelp](https://twitter.com/mancityhelp) or use our online FAQ, mancity.com/help

Access information can be found at mancity.com/access

ETIHAD CAMPUS
SITE MAP



ETIHAD STADIUM KEY:

- A Entrances
- Bus Stops
- Metrolink Stops
- Etihad Campus Car Parking
- Etihad Stadium
- Manchester Regional Arena National Squash Centre
- U Main Entrance - The Colin Bell Stand
- F East Stand Entrance
- ▲ Legends Entrance
- Cash Machine

ACADEMY STADIUM KEY:

- ▲ Turnstiles
- CTF Central Training Facility
- CW Community Wall
- FW Foundation Wall
- Community Pitch
- MIHP Manchester Institute Health Performance

CAR PARK PLAN



STADIUM SEATING PLAN AND TURNSTILES

