



125 YEARS

# SUPPORTER INFORMATION 2019/20



## IMPORTANT SECURITY NOTICE

With safety and security measures of paramount importance, it is crucial that all supporters are aware of the following points:

- These tickets are for home areas of the stadium, for the use of Manchester City supporters only.
- Supporters of the opposing team must have purchased tickets direct from the Club that they support and be located in the visitors section of the stadium.
- The Club does not have a neutral area.
- Tickets are non-transferable and must not be resold. Any resale is unauthorised.
- Ticket touting is a criminal offence. If unauthorised sales or disposals take place, the club will investigate any such occurrences and impose stadium bans and/or support any police prosecution deemed appropriate.
- All supporters are reminded that the Etihad Stadium is an all-seater stadium and persistent standing is not allowed. Failure to adhere to this may result in an ejection or a stadium ban.
- The use of pyrotechnics, flares and smoke bombs is strictly prohibited.

## SECURITY

We ask you not to bring bags unless essential. Only small bags, no larger than 16.5" x 12" x 6.5" will be allowed, subject to the standard security checks prior to entering the stadium. No storage areas will be available for larger luggage or prams. If you require a bag for medical reasons, please contact the Access Team.

Keep your ticket with you at all times. Re-admission is not allowed, you cannot enter and re-enter.

## PROHIBITED ITEMS

- Illegal substances
- Glass bottles including perfumes
- Airhorns
- Portable chargers
- Bottles & cans
- Pyrotechnics, flares & fireworks
- Food & drink
- Large/golf umbrellas
- Selfie sticks
- Computer tablets
- Professional cameras or recording devices
- Flags, flag poles or banners
- Baby buggies & prams

## SMOKING

Smoking is not permitted anywhere on the Etihad Campus. The use of electronic cigarettes is also prohibited. Anyone caught smoking or using electronic cigarettes risks being ejected from the Stadium.

## AGE GUIDANCE

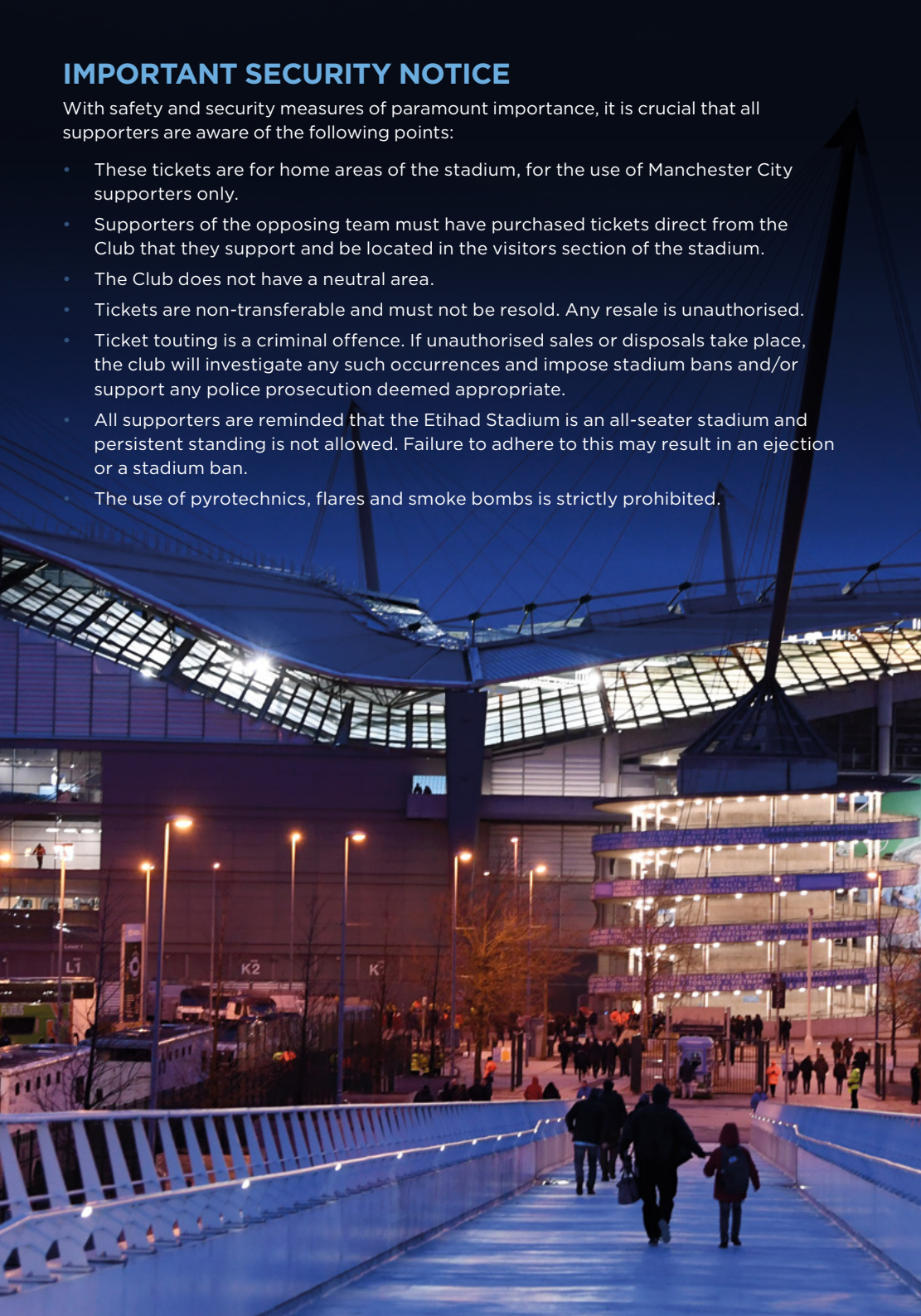
Supporters under 14 must be accompanied by an adult (over 18) at all times. Young Supporter Wristbands are available from the stewards.

## ACCESS INFORMATION

For access information, please visit [mancity.com/access](http://mancity.com/access), or contact the Access Team on +44 (0)161 444 1894 (Option 1) or email [access@mancity.com](mailto:access@mancity.com)

## PROMOTING EQUALITY AND DIVERSITY

Manchester City values and respects all of its supporters and will not tolerate discriminatory behaviour of any kind at the Etihad Stadium. Actions including, but not limited to, racism, sectarianism, homophobia and sexism are unacceptable. Supporters are asked to conduct themselves in accordance with the highest ethical standards.



## HOW TO GET HERE

### WALKING

There is a safe, well-lit and signposted walking route from Manchester Piccadilly Station to the stadium.

Follow the Etihad Campus banners and 'City Link' signs to the ground, with the walk taking approximately 25 minutes.

There are now nearly four times as many signs along the route and stewards will be present to guide you on your way.

Not only is it healthy, but you can have some fun on your journey by downloading our walking map from our website, full of entertaining facts about the club, our stadium and the players.

### BUSES

Frequent bus services run to the Etihad Stadium from Manchester city centre.

The 216, 217, 230 and 231 services run to the Etihad Stadium from the north side of Piccadilly Gardens. The 216 service departs approximately every 10–15 minutes, depending upon the day and time of the match.

At the end of the game, buses heading to Manchester city centre will be lined up on Ashton New Road opposite the South Stand.

### METROLINK

A fast and frequent tram service runs straight to the stadium's dedicated tram stop, Etihad Campus, which is adjacent to the stadium in City Square.

Metrolink services run between Ashton-under-Lyne and Manchester every six minutes.

The journey from Manchester Piccadilly station to Etihad Campus takes less than 10 minutes.

In time for the new season, Metrolink passengers will benefit from a new and easy-to-use contactless payment system — enabling them to touch in at the start of a journey and out at the end using a contactless bank card or another contactless enabled payment device, such as a phone or watch.

Tickets must be purchased before travel, with ticket machines located on every Metrolink platform.

*Please note: both Holt Town and Velopark Metrolink stops, located on either side of the Etihad Campus stop, will not be open for at least an hour after the match.*

### METROLINK PARK & RIDE

You can avoid the busy match-day traffic by using a Park and Ride site, before completing the remainder of your journey on Metrolink. With plenty of sites across the network, it's easy to park up and hop on the tram for a hassle-free journey to the ground.

For fans travelling from the east or north there are two large Park and Ride sites located at Ashton West and Ashton Moss. From these stops the journey time to the stadium is less than 25 minutes.

View a full list of sites at [tfgm.com/public-transport/park-and-ride](https://tfgm.com/public-transport/park-and-ride)

### CYCLING

The Ashton cycleway is a completely traffic-free six-mile route which takes you along the canal towpath between Ashton-under-Lyne and Manchester city centre via the National Cycling Centre and Etihad Stadium. The path has been resurfaced to make it easy for cycling and has solar-powered lights to guide you in the dark. At the Etihad Stadium there are more than 100 cycle racks\* for you to park your bike.

*\*The Club accepts no liability and all bikes are left at your own risk.*

### CAR PARKING

Pay-on-the-day car parking is available on site in the Blue Car Parks G and H, which can be accessed from Alan Turing Way (Gate 2).

Both the coach and car parks will be open three hours before kick-off until one hour after the final whistle. View the car parking map on our website.\*

*\*Gates will be locked, but cars are left at your own risk.*

### TRAIN

Train services run into Manchester Piccadilly, Oxford Road and Victoria stations. Manchester Piccadilly is located closest to the stadium, and you can complete your onward journey from there on foot, by Metrolink or by bus. Be sure to plan ahead and check train times on the National Rail website before you travel.

### ACCESSIBLE PARKING

Blue Badge Parking is available on site in the Blue car park, however space is limited due to the number already allocated to our seasonal supporters. Please call our Access Team on **+44 (0)161 444 1894 (Option 1, 2, 2)** to discuss further.

### RESIDENTS PARKING

A residents 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.

While there are a number of satellite car parks around the stadium, the Club does not endorse these.

Do not leave valuables on display in your vehicle, and any items left in vehicles are done so at your own risk. The venue accepts no liability for the theft, damage or loss to your vehicle or items within it.

### ROAD CLOSURES

Several roads will be closed after the match to allow pedestrians to leave the Etihad Stadium safely.

This is in place for approximately 20 minutes after the match but could be extended if necessary.

Roads closed are as follows:

#### Ashton New Road

between Alan Turing Way and Darley Street

#### Grey Mare Lane

between Ashton New Road and Alan Turing Way

#### Merrill Street

between Pollard Street and Ashton New Road

- Travel by tram, bus and walking are the best ways to get to the Etihad Stadium from Manchester city centre
- Metrolink services run from the city centre to the stadium every six minutes on match day
- The 216 bus service runs every ten minutes from Piccadilly Gardens towards the stadium
- Walking between the city centre and the ground takes approximately 30 minutes
- If you cannot avoid driving to the match, can you car share to help reduce the overall number of vehicles on the road?

Visit [tfgm.com/travel-advice](http://tfgm.com/travel-advice) for specific match day travel advice.

In time for the new season, Metrolink passengers will benefit from a new and easy-to-use contactless payment system – touching in at the start of a journey and touching out at the end using a contactless bank card or another contactless-enabled payment device, such as a phone or watch.



## HOME MATCHES

### CITY SQUARE FAN ZONE

The City Square Fan Zone begins two and a half hours before kick-off and is located next to the City Store.

There is plenty of entertainment on offer as well as, licensed bars, live music, special guest interviews, and games and competitions to win exclusive prizes.

City Square is also open post-match for live match analysis, so come and join us whilst the traffic dies down!

For more info follow us on Twitter and Instagram @CitySquareLive

### KIDS FAN ZONE

The Man City Kids Fan Zone takes place 3 hours before kick-off before every weekend fixture on the indoor pitch at the City Football Academy. It is a free event with a wide range of fun games and activities for families with children up to 13 years old however, you need to redeem your tickets in advance.

Head to [mancity.com/kidsfanzone](http://mancity.com/kidsfanzone) for more information.

## BLUE CARPET EXPERIENCE

The Blue Carpet Experience is designed around the team arrival which is approximately 80 minutes before kick-off. Get down early to welcome the players off the bus and be in with a chance of winning money can't buy prizes.

## PLAYMAKERS

Look out for our Playmakers wearing yellow jackets in and around the stadium who will be happy to assist you and answer any of your match day questions.

## SINGING SECTION

The singing section, home to the 1894 supporter group, is located in the South Stand across block 111, part of block 114 and blocks 115-119. Expect fans in this area to be vocal and showing passion in support of City.

Throughout the season flags are waved every match and occasional fan displays are arranged. Supporters that sit outside of this section are not part of the singing section.

The Etihad Stadium is an all seater stadium and persistent standing is not allowed. Failure to adhere to this may result in ejection or stadium ban.

## AWAY MATCHES

For the 2019/20 season, we are introducing some changes to how away match tickets are managed and allocated. These changes follow on from collaboration with the elected City Matters fan representatives, and feedback from the wider supporter base, to provide fairer access to tickets.

## AWAY TICKET POINT

For all away matches (and matches played at a neutral venue), regardless of the competition, Ticket Points will no longer be awarded. Following dialogue with City Matters elected representatives, and through feedback from our wider supporter base, we understand that some supporters are purchasing away tickets to accrue Ticket Points and improve their position on the ladder, without any intention of attending the fixture. This is unfair on supporters that have a genuine desire to travel but cannot access tickets and can also lead to profiteering by way of unauthorised resale and touting.

Ticket Points will still be allocated for all home matches and for joining each of the three Cup Schemes. Platinum Seasoncard holders will continue to receive double points, equating to a total of 490 additional points when compared to Gold Seasoncard holders across the 19 home Premier League matches and the three Cup Schemes (UEFA, FA Cup and League Cup). Double points will also be assigned for tickets purchased to home Cup matches.

## 18 TO 25 TICKET ALLOCATION

Seasoncard holders aged between 18-25 years will be given the option to purchase from an exclusive allocation of Premier League away match tickets on the first day of sale. The number of tickets available will be 5% of the overall allocation that the Club receive (typically 150 of 3,000).

We want to give our younger supporters the opportunity to attend these matches via genuine transactions with the Club.

Qualifying supporters who wish to register to be included should visit [www.mancity.com/news/tickets-and-travel](http://www.mancity.com/news/tickets-and-travel)

## COLLECT IN DESTINATION

For a number of Premier League away matches, a limited and randomly selected number of supporters will be required to collect their ticket from the opposing Club's ticket office. Action will be taken against supporters who are found to have passed their ticket on. Those supporters who are selected will be notified no later than five days prior to the respective match and provided with specific details of the collection arrangements.

## CITY MATTERS

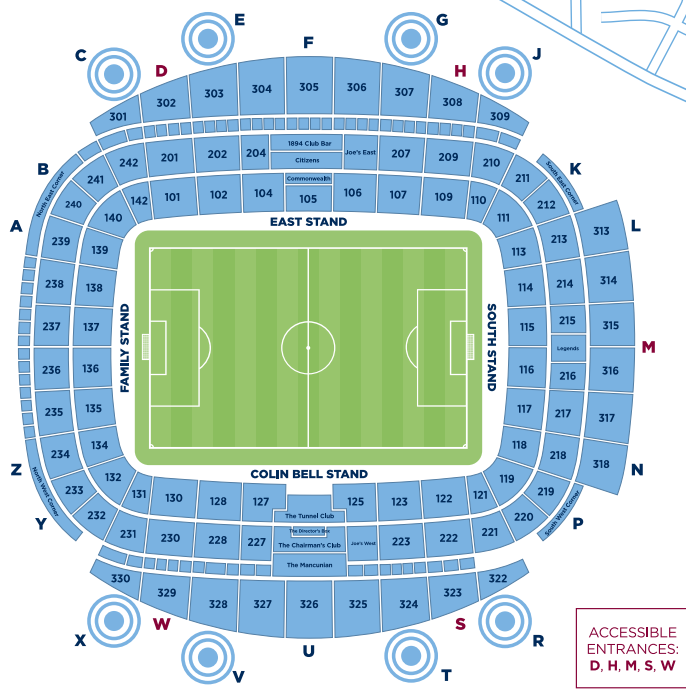
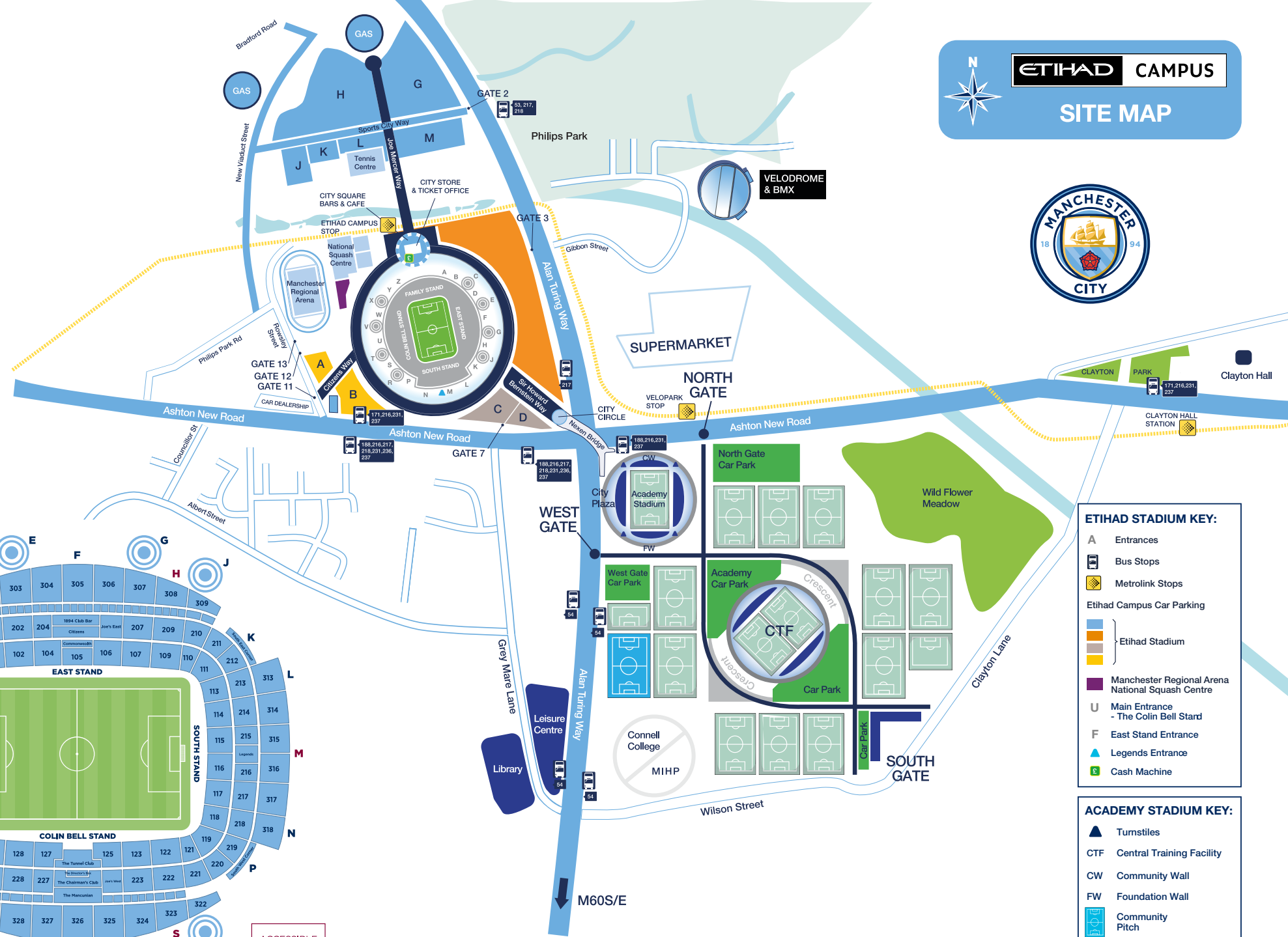
The City Matters Representatives provide fans with the opportunity to meet senior Club representatives on a monthly basis, to discuss a wide range of issues and topics which are of importance to the Club's wider supporter base.

The reps are voluntary members who were appointed by supporters to represent key demographic fan groups.

To find out more and contact the Fan Representatives visit [www.mancity.com/citymatters](http://www.mancity.com/citymatters)



**ETIHAD CAMPUS**  
**SITE MAP**



ACCESSIBLE ENTRANCES:  
D, H, M, S, W

**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

## CATERING

City Square Fan zone is the perfect place to meet, offering an array of food and beverage concepts from 10 locations.

Within the stadium there are over 80 food and beverage concessions providing a variety of options including;

## FOOD

### The Kippax

100% Beef Hotdog, Sheldon's Sub roll, caramelised onions

### The Blue Burger

6oz char grilled burger, American cheese, sweet pickled gherkin, Sheldon's Lancashire oven bottom muffin

### Bowens Pie's

Potato and Meat, Cheese and Onion, Chicken Balti, Steak Pudding

### The Manctastic Burger

Classic cheese burger, 2 x 6oz chargrilled burgers, American cheese, sweet pickled gherkin, Sheldon's Lancashire oven bottom muffin

### The Big Manc

2 x 100% Beef Hotdogs in a Sheldon's Sub roll with caramelised onions and your choice of ketchup, mustard or both

### Loaded Corn

Drizzled with herb oil and topped with Vegan garlic mayo, crispy onions and smoky seeds (v)

### Incredible Vegan Burger

Soya protein, Vegan cheese, sweet pickled gherkin, in a Sheldon's Lancashire oven bottom muffin (v)

## BEVERAGES

Draught Amstel

Strongbow Dark Fruit

A range of sugar free soft drinks

## OPENING TIMES

City Square Fan Zone is open 3 hours prior to kick-off and for 1 hour post-match.

The stadium will be open 1.5 hours prior to kick-off, with kiosks closing at the commencement of the game.

## TOURS

On days leading up to or after the match, why not enjoy the most immersive tour experience in Premier League Football.

The Manchester City Stadium Tour brings the magic of City to life, like never before. Field questions with a virtual Pep Guardiola in the Press Conference and see what happens on matchday in the Home Team dressing room, with a new immersive audio-visual show.

Stadium Tours are also available on the day of the game where you can experience the

stadium getting ready for the big match. These tours will follow a slightly different route to the regular stadium tour as access to the player areas will be restricted leading up to kick-off.

## PRICES

Adults £25

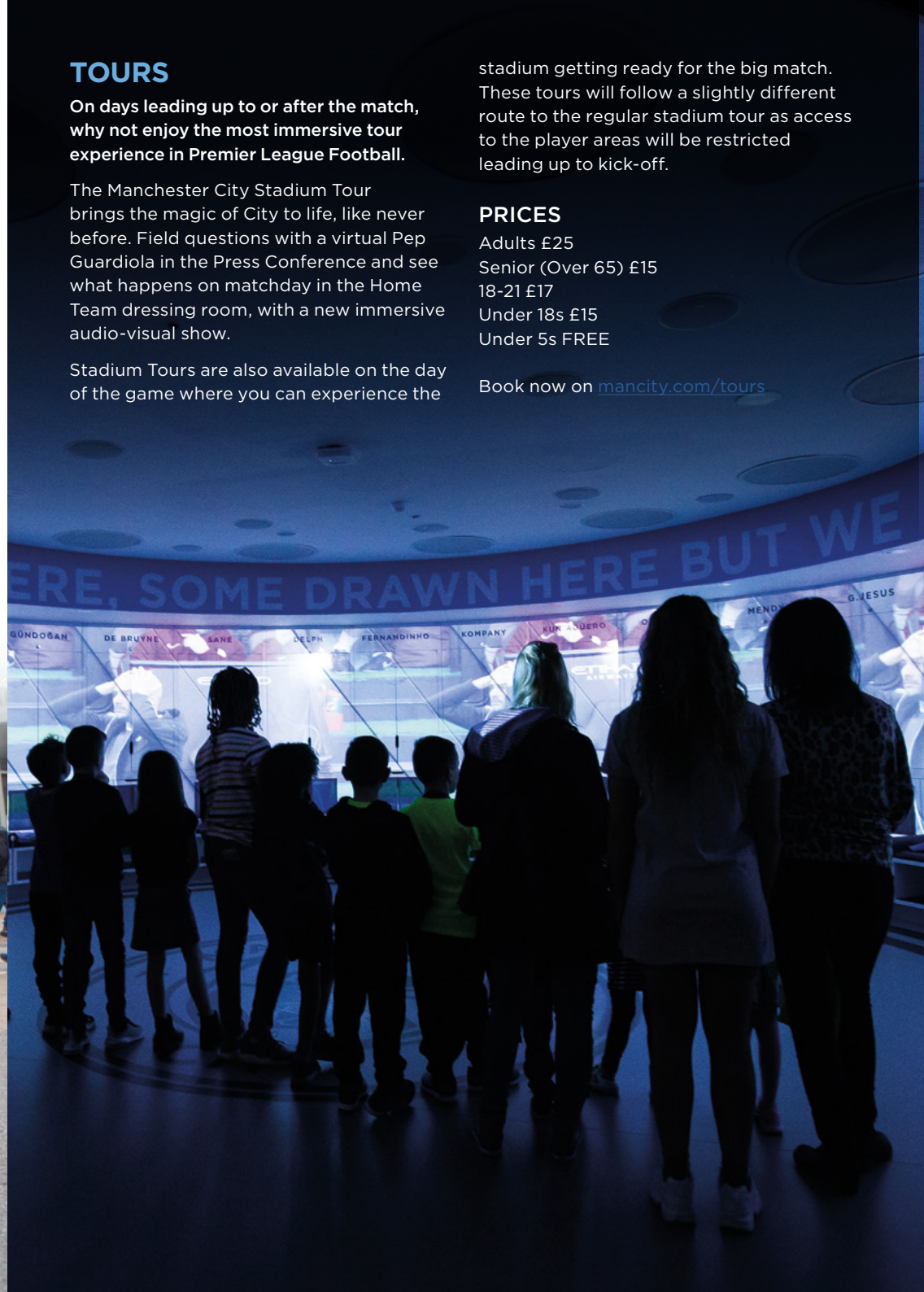
Senior (Over 65) £15

18-21 £17

Under 18s £15

Under 5s FREE

Book now on [mancity.com/tours](https://mancity.com/tours)



## FAQ

### WHAT TIME DOES THE STADIUM OPEN?

Turnstiles open 90-minutes prior to kick-off. We advise arriving early to prevent delays in entering. 93:20 turnstiles and bars open 90-minutes before kick-off, and remain open for up to 1-hour after final whistle. Alcohol is served up to 45-minutes after full time, with a 15-minute drinking up time.

### CAN I UPGRADE A CONCESSION OR PERSONAL ASSISTANT TICKET?

Yes. Contact Supporter Services and where appropriate, upgrade your ticket. Failure to upgrade your Seasoncard or match ticket before you enter the stadium may result in a stadium ban.

Where a disabled supporter is unable to attend, their personal assistant may do so, subject to availability. Please contact the Access Team to make ticket upgrades.

Please note: an upgrade fee may also be payable when a concession is used by another concession, within another age band.

### MY SEAT IS IN LEVEL 3, HOW HIGH IS THIS?

Level 3 may not be suitable for supporters who are not comfortable when seated high up. At its highest point Level 3 has a gradient of 34.4 degrees. There are handrails to assist you to your seat.

Please call the Access Team if you have any concerns.

### WHERE ARE THE ACCESSIBLE ENTRANCES LOCATED?

There are 4 accessible entrances. They are situated on the East Stand (entrances S or W) and West Stand (entrances D or H). All accessible entrances are manned. Lifts are available at these entrances that are all fully accessible and have call buttons.

There is also a lift available inside the South end of the stadium (entrance M).

### DOES THE STADIUM HAVE ACCESSIBLE TOILETS?

Yes, there are multiple accessible toilets in each stand. You can use your own radar key to access or ask a nearby steward to assist. There are vertical and horizontal rails either side of the toilet and hand basin, there is a lever tap and low sink for ease of use. There is also a Changing Places toilet located in The South Stand Level 1, which can also be accessed with a radar key. Please bring your own sling.

### IS AUDIO DESCRIPTIVE COMMENTARY AVAILABLE?

Matchday commentary is available upon request to allow visually impaired supporters to enjoy the game, from any seat they choose. Please contact the Access Team to pre-order in advance of the match via [access@mancity.com](mailto:access@mancity.com). You can also turn your hearing aid to 'T' to pick up the commentary.

### CAN I BRING A MOBILITY SCOOTER TO THE STADIUM?

Yes, **small** mobility scooters are allowed on to the wheelchair platforms located in the stadium however please note there are no charge points available.

### THE ACCESS TEAM

Should you have any questions or concerns in advance of the match, please contact a member of the Access Team on **+44 (0)161 444 1894 (option 1)** or by email on [access@mancity.com](mailto:access@mancity.com). We are happy to assist with any questions that you have, for example, if you require to use medication in the stadium, we can provide documentation to allow you to bring it with you.

Winter packs are also available on all platforms to provide additional warmth in the winter months. These include foil ponchos and handwarmers. Please speak to staff at the accessible entrances or a member of the Access Team.

If you have a need or requirement, please contact the Access Team on **+44 161 44 1894 (option 1)**.

Further information can be found at [mancity.com/access](http://mancity.com/access).

*All information correct at time of printing.*

## CONTACT

If you have any specific questions about visiting the Etihad Stadium, please contact us via:



### SUPPORTER SERVICES

+44 (0)161 444 1894



### EMAIL

[mancity@mancity.com](mailto:mancity@mancity.com)



### TWITTER

[@ManCityHelp](https://twitter.com/ManCityHelp)



### LOCATION

Etihad Stadium, Manchester, M11 3FF

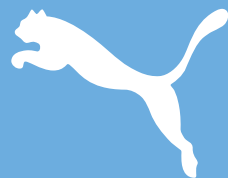


125 YEARS

**WE LOOK FORWARD TO WELCOMING YOU!**



ETIHAD  
AIRWAYS



[mancity.com](http://mancity.com)