



WOMEN'S FIRST TEAM SUPPORTER CHARTER

2026/27 SEASON



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WELCOME

Manchester City Football Club (the Club) was founded in 1894 with our Women's team being established in 1988. In 2014 we had the professional relaunch of our Women's team and opened the Joie Stadium to be the home for the team. The Joie Stadium forms part of the Etihad Campus. Since the relaunch we have twice won the Women's Super League (WSL), are 4 times Women's FA Cup winners and 4 times Women's League Cup Winners.

Over the following pages, fans can find key details for attending matchdays at the Joie Stadium and Etihad Stadium, including details of the Club's ticketing policy and sanctions and bans policy, as well as information on how to make the most out of their matchday experience.

This document also details the Club's values and approach to supporter engagement and communication. It outlines our principal commitments and policies to ensure transparency and accountability.



MATCHDAYS AT THE JOIE STADIUM

The Joie Stadium is home to Manchester City Women. The stadium has a 6,447 capacity – including two standing terraces. We seek to provide the best matchday experience for all our fans while maintaining the highest standards of health and safety. Whether you are visiting the Joie Stadium for the first time or regularly attend matches, you can find all the information you need ahead of your visit here.

PLAYMAKERS

- 🏠 Need any help on matchday? Look out for our Playmakers in yellow.
- 🏠 Our Playmakers are based around the stadium and Fanzone, offering free goodies and treats.
- 🏠 Playmakers are happy to answer questions or point you in the right direction. You will also find face painters outside the Joie Stadium on matchday.

FOOD AND BEVERAGES

- 🏠 Food and drinks are available to buy, catering for a range of tastes and dietary requirements, including vegetarian and vegan options.
- 🏠 Payment is not available using cash.
- 🏠 Women's Season Ticket Members get 10% off food and beverages in the Joie Stadium and in the Etihad Stadium on women's matchday.
- 🏠 If you have any food intolerances or allergies and need more information, please contact the Access Team.

ALCOHOL IN BOWL

- 🏠 Following the successful conclusion of the Women's Super League's (WSL) alcohol in bowl trial, fans of Manchester City Women will once again be able to consume alcohol in the stands at all WSL home matches during the 2026/27 season. Please note The Joie Stadium's Family Area (West Stand Blocks 1, 2 and 3) and Blocks O37- O42 at the Etihad Stadium will remain alcohol-free, giving fans the choice of a seat which appeals to them.

KIDS FANZONE

- 🏠 The Kids Fanzone is a free event open every weekend match at the Joie Stadium.
- 🏠 Kids can enjoy soft play, interactive competitions with prizes to be won, and appearances from the Club's mascots - the Moonies.
- 🏠 You can find the Kids Fanzone behind the seated area in the West Stand.
- 🏠 No booking is required. You will just need a valid match ticket to gain entry!



MATCHDAY TIMINGS

We advise fans arrive no later than 60 minutes before kick-off and encourage fans to be in their seats at least five minutes before kick-off.

2.5 HOURS

Hospitality
Opens

1.5 HOURS

General Admission
Turnstiles Open

1.5 HOURS

Kids Fanzone Opens
West Stand

15 MINUTES

Pre-Match Ceremony
& Entry To The Pitch

BAGS

- Small handheld bags no larger than A4 size (12"x8"x3") will be accepted. If you require a larger bag for medical reasons, please contact **access@mancity.com** who can provide a medical exemption certificate.
- There is no bag storage facility. Bag storage will be available for women's fixtures at the Etihad Stadium.

SEARCHES

- Personal searches are required for fans aged 14 and over. These will be conducted appropriately.
- Searches are conducted with a wand. If you are unable to be searched via wand (e.g. you have a pacemaker) please make the steward aware.

For information about the women's games held at the Etihad Stadium please visit:

<https://www.mancity.com/etihad-stadium/visiting-the-etihad-stadium>



TICKETING

Match Ticket Information

- Manchester City Women tickets will go on sale in phases throughout the season instead of releasing tickets for every home match at once. Information and timings can be found [here](#).
- To buy Manchester City Women's match tickets, please click [here](#).
- Hospitality packages are also available to purchase for Manchester City Women's matches.

How To Buy:

Match tickets can be purchased online or over the telephone.

Ticket Criteria:

- Season Ticket Members:** Enjoy access to all 13 Women's Super League matches, with the option to sign up for the Club's Cup Schemes to attend cup matches.
- Official Members & Men's Season Ticket Members:** For each match, tickets will go on sale to Official Members and Men's Season Ticket Members during a priority access window. Should any tickets remain, tickets will go on general sale.
- Joie Family Pass:** Fans can access a discounted family area in W1. This pass gives 50% off the price of a second child ticket. To book the Joie Family Pass, you must be attending the match with at least one child.

Ticket Criteria:

- Mobile Ticket:** Entry to the stadium is via a Mobile Ticket. If you have access requirements and need a physical Season Ticket please contact the Access Team.
- Under 14s:** Must be sat or stood with an adult (over 18) to enter the stadium.
- Children Aged 5 and Over:** Must possess a valid ticket for the match they are attending.
- Children Under 5:** May enter the stadium for free if accompanied by an adult aged 18 or over, but no seat will be provided for the child.
- Supervision:** Appropriate supervision must be provided to all children at all times.

Group Bookings:

- Group bookings are available for all Women's home matches, to enquire please visit Register Your Interest: <https://www.mancity.com/ticketing-and-hospitality/manchester-city-group-bookings/register-your-interest> (mancity.com)

Can't Attend?

- 🎟️ **Ticket Exchange:** Season Ticket Members can list their ticket for any WSL matches played at the Joie Stadium on the ticket exchange from the start of the Season.
- 🎟️ **Ticket Transfer:** Season Ticket Members can transfer their ticket for WSL home games. For cup matches, Season Ticket Members on the respective Cup Scheme can transfer their ticket.

Five Match Policy:

- 🎟️ Season Ticket Members must attend, list or transfer their ticket for at least 5 home Barclays Women's Super League matches next season. If this criteria is not met, you may not be able to continue to use your Season Ticket or renew for the following season.
- 🎟️ You will be deemed to have 'used' your Season Ticket for a match if one of the following actions takes place:
 - You attend the match and have your Season Ticket scanned on entry to the stadium.
 - You transfer your ticket to another fan.
 - You list your ticket on the ticket exchange up until 24 hours before kick-off.



TRAVEL AND TRANSPORT

Joie Stadium Address

Joie Stadium
Etihad Campus
North Gate
400 Ashton New Road
Manchester
M11 4TQ

PARKING

- 🚗 Fans wishing to drive to the Joie Stadium must pre-book a parking space for £5 via our website.
- 🚗 Parking is allocated on a match-by-match basis, subject to availability, with a maximum of one space per fan.
- 🚗 Please note that your allocated parking location (Blue or Orange Car Park) may vary for each match.
- 🚗 Our pre-booked parking system uses Automatic Number Plate Recognition (ANPR) technology.

For more information and to book parking please visit:

<https://www.mancity.com/etihad-stadium/travelling-to-the-joie-stadium>

ACCESSIBLE PARKING

- 🚗 Accessible parking is available on a first come first served basis
- 🚗 You can book online at Manchester City Ticketing ([mancity.com](https://www.mancity.com)) or via the Access Team by contacting access@mancity.com or **0161-444-1894**.

METROLINK

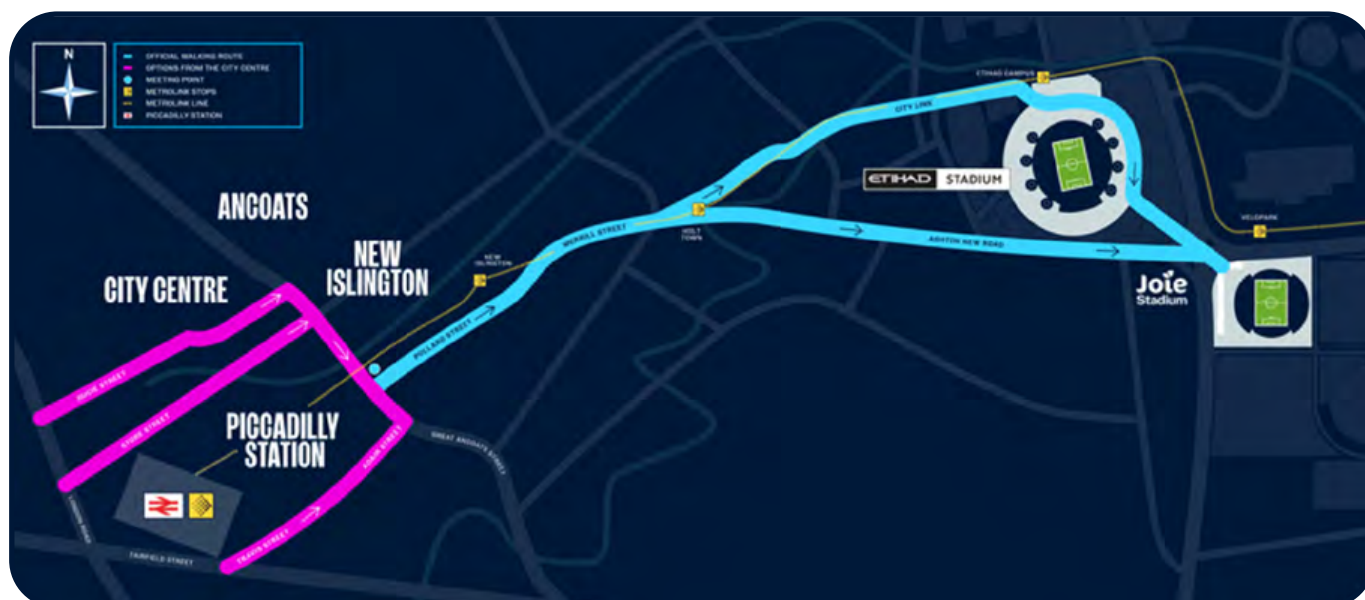
- 🚗 Fans can use Metrolink to travel to and from the Joie Stadium.
- 🚗 The Velopark stop is situated opposite the Joie Stadium.
- 🚗 Trams run approximately every 12 minutes. Plan your journey here <https://www.tfgm.com/plan-a-journey/schedules/tram-schedule>

BUS SERVICE

- 🚗 There are several public bus services available that will bring you close to the stadium.
- 🚗 Visit <https://www.mancity.com/etihad-stadium/travelling-to-the-joie-stadium> for more information.

WALK TO THE MATCH

- 🏠 The Joie Stadium is walkable from Manchester City Centre.
- 🏠 It takes around 35 minutes to walk from the city centre to the Joie Stadium.
- 🏠 The walk is well lit and signposted. Please see map below:



CYCLING

- 🏠 Fans can also cycle to the Joie Stadium on matchday.
- 🏠 There are over 300 bike storage spaces. The largest storage facility is located underneath the Nexen Tyre Bridge near Ashton New Road.
- 🏠 Additional bike storage facilities can be found outside of the East and West Stands as well as around the wider Etihad Campus.

RESIDENT PARKING

- 🏠 A resident parking scheme is in place on the streets around the Etihad Campus. You can find more information [here](#).
- 🏠 Please respect the needs of local residents and do not park in these areas. You will be fined and your vehicle may be clamped or removed.
- 🏠 For Manchester City Women's football matches held at the Etihad Stadium, parking and travel information can be found [here](#).



ACCESSIBILITY AND SAFEGUARDING

ACCESSIBILITY FOR DISABLED FANS

We are committed to ensuring that all fans have a positive matchday experience. Our dedicated Access Team is available 7 days a week, including on matchdays, to help and support to disabled fans. We work closely with our disabled fans to remove barriers to enjoying football and are constantly seeking new ways to ensure a fully inclusive and equal experience for all.

PERSONAL ASSISTANTS FOR DISABLED FANS

Disabled fans over the age of 14 who need assistance can bring a personal assistant or essential companion at no additional cost. Contact access@mancity.com to find out more.

ACCESSIBLE FACILITIES

At the Joie Stadium there are 66 wheelchair bays available, divided between pitch side and the raised balcony at the back of the East Stand (reached via lift access).

There are 6 wheelchair accessible toilets; 2 in the East Stand concourse area, 2 in the West Stand concourse area and 2 inside the Heart of the City hospitality area.

AMBULANT FANS

Fans are encouraged to purchase tickets in the stadium that best suit their needs. The Access Team can provide advice on the best seats based on specific requirements. Please call the Access Team on **0161-444-1894** (opt 1) if you require any guidance.

ACCESSIBILITY SERVICES

- 🛡️ Sensory equipment is available for use and can be requested from the Access Team in advance of a match, or ask your nearest Steward on matchday.
- 🛡️ In-house audio descriptive commentary is available on matchdays. To book this service please contact the Access Team on **0161-444-1894** (opt 1) or email access@mancity.com at least 3 days before the match.
- 🛡️ Accessible toilets are available at each entrance of the stadium. If you require a radar key, please let us know ahead of the match or speak to one of our stewards.
- 🛡️ Matchday information is displayed on the electronic scoreboard and announced via the Public Address System.
- 🛡️ If you have food intolerance and/or allergies and need more information, please contact the Access Team.
- 🛡️ There are accessible counters at the North, West and East kiosks. The South Asahi bar has an accessible ramp to the seating area where you can be served, and staff can bring the card machine to you.



ADDITIONAL ACCESSIBILITY SERVICES

If you need to bring sensory aids or an assistance dog, please email access@mancity.com at least 3 days before the match.

For more information please visit [Joie Stadium Access Information | Manchester City F.C.](#) (mancity.com). If you have any feedback or suggestions, please contact us at access@mancity.com or by calling **0161-444-1894** (opt 1).

SAFEGUARDING

We are dedicated to ensuring that everyone in our care or attending our activities feels safe and free from harm. The Club takes safeguarding very seriously and is committed to creating a safe and positive environment for everyone.

RECRUITMENT AND TRAINING

Safeguarding responsibilities are shared by everyone at the Club. Our policies and practices apply to all involved, and we strive to embed a culture of safeguarding across all aspects of the Club.

We are committed to involving the right people through a robust recruitment process, including checks, training, and monitoring.

SAFE AT CITY

On matchdays, a designated Safeguarding Officer and welfare team are on duty. If you have a concern about the welfare of a child or vulnerable person, or the behaviour of an adult towards them, please speak to a member of staff.

POLICIES AND PROCEDURES

The Club has developed and implemented effective policies, procedures, and good practices to protect all children and vulnerable people involved in our activities. Our “Safe at City” safeguarding policy is a comprehensive resource that outlines how good practice is embedded across all activities.

GOVERNANCE

The Club complies with government legislation related to safeguarding children and vulnerable people, and adheres to regulatory requirements set by the Football Association. We also work closely with the NSPCC and Local Children’s Safeguarding Board guidelines.

For further information, visit www.mancity.com/club/safeguarding or email safeatcity@mancity.com. All matters will be treated with the strictest confidence.



EQUALITY AND DIVERSITY

At Manchester City, we are committed to embedding equality at the Club. We value the diversity of our fans and believe that football can play a positive role in promoting respect, fair play and inclusion. It is everyone's responsibility to contribute to a welcoming and safe match day experience free from discrimination.

Our Commitment:

Zero-Tolerance Policy: We maintain a zero-tolerance approach to all forms of discriminatory and abusive language and behaviour, including racism, homophobia, Islamophobia, antisemitism, sexism, misogyny and disability discrimination. This includes abusive comments, tragedy chanting, and gestures. We ask all fans, home or away, to treat each other and our staff with respect and we encourage anyone who experiences or witnesses discrimination or harassment to report concerns.

Women's Safety: As a signatory of the Manchester Women's Safety Charter, we have a continuous focus on providing a matchday environment where women feel safe, welcome and respected. We do not tolerate any form of sexual harassment towards any fans or staff, including sexualised remarks or unwanted physical contact. If you are concerned about someone's behaviour, please speak to a steward so that appropriate action can be taken and support provided.

The Club takes all incidents of discrimination and sexual harassment with full seriousness. Anyone found to have been acting in a way that contravenes the Club expected fan behaviour will receive an automatic Club ban in line with our Bans and Sanctions process.

Reporting Misconduct:

- 🔒 We encourage fans who witness or experience discriminatory behaviour including sexual harassment to report it to a steward as soon as possible.
- 🔒 Alternatively, fans can report it anonymously by texting the Club reporting service **077 001 518 94** with seat or hospitality venue details and a description of the incident, or to the police





We are committed to:

- 🏆 **Addressing Discriminatory Behaviour:** Ensuring that any discriminatory behaviour including sexual harassment is managed in line with Club policy, working with law enforcement and other partners as necessary.
- 🏆 **Reporting:** Providing multiple ways to report inappropriate or discriminatory behaviour, including reporting to a steward, anonymously using the Club's text reporting service, or to the police.
- 🏆 **Accessible and Inclusive Services and Facilities:** Facilities: Ensuring our services and facilities reflect different needs of fans, which includes multi-faith rooms, halal catering, family provision, and accessible facilities throughout the stadium.
- 🏆 **EDI Campaigns and Activations:** Delivering EDI campaigns and activations which celebrate the diversity of our fans, players and communities, strengthen connection and belonging and reinforce that discrimination has no place at Man City.
- 🏆 **Fan Engagement:** Working closely with fans to gather feedback through the Club's elected fan network, City Matters, as well as our official supporters' clubs, including Canal Street Blues, Blue Crescent and the Manchester City Disabled Supporters Association ensure that our community is welcoming and supportive for everyone. For more information search 'equality and diversity' in our Help Centre.
- 🏆 **Partnerships for Inclusion:** Collaborating with a range of organisations to promote access and inclusion in football and ensure the Club is welcoming and supportive for everyone.



SANCTIONS AND BANS

When attending any football activity (for example but not limited to matches, training or coaching sessions and including any travel to/from any such activity) involving a Manchester City representative side and purchasing a ticket (if required for entry) you must be aware of, and adhere to, the terms and conditions of sale, Ground Regulations and any applicable Code of Conduct. These can be found on the club's official website.

Failure to make yourself aware of these conditions, and follow them at all times, may lead to a sanction being applied in line with the Club's official sanctions process. The Club reserves the right to investigate incidents at any time that evidence is presented to them and will work with the Police and other authorities where a criminal act has taken place.

ADDITIONAL INFORMATION

- 01 |** The Club's Investigations Team will conduct an investigation following receipt of a formal complaint through Club staff, through the Kick it Out app, or the Club's discriminatory reporting text service or Fan Support. The Investigations Team will investigate all complaints in line with the process shown in the Appendix: Investigation Process (page 24).
- 02 |** Examples of the factors which may be considered by the Investigation Team, Sanction and Appeal Panel when applying any sanction shall include but not be limited to any previous offence committed by the fan, age of the fan, multiple offences committed in one incident, safety risk to other individuals and intent. The Investigation Team, Sanction and Appeal Panel will also consider any reasonable mitigation offered by the fan when deciding the level of sanction applicable.
- 03 |** The Club reserves the right to impose a temporary suspension of a fan's Season Ticket and/or their ability to purchase match tickets and to cancel any match tickets already purchased (for matches at home, away or neutral stadia), during an investigation and/or prior to making any further decisions. In such circumstances the Club will communicate with the fan in writing and will provide the facts and evidence it has based its decision on.
- 04 |** The Club may impose a sanction independent of any action/sanction applied by the police and/or other relevant authorities. The Club will proactively provide relevant information to the Police and/or other relevant authorities
- 05 |** Any fan issued with a sanction by the Club further to this sanction process and procedure shall not be entitled to any refunds unless the Club informs the relevant fan otherwise.
- 06 |** All formal correspondence shall be provided to the fan via post or email and sent to the details which are registered on the fan's account.

We appreciate that no two incidents are the same. Our Investigations Team, Sanction and Appeal Panels will consider all available evidence when dealing with incidents and determining the length of a Ban, if applicable. The table alongside indicates the type of penalties that may be issued against fan's. Please note this is intended as guidance only and we reserve the right to suspend a fan's account whilst the investigation takes place.

Fan's are also advised that:

- ⚠ Bans may carry over from one season to the next.
- ⚠ The suspension and/or Ban issued to you by the Club applies to all matches (home, away and neutral) and remains in effect until the suspension and/or Ban period has been served. If a Ban is expressed in a number of matches (at the Club's discretion) then such number of matches applies to home matches only but the restrictions apply to all matches (home, away and neutral).
- ⚠ The Ban issued to you by the Club may also apply (at the Club's full discretion) to attending any non-Club football activity (including any international matches) and any non-football activity being held at the Club's stadia or facilities.
- ⚠ The Club may at its full discretion inform its associated venues (whether on the campus footprint or otherwise) of any suspension and/or Ban.
- ⚠ The Club reserve the right to uplift and/or apply additional sanctions not shown.
- ⚠ Fan's may be required to take part in an education course.
- ⚠ Parents/Guardians will be held responsible for any offence committed by children under the age of 14 and may be subject to a sanction.
- ⚠ All adults and children may be subject to a sanction.
- ⚠ For fan's who breach any of these offences on non-matchdays towards staff (for example, in the City store, in conversation with Fan Support or Security/Stewards) the sanctions and bans procedure will be followed.
- ⚠ Bans of greater than one year in length will result in revocation of a fan's Season Ticket and Membership with no option to renew. Upon expiry of the Ban the supporter will, subject to availability, be entitled to purchase a new Membership, and/or purchase another ticket product that is available from the Club at such time.
- ⚠ Sanctions will not be automatically reviewed following positive feedback from educational providers such as Kick It Out or following the reduction of a Football Banning Order by the courts.





SANCTIONS TABLE

X Minimum Suggested Ban

X Maximum Suggested Ban

Offence	3 – 6 Month Ban *The Club retains discretion to change the Ban to an alternative time period e.g. a number of matches	1 Year+ Ban	3 Year+ Ban	Indefinite Ban
Unacceptable Conduct: Including but not limited to persistent Standing outside of designated safe standing areas, visiting supporters in home areas, and any conduct the Club deems unacceptable in its full discretion	X			X
Persistent, Threatening, Abusive or Insulting Language: Towards players, staff (Club and non-Club), and fellow supporters (home and visiting).	X			X
Drinking Alcohol in View of The Pitch: In stands, marked concourse areas, and hospitality areas with a view of the pitch.	X			X
Smoking / Vaping: Non-compliance in the Stadium and within the Campus footprint.	X			X
Alcohol Related Misconduct: On concourses, in stands and/or hospitality areas, or elsewhere within the campus footprint.	X			X
Class A Drugs: Possession and/or use of Class A drugs on concourses, in stands and/or hospitality areas, or elsewhere within the campus footprint.			X	X
Controlled Substances: Criminal possession and/or use of controlled substances (including Class B and C drugs) when attending any football activity.	X			X
Ticketing: Touting, misuse of concessionary tickets, failure to upgrade, or misuse by a friend or family member.	X			X
Physical Abuse / Aggression: Towards players, staff (Club and non-Club), and fellow supporters (home and visiting).		X		X
All forms of Discriminatory Language, Behaviour and/or Activity: Inside or outside the stadium, including social media, and chanting/mockng (including tragedy chanting).			X	X
Missile Throwing / Possession of Prohibited Items: Including objects thrown onto the pitch, in stand, flares, pyrotechnics, and smoke bombs.		X		X
Pitch Incursion: Includes entering onto the playing area, or any area adjacent to the playing area to which spectators are not generally permitted (pre, post or in-game)		X		X
Sexual Harassment: Defined as unwanted conduct of a sexual nature, of any kind (zero-tolerance approach).			X	X

Unauthorised Entry: Entering or attempting to enter a stadium or premises without a ticket			X	X
Other Criminal Offences	X			X

FAN GROUPS AND ENGAGEMENT

Manchester City Women's Official Supporter Club:

- Allows fans to meet on a regular basis, organise tickets and travel, and discuss Manchester City Women's Football Club.
- Provides a structured forum for Manchester City fans to have ongoing discussions with senior Club representatives during the season.

We strive to keep supporters informed and involved through various channels:

- Club Newsletter:** Regular updates and information. Sign up for our newsletter [here](#).
- Matchday Surveys:** Gathering insights from fans. Stay updated with the Club's news, highlights, interviews, and policy changes on our website at www.mancity.com. Follow us on social media.

Stay updated with the latest Manchester City news, highlights, interviews, and policy changes on our website at www.mancity.com. Follow us on social media:



@ManCityWomen



tiktok.com/@mancitywomen



instagram.com/mancitywomen



youtube.com/@mancitywomen

Fans who want to get involved in surveys, focus groups and diaries can opt in to receive email invites for research activities by updating their preferences at <https://profile.mancity.com/UserPreferences>.

For supporter and matchday information, follow @mancityhelp.

SUSTAINABILITY

Manchester City is dedicated to creating a sustainable environment and aims to achieve CO2 Net Zero by the end of the decade. Our goal is to make the Etihad Campus one of the country's most sustainable sports venues.

Key Initiatives:

-  **Single-Use Plastics:** All single-use plastics have been removed from the stadium. We have reduced our waste output to ensure none goes to landfill, saving approximately 800,000 cups and 250,000 other items from waste.
-  **Compostable Packaging:** We use only compostable packaging on matchdays. Food waste and grass cuttings are composted and used on landscape areas across the City Football Academy Campus, saving 180 tonnes of waste from being transferred off-site.
-  **Local Sourcing:** About 70% of our food and drink are supplied by local producers, reducing food miles on matchdays.
-  **Energy Efficiency:** LED lighting in the stadium is 55% more efficient. Saving nearly 30 tonnes of CO2 annually. The underground 'Permavoid' system holds up to 500 cubic meters of water from rainfall, which is then reused to water the pitch.
-  **Sustainable Transport:** We are developing practical travel and transport plans for the future.

COMMUNITY COMMITMENT

Manchester City is committed to being a considerate neighbour to the residents of East Manchester
We ask all visitors to:

-  **Respect Local Property:** Carefully dispose of rubbish and use the toilets provided on the campus.
-  **Adhere to Parking Regulations:** Follow the residents' parking scheme.
-  **Minimise Disruption:** Be mindful of noise and disruption as you arrive and leave the campus.

Local residents who wish to contact the Club can email mancity@mancity.com.



CITY IN THE COMMUNITY



Manchester City's community involvement dates back to 1880 when the Connell family used football to support their local community. Today, the Club continues to drive positive change through football both locally and globally.

City in the Community is Manchester City's charity, founded in 1986. Its purpose is to empower healthier lives through football. The charity uses the hook of the Club to engage Greater Manchester in meaningful programmes, which are categorised by three outcome-based pillars: healthy people, healthy futures and healthy communities.

Programmes and Impact:

🏆 **Programmes:** City in the Community runs 17 programmes categorized under three main pillars

- Healthy People
- Healthy Futures
- Healthy Communities

🏆 **Core Values:**

- **Caring:** Prioritizing people with compassion, pride, and passion.
- **Inclusive:** Ensuring all individuals and communities have access to opportunities and support.
- **Transformative:** Driving positive change through innovative and individualized programmes.
- **Youth-led:** Involving and empowering young people in decisions affecting them.

🏆 **Children's Hospital Initiative:**

2024/25 saw City in the Community pilot a programme at the Royal Manchester Children's Hospital for the very first time. The charity's Early Years and Mentoring teams supported 73 young people and their families across 84 hours. Sessions included physical activities for young patients, community transition mentoring and sibling support.

The success of the pilot, which was funded by Manchester City's Christmas campaign, has enabled the charity to create a full-time programme at the Royal Manchester Children's Hospital in 2025/26. For more information about City in the Community, please follow [City in the Community](#) or visit www.mancity.com/citc.

CONTACT US

We are extremely proud of our relationship with our fans and constantly strive to improve our matchday experience. You can contact us following one of the following methods:

- | | |
|---|---|
|  mancity.com/help |  mancity@mancity.com |
|  +44 (0)161 444 1894 |  access@mancity.com |
|  @ManCityHelp |  Manchester City Football Club,
North Gate, Etihad Campus,
400 Ashton New Road,
Manchester, M11 4TQ |

CITY STORE

Please contact a member of the Retail Customer service team should you have a question, query, complaint or any feedback relating to an item purchased within the City Store or online using one of the following methods;

- | | |
|--|--|
|  +44 (0)161 444 1894 |  Customer Help
www.shop.mancity.com/gb/en/customer-service |
|  Manchester Arndale,
Manchester, M4 1AZ |  Manchester City Football Club,
Etihad Stadium, Etihad Campus,
Manchester, M11 3FF |
|  shop@mancity.com | |





COMPLAINTS

If you experience any issues, please contact us as soon as possible. We strive to resolve most problems immediately and will keep you updated on our progress throughout.

For unresolved issues or further complaints:

01 | Immediate Assistance:

- 📞 Speak to a steward or uniformed staff member at the venue.
- 📞 Call the Fan Support Team: **+44 (0) 161 444 1894**
- ✉ Email: **mancity@mancity.com** or **access@mancity.com** (for registered disabled fan's).
- ✉ Write to us at: Fan Support, **Manchester City Fan Support, City Football Academy 400 Ashton New Road, Manchester, M11 4TQ.**
- 🐦 Tweet us at: **@ManCityHelp**

02 | Resolution Timeframe:

We aim to settle complaints within 10 working days. If more time is needed, we will inform you of the expected timeline and keep you updated.

03 | Further Review:

If you're not satisfied with the outcome, your complaint will be reviewed by our Head of Service & Accessibility. You will receive a final response detailing our position.

04 | Independent Review:

If you remain dissatisfied after following our complaints process, or if your complaint remains unresolved after 8 weeks, you can escalate it to the Independent Football Ombudsman at theifo.co.uk. The Club reserves the right to update information contained within the Supporter Charter during the season.



Process from Investigation Team to Sanction & Appeal Panel - 2026/27 Season.

