



MEN'S FIRST TEAM SUPPORTER CHARTER

2025/26 SEASON



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WELCOME

We are immensely proud of the steadfast support we receive from our fans in Manchester and across the world.

And this Supporter Charter is for those fans. Over the following pages, fans can find key details for attending matchdays at the 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 ETIHAD

Whether you are visiting the Etihad Campus for the first time, attending a match at the Etihad Stadium, you can find helpful information below to help create an amazing experience.

You can also visit our [Matchdays at the Etihad](#) page for more information.

BLUE CARPET EXPERIENCE AND PLAYER ARRIVAL

- 🏆 The Blue Carpet Experience takes place outside the Colin Bell Stand entrance, with team arrival usually 90 minutes before kick-off.
- 🏆 Live music, performers, entertainment, prizes, and giveaways enhance the experience.
- 🏆 Jumbo screens and food vendors are available, with the City Store located opposite.

NORTH STAND EXPANSION

The expansion of the North Stand is part of the Club's wider development of an entertainment destination at the Etihad Campus. Once complete, the destination will include a stadium roof walk experience and a new City Square fan zone with capacity for 3,000 people.

The seating configuration for the expansion of the North Stand, will open during the 2025/26 season and will increase the Etihad Stadium's capacity to more than 60,000, with the stand itself featuring a broad range of seating options, including a rail-seating area.

IN THE STADIUM

- 🏆 The Etihad Stadium has a 53,500 capacity, including 5,620 rail seats in the lower tier of the South Stand.
- 🏆 General admission turnstiles open 2 hours before kick-off, with food and refreshments available.
- 🏆 Hospitality entrances open 3 hours before kick-off.
- 🏆 Season Ticket Members with an NFC Season Ticket benefit from a 10% discount on food and drink.
- 🏆 Supporters are encouraged to be in their seats at least 15 minutes prior to kick-off, to welcome the team onto the pitch.
- 🏆 Half-time entertainment includes activities, special guests, and interactive fan games.
- 🏆 The Stadium accepts cashless payments only.



PLAYMAKERS

Our Playmakers – dressed in yellow – can be found in the areas outside stadium, and in the Family Stand. They are only too happy to help if you have any questions, and they are regularly stocked with free goodies and treats, so make sure to say hello!

FAN SUPPORT

There are two Fan Support pods open on matchdays, opening times will be published on the Club website based on match's kick-off time.

- 🏠 East Fan Support Pod is located next to entrance J.
- 🏠 West Fan Support Pod is located opposite entrance S.

BAR AND FOOD

Due to the construction of the North Stand, the Summerbee Bar has relocated to the East side of the stadium, alongside various food vendors. The Summerbee Bar is open for 1 hour after the final whistle.

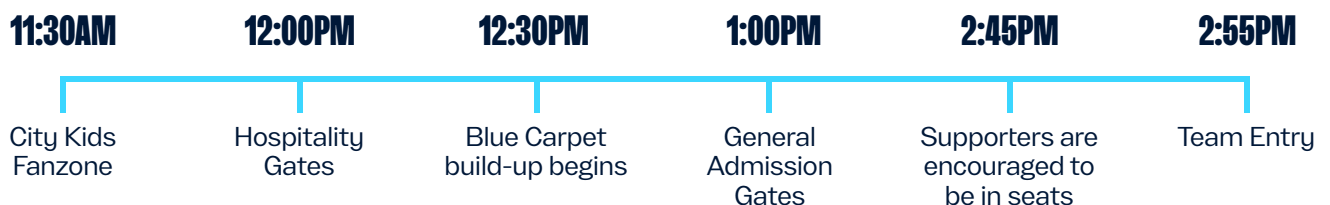
KIDS FANZONE

The Man City Kids Fanzone is a completely free 2-and-a-half-hour event before many home weekend match. It is based on the indoor pitch in the City Football Academy. Join us for loads of free pre-match fun! Get involved with all our activities, meet Moonbeam and Moonchester, and take part in our competitions to win some exclusive prizes. Doors open 4 hours before kick-off, and the event ends 1 hour and 30 minutes before kick-off.

Tickets are free of charge but must be pre-booked in advance. Find out more [here](#).

MATCHDAY TIMINGS (FOR A 3PM KICK-OFF)

This example shows you what to expect for a 3pm kick-off. The specific timings will change for earlier and later kick-offs, but the timeframes will remain roughly the same.





BAGS

- 🛑 Large bags are not permitted in the stadium. Small bags not exceeding A4 size (12"x8"x3") are accepted.
- 🛑 A bag storage facility is located on orange car park and is available for bags larger than A4 size (£5 for Season Ticket Members; £10 for match buyers).
- 🛑 Parents or Guardians with young children are allowed to bring in small backpacks with childcare essentials.
- 🛑 If your medical condition or disability means that you need a larger bag, prohibited items, or other equipment, please contact the Access Team at access@mancity.com.

SEARCHES

Personal searches are required for fans aged 14 or over. These will be conducted appropriately. Should you have any concerns related to religion, gender, or disability please speak to a member of our Security Team.

FACILITIES

A Multi-Faith Prayer Room is available for supporters and is located in the Colin Bell Stand, next to the Tunnel Club. If you'd like to use this space on a matchday and need help finding it, ask a steward, who will be happy to guide you.

For lost property call **+44 (0)161 444 1894** or email mancity@mancity.com with a detailed description. Items are kept for 2 weeks after the event.

TURNSTILES

We have upgraded the turnstiles at both the Etihad stadium and the Joie stadium as part of our stadium-wide efforts to invest in the latest technology.

Apart from the addition of a new screen for scanning your ticket, the new turnstiles will not affect the way you enter the stadium on a matchday and will over time make entry quicker and easier for fans.

The new turnstiles come with cameras installed as standard. However, there are no plans for these cameras to be in operation, or to be used in any way.

LEVEL, BLOCK AND ROW RENAMING

Please note, over the summer we have updated the titles of our current level, block, and row numbers as a result of the Etihad Stadium's expansion.

Season Ticket Members will continue to enter the Etihad Stadium via the same turnstile, travel to the same level and then find their way to the same seat.

The only change will be that the numbers outside the levels, blocks and rows will be visually different. Further information on this can be found [here](#).



GO-OP LIVE

The neighbouring Co-op Live arena may host events that coincide with matches at the Etihad Stadium. Man City and Co-op Live work together to ensure each event is planned carefully, so that fans have a comfortable entry and exit to both venues.

TICKETING

A summary of the Club's ticket policy is provided below.

Season Tickets:

Season Ticket Members enjoy access to all 19 Premier League matches, with the option to sign up for the Club's Cup Schemes to attend domestic and European cup matches. Please click this [link](#) to find out more.

Ticket Utilisation Policies:

93:20, Gold and Platinum Season Ticket Members must utilise their ticket for a minimum of 16 of the 19 Premier League home matches. Of these, fans must personally attend at least 10 matches, while they can transfer their ticket or list it on the ticket exchange for the remaining matches.

These policies aim to increase attendance at the Etihad Stadium, while further encouraging Season Ticket Members to manage their ticket so that one of the tens of thousands of members has the chance to attend when they cannot.

Flexi Season Ticket Members will still be required to purchase their match ticket for a minimum of 10 Premier League matches and can now transfer their ticket to friends and family up to three times.

We understand that not every Season Ticket Member can comply with these policies, due to life circumstances such as disability, health conditions, pregnancy and maternity, and caregiving responsibilities. If any supporter is concerned about their attendance, they should contact Access@mancity.com for personalised support.

Ticket Transfer:

- 🏠 Season Ticket Members can transfer their ticket to their 'Friends & Family' for matches they cannot attend. This can be done from your account on a match-by-match basis. For more information on Ticket Transfer, follow this [link](#).
- 🏠 Season Ticket Members will be able to select up to three City fans who can receive their transferred tickets without requiring a membership.
- 🏠 All other recipients will be required to have an active, [paid membership](#) to help ensure our tickets are being used by other City supporters.
- 🏠 Flexi Season Ticket Members who purchase a ticket and can no longer attend will now benefit from being able to transfer their ticket for up to three Premier League matches per season.
- 🏠 Ticket Transfer remains available up until kick-off.



Ticket Exchange available to 93:20, Gold and Platinum Season Ticket Members:

- 🏆 Season Ticket members can list their ticket on the Exchange for all 19 Premier League games at the Etihad Stadium. For more information on Ticket Exchange, follow this [link](#).
- 🏆 Season Ticket Members will continue to be offered guaranteed refunds for 12 Premier League matches during the 2025/26 season, and every ticket listed on the Ticket Exchange will continue to be made available on our website to eligible fans.
- 🏆 Season Ticket Members will have until 24 hours prior to kick-off to list their ticket on the ticket exchange, and any unsold tickets will be returned to the fan no less than three hours before the match so they can attend or transfer their ticket to a family or friend listed on their account.

CITY in the Community Donation:

- 🏆 As a Season Ticket Member, you can donate your match ticket refund to City in the Community if you are unable to attend a match.
- 🏆 You can donate your refund for up to 12 matches throughout the season, and this can be done up to 7 days before the respective matchday. Your ticket will then be listed for sale 3 weeks before the match, giving another fan the opportunity to attend and support the team.

Season Ticket Pathway

Cityzens Matchday and Junior Members will be offered the opportunity to purchase Season Tickets each season, subject to qualifying criteria and availability.

2026/27 Season Ticket Pathway

To be eligible for a 2026/27 Season Ticket, fans must have purchased tickets for 35 or more home men's matches, across any competition, over three seasons combined: 2023/24, 2024/25 or the upcoming 2025/26 season. Information available at this [link](#).

Please note, meeting the 35-match requirement does not guarantee a Season Ticket.

Match Ticket Information:

All details regarding pricing and selling criteria for match tickets are regularly updated and made available on our official website <https://www.mancity.com/tickets>

How to Buy Match Tickets:

Tickets are available to Cityzen Matchday and Junior Members. These members receive priority access to tickets for all home matches, including Premier League and Cup competitions. Some games may have restricted sales criteria, requiring prior attendance at the Etihad Stadium. Please verify before purchasing a membership for a specific game. Please click this [link](#) to find out more.

Match tickets can be purchased online or over the telephone. Please note that booking fees may apply.

The majority of home match tickets are made available to Cityzens Matchday and Junior Members approximately three weeks prior to each fixture, with over 70% of tickets last season sold within three weeks of the relevant match. This includes tickets listed on the Ticket Exchange by Season Ticket Members. This ensures that Cityzens Matchday and Junior Members have additional opportunities to buy Premier League tickets once the fixture date and time have been confirmed.

Fans should ensure that they are opted in to receive Ticket communications [here](#).



Entry Methods and Requirements:

- 🏠 **Mobile Ticket:** Entry to the stadium is via a Mobile Ticket. For information on downloading a mobile ticket, please click this [link](#).
- 🏠 **Under 14s:** Must be accompanied by 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 Ground 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.

Disabled Supporters:

- 🏠 The Club recognises that some supporters may need assistance to fully enjoy the matchday experience and offers a variety of reasonable adjustments based on individual needs.
- 🏠 **Personal Assistance tickets:** Available to disabled supporters age 14+, who are eligible to bring a Personal Assistant free of charge to matches, provided they submit supporting evidence of the need in advance. The assistant must attend to support the Disabled Supporter, follow the same terms and conditions, and enter the stadium with them.
- 🏠 **Personal Assistant Ticket Upgrades:** Required when a disabled supporter is unable to attend a match, but the PA still wants to attend.
- 🏠 **Physical Season Ticket:** Available for supporters who cannot access mobile ticketing and are unable to collect a ticket from the Fan Support pod on a long-term basis. Requests are reviewed individually by the Club's Access team.
- 🏠 **Contacting the Access Team:** Email access@mancity.com or call +44 (0) 161 444 1894 (press **option 1**, then **option 2**).
- 🏠 **Personal Risk Assessment:** Supporters are advised to carry out their own personal risk assessment before purchasing a match ticket, considering all aspects of their experience, including travel to the stadium and access to necessary facilities.



TRAVEL AND TRANSPORT

The Club collaborates with Transport for Greater Manchester, Greater Manchester Police, Manchester City Council, and local transport operators to ensure you can arrive at the stadium on time and get home safely. Always plan your journey in advance and check with your local transport operator for the most up-to-date travel advice on your route.

We use an online booking system with Auto Number Plate Recognition (ANPR) technology to maximise the available spaces at the Etihad Campus. Car parking must be pre-booked on a match-by-match basis. For more information, please visit our parking information and FAQ page mancity.com/club/travel-and-transport.

TRAVEL OPTIONS

- 🏠 **Metrolink:** Fans can use Metrolink to travel to and from the Etihad Stadium. The Etihad Campus stop is adjacent to the stadium, offering a convenient alternative to driving.
- 🏠 **Dedicated Walking Route:** A dedicated walking route is available on matchdays for fans who prefer to walk to the Etihad Stadium.
- 🏠 **Cycling:** Fans can also cycle to the Etihad Stadium. Bicycle racks are available around the stadium.
- 🏠 **Matchday Bus Network:** The bus network sees several routes operating across stops throughout greater Manchester.

Detailed information about the stops can be found on our Travel & Transport page [here](#).

PARKING

- 🏠 **Pre-Booking:** Fans wishing to drive to the Etihad Stadium must pre-book a parking spot via our website. Spaces are issued on a match-by-match basis and are subject to availability. Parking must be pre-booked no later than 4 hours prior to kick-off. For further details please visit our [parking information page](#).
- 🏠 **ANPR Technology:** We utilize an online booking system with Auto Number Plate Recognition (ANPR) to optimise available parking spaces at the Etihad Campus.
- 🏠 **Booking Information:** For further information and to book parking, please follow this [link](#).



ACCESSIBLE PARKING

- ⚙ For matches at the Etihad Stadium, we operate a deposit scheme for Blue Badge parking, this is part of our effort to improve utilisation of the spaces. This means that:
- ⚙ Blue Badge holders will pay a deposit for their space when booking. The cost will be 50% of general admission car parking.
- ⚙ If you use your reserved parking space on matchday, we will refund your payment. This will be repaid within 3 weeks of matchday.
- ⚙ If you cancel your reservation ahead of kick-off on matchday you will receive a full refund.
- ⚙ If you book Blue Badge parking but do not cancel and do not use it on matchday, you will not receive a refund, instead, your payment will be donated to City in the Community.





ROAD CLOSURES

Please note that a road closure is implemented immediately after events at the Etihad Stadium to ensure the safe exit of pedestrians. This closure typically lasts for approximately 20 minutes or longer, depending on approval from Greater Manchester Police (GMP).

Roads affected by closures:

Junction of Ashton New Road & Alan Turing Way to the Junction of Merrill Street and Gurney Street.

PARKING MAP





ACCESSIBILITY AND SAFEGUARDING

ACCESSIBILITY FOR DISABLED SUPPORTERS

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

SUPPORT FOR DISABLED FANS

Disabled supporters who need assistance can bring a personal assistant or essential companion at no additional cost.

WHEELCHAIR POSITIONS

Wheelchair-accessible viewing positions are available in all stands and tiers of the Etihad Stadium, providing a range of options for supporters. The stadium also includes accessible toilets, a Changing Places facility, and food and beverage kiosks with lowered counters. Induction hearing loops are available throughout the stadium.

AMBULANT SUPPORTERS

Supporters are encouraged to sit anywhere in the stadium that best suits their needs. The Access team can provide advice on the best seats based on specific requirements.

ADDITIONAL ACCESSIBILITY SERVICES

- 🏠 Live matchday subtitles.
- 🏠 Changing Places facility.
- 🏠 Sensory Room.
- 🏠 Sensory equipment available.
- 🏠 Complimentary wireless units for blind or partially sighted supporters to listen to audio match commentary.
- 🏠 Matchday information is displayed on the electronic scoreboard and announced via the Public Address System.
- 🏠 Low-level counters at bars and kiosks.



For more details about our services, visit mancity.com/access. If you have any feedback or suggestions, please contact us at access@mancity.com.

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 or other events, 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, adheres to regulatory requirements set by the Football Association and Premier League, and works 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 and diversity at every level of our Club. We believe that football's values of performance, teamwork, and sportsmanship can empower individuals to lead better lives.

Our Commitment:

Zero-Tolerance Policy: We maintain a zero-tolerance approach to all forms of discriminatory and abusive behaviour, including Racism, Homophobia, Islamophobia, Antisemitism, Sexism, and disability discrimination. This includes abusive comments, tragedy chanting, and gestures. Those found acting in such a manner will receive an automatic Club ban.

Reporting Misconduct:

- 🛡️ Fans who witness or experience such behaviour can report it anonymously by texting **077 001 518 94** with seat details and a description of the incident.
- 🛡️ Alternatively, unacceptable behaviour can also be reported to a steward or the police.

We are committed to:

- 🛡️ **Addressing Discriminatory Behaviour:** Ensuring that any discriminatory behaviour is managed in line with Club policy, working with law enforcement and other partners as necessary.
- 🛡️ **Reporting Facilities:** Providing multiple ways to report inappropriate or discriminatory behaviour, including anonymous text reporting, and reporting to stewards or the police.
- 🛡️ **Inclusive Services and Facilities:** Ensuring our services and facilities exceed fan requirements, which includes a prayer room, halal catering, and accessible facilities throughout the stadium.
- 🛡️ **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, Canal Street Blues and the Manchester City Disabled Supporters Association.
- 🛡️ **Partnerships for Inclusion:** We are proud to collaborate with a range of partners to promote inclusion in football and ensure that our community is welcoming and supportive for everyone. For more information search 'equality and diversity' in our Help Centre.





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 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 inline 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 26).
- 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 supporter, age of the supporter, 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 supporter when deciding the level of sanction applicable.
- 03 |** The Club reserves the right to impose a temporary suspension of a supporter'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 supporter 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 supporter 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 supporter otherwise.
- 06 |** All formal correspondence shall be provided to the supporter via post or email and sent to the details which are registered on the supporter'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 supporters. Please note this is intended as guidance only and we reserve the right to suspend a supporter's account whilst the investigation takes place.

Supporters are also advised that:

- 🏠 Bans may carry over from one season to the next.
- 🏠 The number of match bans apply to home matches only but restrictions apply to all matches (home, away and neutral) until the number of home match bans has been served.
- 🏠 The Club reserve the right to uplift and/or apply additional sanctions not shown.
- 🏠 Supporters 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.
- 🏠 Supporters 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 supporter'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 Abuse: 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
Discriminatory Behaviour / Activity: Inside or outside the stadium, including social media, and tragedy chanting/mockng.			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
Other Criminal Offences	X			X



SUPPORTER ENGAGEMENT

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

- 🏆 **City Matters:** Regular meetings with elected fan representatives to discuss important issues and feedback. The Club published an annual Fan Engagement Plan. Find out about City Matters at this [link](#).
- 🏆 **Community Groups:** Ongoing dialogue and meetings with local community groups.
- 🏆 **Official Supporters Clubs:** Frequent interaction and attendance at meetings.
- 🏆 **Supporters Association/Groups:** Regular discussions with recognised groups.
- 🏆 **Annual Premier League Fan Survey:** Gathering insights from fans.
- 🏆 **Supporter Experience Surveys:** Including focus groups, forums and panels for feedback.
- 🏆 **Club Newsletter:** Regular updates and information.

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:



@ManCity



facebook.com/mancity



instagram.com/mancity



tiktok.com/@mancity



youtube.com/@mancity

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](#).



FAN GROUPS

Manchester City is proud to work with and support various supporter groups:



City Matters: The Club's elected fan network, meeting regularly to discuss fan issues and ideas. City Matters is Manchester City's elected fan network, made up of voluntary members, who meet with the Club on a regular basis. As well as discussing a wide range of issues and topics which are important to fans, the network has been designed to create an environment where ideas and feedback can be shared, so that new initiatives can be introduced, to benefit everyone who supports Manchester City. Contact details for fan representatives are available at www.mancity.com/citymatters.

City Matters represents different groups of fans, including:

- | | | |
|------------------------------|------------------------------|-------------|
| 🏠 Black or of Mixed-Heritage | 🏠 Asian or of Mixed-Heritage | 🏠 Disabled |
| 🏠 Over 65s | 🏠 LGBTQ+ | 🏠 Women |
| 🏠 Seasonal Hospitality | 🏠 Season Ticket Holders | 🏠 Under 25s |
| 🏠 Cityzen Matchday Members | 🏠 Official Supporters Clubs | 🏠 Families |



Manchester City Supporters Club: Founded in 1949, with over 400 branches worldwide and a combined membership of over 34,000 fans. Find details of your local branch on our website www.mancity.com/supporters-clubs.

For more information on any supporter group or to get involved, visit our website or contact the relevant groups directly.



Disabled Supporters Association: Established in 1999, the Manchester City Disabled Supporters Association has played an important role in supporting the Club to provide the best access facilities and services for disabled supporters.

The MDSA enables like-minded supporters to join forces to enjoy the match or attend regular meetings whether it's to discuss the latest team news or the services and facilities that the Club provides.

To join the Manchester City Disabled Supporters Association or to find out more, please email ManchesterCityDSA@gmail.com.





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.

Further information about the Club's sustainable efforts can be accessed here, please follow this link [Sustainability | Manchester City](#)

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**](mailto: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.

About City in the Community:

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

🏆 **Reach:** During the 2023/24 season, City in the Community delivered 17 programmes to over 16,000 participants across Greater Manchester, with an average contact time of 23.5 hours per person.

🏆 **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.

🏆 **New 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,
Etihad Stadium, Etihad Campus,
Manchester, M11 3FF



Online form available at
www.mancity.com/contact-us

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 (option 3)



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 supporters)
- ✉ 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 Fan support. 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.

