



# **Real Madrid v Manchester City**

**Wednesday 26 February, kick off 9pm (local time)**

## **Supporter Guide**

### **UEFA Champions League**

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### **SUPPORTER LIAISON**

As your Supporter Liaison Officer, I along with members of the Safety & Security team will be in Madrid to assist with any issues you may have in relation to tickets, travel or general questions. I can be contacted by email [slo@mancity.com](mailto:slo@mancity.com) or by mobile, +44 (0)7827 997817.

### **BRITISH CONSULATE - GENERAL MADRID**

Address is Torre Espacio, Paseo de la Castellana 259D, 28046 Madrid, Spain.  
Open to the public Monday to Friday from 8:30am to 1.30pm.

Telephone +34 91 714 6300 (also for out of hours emergencies). Email: [spain.consulate@fco.gov.uk](mailto:spain.consulate@fco.gov.uk)

#### **Emergency number: 112**

This number can be dialled to reach emergency services - **medical, fire and police** - from anywhere in Europe. It can be called from any telephone (landline, pay phone or mobile) and calls are free.

### **IF YOU ARE ARRESTED**

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

### **MINIMISE THE RISK**

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

### **SANTIAGO BERNABÉU STADIUM**

The address for the Santiago Bernabéu Stadium is Avenida de Concha Espina, 1, 28036 Madrid.

The stadium is located in a built-up business area of central Madrid, approximately 5km north of two of the city's main squares – the Plaza Mayor and the Puerta del Sol.

It is a partially covered, bowl-shaped stadium with five tiers of seating. This iconic venue has hosted several UEFA finals, the last one being the UEFA Champions League Final in 2010. The underground (Metro) is the fastest, most efficient and most affordable way to move around Madrid.

### **GETTING TO THE STADIUM**

Estadio Santiago Bernabéu is located in central Madrid on the Paseo de la Castellana, one of Madrid's main streets. The stadium lies about 4 kilometres north of the Plaza de Cibeles, where the Paseo de la Castellana starts. It is a similar distance from Puerta del Sol, one of Madrid's main squares.

The underground (Metro) is the fastest, most efficient and most affordable way to move around in Madrid. The city has a vast metropolitan network, one of the most comprehensive in Europe, and covers almost all the points in the capital and many of the neighbouring cities. The Santiago Bernabéu station services the stadium and stops approximately 100 metres away.

Metro: Line 8 (Nuevos Ministerios) connects the airport directly with the city centre and its main squares in under 15-minutes.

Bus numbers 101 run from Canillejas, and numbers 200 and 204 from Avenida de América.

Taxis in Madrid are white with a diagonal red band on their front door bearing the emblem of the city. They have a green light that is on when they are free. To hail a taxi all you need to do is raise your hand. The average time from the airport to the centre of Madrid by taxi is around 20 minutes.

### **MEETING POINT**

Near to the stadium and approximately a 10-minute walk, the local police have advised that the bars and restaurants at **Avenida de Brasil** welcome visiting supporters.

## AT SANTIAGO BERNABÉU STADIUM

**Match Tickets:** **Only supporters with a valid match ticket, with the name of the supporter written on with corresponding photo ID will be admitted.** Those with damaged or forged tickets/ID, or people who have lost or had their ticket/ID stolen will not be allowed access. Entry in to the stadium can be slow. There will be ticket checks and searches at the entrance to the turnstiles.

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

**Please sit in the seat allocated to you and detailed on your ticket.**

**Areas to avoid:** Some of the streets around the stadium are closed on a matchday. The Calle de Rafael Salgado, behind the North Stand, will be closed and used to park the supporter coaches, which is very close to the entrance into the stadium.

It is strongly advised that MCFC fans should avoid the streets on the south side of the Santiago Bernabéu Stadium, as they are used by the Real Madrid supporters. There are bars, pubs, restaurants and cafes close to the stadium. Drinking on the streets is not allowed under Spanish law and will be monitored by local police.

**Stadium Access:** **Manchester City supporters are seated in Blocks 523-533 and Blocks 621-633.** These seats are located in the top two tiers of the North Stand (Fondo Norte).

Supporters will access from Tower D at the North East end of the stadium on the corner of Salgado and Damian (street). As well as a standard spiral ramp entry, the tower also houses stairs and an internal escalator system.

**The stadium opens at approximately 7:30pm,** you are advised to arrive at least 60-minutes prior to kick off as security checks can take up to an hour to complete before admittance to the away end. All supporters must be inside the stadium no later than 30-minutes before kick-off (8:30pm local time).

Real Madrid have advised that all supporters will be required to remove their footwear for checking at the entry point to the lanes.

Metal barriers will be in place to guide supporters towards the ground floor entrance into Tower D. Police Officers will line the mouth of the barrier area and conduct a first ticket check. At the entrance into the tower, security staff will conduct a second ticket check and supporters may also be subject to further searches, including the use of electronic wands. Please be patient with the Real Madrid stewards and respect the job they have to do. Supporters will then walk up the slope to another set of eight steps, at the top of which are waist high electronic turnstiles where the match ticket is presented.

**Please note there is construction work underway at the stadium, and whilst it is not expected to impact ingress or egress, please follow any instructions given by the stewards or local police.**

Having passed through the turnstiles, supporters will continue to walk up the tower to reach the seats. The seating areas are very steep, so please take care.

Real Madrid and the Spanish Police have stated that supporters will not be allowed in the stadium if:

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

Any City supporters in the home areas of the Santiago Bernabéu Stadium face ejection for inappropriate behaviour and this may result in further sanctions being taken by Manchester City Football Club. CCTV is installed across the whole of the stadium.

- Match Programme:** There will be no match programme produced for this fixture.
- Food & Drink:** Available from concession stands on the day; both cash (Euros) and card payments are accepted. Alcohol is not served inside the stadium.
- Toilets:** Both male and female facilities are available on both levels.
- Access Information:** The Santiago Bernabéu Stadium has elevators and escalators that provide easy access, especially for those who are less mobile, to several sections of the stands. The wheelchair platform is located in Block 227 of the East Stand, entrance to the stadium via Gate 51 adjacent to Tower D. **Access is from approx. 7:30pm (local time).**
- Category One:** Located in Block 107 of the West Stand. Supporters located in these seats will access the stadium via gate 15 adjacent to Tower C. **Access is from 7:15pm (local time).**
- Acceptable items:** Flags and banners (excluding sticks/poles) 2m x 1m subject to language & content checks  
Small bags no bigger than A4; content will be checked upon entry
- Prohibited items:** **NO PYROTECHNICS, SMOKE BOMBS OR FLARES**  
**No lighters or electronic cigarettes – it is a no smoking stadium**  
**No megaphones and drums**  
**No mobile phone chargers and/or charging packs**  
Professional audio or visual recording equipment  
No bottles or cans. Alcohol is banned within the stadium: it is an offence to be under the influence of drink and drugs when you enter the stadium.  
Possession and use of recreational drugs is illegal and any infringement may result in arrest and imprisonment  
Discretion lies with the Real Madrid stewards and local police as to who is deemed a safety risk, so please drink sensibly or you may face the possibility of not being allowed to enter the stadium.
- Luggage:** There is no area to leave luggage so please make alternative arrangements at your hotel or leave on your coach as it will not be permitted into the stadium.

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

If you witness incidents like these please get in contact with a steward as soon as you can and report your concerns, this will help us to act on them as quickly as possible. You can also alert the Supporter Liaison Officer by email [slo@mcfc.co.uk](mailto:slo@mcfc.co.uk) or by mobile, +44 (0)7827 997817.

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

**Kick it Out:** The 'Kick It Out' app provides news updates on the campaign's latest projects, but its most prominent feature is the 'Report It!' function which empowers people at all levels of the game to report incidents of discrimination.

We are proud to support this campaign. The Kick It Out football fans' guide to reporting abuse and discrimination can be found [here](#) or download the app [today](#).

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

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

**The local police have advised that all supporters arrive at the stadium from 7pm (local time), as the security checks at the entrance may take some time. Anyone not in the stadium by 8:15pm (local time) may be delayed in entering the stadium in time for kick-off.**

#### **POST-MATCH**

We have been advised there will be a hold back of approx. 20-30minutes, but this is subject to change. We ask that you remain patient at all times, respect the stewards and work with the Club at this time.

We have included a Santiago Bernabéu Stadium map which will assist with locating all the entrances on the day. You can also visit the [Real Madrid website](#) for further information on the Club.

We trust you have found this information useful. Should you require clarification or have any questions, please contact a member of the Supporter Services team on +44 (0)161 444 1894 in advance of the match alternatively use the email or mobile number provided, on matchday.

We wish you a safe flight and look forward to seeing you in Madrid.

**Manchester City Football Club**



### SANTIAGO BERNABÉU STADIUM



Category One

Wheelchair Platform

Away End

Avenida de Brasil

Santiago Bernabeu  
Metro Stop

Santiago Bernabeu  
Stadium

