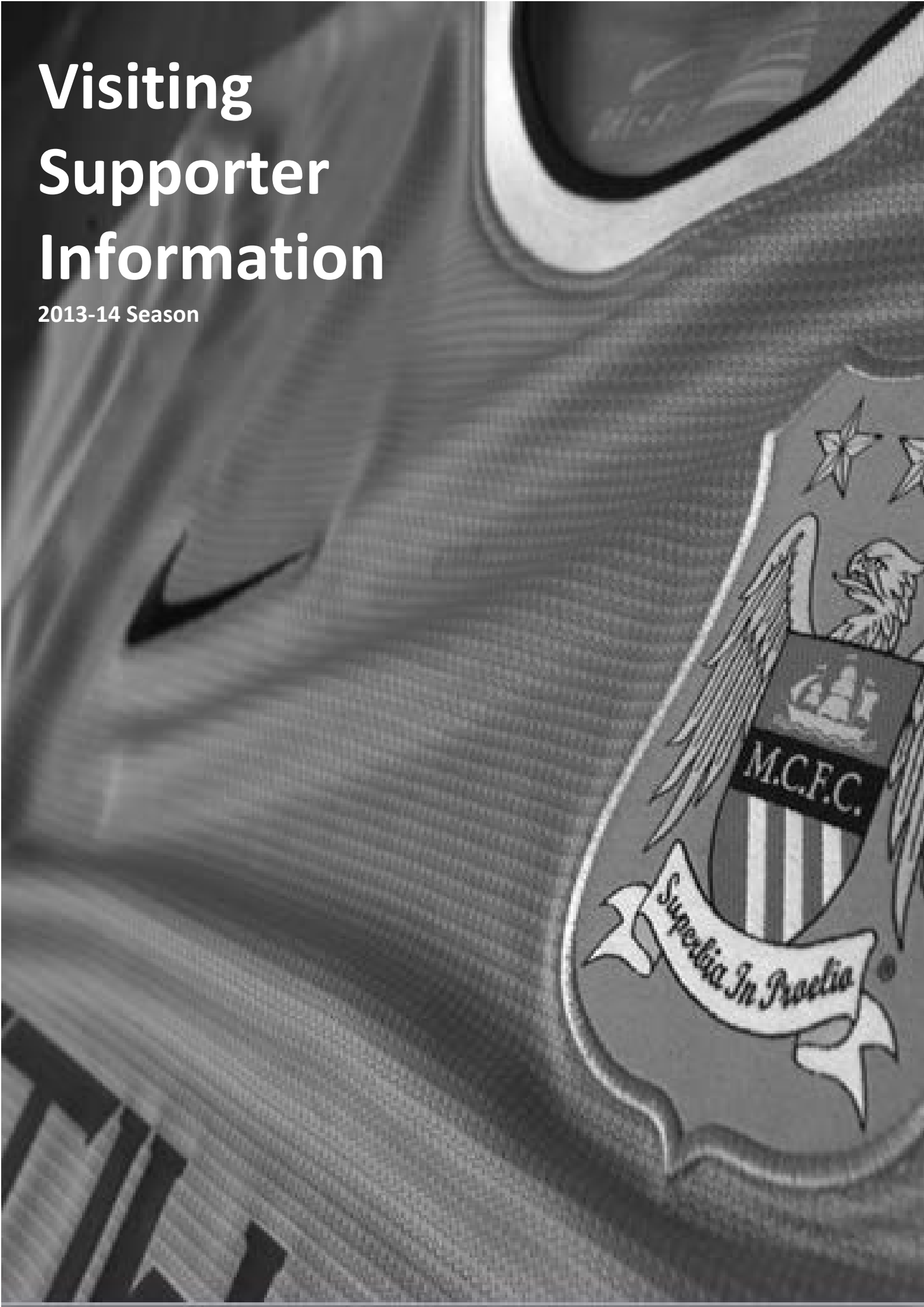
Visiting Supporter Information

2013-14 Season



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Welcome to the Etihad Stadium

Getting to the Etihad Stadium

The Etihad Stadium is easily accessible using all modes of transport and is within easy walking distance from Manchester City Centre. Further information can also be found here.

The stadium address for satellite navigation is:
Etihad Stadium, Etihad Campus, Manchester M11 3FF

Air

Manchester International Airport is 11.2 miles from the Etihad Stadium and will take approximately 45-minutes (dependent upon the time of day/traffic).

Car

The Stadium is extremely accessible from all major highways. As you reach Manchester, follow the signs for SportCity. Enter your postcode or street and get directions to the Etihad Stadium from Google Maps.

Train

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

Metrolink

The Metrolink runs from the City Centre, Victoria Train Station and Piccadilly Train Station directly to the Etihad Stadium and on towards Droylsden. There is a frequent service to and from the stadium on match days, both before and after the event.

The journey time between the Etihad Campus stop and Piccadilly Gardens stop (City Centre) is 11 minutes. The journey time between Piccadilly Train Station and the Etihad Campus stop is 8 minutes. The Etihad Campus stop drops you directly into the BT City Square Fanzone.

Tickets must be purchased before travel – ticket machines are located on every Metrolink platform. If you are travelling to Manchester by train, you can usually purchase your Metrolink journey with your train ticket. Please note that both Holt Town & Velopark stops - the Metrolink stations on either side of the Etihad Campus - will not be operational for at least an hour after each event so we strongly advise you to use the Etihad Campus stop for your return journey. The consumption of alcohol is not permitted on Metrolink trams. For information on Metrolink, including pricing, times and route maps visit: www.metrolink.co.uk.

Taxis

Supporters requiring a taxi after the final whistle are advised to make their way to Ashton New Road where taxis will be located. Due to road closures immediately after the game, taxis are unable to enter the Etihad Campus for at least one hour after the final whistle or until it is deemed safe to do so.

Recommend private hire: Mantax +44 (0)161 230 3333.

Bus Service

Frequent bus services operate from all directions to the stadium. Stewards will be on hand to assist with any enquiries at the end of the match. For more information about public transport links visit www.traveline-northwest.co.uk or telephone 0871 200 2233 for journey planning information (calls cost 10p a minute from BT landlines. Other networks may charge more).

Walking

There is a safe, well lit and signposted walking route from Manchester Piccadilly Station. Signage will direct you along the route. Please follow the 'City Link' signs. It will take approximately 20-minutes to walk the route. The same route will be operational at the end of the match. Stewards will be on hand to direct you.

Parking

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

Parking prices are as follows*:
Motorbike – no charge
Car - £10
Minibus – £20
Coach – £30

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

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

Accessible Parking

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

Further information can be found on our access information page.

Off Site Parking

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

Road Closures

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

Residents Parking

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

Supporter Meeting Point

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

There is no official away supporter meeting point in Manchester city centre, however the **National Football Museum** welcomes all football supporters to experience the world's greatest football collection - over 140,000 items - including the FIFA Collection. There is the National Football Museum Café and it is adjacent to many other restaurants and bars for your enjoyment. Click here to find out more.

Pubs in the local vicinity of the stadium are generally used by home supporters. We ask for your co-operation both in and around the local community and that you are respectful of the surrounding residential areas. Greater Manchester Police will be in the City Centre and around the stadium throughout the day to assist with any questions or to provide directions around the city centre.

We advise any visiting supporter without a valid match ticket not to travel, or if they do, to remain in Manchester City Centre to watch the match.

Hospitality

Manchester City are able to provide hospitality options for visiting supporters, complete with seats located above the away end.* Prices start from just £150 per person plus vat. Please contact a Hospitality Sales Representative on +44 (0)161 444 1894 (option 1, 2) or email hospitality@mcfc.co.uk. *Subject to the visiting club taking the upper tier, alternative arrangements may be made when these blocks are not taken.

Upon Arrival

The away area is located in the South Stand of the stadium.

Visiting Supporters Access to the Etihad Campus and Etihad Stadium.

In order to ensure that service diversion works can be carried out safely, hoardings have been erected at the South end (away end) of the Etihad Stadium.

This impacts the amount of space immediately outside the visiting supporters entrances and may impact queuing and access through these entrances. To assist fans arriving at the stadium, both additional signage and staff will be in place.

To ensure that supporters enter the stadium via the correct entrances, we have implemented an additional soft ticket check upon arrival. We therefore advise all visiting supporters to arrive early to avoid any delays when entering the stadium.

Please refer to the map later in this document and we apologise for any inconvenience this may cause.

The stadium opens 90-minutes prior to kick-off. The away seating blocks at the Etihad Stadium are:

Lower tier: 113 -115
Upper tier: 213-215

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

There are 9 wheelchair bays in level one of the away section.

Accessible Information

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

An induction loop system is available to allow deaf/hard or hearing or blind/partially sighted supporters to enjoy the game, from any seat they choose. If, for any reason, any supporter who is visually impaired or hearing impaired feels they have more specific seating requirements (a certain area, block or row in the away end) they should contact their own clubs Disabled Liaison Officer who in turn, can liaise with Manchester City Football Club. Every effort will be made to accommodate such requests, subject to availability.

All requests need to be submitted to Manchester City's Disabled Liaison Officer no later than 12-noon on matchday. Please call 0161 444 1894 (option 1,1,2) or contact us.

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

Ticket Collections

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

Duplicate tickets will be available for collection from the Stadium Ticket Office which is located in BT City Square, opposite the City Store (behind the stage).

Turnstile Entry

Please ensure you take care of your match ticket. We accept no liability for refused access to the Stadium due to creased, bent, folded, stapled, washed or otherwise damaged or defaced tickets.

Any supporter that attempts to use a match ticket that has been cancelled and/or has already been used by another supporter will not be allowed to enter the stadium and will be asked to leave the complex.

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

Items that are prohibited in the stadium include:

- Pyrotechnics, flares or smoke bombs
- Knives, weapons (or items considered to be weapons)
- Air horns, loud hailers (megaphones) and musical instruments
- Golf umbrellas

We are however happy for supporters to bring the following:

- Flags or banners (maximum size is 2m x 1m. Flag poles are not allowed nor are flags that portray offensive language and/or imagery.

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

Food and drink

Is available onsite however we do not allow refreshments to be brought in to the stadium.

There are a number of concessions located inside and outside the stadium. These include the option to purchase hot and cold drinks and an array of food including burgers, hotdogs and pies. There is also an assortment of confectionary items available.

There is a street drinking prohibition in place for all alcoholic drinks and the police will confiscate all items including any unopened bottles and cans. The stadium operates a rigorous Challenge 21 alcohol policy, ID will be required if the purchaser looks under 21.

During The Match

We ask that all supporters remain seated in their designated area and that they do not block the aisles. Any supporter who attempts to invade the field of play, at any time, will be ejected from the stadium and may be arrested. This also applies to any supporters identified to be throwing items on to the field of play or in to the home supporter areas.

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

We recognise that most supporters come to the Stadium to watch a football match and not to listen to abusive or indecent language from the stands. We understand that occasionally moderate swearing can be heard and most supporters find this reasonably acceptable. Discriminatory behaviour which includes, shouting, chanting or actions such as racist, sectarian, homophobic, sexist or anti-disability behaviour is unacceptable.

If you witness incidents like these please get in contact with a steward as soon as you can and report your concerns, this will help us to act on then as quickly as possible.

You can also find out more about our Respect The Badge Campaign here.

After The Match

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

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

Smoke Free Complex

The Etihad Campus, including roadways, car parks and concourses are smoke free. The use of electronic cigarettes is also prohibited. Manchester City Football Club has a zero tolerance policy in relation to this matter.

Any supporter identified as smoking will be ejected from the stadium.

Ticket Touting

Tickets for the matches held at the Etihad Stadium must be purchased from the opposing club only, subject to their qualifying sales criteria. Tickets purchased through other means may not be valid.

Manchester City Football Club accepts no liability for tickets purchased through unofficial channels.

We are unable to provide you with alternative tickets should you purchase in this manner, regardless of the price paid. You will be referred to the opposing club at such times a fraudulent ticket is presented and we may also refer the details to Greater Manchester Police.

No Re-admittance

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

Lost Property

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

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

Bags and Luggage

Bags and luggage items (larger than A4 size) are not permitted into the Etihad Stadium for security reasons.

We advise that you leave all items at your hotel, in your car or on your coach. There is no provision available to store any items at the stadium.

Manchester City Football Club accepts no responsibility for loss or damage to property left on these premises.

Visit Manchester

For further information on where to stay and to see what other events are on in Manchester, click here for you guide to Manchester from the official destination website, www.visitmanchester.com.

Terms and Conditions

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

Contact Us

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

Supporter Services
T: +44 (0)161 444 1894 (option 1, option 3)
W: #mcfchelp
Twitter: @MCFCHELP

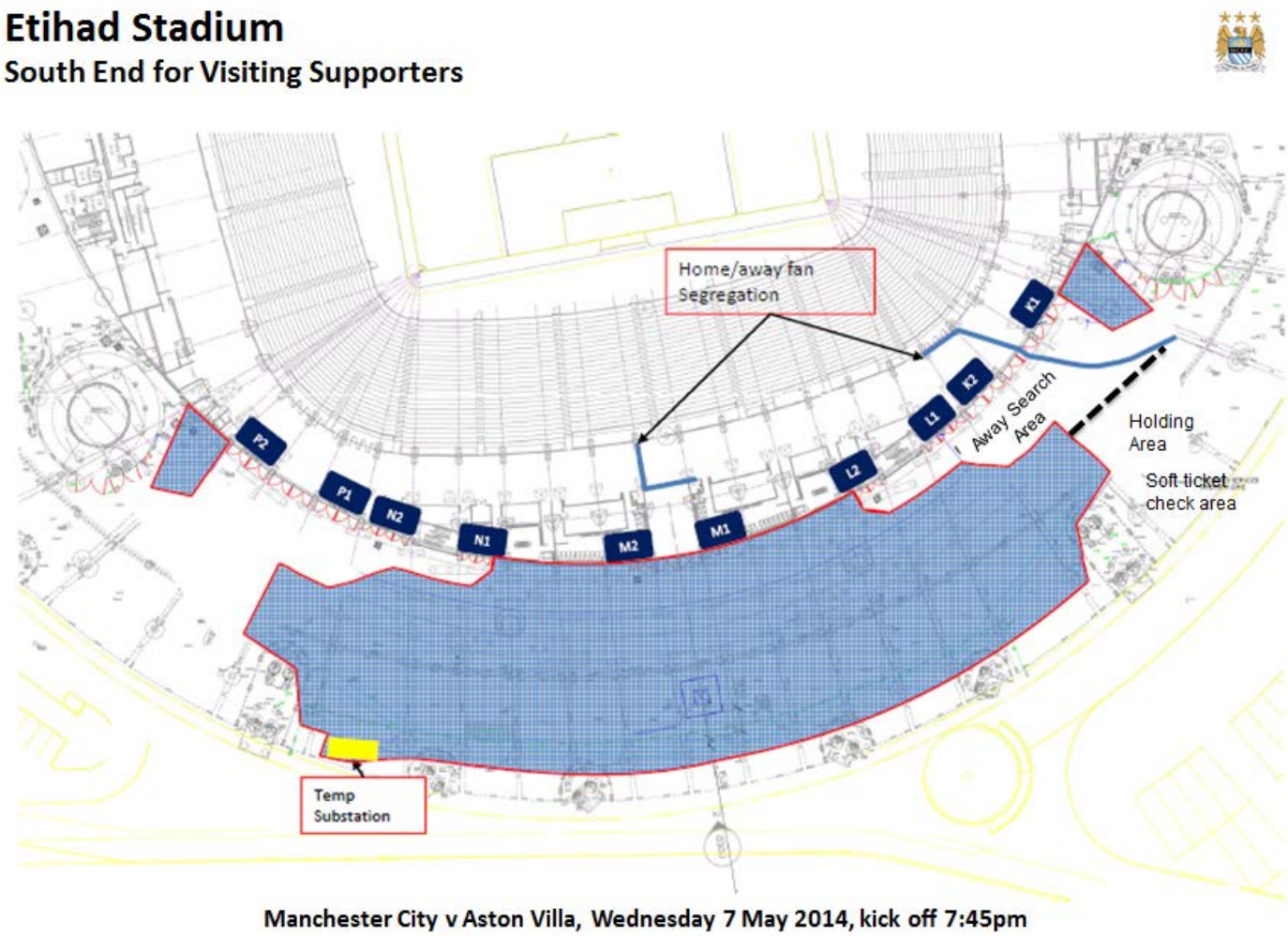
Hospitality
T: +44 (0)161 444 1894 (option 1, option 2)
E: hospitality@mcfc.co.uk
W: Buy online

Disability Liaison Officer
T: +44 (0)161 444 1894 (option 1, option 1, option 1)
W: #mcfchelp

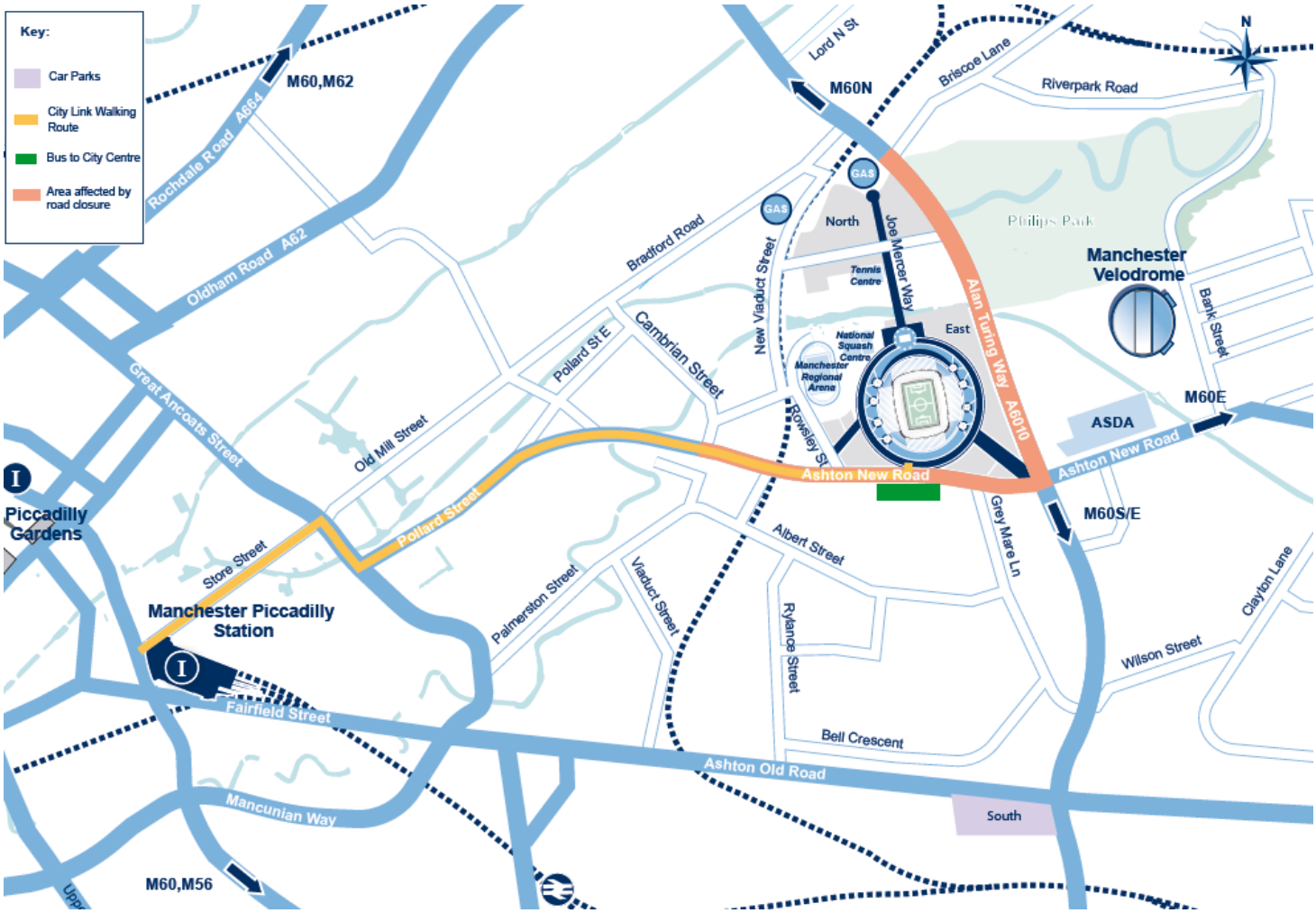
Supporter Liaison Officer
+44 (0)161 444 1894 (option 1, option 3)
E: slo@mcfc.co.uk
Twitter: @MCFCHELP

Maps

South End Service Works:

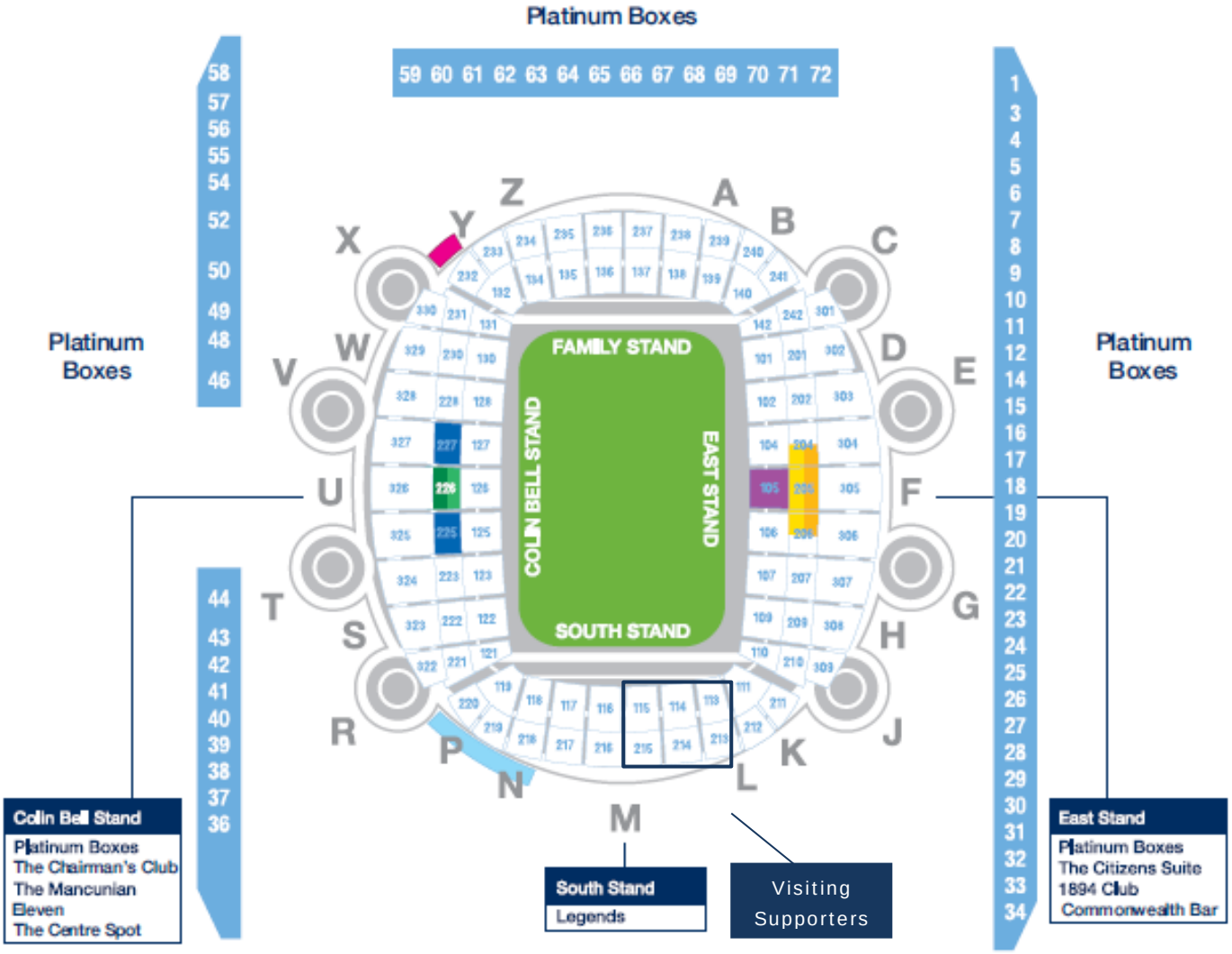


Wider Area Plan:



Car Park Plan:

Stadium Seating Plan and Turnstiles



Ground Regulations

Notice: Entry to the Ground is expressly subject to acceptance by the visitor of these Ground Regulations and the rules and regulations of FIFA, UEFA, The Football Association, The Premier League and The Football League in respect of the relevant competition. The Ground Regulations incorporate the Club's Customer Charter (if any). Entry to the Ground shall constitute acceptance of the Ground Regulations.

"**Ground**" means this football stadium and all locations owned, occupied or utilised by the Club.
"**Club**" means this football club.
"**Match**" means any association football match (or any part or aspect of such a match) taking place at the Ground.
"**Material**" means any audio, visual or audio-visual material or any information or data.
"Football Authorities" means The Premier League, Football Association, the Football Association of Wales, FIFA, UEFA and any other relevant governing body of association football.

1 Notwithstanding possession of any ticket the Club, any police officer or authorised steward may refuse entry to (or eject from) the Ground any person:
   1.1 that fails (or in the Club's reasonable opinion is likely to fail) to comply with these Ground Regulations or any reasonable instruction issued by a police officer or authorised steward; and/or
   1.2 whose presence within the Ground is, or could (in the Club's reasonable opinion), constitute a source of danger, nuisance or annoyance to any other person.
2 On no account will admission be granted to a person who is the subject of a current Banning Order under the Football Spectators Act 1989 (as amended) or has been convicted of ticket touting offences under the Criminal Justice and Public Order 1994 (as amended).
3 The Club excludes to the maximum extent permitted by law any liability for loss, injury or damage to persons/property in or around the Ground.
4 No guarantees can be given by the Club that a Match will take place at a particular time or on a particular date and the Club reserves the right to reschedule the Match without notice and without any liability whatsoever.
5 In the event of the postponement or abandonment of the Match, refunds (if any) will be made in accordance with the Club's Customer Charter. The Club will have no further liability whatsoever, including (but not limited to) any indirect or consequential loss or damage, such as (but not limited to) loss of enjoyment or travel costs.
6 All persons seeking entrance to the Ground acknowledge the Club's right to search any person entering the Ground and to refuse entry to or eject from the Ground any person refusing to submit to such a search.
7 The following articles must not be brought within the Ground - knives, fireworks, smoke canisters, air-horns, flares, weapons, dangerous or hazardous items, laser devices, bottles, glass vessels, cans, poles and any article that might be used as a weapon and/or compromise public safety. Any person in possession of such items will be refused entry to the Ground.
8 Further, you may not bring into the Ground any sponsorship, promotional or marketing materials save in respect of official club merchandise and/or other football related clothing worn in good faith nor may you offer (either free or for sale by any person) any goods (including literature) of any nature without the express written approval of the Management.
9 The use of threatening behaviour, foul or abusive language is strictly forbidden and will result in arrest and/or ejection from the Ground. The Club may impose a ban for one or more Matches.
10 Racial, homophobic or discriminatory abuse, chanting or harassment is strictly forbidden and will result in arrest and/or ejection from the Ground. The Club may impose a ban for one or more Matches.
11 The following acts are offences under the Football (Offences) Act 1991 (as amended):
   11.1 The throwing of any object within the Ground without lawful authority or excuse.
   11.2 The chanting of anything of an indecent or racialist nature.
   11.3 The entry onto the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse.
   Conviction may result in a Banning Order being made.
12 All persons entering the Ground may only occupy the seat allocated to them by their ticket and must not move from any one part of the Ground to another without the express permission or instruction of any steward, officer of the Club and/or any police officer.
13 Nobody may stand in any seating area whilst play is in progress. Persistent standing in seated areas whilst play is in progress is strictly forbidden and may result in ejection from the Ground.
14 The obstruction of gangways, access ways, exits and entrances, stairways and like places is strictly forbidden. Nobody entering the Ground shall be permitted to climb any structures within the Ground.
15 Premier League stadia are smoke-free and smoking is not permitted inside the Ground.
16 Mobile telephones and other mobile devices are permitted within the Ground PROVIDED THAT (i) they are used for personal and private use only (which, for the avoidance of doubt and by way of example only, shall not include the capturing, logging, recording, transmitting, playing, issuing, showing, or any other communication of any Material for any commercial purposes); and (ii) no Material that is captured by a mobile telephone or other mobile device may be published or otherwise made available to any third parties including, without limitation, via social networking sites.
17 Under the Sporting Events (Control of Alcohol etc) Act 1985 (as amended), the following are offences for which a person can be arrested by a police officer and conviction could result in a Banning Order being made:
   17.1 Attempting to enter the Ground or being inside the Ground whilst drunk;
   17.2 Being in possession of any intoxicating liquor, or bottle, can or other portable container and which could cause damage or personal injury, when entering the Ground or in a public area of the Ground from which the event can be directly viewed.
18 Any individual who has entered any part of the Ground designated for the use of any group of supporters to which he does not belong may be ejected from the Ground either for the purposes of his own safety or for any other reason.

19 Save as set out in paragraph 16 above, no person (other than a person who holds an appropriate licence) may capture, log, record, transmit, play, issue, show or otherwise communicate (by digital or other means) any Material in relation to the Match, any players or other persons present in the Ground and/or the Ground, nor may they bring into the Ground or use within the Ground (or provide to, facilitate or otherwise assist another person to use within the Ground) any equipment or technology which is capable of capturing, logging, recording, transmitting, playing, issuing, showing or otherwise communicating (by digital or other means) any such Material. Copyright, database rights and any other intellectual property rights in any unauthorised recording or transmission is assigned (by way of present assignment of future rights) to the Club and The Premier League. You further agree (if and whenever required to do so by the Club and/or The Premier League) to promptly execute all instruments and do all things necessary to vest the right, title and interest in such rights to the Club and The Premier League absolutely and with full title guarantee.

20 No goods (including literature) of any nature may be offered either free or for sale by any person within the Ground without the express written permission of the Club.

21 Tickets are not transferable and may not be offered for sale without the prior written permission of the Club. Any tickets that are transferred are transferred subject to these Ground Regulations. Any tickets offered for sale may be confiscated by any steward, officer of the Club or any police officer. The Club reserves the right to refuse admission to or eject from the Ground, any person who has transferred his/her ticket in contravention of the relevant ticket terms and conditions (and/or the holder of any ticket that has been transferred in contravention of the relevant ticket terms and conditions.) Tickets remain the property of the Club at all times.

22 CCTV cameras are in use around and in the Ground and the Club may itself use or pass to the police or any Football Authority or other clubs, any recordings for use in any proceedings.

23 At all times whilst present in the Ground, persons must comply with any and all instructions of any steward or officer of the Club and/or any police officer. Failure to comply with any instruction may lead to immediate ejection from the Ground.

24 By entering the Ground, all persons are acknowledging that photographic images and/or video recordings (and/or stills taken from video recordings) may be taken of them and may also be used, by way of example and without limitation, in televised coverage of the game or by or on behalf of the Club or any Football Authority (or their commercial partners) for marketing, training or promotional purposes. Entry into the Ground is confirmation that all persons have consented to such use of their image. If these images should feature an individual prominently the Club will make reasonable efforts to gain the consent of that person before publishing such images, however, if this is not possible, then entry into the Ground shall be deemed consent unless the Club is notified in writing to the contrary.

25 Further to paragraph 24, if such person is under 18 years of age, the parent, guardian, or responsible adult who is accompanying them into the Ground shall be deemed to have provided consent on their behalf.

26 Refused entry to (or ejection from) the Ground may lead to further action by the Club including, but not limited to, the withdrawal of any season ticket (without reimbursement), Club Membership and other benefits.

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