

Supporter Travel Advice

2013-14 Season

Manchester City v Sunderland

Sunday 2 March, kick off 2pm





SUPPORTER LIAISON

As your Supporter Liaison Officer, I along with a member of my team will be at Wembley Stadium to assist with any issues you may have in relation to tickets, travel or general questions.

I can be contacted by email slo@mfc.co.uk or by mobile, +44 (0)7827 997817. I will also be in London on the evening of Saturday 1 March and on matchday. The team and I will be located in the West Ticket Office located on level B1, directly beneath the Bobby Moore Statue. The Ticket Office is on the right as you look at the stadium and will be open from 10am until 2:15pm on matchday.

WEMBLEY STADIUM

Wembley is one of the most famous stadiums in the world. It is a world class venue that attracts some of the biggest events in sport, music and entertainment and more than 2 million visitors per year.

Wembley Stadium re-opened in May 2007 on the same site as the much loved former stadium. The stadium's 133m high arch has become a new landmark for London and is now instantly recognisable around the world. The new stadium has quickly re-established itself as the home of English football and as the ultimate live event experience. As the largest football stadium and music venue in the UK and with a legendary history Wembley provides a first class experience for fans of football, music and sport. It is the perfect venue to stage and celebrate the world's most important live events.

TRANSPORT

By Car: Address for satellite navigation is: Wembley Stadium, Wembley, London HA9 0WS
Get from your sofa to seat at Wembley Stadium with ease, [here](#).

Park & Ride: Visitors travelling by car to the Stadium can utilise park and ride options and make the last part of their journey by public transport. Park and ride facilities are available at the following Chiltern Railways Stations north of Wembley Stadium:
Warwick Parkway - CV35 8RH
Banbury - OX16 5AB
Bicester North - OX26 6EF
High Wycombe - HP13 6NN

The detailed Chiltern Railways train times for the day are available [here](#).

Parking: Parking is available in the official car parks adjacent to Wembley Stadium and can be pre-booked via City and Suburban Parking (CSP). For pricing or to book a space, [click here](#).

Alternatively call the telephone booking line on 0208 795 1758 and leave your name and number and CSP will return your call. There are dedicated areas for blue badge holders, coaches, minibus and motorcycles.

A number of unauthorised car parking sites operate within the Industrial Estate on the approach to the Wembley complex. For your own protection, we would strongly advise that you do not use these and choose Wembley City Official parking.



The local authority operates a protective parking zone on event days, extending in a 1.5 mile radius around the Stadium. Only residents with permits will be allowed to park within this zone and the local council has stated that illegally parked vehicles will be issued with large parking fines and/or towed away.

Complimentary bicycle parking is available on street level (B2) in the north east corner of the Stadium (near the Green car park).

By Rail: Full details of National Rail train times are available [here](#).

Information relating to London Underground, London Overground or London Buses services are available [here](#) or by phoning 020 7222 1234.

Please remember to plan your journey in advance checking for planned engineering works or service alterations which may impact your journey to and from the stadium. Supporters are advised to always allow sufficient time to complete your rail journey home after the event.

To avoid ticket office queues when leaving the stadium, we recommend you buy your Tube ticket as part of your National Rail ticket. Alternatively, buy an Oyster card online in advance. Using an Oyster card is the quickest and cheapest way to travel when using the London Underground or selected National Rail services including Chiltern Railways. Wembley Park and Wembley Central Stations are in Zone 4. [Click here](#) for more information.

The Stadium is served by three stations as follows:

Wembley Park Station

The station is served by the Jubilee and Metropolitan Underground Lines. On exiting the Station, follow the pedestrian route along Olympic Way to the front of the Stadium. Allow for a 10 minute walk. After the event, the only way you can get into the Station is via Olympic Way, which has a comprehensive crowd management system implemented to control the flow of people into the station. Please allow for up to 30 minutes of queuing following the event.

Wembley Stadium Station

Use this station for Chiltern Railways services from the Midlands, Oxfordshire, Buckinghamshire and London Marylebone. The Station is located on the south side of the Stadium with access from South Way. Please allow for a 5 minute walk. After the event, a comprehensive crowd management system is implemented to control the flow into the station. Please allow 10 – 15 minutes to queue for services from this station post event.

Further information on Chiltern Railways services is available [here](#).



Wembley Central Station

This station is served by the London Overground and National Rail Lines. On exiting the station, turn right and walk in an easterly direction along the High Road, past McDonalds and Burger King, to the Wembley Triangle junction and Clock Tower Island. Turn left into Wembley Hill Road, cross the road and follow the pedestrian route across the White Horse Bridge. Allow for a 15 minute walk. Please note that Virgin Trains DO NOT stop at this station.

After the event, a crowd management system is implemented to control the flow into the station. Please allow 15 - 20 minutes to queue to get back to this station.

Other London termini information:

London Kings Cross

Visitors should travel from King's Cross/St. Pancras Station to Wembley Park Station using the Metropolitan Line. Allow 45 minutes to reach Wembley Stadium from London King's Cross. Visitors returning to London Kings Cross are advised to travel from Wembley Park Station on the Metropolitan Line to King's Cross/St Pancras Station then travel on National Rail routes from there. Allow 45 minutes to travel from Wembley Park Station to London King's Cross.

London Liverpool Street

Visitors should travel from Liverpool Street Station to Wembley Park Station using the London Underground Metropolitan Line. Allow 60 minutes to reach Wembley Stadium from London Liverpool Street. Visitors returning to London Liverpool Street are advised to travel from Wembley Park Station on the London Underground Metropolitan Line to Liverpool Street Station and then travel on National Rail routes from there. Allow 60 minutes to travel from Wembley Park to London Liverpool Street.

London Victoria

Visitors should travel from Victoria Station on the London Underground Victoria Line to Green Park Station and change onto the London Underground Jubilee Line to Wembley Park Station. Allow 45 minutes to reach Wembley Stadium from London Victoria. Visitors returning to London Victoria should travel from Wembley Park Station to Green Park Station and then change onto the London Underground Victoria Line to Victoria Station and then travel on National Rail routes from there. Allow 45 minutes to reach London Victoria from Wembley Park.

London Waterloo

Visitors should travel from Waterloo Station on the London Underground Jubilee Line to Wembley Park Station. Allow 45 minutes to reach Wembley Stadium from London Waterloo. Visitors returning to London Waterloo should travel from Wembley Park Station on the London Underground Jubilee Line to Waterloo Station and travel on National Rail routes from there. Allow 45 minutes to reach London Waterloo from Wembley Park.



London Paddington

Visitors should travel from Paddington Station on the London Underground Circle Line to Baker St Station and then change onto the London Underground Metropolitan Line to Wembley Park Station. Allow 45 minutes to reach Wembley Stadium from London Paddington.

Visitors returning to London Paddington should travel from Wembley Park Station on the London Underground Metropolitan Line to Baker St Station and then change onto the London Underground Circle Line to Paddington Station and travel on National Rail routes from there. Allow 45 minutes to reach London Paddington from Wembley Central.

London Marylebone

Visitors should travel from this station direct to Wembley Stadium Station by Chiltern Railways. Allow 20 minutes to reach Wembley Stadium from London Marylebone by Chiltern Railways. Visitors returning to London Marylebone should travel from Wembley Stadium Station to Marylebone Station by Chiltern Railways. Allow 30 minutes to reach London Marylebone from Wembley Stadium if using Chiltern.

London Bridge

Visitors should travel from London Bridge Station on the London Underground Jubilee Line to Wembley Park Station. Allow 45 minutes to reach Wembley Stadium from London Bridge. Visitors returning to London Bridge should travel from Wembley Park Station on the London Underground Jubilee Line to London Bridge Station. Allow 45 minutes to reach London Bridge from Wembley Park.

Please note: drinking is not allowed on the London Underground and anyone found in possession of alcohol will be advised to dispose of this prior to travelling. Wembley Stadium is a public transport destination. Further information about travelling to the stadium can be found [here](#).

By Coach: Thomas Cook Sport

- 6:45am** Arrive at the Etihad Stadium and board your allocated coach. The coaches will be situated in Car Park G. Drop off/pick up and car parking on Car Park G.
- 7:00am** Coaches will depart from Car Park G at the Etihad Stadium.
- 12:00pm** Approximate arrival at Wembley Stadium.
- 4:30pm** Anticipated departure time from Wembley Stadium to the Etihad Stadium. Immediately after the final whistle, please make your way back to the coaches, which will be parked in the same place as you were dropped off. It is your responsibility to return to the coaches immediately on leaving the stadium. The coaches will not wait for you. (If the match goes to extra time/penalty kicks then a contingency plan will be in place and the coach will depart later).
- 9:30pm** Anticipated arrival time at the Etihad Stadium.

Telephone numbers to be used in an emergency ONLY:

Thomas Cook 24hr Duty Office: 01274 730275



Official Supporter Club Travel (booked via MCFC).

- 6:15am** Arrive at the Etihad Stadium and board your allocated coach. The coaches will be situated in Car Park G. Drop off/pick up and car parking on Car Park G.
- 06:30am** Coaches will depart from Car Park G at the Etihad Stadium.
- 12:00pm** Approximate arrival at Wembley Stadium.
- 4:30pm** Anticipated departure time from Wembley Stadium to the Etihad Stadium. Immediately after the final whistle, please make your way back to the coaches, which will be parked in the same place as you were dropped off. It is your responsibility to return to the coaches immediately on leaving the stadium. The coaches will not wait for you. (If the match goes to extra time/penalty kicks then a contingency plan will be in place and the coach will depart later).
- 9:30pm** Anticipated arrival time at the Etihad Stadium.

Telephone number to be used in an emergency ONLY:

Stewards Travel Club Contact: 07583 866747

Please ensure you board your allocated coach. All coaches are non-smoking. Please note by law, no alcohol is allowed to be taken on-board or consumed on these coaches. Any supporter found in possession of any alcohol will be refused travel.

Please note: The junction of Alan Turing Way and Ashton New Road will be closed from 11pm on Saturday 1 March until 11am on Sunday 2 March. Local diversions will be in place. Also note: Grey Mare Lane has now been closed permanently as part of the local regeneration and development of Beswick Leisure Centre. Please take these diversions in to account and allow extra time to arrive on time.



PRE-MATCH

We've been advised by the police that the following public houses have been allocated to City fans.

Please note: All pubs will close 1-hour before kick-off and not re-open until 15-minutes after the final whistle. None of the pubs below or in the local area of Wembley Stadium will be showing the match. There is also a controlled drinking zone around Wembley Stadium which will be enforced.

The Green Man Dagmar Avenue, Wembley, HA9 8DF	Fusilier 652 Harrow Road, Wembley, HA0 2HA
Blue Room 53 Wembley Hill Road, Wembley, HA9 8BE	Mannions 313 Harrow Road, Wembley, HA9 6BA
JJ Moons 397 High Road, Wembley, HA9 7DT	The Copper Jug 10 The Broadway, Wembley, HA9 8JU
Thirsty Eddie's 412 High Road, Wembley, HA9 6AH	Powerleague Olympic Way, Wembley
Flannery's 610 High Road, Wembley, HA0 2AF	Liquor Station 379 High Road, Wembley, HA9 6AA

There is a new shopping complex next to Wembley Arena which is an outlet centre. It also has a number of cafes and restaurants which can be used by supporters on match days.

Trafalgar Square is closed from 6:30am Saturday 1 March to 7pm Sunday 2 March for an event.

AT WEMBLEY STADIUM

Stadium Access: We are located in the West end of Wembley Stadium.

Turnstiles open at 12pm and we advise that all supporters are inside Wembley Stadium no later than 30-minutes before kick-off.

To access the stadium, please proceed to the entrance stated on your match ticket.

Please note: if your seat is located on Club Level, City shirts are not allowed and access to Club Level is available from 11am.

Accessible Information: Access is across level Plazas with no steps and no ramps steeper than 1:20. Wheelchair users and other disabled supporters enter the stadium through the entrance stated on your ticket.

From the North; either up the pedway to the outer concourse or using the lift from the North entrance point up to the outer concourse.



From Wembley Stadium Station and Wembley Central Station (South West); access is across the White Horse Bridge and on to the outer concourse.

Wembley Stadium has 147 accessible toilets within the Stadium, all accessible via RADAR keys. There are also 193 Ambulant Toilets. The toilets are available on all levels.

Tickets: Please ensure you are in possession of the correct ticket and allow plenty of time to prevent missing kick-off. Please do not travel if you do not have a valid match ticket and not that pubs in the local vicinity to the stadium will not be showing the match.

Luggage: Due to security measures, Wembley Stadium does not provide a left luggage or property service.

Match Programme: Programmes will be available for this match.

Food & Drink: Supporters are allowed to bring small quantities of food for personal use only. Food must be in disposable packaging, and in a small bag/rucksack. Bottles and cans are not permitted into the stadium. No alcohol is permitted into the stadium.

Facilities: Baby changing facilities are located in accessible toilets that are next to First Aid units. They are located here to ensure they are free from queues and congestion, and are well maintained. The facilities are locked, and access is via RADAR keys that are available from Information Desks, and Stewards in the local area.

Acceptable items: Flags or banners are allowed however those more than 250cm in size at their widest or longest section will not be allowed. Flagpoles greater than 1m in length are not allowed. Small bags (A4 size) are permitted but will be subject to a thorough search. Cameras; no professional equipment, for private use only

Prohibited items: The stadium operates a no smoking policy.
Pushchairs and buggies are not allowed into the stadium.
It is an offence to be under the influence of drink and drugs.
Discretion lies with the Wembley Stadium 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.

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

Any City supporters in the Sunderland areas of Wembley Stadium face ejection and this may result in further sanctions being taken by Manchester City Football 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 (option 1, 3) in advance of the match alternatively use the email or mobile number provided here, on match day.

You can also keep up to date and ask any questions that you may have via our official Supporter Services Twitter account, [@MCFCHELP](#) or the local police via [@MPSFootballUnit](#).

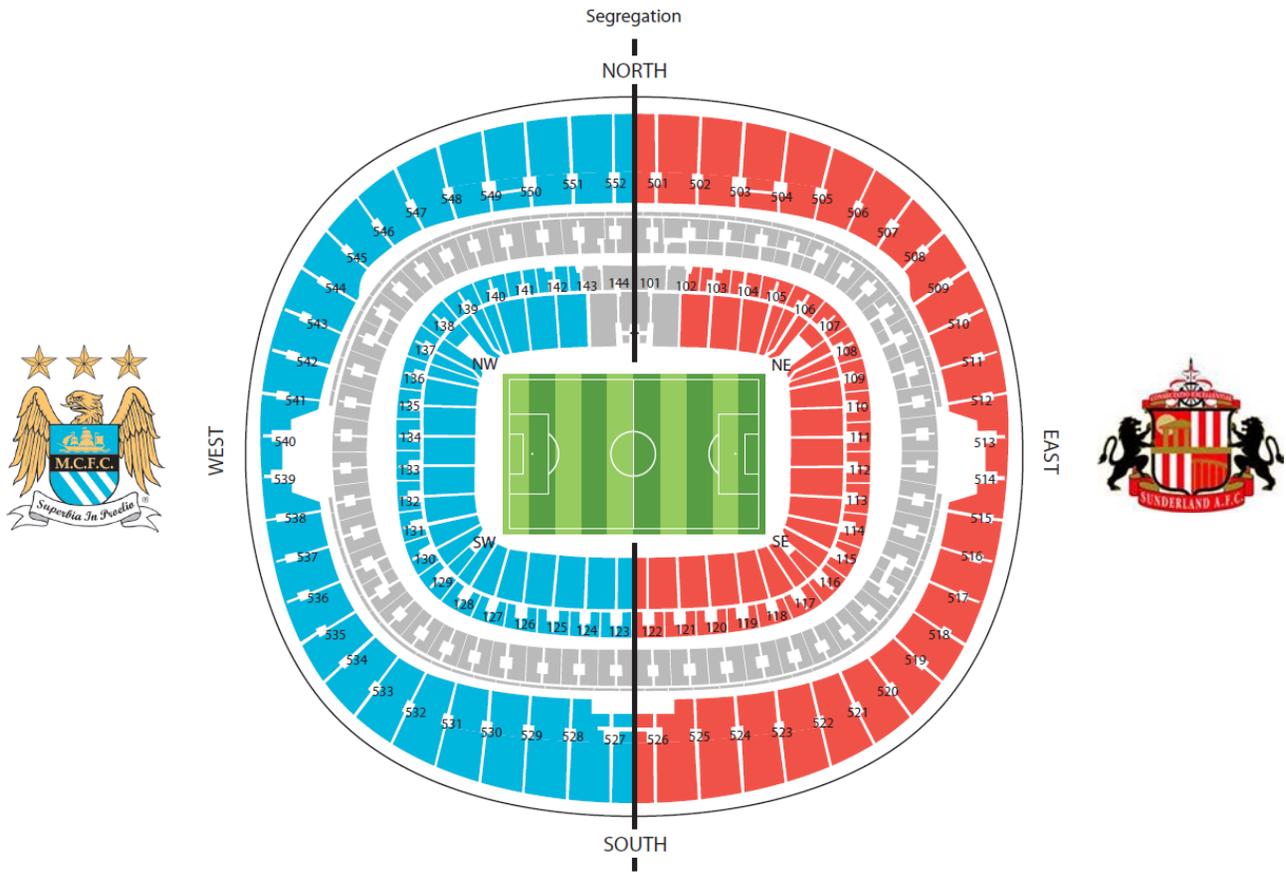
We wish you a safe trip and we look forward to seeing you at Wembley Stadium.

A handwritten signature in black ink that reads "Lisa Eaton".

Lisa Eaton
Supporter Liaison Officer



WEMBLEY STADIUM PLAN



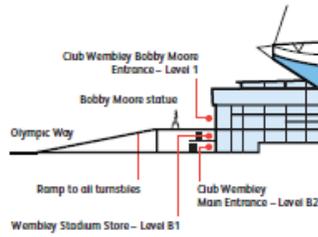


WEMBLEY STADIUM VISITORS MAP

Access & Car Parks

Visitors

CLUB WEMBLEY ENTRANCES FROM OLYMPIC WAY



DIRECTIONS

From Wembley Park Station

As you approach the Stadium along Olympic Way remain at street level and walk under the pedestrian walkway and enter the stadium via the main entrance.

From Wembley Stadium & Wembley Central Stations

From Wembley Central, travel down the High Road and turn left at the triangle towards Wembley Stadium Station. Cross White Horse Bridge and turn right up South Way until you reach the stadium, staying at street level proceed to your left and enter via the main entrance at the North of the stadium.

By car

Make your way to the stadium and follow signs for the Green Car Park off Engineers Way. On arrival stewards will direct you to a parking space. Enter the stadium via the main entrance. Please note that there is a parking fee for non-accredited vehicles.



- * The Wembley Stadium Store is accessed via the stairs at the North of the stadium in front of the main reception on level B2. The store is located on level B1 next to the East Ticket Office. Please note that on major event days the store opening times may vary.
- ** The East and West Ticket Offices are located on level B1 and are accessed via the stairs at the North of the stadium in front of the main reception on level B2. Please note that on major event days the Ticket Office opening times may vary.
- † Please note that car parking must be organised prior to arrival.

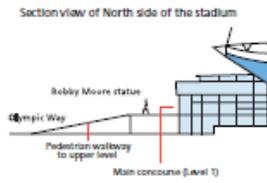




WEMBLEY STADIUM LEVEL 1



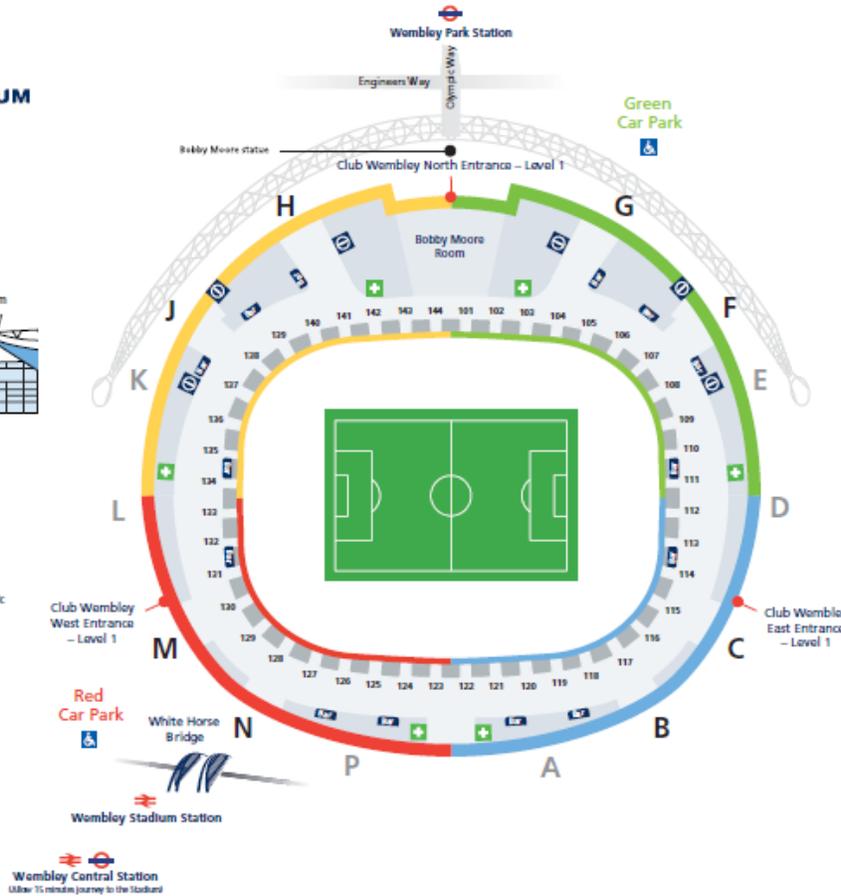
Level 1



Directions

From Wembley Park Station
As you approach the Stadium along Olympic Way go up and over the pedestrian walkway onto the main concourse (Level 1) and enter via the appropriate turnstile.

From Wembley Stadium & Wembley Central Stations
From Wembley Central, travel down the High Road and turn left at the triangle towards Wembley Stadium Station. Cross White Horse Bridge and turn right up South Way until you reach the main concourse (Level 1).



- Information Point
 - First Aid
 - 101 Seating blocks
 - B** Turnstile entrances* for level 1
 - D** Turnstile entrances* for other levels
- *All turnstiles have an accessible entrance

Stadium facilities

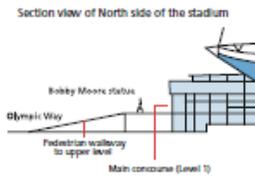
- Food & Beverage kiosks are located near all seating blocks on every concourse
- Toilets are located near all seating blocks around the concourse
- Car parking on major event days is for pre-accredited vehicles only



WEMBLEY STADIUM LEVEL 5



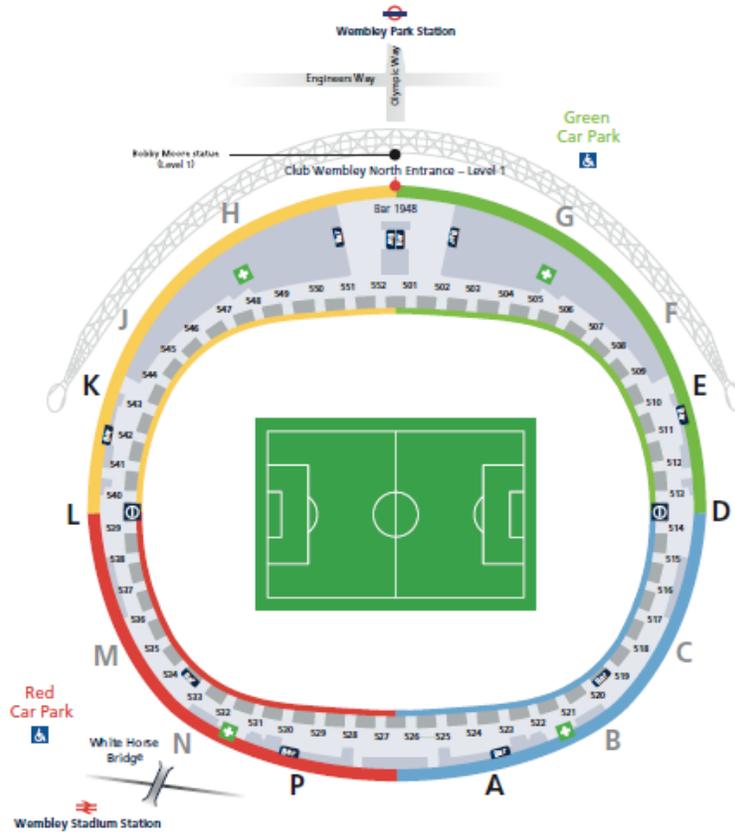
Level 5



Directions

From Wembley Park Station
As you approach the Stadium along Olympic Way go up and over the pedestrian walkway onto the main concourse (Level 1) and enter via the appropriate turnstile and follow the signs to level 5.

From Wembley Stadium & Wembley Central Stations
From Wembley Central, travel down the High Road and turn left at the triangle towards Wembley Stadium Station. Cross White Horse Bridge and turn right up South Way until you reach the main concourse (Level 1). Enter the stadium via the appropriate turnstile and follow the signs to level 5.



- Information Point
 - First Aid
 - 501 Seating Blocks
 - A** Turnstile entrances* for level 5
 - B** Turnstile entrances* for other levels
- *All turnstiles have an accessible entrance

Stadium facilities

- Food & Beverage kiosks are located near all seating blocks on every concourse
- Toilets are located near all seating blocks around the concourse
- Car parking on major event days is for pre-accredited vehicles only

This information is correct as of 26 February 2014

Supporters are encouraged to check with the appropriate transport providers closer to the date of the event for any updates.