



SUPPORTER LIAISON

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

I can be contacted by email <u>slo@mcfc.co.uk</u> or by mobile, +44 (0)7827 997817. I will also be in Barcelona from the evening of Tuesday 11 March and on matchday, I will be located outside the away end from 7pm (local time) until kick off.

BRITISH EMBASSY

British Consulate-General Barcelona Avenida Diagonal 477 – 13

08036 Barcelona, Spain www.gov.uk/world/spain

Twitter: @ukinspain

Switchboard: +34 902 109 356

Emergency numbers: International emergency number (from your mobile) – 112

Police – 110 Ambulance – 112

- If you lose your money or are robbed, the British Consulate can help transfer funds from friends or family in the UK. They cannot provide you with any money directly.
- If you lose your passport or have it stolen, the Consulate can provide you with emergency travel documents (ETD) so that you can leave Spain and return home.
- If you are arrested in Spain, the Spanish police should contact the Consulate. If not, ask them to do so on +34 902 109 356 (if calling from a UK mobile).
- The number is available 24-hours a day. If you have broken the law, the Consulate cannot arrange for you to be released from detention nor can they pay any fines. They are unable to get involved with any legal proceedings.
- In case of serious injury or illness, the Consulate can help to contact a member of your family and your travel insurance company.

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 numbers.

PASSPORTS, VISAS & HEALTH INSUANCE

All supporters are reminded that they will need to have the correct documentation for this trip.

- British citizens don't need a visa to travel to Spain, but your passport should be valid for the period of the outward and return journeys
- You should obtain a European Health Insurance Card (EHIC) before travelling to Spain even if you're only going for one night it could save you a lot of money if you find yourself in difficulty.
- It is essential you carry your passport on you at all times. Keep it in a secure pocket to ensure it does not fall out and become lost.



CAMP NOU

The Camp Nou is located in the west of Barcelona in the Les Corts district and has been home to FC Barcelona since its construction in 1957. The stadium's maximum height is 48-meters and it covers a surface area of 55,000 square metres. With a capacity of 99,354 it is the biggest stadium in Europe.

TRANSPORT

By Metro: The Metro lines that service Camp Nou are Line 3: Metro stop Palau Reial or Les Corts. You can

also use Line 5: Metro Stop Collblanc or Badal.

By Taxi: The local taxis are easily identified, as they are Black and Yellow. The cost from the City Centre

to Camp Nou is approx. €15-20.

By Bus: There is a City bus service available however Metro or taxi are much quicker and easier.

Supporters should be very wary of pickpockets in the Metro Stations and City Centre. We have been informed that organised gangs of pickpockets specifically target tourists in these areas.









PRE-MATCH

The temperature in Spain in March is expected to be mild, with daily highs of around 16°C and daily lows of 7°C.

The local time is 1 hour ahead of the UK, and the local currency is Euros. Supporters can also find additional security and travel information on the foreign office website, www.fco.gov.uk and follow, 'Travel Advice' - 'Spain'.

Fanzone:

There is no official fan zone in Barcelona though visiting fans usually congregate around the popular areas of Catalunya Square and Las Ramblas in the City Centre.

Minimise the risk:

- It is a legal requirement to carry your passport at all times. Police conduct checks and want to see originals.
- Carry a note of the address of your hotel (in both English and Spanish) 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 and ensure they are secure (not in your back pocket).
- 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 Embassy so you can call for help.
- Leave a copy of your passport and other important documents safe in your hotel in case you lose the originals.
- Do not carry weapons of any sort. You may get you arrested.
- Beware of pickpockets and bag snatchers at all times. Only carry what you need, leave spare cash and valuables in hotel safety deposits.
- Don't commit acts of theft: you are more likely to be locked up rather than fined or deported.

AT THE CAMP NOU

Stadium Access:

We are located in blocks 521-536 in the third tier (Level 5) across South and East Stands.

Supporters are to use Access 19 at the South East side of the complex, and then Gate 50-52 to enter the stadium.

Turnstiles open 90-minutes prior to kick off (7:15pm local time). We advise that all supporters are inside the Camp Nou no later than 30-minutes before kick-off.

To access the stadium, supporters must first pass through a soft ticket check at 'access gates' granting entry to the external concourse. You will also undergo standard security checks by the FC Barcelona stewards. We ask for your full co-operation at this time and bear these checks in mind when choosing what time to arrive at the Camp Nou.

Supporters will then walk up flights of stairs to access the third tier, Level 5. The stairs are quite steep and weathered, so please take care when ascending.



Once in the stadium, unique to the Nou Camp, is an unreserved seating policy for Champions League fixtures. This is managed by the FC Barcelona stewards on the day, based on a first-come, first-served basis. We ask for your full co-operation with the stewards and take the seat that is allocated to you, upon your arrival.

A 'chain link' style segregation fence separates the away and home section. Light vertical security netting is also in place at the front of the stand.

Accessible Information: Wheelchair spaces are located at the rear of Level 1, behind the South goal (located in the home fan area). Please use Access 15 or 19 and Gate 62. Ambulant supporters and those with mobility issues that require the use of the lift use Access 19 and enter via Gate 53.

> There are disabled facilities and food and drink concessions close by. There is also ramp access upon entry and in and around the wheelchair area.

Supporter Coaches:

Supporter travelling on coaches will be dropped off at Gate 21 on Carrer de la Maternitat before being parked close to Access 21. After the final whistle, supporters will be guided out of the stadium complex via Access 1 by the police and guided toward the coaches.

Category One:

Tickets are located in Blocks 001 to 004. Supporters with category 1 tickets should use Access 5 and Gate 10.

Luggage:

Supporters should be advised that souvenirs or any other items made from glass or porcelain will not be permitted into the stadium. Please leave any such items on the coach or at the hotel. There is no luggage drop off facility available.

Match Programme:

There will be no match programme produced for this fixture.

Food & Drink:

You are permitted to bring food and drink into the stadium, however only plastic bottles of up to 500ml are allowed (for medical reasons) and so long as the tops are removed and discarded before entry.

Cash (Euro) food and drink concessions are available inside the stadium. Bars and shops in the local areas will also be open on the night of the game.

Acceptable items:

Flags or banners; without poles and subject to size, language and content 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.

Alcohol will not be served on the night of the game in line with UEFA restrictions.

It is an offence to be under the influence of drink and drugs.

Discretion lies with the FC Barcelona 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 arena.

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.



Any City supporters in the home areas of the Camp Nou faces ejection for inappropriate behaviour and this may result in further sanctions being taken by Manchester City Football Club.

The local police have advised that all supporters arrive at Camp Nou from 7:00pm (local time), as the security checks at the entrance may take some time. Anyone not in the Arena by 8:15pm (local time) may not be allowed access and may be required to wait for 20-minutes after kick off before being allowed entry (if at all).

POST-MATCH

We have been advised that there will likely be a hold-back of approximately 20-25 minutes. Please be patient and work with the club at this time. City stewards and I will be available to assist should the need arise. Upon exit, you will be guided out of the stadium complex via Access 1 by the police and guided toward the coaches and transportation links. Representatives from Manchester City and Thomas Cook will be there to assist.

We have included a Camp Nou map which will assist with locating all the entrances on the day. You can also visit FA Barcelona's 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 (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, <u>@MCFCHELP</u>.

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

Lisa Eaton

Supporter Liaison Officer
Manchester City Football Club

Lisa Eaton

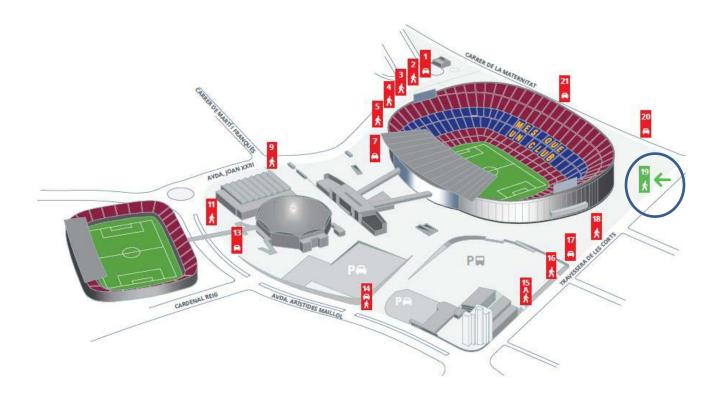


STADIUM PLAN: CAMP NOU





STADIUM ACCESS: CAMP NOU



Access 19 is located at the South East corner of the stadium on Travessera de les Corts, and is the exclusive access gate for visiting supporters. Supporters will pass through access 19 to gain entry to the exterior concourse from 7:15pm. Gates to enter the stadium are numbered sequentially.

Supporters will turn left upon entry and follow the gate round towards the South until they reach gates 50-52. MCFC stewards will be stationed at the gates to welcome visiting supporters and support the local stewards.



VISITORS SECTION: CAMP NOU







The views from the visitors section is 'telegraphed' though do offer a superb panoramic view of the stadium and beyond. The stand is very steep and supporters should be made aware before purchase.

The stand is completely uncovered and should the weather be inclement, there is no shelter.

The seating is basic but comfortable.

The segregation is relatively unobtrusive and as mentioned is a chain link fence as opposed to the plexi-glass experienced at other European stadiums.