

The FA Community Shield  
Supporter Travel Advice  
2014-15 Season

# Arsenal v Manchester City

Sunday 10 August, kick off 3pm





## 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@mcfc.co.uk](mailto:slo@mcfc.co.uk) or by mobile, +44 (0)7827 997817. I will also be in London on the evening of Saturday 9 August and on matchday. The team and I will be located in the East Ticket Office located on level B1, directly beneath the Bobby Moore Statue. The Ticket Office is on the left as you approach the stadium, from the North stadium and will be open from 10am until 3:15pm on matchday.

Don't forget to read our [frequently asked questions](#) and follow our official Supporter Services Twitter account, [@MCFCHELP](#) for the latest information.

## 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

### Ride London Event

Fans traveling from south of London by road or rail are advised the 'Ride London' cycle event will be taking place over the weekend of 9<sup>th</sup> and 10<sup>th</sup> August along the Olympic route. Supporters wishing to travel from the south by road or rail should allow extra time and should plan a suitable route before traveling.

**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:** **The line between Watford Junction and London Euston will be closed on Saturday 9 August 2014 to Monday 11 August 2014 to allow for the works below, to be carried out.**

Network Rail will be replacing three critical junctions to the north and south of Watford and renewing the signalling system in the area. It will also replace the track crossovers with track that is easier to maintain, reducing future disruption due to maintenance, resulting in fewer delays, better punctuality and providing more comfortable journeys.

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.

**Engineering works affecting trains between Watford Junction and London Euston at the weekends in August 2014. For more information [click here](#).** Stanmore Underground Station is being used for a replacement bus service, Supporters are advised not to use this car park on Sunday.

Please remember to plan your journey in advance checking for the [latest updates](#) on the 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: Thomson Sport**

- 7:30am** 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.
- 8:00am** Coaches will depart from Car Park G at the Etihad Stadium.
- 12:00pm** Anticipated arrival time at Wembley Stadium.
- 5:30pm** 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).
- 10:30pm** Anticipated arrival time at the Etihad Stadium.

Telephone numbers to be used in the event of an emergency ONLY:  
Thomson Sport Representative, **Tel: 07595565527**

**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.
- 5:30pm** 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).
- 10:30pm** 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.



## PRE-MATCH

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

The entire borough of Brent is covered by a controlled drinking zone (CDZ). It is an offence to drink alcohol in any public place after being asked not to do so by a police officer or police community support officer. Failure to do so can result in a fine of up to £500.

A police officer or police community support officer can:

- ask a person to stop consuming alcohol
- confiscate alcohol from people, even if the drinking vessel (such as a can, bottle or a cup) is unopened
- dispose of any alcohol & containers in a person's possession

**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.

<b>The Torch</b> 1 - 5 Bridge Road, Wembley, HA9 9AB	<b>Crystal Club (Silverspoon)</b> South Way, Wembley
<b>Crock of Gold</b> 23 Bridge Road, Wembley, HA9 9AB	<b>The Parish</b> 120 Wembley Park Drive, Wembley, HA9 8HP
<b>Moore Spice</b> Wembley Retail Park, Unit 2, Engineers Way, HA9 0EH	<b>First Class Sports Bar</b> 125 Wembley Park Drive, HA9 8HG
<b>Watkins Folly</b> 1 Empire Way, Wembley, HA9 0EW	<b>The Wembley Tavern</b> 121 Wembley Park Drive, HA9 8HG
<b>Blue Check Café</b> 12 - 13 Empire Way, Wembley, HA9 0RQ	<b>The Blend</b> 3 - 5 Empire Way, Wembley
<b>Alisan Bar</b> The Junction, Wembley Retail Park, Engineers Way, HA9 0EG	<b>Flyers Last Stand (Cheers Bar)</b> 45 Blackbird Hill, NW9 8RS



## AT WEMBLEY STADIUM

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

**Turnstiles open at 1pm** 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 12pm.

**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 note that pubs in the local vicinity to the stadium will not be showing the match.

**Persistent Standing:** Remain seated at all times in the seat that you have purchased. Persistent standing may result in ejection from the stadium.

**Anti-Social Behaviour:** If you experience anti-social behaviour close to you, **please send a text to 87474 with the relevant keyword:** Foul (Language and behaviour); Racism (Racist chanting and shouting); HPH (Homophobic chanting); Drink (Drinking alcohol in view of the pitch); Smoke (Smoking in the Stadium); Stand (Standing up), along with your location and the location of the offence – Block, Row, Seat. Each message costs one standard message at your local rate.

**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.

For a full list of prohibited items, please read the [Wembley Stadium regulations here](#).

**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 Arsenal 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 +44 161 444 1894 (option 1, 3) in advance of the match. You can also use this number on the day of the match or alternatively, use the email or mobile number provided within this document, 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.

Lisa Eaton  
**Supporter Liaison Officer**



## WEMBLEY STADIUM PLAN



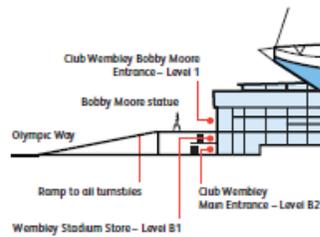


## WEMBLEY STADIUM VISITORS MAP

### 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.

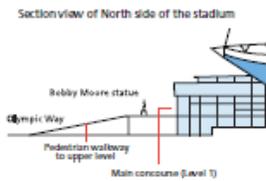




## WEMBLEY STADIUM LEVEL 1



### 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

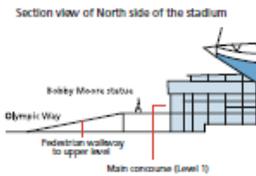
- Food & Beverage kiosks are located near all seating blocks on every concourse
- Toilets are located near all seating blocks around the concourse
- Car parking on major event days is for pre-accredited vehicles only



## WEMBLEY STADIUM LEVEL 5



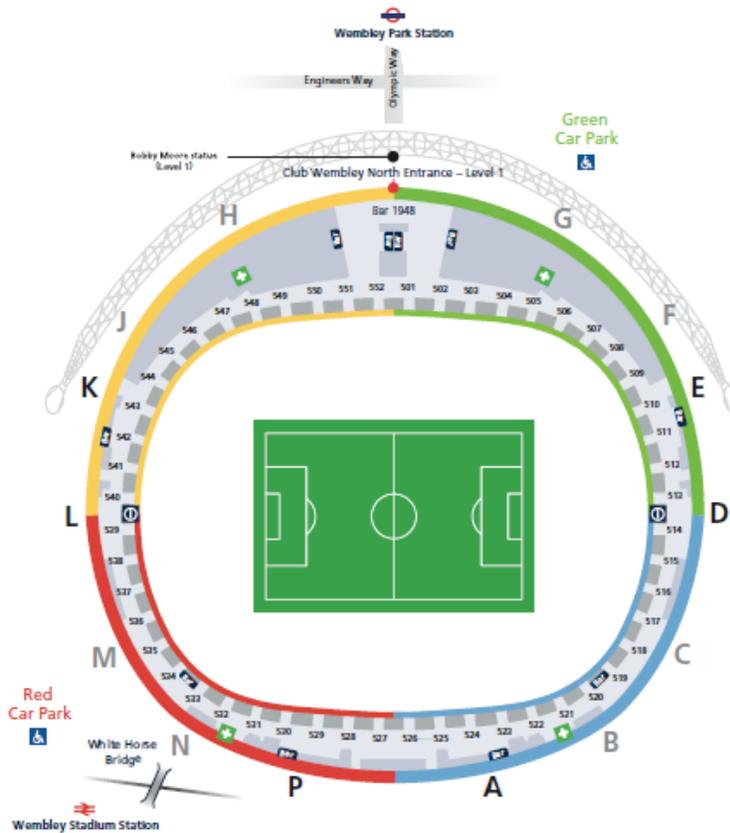
### Level 5



#### 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.



**D** Information Point

**A** 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 7 August 2014

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