

FAQs

- 1 What time does the stadium open?**
Turnstiles open 90-minutes prior to kick-off. We advise arriving no later than 30-minutes before kick-off to prevent any delays in entering.

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 campus.

- 2 Where are the away seats located?**
The away seating is located in the South Stand. Please refer to your ticket for the block number and turnstile entrance to use. See the map overleaf for further information.

- 3 I have lost my ticket, what can I do?**
Please contact your club's ticket office, who will contact us to arrange a duplicate ticket that can be collected from us, on the day. Please ensure you have ID with you. The Stadium Ticket Office is located in BT City Square (behind the stage) and closes 15-minutes after kick-off.

- 4 Where is the nearest cash machine?**
There is a cash machine adjacent to the City Store, in BT City Square.

- 5 Are there any age restrictions in the stadium?**
Children under 5 years may attend home matches free of charge, sharing their parent/guardian's seat. Children 5 to 14 years must be accompanied by an adult (over 18 years). Children 14 years and above can attend unaccompanied.

- 6 Where do I collect my tickets?**
On a matchday, tickets can be collected from the Stadium Ticket Office, located in BT City Square (behind the stage). Supporters are strongly advised to collect their tickets at least 1 hour before kick off to avoid delays in entering the stadium. The Ticket Office closes 15 minutes after kick off.

- 7 What are the Supporter Services opening times?**
The Ticket Office and Supporter Services are open Monday - Saturday, 9am to 5:30pm (closed Sunday and Bank Holidays). On matchdays both will be open until 15 minutes after kick off.

- 8 Can I book a stadium tour?**
Yes. Explore our heritage through the unique memorabilia and interactive self-guided displays. Learn about our global community and look at the Club's exciting future. Please note matchday tours are reduced, due to some areas being inaccessible. For more information or to book, visit mcfcc.co.uk/tours.

- 9 What are the City Store opening times?**
Monday to Saturday 9.00am - 5.30pm, Sunday and Bank Holidays 11am - 5pm and for 1 hour after each home match.

- 10 How do I know if my ticket purchase is genuine?**
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 as a fraudulent ticket is presented and we may also refer the details to Greater Manchester Police.

- 11 Is there food and drink available to purchase at the stadium?**
Fabulous Fan Fayre, a joint venture with Jamie Oliver's Fabulous Feasts and American stadium caterer, Legends Hospitality, provide the food and drink options both inside and outside the stadium. You are unable to bring food and drink in to the stadium. Whilst all supporters are welcome in City Square, the bar area is for home supporters only. Pubs in the local vicinity of the stadium are generally used by home supporters however guests are welcome and the city centre is only just a short walk away.

- 12 Where can I get a matchday programme?**
Programmes are available from small cabins around the stadium as well as from vendors within the stadium.

- 13 Can I bring luggage to the Etihad Stadium?**
For security reasons, items larger than A4 in size will not be allowed in to the Etihad Stadium. Appropriate discretion will be used for ladies handbags, baby changing bags, etc. All luggage will be subject to the standard security checks. Large golf umbrellas are not permitted in the stadium.

- 14 Do you have a safe standing area?**
No. We wish to make our matchdays as enjoyable an experience as possible for all of our supporters and as such, we request that you remain in your seat for the match. Supporters who breach this request may be ejected from the stadium and in some cases face a stadium ban.

- 15 Can I bring a flag or banner to the match?**
We are happy for you to bring flags or banners (maximum size is 2m x 1m. Flag poles are not allowed nor are flags that portray offensive language and/or imagery).

Items that are prohibited in the stadium include:

- Flares or pyrotechnics
- Knives, weapons (or items considered to be weapons)
- Air horns, loud hailers (megaphones) and musical instruments
- Golf umbrellas

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.

Our comprehensive visiting supporter guide can be found at www.mcfcc.co.uk/visitors



No Smoking

The entire Etihad Campus, including roadways, car parks and concourses, is smoke free. Use of electronic cigarettes is also prohibited. We operate a strict no re-admission policy and there will not be an opportunity to leave and re-enter the Stadium.

Code of Conduct

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 away supporters seated within home areas. Any away 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. Discriminatory behaviour which includes, shouting, chanting or actions such as racist, sectarian, homophobic, sexist or anti-disability behaviour is unacceptable.

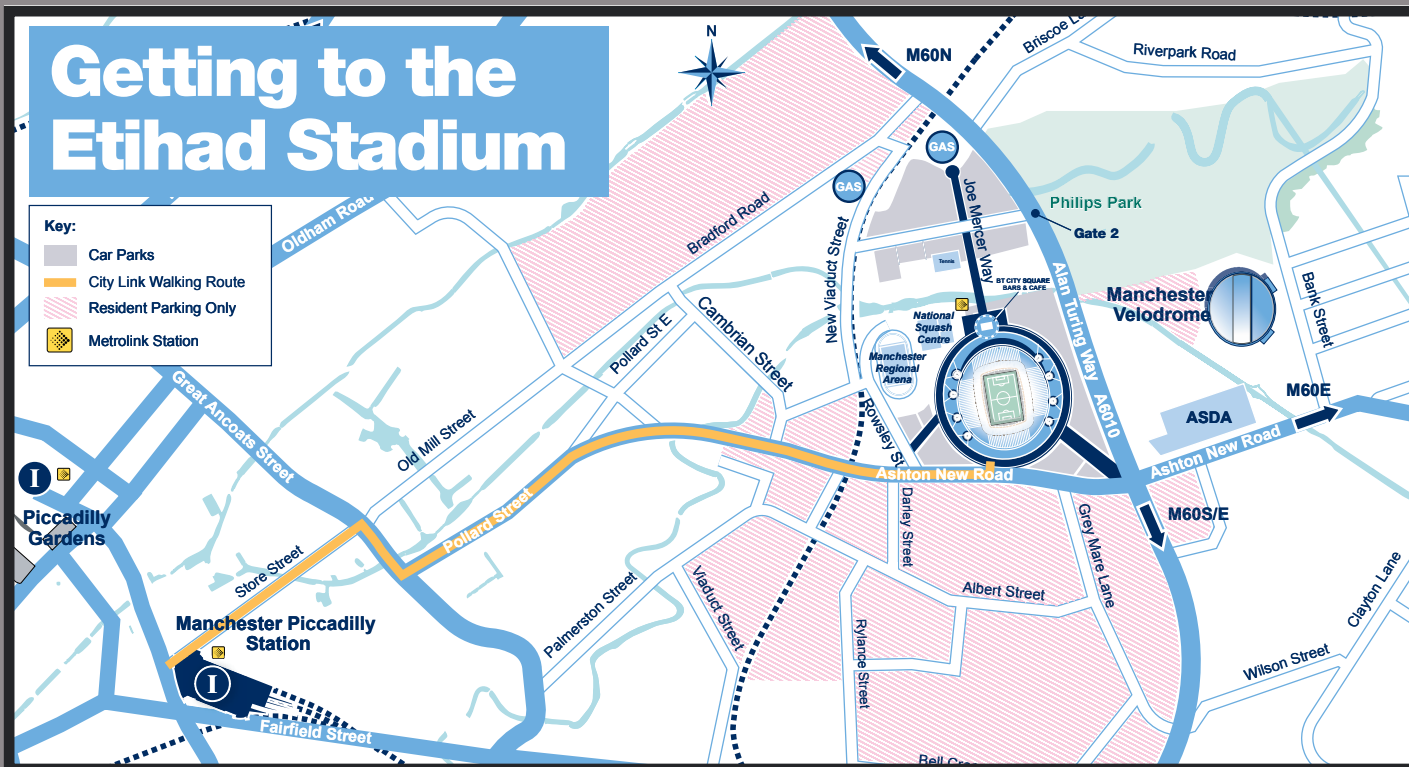
Access Information

An induction loop system is available to allow deaf/hard of 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 club's Disability Liaison Officer who in turn, can liaise with Manchester City Football Club. Every effort will be made to accommodate such requests, subject to availability. Visit www.mcfcc.co.uk/access for further information

Manchester City Football Club,
Etihad Stadium, Etihad Campus,
Manchester, M11 3FF
t: +44 (0)161 444 1894
e: supporterservices@mcfcc.co.uk
w: mcfcc.co.uk
twitter.com/mcfcc
facebook.com/mcfccofficial



Visiting Supporter Information



By Car

The stadium is extremely accessible from all major highways. As you reach Manchester, follow the signs for SportCity. The postcode for satellite navigation is: M11 3FF.

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 costs £10 for cars, £20 for minibuses and £30 for coaches. 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. The venue accepts no liability for the theft, damage or loss to your vehicle or the items within it.

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 alcoholic drinks, drugs or items that may be used as a weapon may be arrested.

Please allow plenty of time to park and get to the stadium. A road closure operates after the match to allow pedestrians to leave safely. This will affect all local car parks and will cause

delays. Accessible parking facilities are available in Blue Car Park H and G which are located just 250 metres from the stadium. The Club operates a free shuttle service along Joe Mercer Way to transfer supporters who need extra help from the car parks to the stadium.

Residents Parking Scheme

A resident parking scheme is in place in the streets around the stadium and this is strictly enforced and identified through on-street signage. If you park in these areas you will be fined and your vehicle may be clamped or removed. Additionally, pedestrian gates to estates opposite the Etihad Stadium, along Ashton New Road between Darley Street and Grey Mare Lane, are in operation and are locked at the end of the match to minimise noise and disruption to local residents. In addition to a fine, if you park in these areas your vehicle is at risk of being locked within an area that you cannot access after the event. Please respect the local residents and park in authorised car parks only. Parking at ASDA, adjacent to the stadium, is reserved for store customers only. Penalties will be imposed for misuse of this car park.

By Air

Manchester International Airport is 11 miles from the Etihad Stadium and will take approximately 45-minutes (dependent upon the time of day/traffic).



By Metro

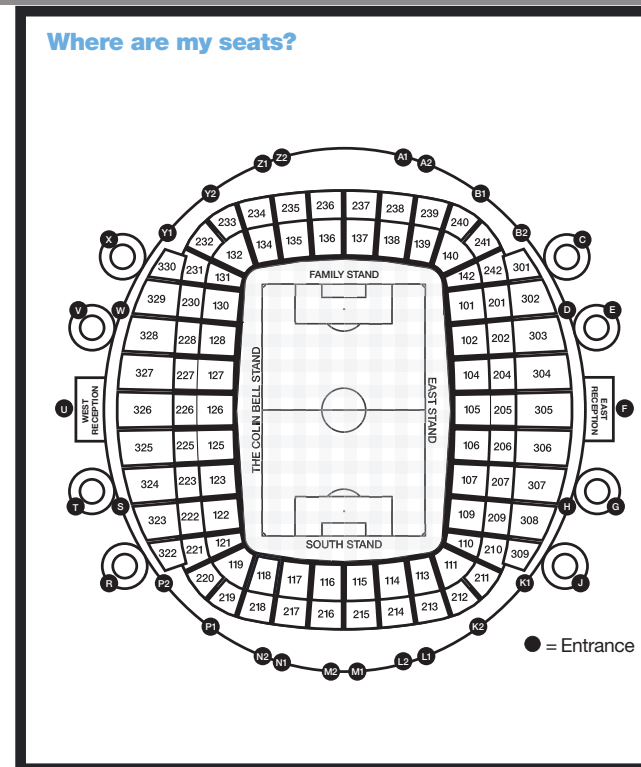
The Metrolink runs from Manchester city centre and Piccadilly Train Station directly to the Etihad Stadium and on towards Droylsden. There is a frequent service to and from the stadium on match days, both before and after the match. The Etihad Campus stop drops you directly into the BT City Square fanzone. 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 stop), will not be operational for at least an hour after each match 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

By Train

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

By Bus

Frequent bus services operate from all directions to the stadium. After each match, a fleet of dedicated buses to Manchester city centre will be available on Ashton New Road



which is located to the south end of the stadium. For more information on public transport links within Manchester visit www.tfgm.com.

By Foot

There is a safe, well lit and signposted walking route available from Manchester Piccadilly Train Station. Signage will direct you along the route. Please follow the 'City Link' signs. It will take approximately 20-minutes.

Pick up points

Due to road closures it will not be possible to pick-up from the stadium or the roads adjacent to it at the end of the match. Taxis are unable to enter the Etihad Campus for at least one hour after the final whistle. Dedicated pick-up points will be made available for you to use. Please speak to a steward for directions to these points.

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 grounds, adhering to the Residents Parking Scheme in operation and being mindful of minimising noise and disruption as you leave.