



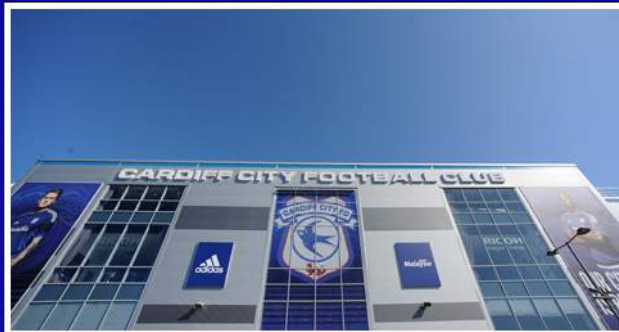
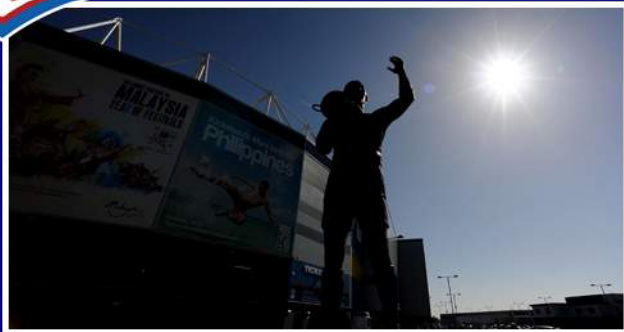
AWAY FAN GUIDE

2019/20



CARDIFF CITY FC

WELCOME TO CARDIFF CITY FOOTBALL CLUB



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The Cardiff City Away Fan Guide has been designed to help you get the most out of your visit to Cardiff City Stadium.

The guide contains all the information you'll need in order to have a great away day here with us - including directions, where to park and much more.

At Cardiff City Stadium we accommodate supporters of all ages, with a number of activities available for everybody. Our aim is to ensure that each fan has an enjoyable matchday experience: irrespective of the result. Cardiff City FC was recognised with the EFL *Away Fan Experience Award* for 2017/18 and the Premier League *Extra Mile Award* for 2018/19.

Cardiff City Football Club would like to thank you for purchasing your tickets. We look forward to welcoming you to Cardiff City Stadium and wish you a safe journey to and from the venue.

If you have any queries, please contact us on Twitter [@CardiffCityAway](https://twitter.com/CardiffCityAway) or email awayfan@cardiffcityfc.co.uk



CARDIFF CITY FC

HOW TO GET TO THE STADIUM BY CAR



By Car

If you are travelling to the stadium by car, access from the motorway is easy. Leave the **M4 at junction 33** and take the **A4232** towards Cardiff/Barry. Exit the A4232 on to the **B4267 turn-off**, signposted towards Cardiff City Stadium. Follow the slip-road off the B4267, take the second available exit off the roundabout on to **Hadfield Road** and then take the third left in to **Bessemer Road**. Travel to the end of Bessemer Road and at the traffic lights turn left on to **Sloper Road**. Continue down Sloper Road and turn left (next to the HSS Hire Shop) to access the away supporters car park. There will be Electronic Vehicle Management signage & brown football signage to help guide you to Cardiff City Stadium from the M4 onwards.

Please be aware that following a sat nav may direct you through the City centre which will add at least 30 minutes to your journey.

Matchday Parking

We have an away parking area located in the away compound of CCS (accessible up until 30 minutes prior to kick-off), which can be accessed via Sloper Road (next to the HSS Hire Shop). Tickets cost £10 per car. There is parking for coaches, disabled supporters and a limited number of spaces for fans who arrive early (immediately adjacent to the away turnstiles). Thereafter, further parking for away supporters is available at Bessemer Road's Wholesale Market car park (CF11 8BA) - approximately a 10 minute walk from Cardiff City Stadium. Parking here costs £5 per vehicle. Cardiff City FC politely asks all those attending events at CCS to respect local residents by not parking in a way that obstructs footways and/or private entrances. Cardiff Council enforcement officers and South Wales Police officers work event days and will check that all vehicles are parked legally.

Quick tip! Visit mydrive.tomtom.com for live UK traffic updates! Check before you travel.



HOW TO GET TO THE STADIUM BY TRAIN

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For more information, visit arrivatrainswales.co.uk
or thetrainline.com

Cardiff City Stadium's recommended Taxi Service is **Dragon Taxis - 029 2033 8333**



Quick Tip! Visit tfw.gov.wales or thetrainline.com for live train times. Buy in advance for discounts!



CARDIFF CITY FC

ALTERNATIVE WAYS TO GET TO THE STADIUM

Bus

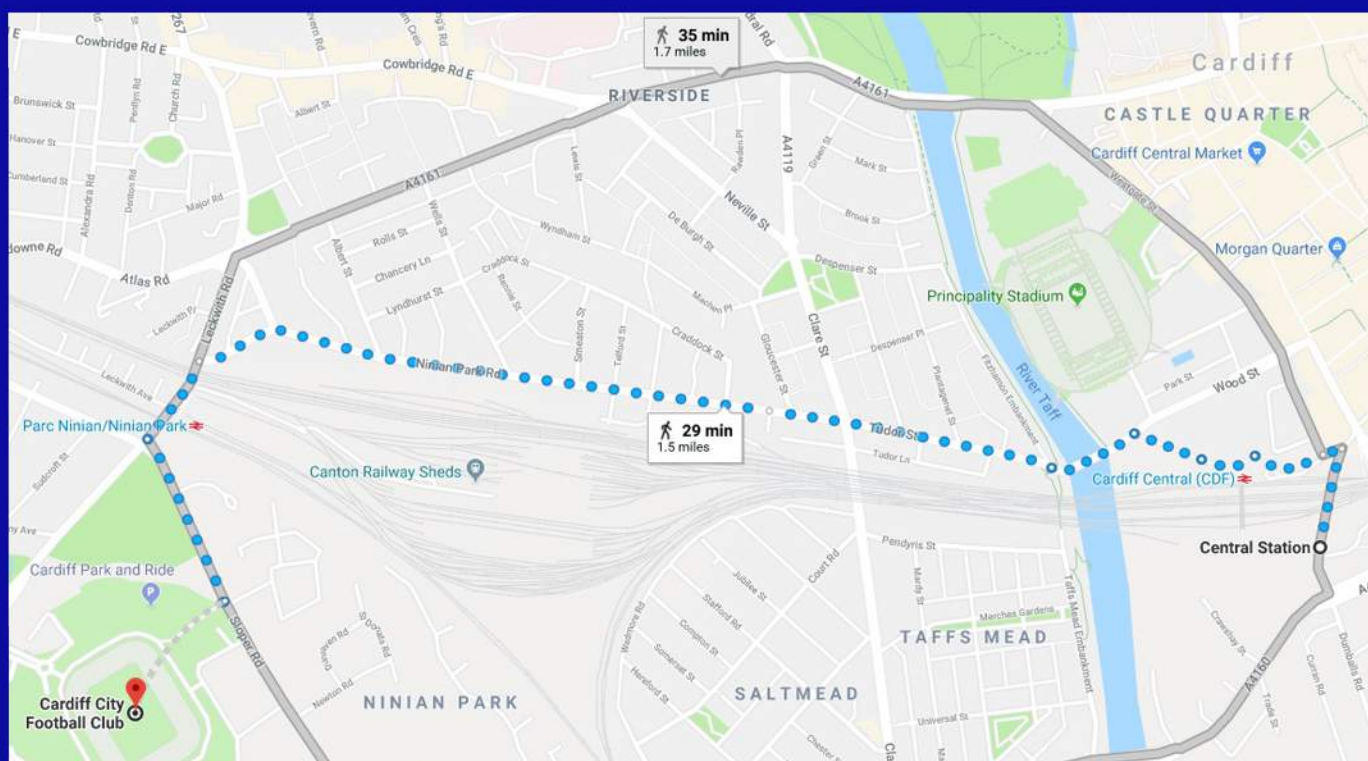
A matchday shuttle service runs between the city centre and the Stadium every twenty minutes. After the game, buses pick up from the Fred Keenor statue (see pick-up and drop-off points overleaf) - the first of them five minutes after the final whistle and subsequently up to an hour after the end of the match. Visit cardiffbus.com/ccfc-shuttle-bus for more information.

Walk/Taxi

The Stadium is around one and a half miles from the city centre and takes about thirty minutes to walk to. Please see map for the best route. Alternatively, a taxi should cost no more than £10.

Public Houses

Away fans are advised to drink in the city centre where pubs are neutral venues (see map for directions to the city centre from the stadium).

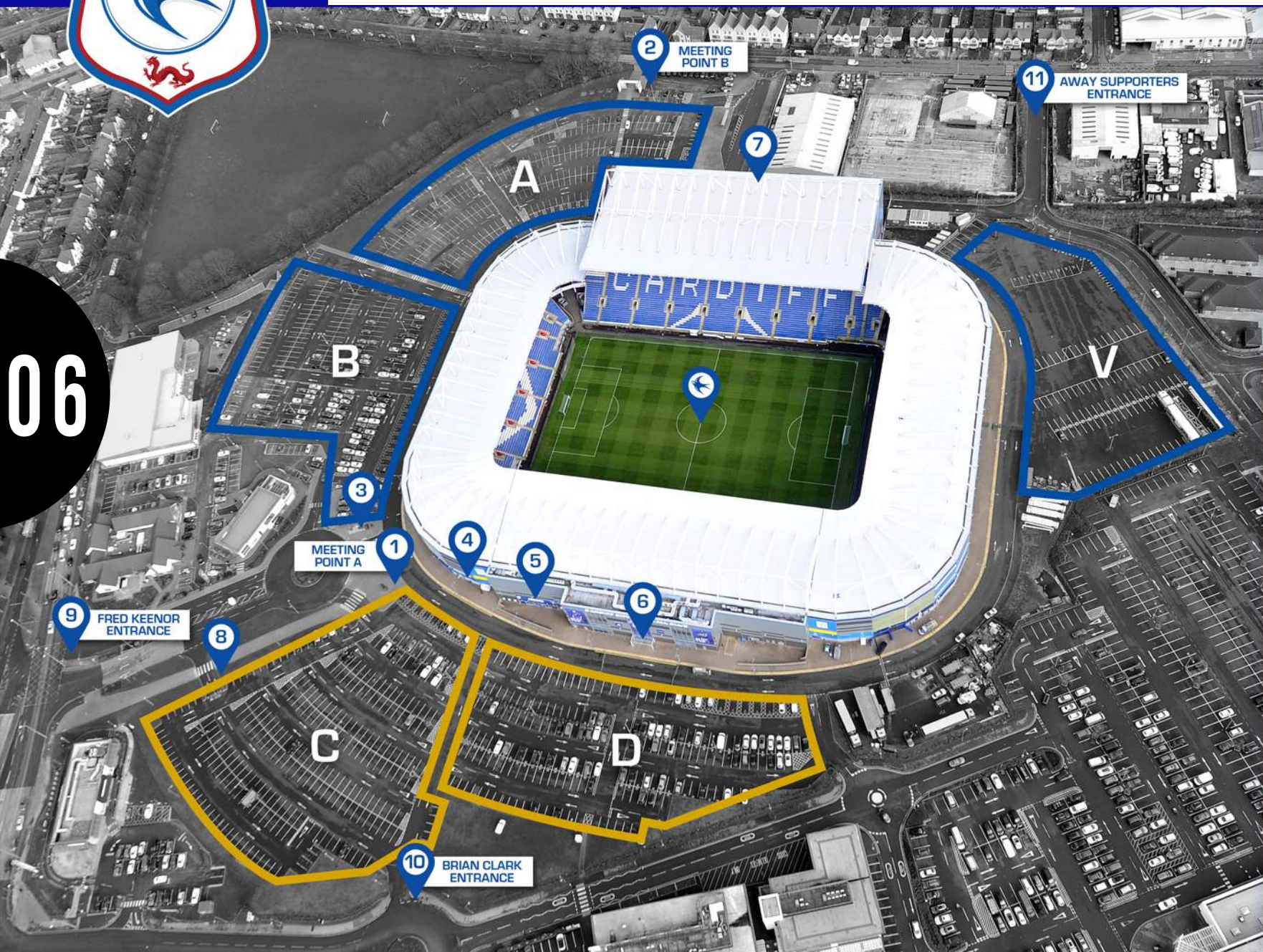


Quick tip! Visit cardiffbus.com for the Cardiff Bus timetable!



CARDIFF CITY FC

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CARDIFF CITY STADIUM MAP

-  Cardiff City Football Club
- 1** Meeting point A
Fred Keenor Statue
- 2** Meeting point B
Ninian Gates
- 3** Nextbike station
- 4** Ticket Office
- 5** Superstore
- 6** Main Reception
- 7** Ninian Reception
- 8** P&R & Shuttle Bus
Drop off & pick up
- 9** Fred Keenor Entrance
- 10** Brian Clark Entrance
- 11** Away Supporters Entrance

FOR NEWS, TICKETS &
INFORMATION. VISIT
CARDIFFCITYFC.CO.UK



CARDIFF CITY FC

TICKETING PROCEDURE

Purchasing Tickets

To purchase tickets for your club's visit to Cardiff City Stadium, please contact your club's ticket office which will have a set allocation of tickets to sell for the fixture. All away fans should enter the stadium via entrance 12 which is situated off Sloper road next to HSS hire.

How to use your ticket to get into the stadium



- Check your ticket for your turnstile number.
- Have your ticket ready on approaching your turnstile.
- Place the ticket into the reader.
- Make sure the bar code is under the scanner.
- Once the light goes **GREEN** proceed through to the stadium and enjoy the match. If the light goes **RED** please notify a Customer Support Steward.





CARDIFF CITY FC

AWAY FAN & DISABLED LIASON OFFICERS



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To help away fans enjoy their time here at the Cardiff City Stadium, we have a *Get on with the Match* liaison officer.

The *GOWTM* officer will be on hand to deal with any questions or problems you may have during your visit and can be found in the away area. Your Liaison Officer's name at Cardiff City FC is **Debbie Thomas**.

We also have dedicated **access liaison stewards** on hand to assist disabled supporters. They work alongside a number of stewards in the away supporters area who will be happy to assist.

The Supporter Liaison & Disability Access Officer at Cardiff City FC is **Adam Gilliatt** who can be contacted directly via adam.gilliatt@cardiffcityfc.co.uk or through Twitter [@CardiffCitySLO](https://twitter.com/CardiffCitySLO). If you have any problems or queries, please do not hesitate to contact him.



CARDIFF CITY FC

BANNERS, FLAGS, SIGNS & MUSICAL INSTRUMENTS

Cardiff City FC welcomes fans to demonstrate their support using homemade flags and banners. To ensure these articles do not upset or distract others, we ask that supporters adhere to the following guidelines:

- Banners should not be more than 8ft x 4ft (other banners including crowd surfing banners allowed only with prior consent).
- Banners should have an appropriate fire certificate.
- Banners are not placed in the eyeline of other fans.
- Banners do not obstruct any signage or advertising.
- Banners should not be of a discriminatory, commercial, political, contentious or obscene nature.
- Banners that are likely to cause alarm or distress to other groups of supporters and/or either participating club, its directors and/or staff will not be allowed.

Cardiff City FC's Head of Operations and its Safety Officer reserve the right and sole discretion to allow or remove banners at Cardiff City Stadium.

Under normal operating procedures, musical instruments are not permitted into any area of the ground without the explicit authority of Cardiff City FC's Head of Operations or its Safety Officer. Specific requests from visiting supporters will be considered on an individual basis. Under no circumstances will megaphones be allowed into Cardiff City Stadium.

For any queries relating to this policy, please email adam.gilliatt@cardiffcityfc.co.uk.





CARDIFF CITY FC

SAFETY & SECURITY

Cardiff City Stadium, in line with all stadia in the City of Cardiff, request that fans come early to venues and allow extra time to pass security controls prior to entry.

Bulky items and large bags should be avoided being brought to the Stadium and due to recent events in continental Europe the left luggage facility previously available at the Stadium has been withdrawn. Visible Police presence within the Stadium will continue to be reduced as far as the match risk assessment allows. However, please note a robust policing operation is always prevalent on the footprint to ensure public safety and reassurance. We ask all supporters and guests to be alert but not alarmed. Everybody at Cardiff City Stadium wants to ensure that we provide a safe, secure and welcoming environment and your assistance by allowing some extra time, while leaving behind large bags and bulky items is very much appreciated.

Superintendent Steve Murray of South Wales Police has said ahead of this season: "Whilst there is currently no specific threat to Cardiff, wider South Wales or sporting events in general, terrorism is a real and ongoing threat to which we must all be vigilant.

"Cardiff City FC, South Wales Police and other partners have a proud tradition of working together to keep everybody safe. We hope that members of the public will support the additional measures undertaken by all parties to ensure the ongoing safety of supporters, local residents and those employed at events."

Further information on safety & security can be found by visiting cardiffcityfc.co.uk/club/safety-security-anti-discrimination



CARDIFF CITY FC

MANAGEMENT OF PERSISTENT STANDING AT CARDIFF CITY STADIUM

Cardiff City Stadium, in line with all stadia in the City of Cardiff, request that fans come early to venues and allow extra time to pass security controls prior to entry.

For 2019/20, the policy of the Club will be to take all reasonable steps in accordance with the SGSA's enforcement approach, thus ensuring compliance with the all-seater licence conditions at Cardiff City Stadium, providing that these are practicable and do not create unacceptable risks to other aspects of safety, security and service.

Where all reasonable steps have been taken, but spectators still choose to stand in seated areas in any part of the stadium, the Club will use appropriate additional steps to manage residual safety risk for those spectators who still choose to stand in seated areas.



CARDIFF CITY FC

CARDIFF TRIVIA

- Cardiff became a city in 1905 and was crowned the capital of Wales in 1955.
- Cardiff is one of the flattest cities in Great Britain and has more hours of sunlight than London, Edinburgh or Belfast.
- In March 2004, Cardiff was designated as the world's first *Fair Trade Capital* - encouraging ethical trading and fair prices for producers in third world countries.
- Cardiff is a cosmopolitan city with more than one hundred ethnic communities based in the city for over one hundred years.
- Cardiff is home to *Spillers Records* - the oldest record shop in the world, established in 1894.
- Cardiff's Principality Stadium hosted the 2017 UEFA Champions League Final, contested between Real Madrid and Juventus. Cardiff City Stadium was the venue for the 2017 UEFA Women's Champions League Final between Olympique Lyonnais and Paris Saint-Germain.





CARDIFF CITY FC

CONTACT US

In the unlikely event that you have a problem or complaint during the match, please text [07554 158224](tel:07554158224).

Alternatively, if you have any comments or feedback please email awayfan@cardiffcityfc.co.uk or adam.gilliatt@cardiffcityfc.co.uk

CARDIFF CITY FOOTBALL CLUB

Cardiff City Stadium, Leckwith Road, Cardiff, CF11 8AZ

Main Office: [033 3311 1927](tel:03333111927)

Fax: [0845 365 1116](tel:08453651116)

Ticket Office: [033 3311 1920](tel:03333111920)

Email: awayfan@cardiffcityfc.co.uk

Website: cardiffcityfc.co.uk



@CardiffCityAway

@CardiffCitySLO