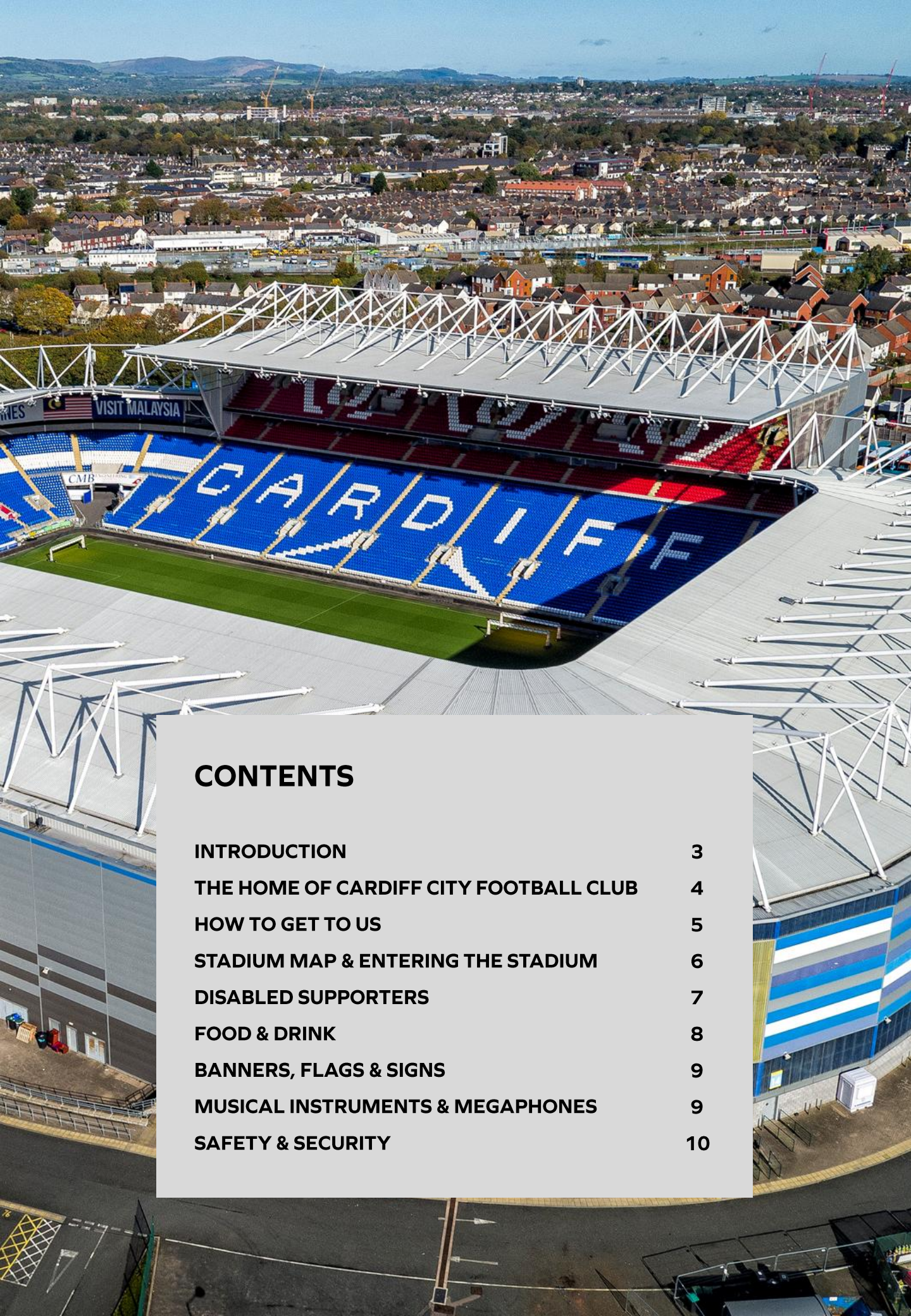




AWAY SUPPORTER GUIDE

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CARDIFF CITY FC 2023/24 GUIDE



CONTENTS

INTRODUCTION	3
THE HOME OF CARDIFF CITY FOOTBALL CLUB	4
HOW TO GET TO US	5
STADIUM MAP & ENTERING THE STADIUM	6
DISABLED SUPPORTERS	7
FOOD & DRINK	8
BANNERS, FLAGS & SIGNS	9
MUSICAL INSTRUMENTS & MEGAPHONES	9
SAFETY & SECURITY	10

INTRODUCTION

Cardiff City Stadium (CCS) is the home of Cardiff City Football Club, but also hosts several other events, both large and small scale each year.

This guide has been designed to help away team supporters get the most out of a visit to Cardiff City Stadium. It contains information to ensure you have a great time here, including directions, parking information and much more.

Our aim is that visitors have an enjoyable experience, irrespective of the result on the day!

We really hope this guide helps with your planning and enjoyment of the time you intend to spend with us.



THE HOME OF CARDIFF CITY FOOTBALL CLUB "THE BLUEBIRDS"

When attending a football fixture involving Cardiff City, we are happy to accommodate supporters irrelevant of race, gender, age, religion, disability, or sexual orientation. We would however point out that we do have a minimum age restriction (13 years) for "unaccompanied" youths, as per our Safeguarding Policy.

We want every supporter to have an enjoyable matchday experience, irrespective of the result. Cardiff City FC has been recognised by several bodies in past seasons and has received the EFL Fan Experience Award and the Premier League Extra Mile Award.

Cardiff City Football Club look forward to welcoming you to Cardiff City Stadium and wish you a safe journey to and from the venue.

If you have any questions about attending a match, and can't find the answer within this guide, then please contact us via e-mail at stadium@cardiffcityfc.co.uk



HOW TO GET TO US

By Car: Access from the motorway is easy. Leave the M4 at Junction 33 and take the A4232 towards Cardiff / Barry. Exit the A4232 onto the B4267, signposted Cardiff City Stadium. Follow the slip road off the B4267, take the second available exit onto Hadfield Road and then take the third left into Bessemer Road. Travel to the end of Bessemer Road and at the traffic lights turn left onto Sloper Road. Continue along Sloper Road and then turn left onto Clos Parc Morgannwg to access the away supporter compound, car park & entrance. There is Electronic Vehicle Management signage as well as brown football signage to help guide you to Cardiff City Stadium from the M4 onwards.

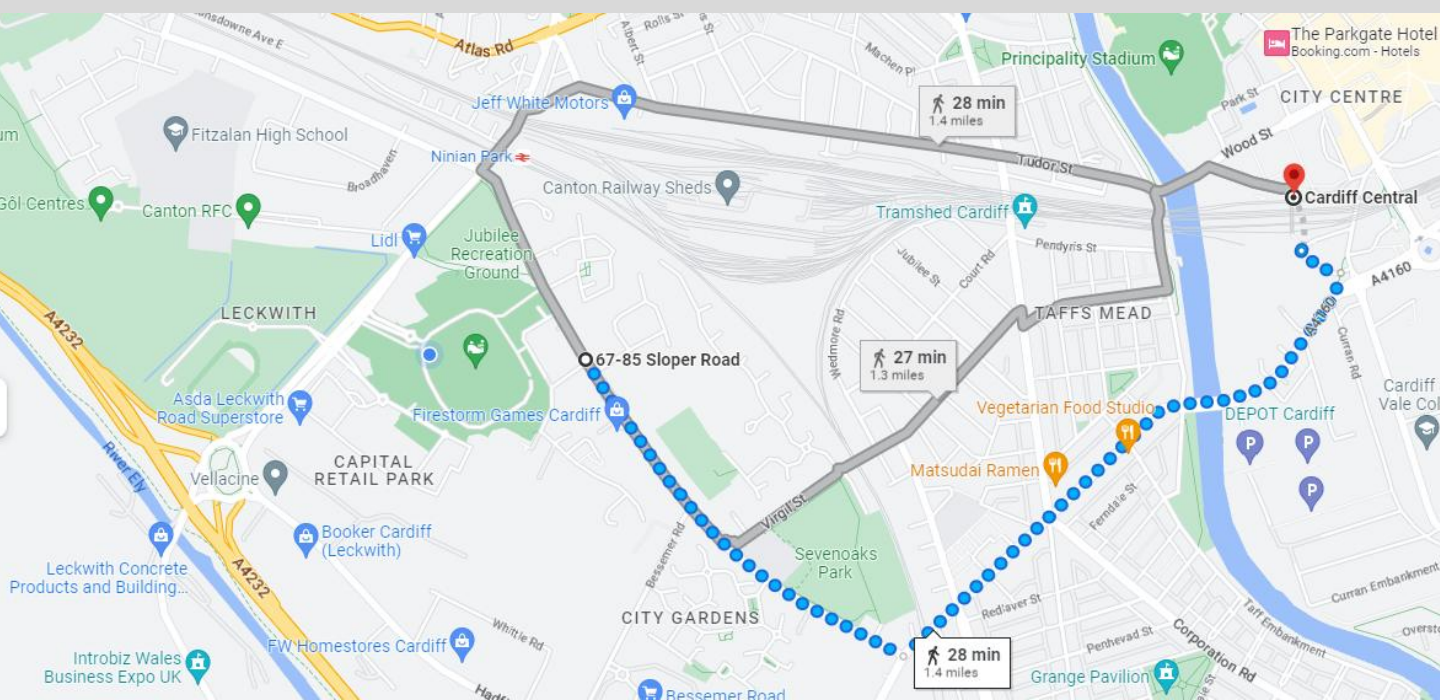
Parking: We have parking facilities within our Away Supporter Compound, a fully secured area accessible up to 30 minutes before kick-off. Car Parking costs £10 and there are defined areas for disabled supporters. Fellow supporters who travel via coach or minibus will also be parked within the compound, and as an added bonus you will be able to exit the area safely and quickly at the end of the match.

ALTERNATIVE WAYS TO GET TO CARDIFF CITY STADIUM

By Train: If you are intending to come via train you will likely need to take a train to Cardiff Central Station and then subsequently walk or take a taxi to the stadium. It's a 25-minute walk or 10-minute ride.

By Taxi: Taxis are readily available across the city. You can pre book a "Private Hire" or hail a "Black & White". A trip from the City Centre to the stadium costs between £7 - £10.

By Bus: If you do want to take a bus to the stadium, please visit the Cardiff Bus website (www.cardiffbus.com).



STADIUM MAP



CARDIFF CITY STADIUM MAP

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

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

ENTERING THE STADIUM

Firstly, you will need to have purchased a ticket for the relevant fixture. Tickets are not usually available to buy on a matchday. Please call the stadium Ticket Office on 03333 111 920 before arriving without a ticket to check if we are operating matchday sales.

Entry for Away Supporters is via Gate 12 (Area 10 on above Stadium Map).

When you arrive at your Entry Gate:

- a. Have your physical ticket or mobile 'phone and digital ticket ready when approaching the turnstile
- b. Place your ticket or phone into or up against the reader within the turnstile
- c. Once you hear the tone, and the light turns green*, proceed through the turnstile and into the stadium
- d. Enjoy the event and your time with us at Cardiff City Stadium

*In the event the light either turns **red**, or the reader does not react, please exit the turnstile, and see one of our Customer Support Stewards, who wear purple tabards, and they will help resolve the problem.

DISABLED SUPPORTERS

We have dedicated stewards available to help, support and assist disabled supporters.

Ben Jones is Cardiff City's Disability Access Officer (DAO) and is a member of the club's Fan Experience team. Ben can be contacted via:

E-mail: ben.jones@cardiffcityfc.co.uk

If you have any issues or queries, please do not hesitate to contact Ben.

We also have dedicated stewards available to help, support and assist disabled guests.

Paul (Corky) Corkrey, our Supporter Liaison Officer is also on hand at our fixtures and can be contacted via:

E-mail: slo@cardiffcityfc.co.uk

Twitter/X: @CardiffCitySLO

Mobile: 07903 619 654

You may also be interested to note that as an Away Supporter at Cardiff City Stadium you can legally stand up to watch the game as the area is now a Safe Standing area.



BANNERS, FLAGS & SIGNS

Cardiff City Stadium welcomes support as demonstrated by Banners, Flags and Signs.

To ensure these articles do not upset or distract others we ask that the custodian adheres to the following guidelines:

- They are not more than 8ft x 4ft (larger items such as crowd surfing banners allowed only by prior consent).
- They have an appropriate fire certificate.
- They are not placed in the eyesight of other visitors.
- They do not obstruct any signage or advertising.
- They are not of a discriminatory, commercial, political, contentious, or obscene nature.
- They are not likely to cause alarm or distress to other visitors, supporters or groups / football clubs, its directors and/or staff.

The Stadium Manager / Safety Officer reserves the right and sole discretion to deny a custodian permission to bring into, or display within, Cardiff City Stadium any Banner, Flag or Sign.

MUSICAL INSTRUMENTS & MEGAPHONES

Our stadium policy is not to allow such items.



SAFETY & SECURITY

We would request that all supporters arrive with plenty of time before kick-off. You should take into consideration such things as passing through stadium security controls prior to entry.

Please avoid bringing bulky items or large bags with you. Due to historical worldwide events any items that a custodian wishes to bring into the stadium will be thoroughly searched, and some items may not be allowed.

There is typically a visible police presence at our events although the presence inside the stadium will continue to be reduced in line with our event risk assessments. However, a robust policing operation is regularly prevalent on the footprint to ensure public safety and reassurance. We ask all visitors to be alert but not alarmed. It is our objective to provide a safe, secure, and welcoming environment and your assistance is really appreciated.

Although there is no specific threat to the stadium, terrorism is a real and ongoing concern, and we must therefore all be vigilant, alert but not alarmed.





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FOR ADDITIONAL INFORMATION VISIT OUR CUSTOMER CHARTER:
<https://www.cardiffcityfc.co.uk/club/customer-charter>