



Supporter Information

Manchester City v Borussia Dortmund

Wednesday 3 October 2012

Kick-off 19:45

UEFA Champions League

Getting to the Etihad Stadium

- Walking
- Taxis
- Bus Service
- Metrolink
- Manchester International Airport
- Parking
- Road Closures
- Residents Parking

Before the match

- Fanzone
- Authorised Public Houses
- Supporters Without Match Tickets

Arrival at the Stadium

- Security Checks
- Prohibited Items
- Acceptable Items
- Ticket Information

During the match

- Code of Conduct
- Away Supporters in Home Areas

After the match

- Exiting the Stadium

General information

- Smoke Free Complex
- No Re-admission
- Left Luggage
- Lost Property

Maps

- Wider Area Map
- Parking Plan
- Fanzone and Designated Public Houses
- Stadium Seating Plan and Turnstiles

Key contacts

Ground regulations

A blue-tinted photograph capturing a moment of intense celebration. In the center, a soccer player wearing a white jersey with the number 19 and the name 'WASH' on the back is seen from behind, jumping or running towards a dense crowd. The player is wearing white shorts and white socks with blue stripes. The crowd, consisting of people of various ages and genders, is cheering with their mouths open and arms raised. Some are holding up cameras or phones to capture the moment. The overall atmosphere is one of excitement and joy. The word 'Willkommen' is overlaid in a large, bold, black font across the middle of the image.

Willkommen



Getting to the Etihad Stadium

The Etihad Stadium is easily accessible via all forms of transport.

The stadium address for satellite navigation is:
Etihad Stadium, Etihad Campus, Manchester M11 3FF

Walking

There is a safe, well lit and signposted walking route available from Manchester Piccadilly Railway Station. Signage will direct you along the route.

Taxis

Supporters requiring a taxi after the final whistle are advised to make their way to Ashton New Road where taxis will be located. Due to road closures immediately after the game, taxis are unable to enter the Etihad Campus for at least one hour after the final whistle.

If you would prefer a private hire, you may contact Eastlands Taxis on +44 161 223 8999.

Please note: taxis will not be able to access the site until it is deemed safe to do so by Greater Manchester Police.

Bus Service

Frequent bus services operate from all directions to the stadium. At the end of the match, buses will be lined up on Ashton New Road, next to the south end of the stadium, to take you back to the city centre where you can connect onwards. Stewards will be on hand to help manage the queues at the end of the match.

For more information about public transport links visit www.traveline-northwest.co.uk or telephone 0871 200 2233 for journey planning information (calls cost 10p a minute from BT landlines. Other networks may charge more).

Metrolink

The Metrolink runs through the city centre however this is not available to reach the Etihad Stadium at this time.

Manchester International Airport

The airport is 11.2 miles from the Etihad Stadium and will take approximately 45-minutes (dependent upon the time of day/traffic).

Parking

Pay on the day car parking is available on site at the Etihad Stadium on the Blue Car Park, accessed from Alan Turing Way (Gate 2). Parking prices are as follows:

Motorbike – no charge

Car - £10

Minibus – £20

Caravan £30

Coach parking is available in the Grey Car Park, accessible via Ashton New Road (Gate 7).

Coach - free of charge

Both the coach and car parks will be open from 9am on the day of the match.

Please note: a ticket check will be carried out upon arrival for all supporters on coaches. Any supporters that do not have tickets will be advised to remain in Manchester city centre to watch the match (details below). **No alcoholic drinks are allowed on-site and any items found will be confiscated. Supporters may not be allowed to enter the stadium if they fail to comply with Greater Manchester Police in respect of this matter. Supporters found to be drinking on the streets may be arrested and are also advised to carry personal ID at all times.**

At peak times (immediately post match for approximately 45 minutes), the Blue Car Parks will operate as a left turn only exit. When traffic begins to move more freely, both lanes will be made available.

Disabled Parking

Disabled parking is also available on-site. However, spaces are limited.

Please call our Disabled Liaison Officer on +44 161 444 1894 (option 1 option 1) or email disabledtickets@mcfc.co.uk for more information.

Off Site Parking

There are a number of satellite car parks around the stadium, with prices displayed at the point of entry. The club does not endorse these car parks and all items are left entirely at your own risk.

Manchester City Football Club advise all supporters to use the car parks detailed within.

Road Closures

Please note that a road closure operates immediately after the event to allow pedestrians to leave the Etihad Stadium safely. This is in place for approximately 20 minutes after the match. This is however, subject to Greater Manchester Police approval and may be in place for longer than stated.

Residents Parking

A resident parking scheme is in place in the streets around the Etihad Stadium and this is strictly enforced and identified through on-street signage. Please do not park in these areas as you will be fined and your vehicle may be clamped or removed. Please respect the needs of local residents. Parking at ASDA, adjacent to the stadium, is reserved for store customers only. Penalties will be imposed for misuse of this car park.

Asda Supermarket is available for supporters to purchase food however alcohol must not be purchased. Supporters found to be drinking on the streets may be arrested.



Fanzone

Piccadilly Gardens, in Manchester city centre is the designated fanzone for away supporters.

The following public houses are recommended:

- Wetherspoons (B)
- The Brunswick (C)
- Piccadilly Tavern (D)
- Kro Piccadilly (E)
- The Waldorf (F)
- Edwards (G)
- Yates (H)

**Detailed on the Piccadilly Gardens map*

Please note: these pubs are generally used by home supporters but you are most welcome to enjoy the experience with them. We ask for your co-operation and are respectful of their hospitality.

Greater Manchester Police will be located in this area throughout the day to assist with any questions or to provide directions around the city centre. Fan Liaison Officers will also be on hand to assist; they will be identified by wearing green bibs.

Supporters will be escorted by Greater Manchester Police to the Etihad Stadium. All supporters are required to be located in Piccadilly Gardens (at the fountain) by 17:00hrs and the group will commence the 60-minute walk at 17:15hrs.

Please note: any supporter who is not part of this group, may miss the start of the match due to the thorough searches and ticket checks that have been arranged, upon reaching the Etihad Stadium. Greater Manchester Police and Manchester City Football Club appreciate your support at this time. Any supporter that is part of the 'group march' and upon reaching the stadium, does not have a valid match ticket, will be asked to leave the complex and return to the city centre.

In addition to the above options, supporters without tickets are also able to watch the match in the following public houses:

- Walkabout on Quay Street (B)
- Norwegian Blue, The Printworks (B)

**Detailed on the Walkabout / The Printworks map*

Upon Arrival

The away area is located in the South Stand of the stadium.

You will enter via turnstiles L and M, and have been allocated the following blocks:

Lower tier: 113 to 115
Upper tier: 213 to 215

The 9 x wheelchair bays and carer seats are located in block 115. If disabled supporters have any special requirements, please email the Disabled Liaison Officer no later than 12noon on the day of the match.

Any duplicate ticket requests must come from Borussia Dortmund. If a supporter misplaces a ticket they must

contact their club who will authorise Manchester City Football Club (by email) to assist.

Duplicate tickets will not be issued without authorisation from a representative of the visiting club.

Duplicate tickets will be available for collection from the Stadium Ticket Office, located in City Square (behind the stage). Supporters will be required to have photo identification and may be subject to additional security checks. An interpreter will be available to assist.

There will be no match ticket sales on the day.

Supporters will be searched prior to entering the stadium. These thorough searches will be carried out by Greater Manchester Police, Manchester City Football Club Security and sniffer dogs will also be present. Any supporter found with prohibited items in their possession will be arrested. Interpreters will be located within this area to assist if you have any questions.

Items that are prohibited to be taken in to the stadium include:

- Flares or pyrotechnics
- Knives, weapons (or items considered to be weapons e.g. umbrellas)
- Air horns and loud hailer (megaphones)

We are happy for supporters to bring the following:

- 2 x small drums (drums that are deemed too big by the security team will not be allowed in)
- Flags or banners (maximum size is 2m x 1m. Flag poles are not allowed nor are flags that portray offensive language and/or imagery)

The first two rows of the upper and lower tiers have been netted to allow the flags to be positioned in this pre-designated area. Manchester City Football Club stewards will assist with this, once you are inside the stadium. Any supporter found to be adjusting or removing this netting will be ejected.

In line with UEFA regulations, there will be no alcohol on sale within the stadium on the day of the match. Food and soft drinks will be available on the concourse (GBP only)

Any supporter that attempts to use a match ticket that has been cancelled and/or has already been used by another will not be allowed to enter the stadium and will be asked to leave the complex.

During The Match

We ask that all supporters remain in the designated seating 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.

After The Match

At the final whistle, at the request of Greater Manchester Police, we politely ask that supporters remain within the stadium for approximately 15-minutes to allow the home supporters to leave the stadium. We ask for your co-operation at this time and assure you that it is our priority to allow you to exit the stadium as soon as it is safe to do so, so that you may commence your return journey.

Supporters that have planned to remain within the Manchester area are asked to respect the local community and surrounding areas as they leave the area to make their own way home.

Smoke Free Complex

The Etihad Campus, including roadways, car parks and concourses are smoke free. The use of electronic cigarettes is also prohibited. Manchester City Football Club has a zero tolerance policy in relation to this matter.

No Re-admittance

Manchester City Football Club operates a strict no re-admission policy and there will not be an opportunity to leave and re-enter the stadium.

Lost Property

Lost property found within the stadium concourse and bowl will be collected after the match and will be made available on the next working day. Please contact the Supporter Services team on +44 161 444 1894 (option 1, option 3) or by email at supporterservices@mcfc.co.uk.

Supporters will be charged the postage for any items that cannot be collected from the stadium.

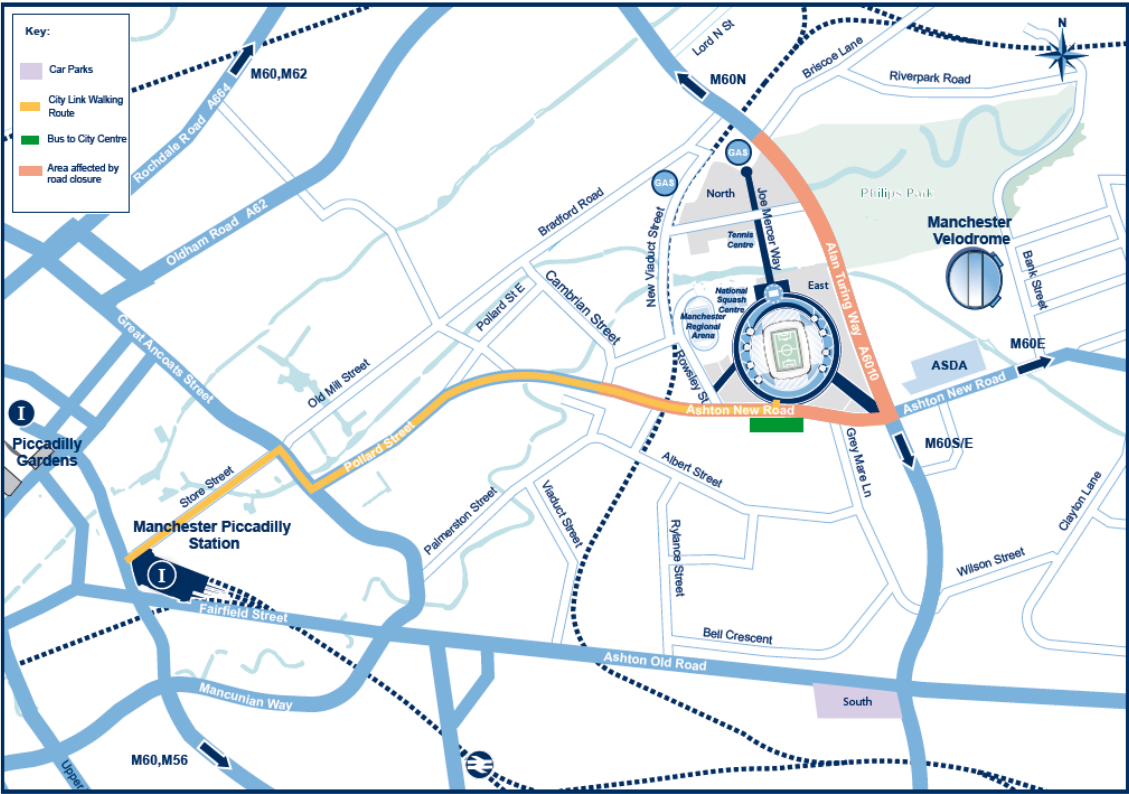
Left Luggage

Luggage items (larger than A4 size) are not permitted into the Etihad Stadium for security reasons.

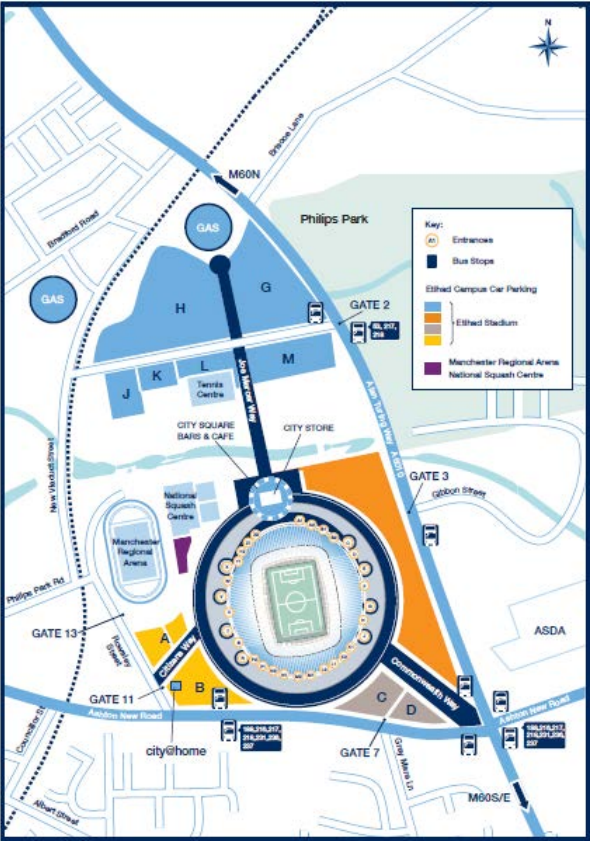
Manchester City Football Club accepts no responsibility for loss or damage to property left on these premises.

Maps

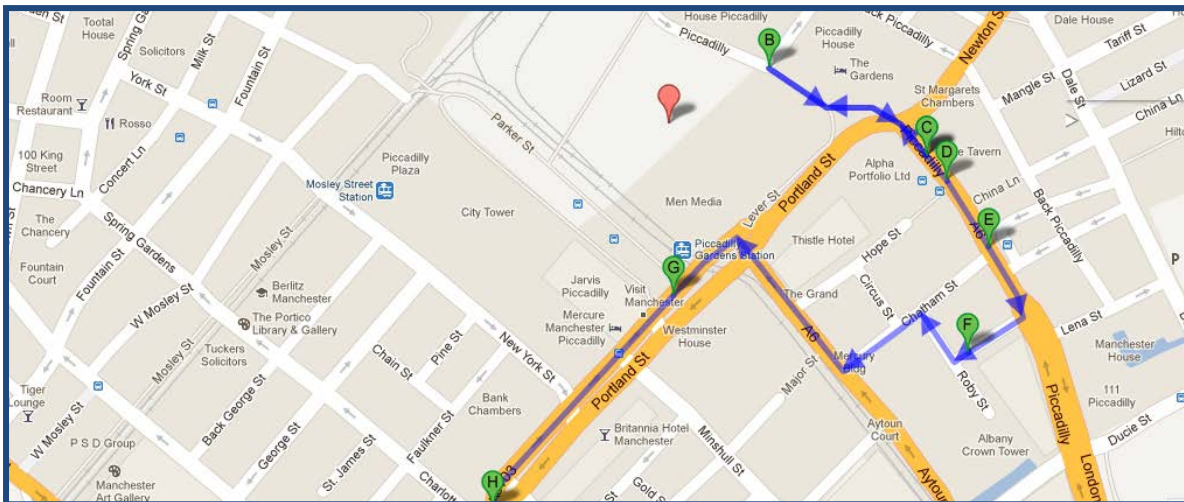
Wider Area plan



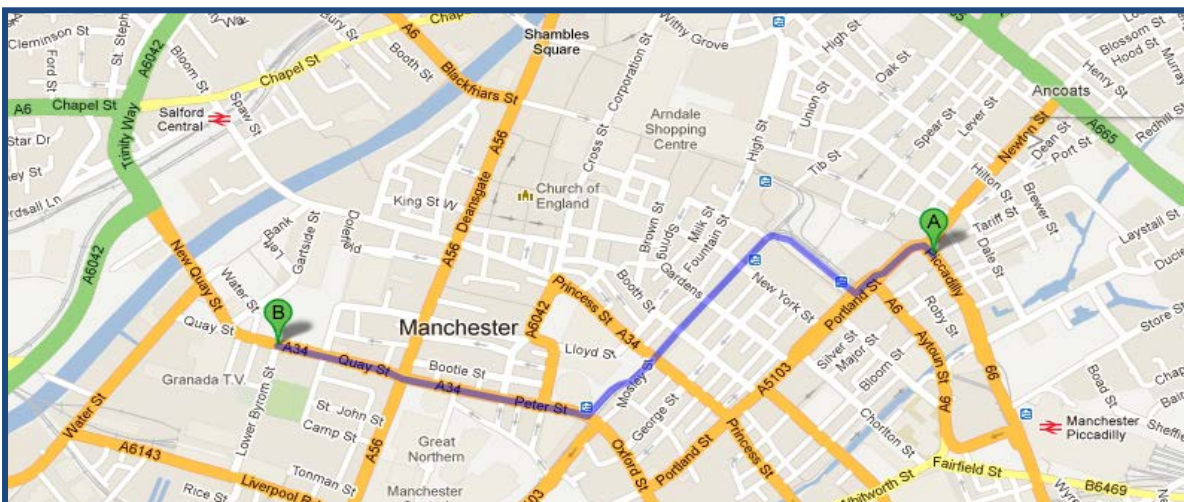
Car Park Plan:



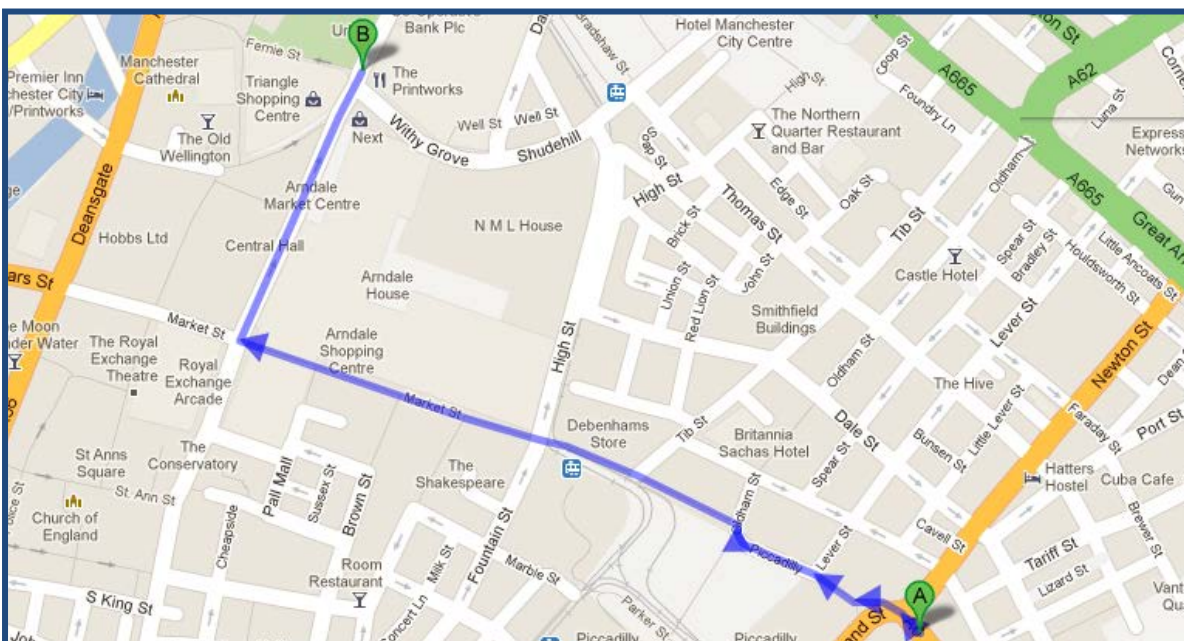
Piccadilly Gardens, Manchester City Centre (designated public houses)



Piccadilly Gardens to Walkabout Inn



Piccadilly Gardens to The Printworks



Stadium Seating Plan and Turnstiles



Stadium Plan – Blocks, Entrances and Facilities



Ground Regulations

Notice: Entry to the Ground is expressly subject to acceptance by the visitor of these Ground Regulations and the rules and regulations of FIFA, UEFA, The Football Association, The Premier League and The Football League in respect of the relevant competition. The Ground Regulations incorporate the Club's Customer Charter (if any). Entry to the Ground shall constitute acceptance of the Ground Regulations.

"Ground" means this football stadium and all locations owned, occupied or utilised by the Club.

"Club" means this football club.

"Match" means any association football match taking place at the Ground.

"Material" means any audio, visual or audio-visual material or any information or data.

"Football Authorities" means The Premier League, Football Association, the Football Association of Wales, FIFA, UEFA and any other relevant governing body of association football

1. Notwithstanding possession of any ticket the Club, any police officer or authorised steward may refuse entry to (or eject from) the Ground any person:
 - 1.1 that fails (or in the Club's reasonable opinion is likely to fail) to comply with these Ground Regulations or any reasonable instruction issued by a police officer or authorised steward; and/or
 - 1.2 whose presence within the Ground is, or could (in the Club's reasonable opinion), constitute a source of danger, nuisance or annoyance to any other person.
 2. On no account will admission be granted to a person who is the subject of a current Banning Order under the Football Spectators Act 1989 (as amended) or has been convicted of ticket touting offences under the Criminal Justice and Public Order 1994 (as amended).
 3. The Club excludes to the maximum extent permitted by law any liability for loss, injury or damage to persons/property in or around the Ground.
 4. No guarantees can be given by the Club that a Match will take place at a particular time or on a particular date and the Club reserves the right to reschedule the Match without notice and without any liability whatsoever.
 5. In the event of the postponement or abandonment of the Match, refunds (if any) will be made in accordance with the Club's Customer Charter. The Club will have no further liability whatsoever, including (but not limited to) any indirect or consequential loss or damage, such as (but not limited to) loss of enjoyment or travel costs.
 6. All persons seeking entrance to the Ground acknowledge the Club's right to search any person entering the Ground and to refuse entry to or eject from the Ground any person refusing to submit to such a search.
 7. The following articles must not be brought within the Ground - knives, fireworks, smoke canisters, air-horns, flares, weapons, dangerous or hazardous items, laser devices, bottles, glass vessels, cans, poles and any article that might be used as a weapon and/or compromise public safety. Any person in possession of such items will be refused entry to the Ground.
 8. Further, you may not bring into the Ground any sponsorship, promotional or marketing materials save in respect of official club merchandise and/or other football related clothing worn in good faith nor may you offer (either free or for sale by any person) any goods (including literature) of any nature without the express written approval of the Management.
 9. The use of threatening behaviour, foul or abusive language is strictly forbidden and will result in arrest and/or ejection from the Ground. The Club may impose a ban for one or more Matches.
 10. Racial, homophobic or discriminatory abuse, chanting or harassment is strictly forbidden and will result in arrest and/or ejection from the Ground. The Club may impose a ban for one or more Matches.
 11. The following acts are offences under the Football (Offences) Act 1991 (as amended):
 - 11.1 The throwing of any object within the Ground without lawful authority or excuse.
 - 11.2 The chanting of anything of an indecent or racist nature.
 - 11.3 The entry onto the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse.Conviction may result in a Banning Order being made.
 12. All persons entering the Ground may only occupy the seat allocated to them by their ticket and must not move from any one part of the Ground to another without the express permission or instruction of any steward, officer of the Club and/or any police officer.
 13. Nobody may stand in any seating area whilst play is in progress. Persistent standing in seated areas whilst play is in progress is strictly forbidden and may result in ejection from the Ground.
 14. The obstruction of gangways, access ways, exits and entrances, stairways and like places is strictly forbidden. Nobody entering the Ground shall be permitted to climb any structures within the Ground.
 15. Premier League stadia are smoke-free and smoking is not permitted inside the Ground.
-



16. Mobile telephones are permitted within the Ground, provided that they are used for personal and private use only PROVIDED THAT no audio, visual or audio-visual material captured by a mobile telephone may be published or otherwise made available to any third parties including, without limitation, via social networking sites.
17. Under the Sporting Events (Control of Alcohol etc) Act 1985 (as amended), the following are offences for which a person can be arrested by a police officer and conviction could result in a Banning Order being made:
 - 17.1 Attempting to enter the Ground or being inside the Ground whilst drunk;
 - 17.2 Being in possession of any intoxicating liquor, or bottle, can or other portable container and which could cause damage or personal injury, when entering the Ground or in a public area of the Ground from which the event can be directly viewed.
18. Any individual who has entered any part of the Ground designated for the use of any group of supporters to which he does not belong may be ejected from the Ground either for the purposes of his own safety or for any other reason.
19. Save as set out in paragraph 16 above, no person (other than a person who holds an appropriate licence) may bring into the Ground or use within the Ground any equipment, which is capable of recording or transmitting (by digital or other means) any audio, visual or audio-visual material or any information or data in relation to the Match or the Ground. Copyright, database rights and any other intellectual property rights in any unauthorised recording or transmission is assigned (by way of present assignment of future rights to the Club and The Premier League. You further agree (if and whenever required to do so by the Club and/or The Premier League) to promptly execute all instruments and do all things necessary to vest the right, title and interest in such rights to the Club and The Premier League absolutely and with full title guarantee
20. No goods (including literature) of any nature may be offered either free or for sale by any person within the Ground without the express written permission of the Club.
21. Tickets are not transferable and may not be offered for sale without the prior written permission of the Club. Any tickets that are transferred are transferred subject to these Ground Regulations. Any tickets offered for sale may be confiscated by any steward, officer of the Club or any police officer. The Club reserves the right to refuse admission to or eject from the Ground, any person who has transferred his/her ticket in contravention of the relevant ticket terms and conditions (and/or the holder of any ticket that has been transferred in contravention of the relevant ticket terms and conditions.) Tickets remain the property of the Club at all times.
22. CCTV cameras are in use around and in the Ground and the Club may itself use or pass to the police or any Football Authority or other clubs, any recordings for use in any proceedings.
23. At all times whilst present in the Ground, persons must comply with any and all instructions of any steward or officer of the Club and/or any police officer. Failure to comply with any instruction may lead to immediate ejection from the Ground.
24. By entering the Ground, all persons are acknowledging that photographic images and/or video recordings (and/or stills taken from video recordings) may be taken of them and may also be used in televised coverage of the game or by the Club or any Football Authority for marketing or promotional purposes. Entry into the Ground is confirmation that all persons have consented to such use of their image. If these images should feature an individual prominently the Club will make reasonable efforts to gain the consent of that person before publishing such images, however, if this is not possible, then entry into the Ground shall be deemed consent unless the Club is notified in writing to the contrary.
25. Further to paragraph 24, if such person is under 18 years of age, the parent, guardian, or responsible adult who is accompanying them into the Ground shall be deemed to have provided consent on their behalf.
26. Refused entry to (or ejection from) the Ground may lead to further action by the Club including, but not limited to, the withdrawal of any season ticket (without reimbursement), Club Membership and other benefits.