



AWAY FAN GUIDE

2018 / 19



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 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](#) 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 thirty minutes to your journey. Toll on the Severn Bridge is £5.60 for a car, £11.20 for a small bus (not exceeding 17 seats) and £16.70 for a coach.

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) - less than a five 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.



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



CARDIFF CITY FC

HOW TO GET TO THE STADIUM BY TRAIN

By Train

Away supporters should take a direct train to **Grangetown Station** from Cardiff Central Station (a 5 minute journey, approximately).

Arriva Trains Wales operate a half hourly service to Grangetown Station which is approximately one mile from Cardiff City Stadium.

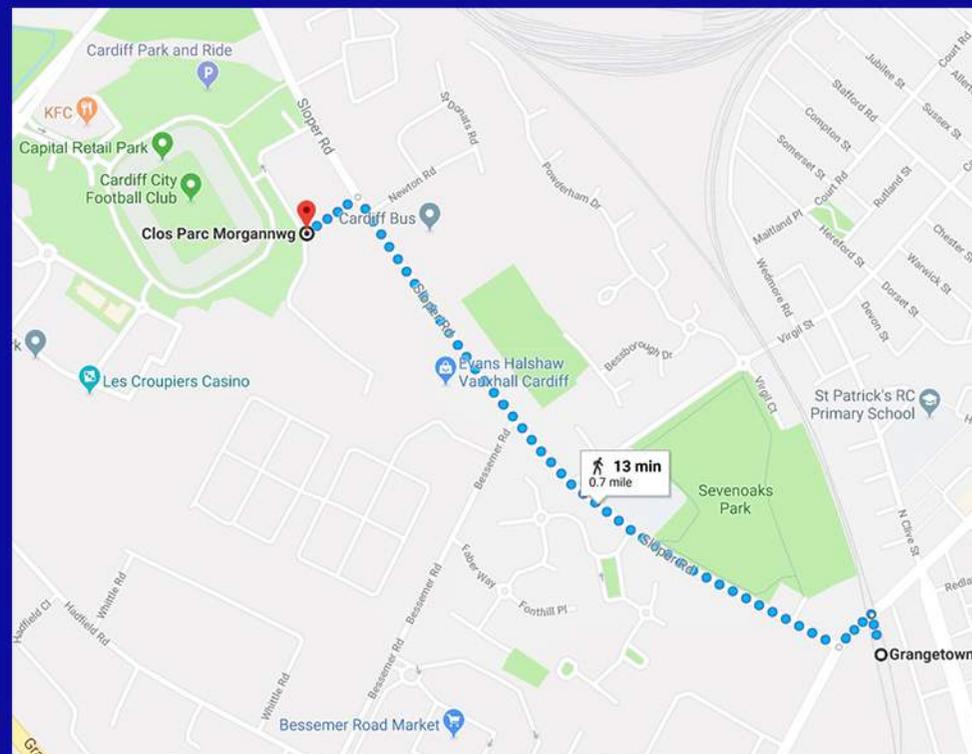
Away supporters are advised not to transfer via Canton Station.

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

Taxi From Cardiff Central Station

A taxi from Cardiff Central Station to the stadium should cost between £5 and £10.

Cardiff City Stadium's recommended Taxi Service is **Dragon Taxis - 029 2033 3333**



*Walking to Cardiff City Stadium from Grangetown Station takes approximately 18 minutes

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Quick Tip! Visit arrivatrainswales.co.uk or thetrainline.com for live train times. Buy in advance for discounts!



CARDIFF CITY FC

ALTERNATIVE WAYS TO GET TO THE STADIUM

Bus

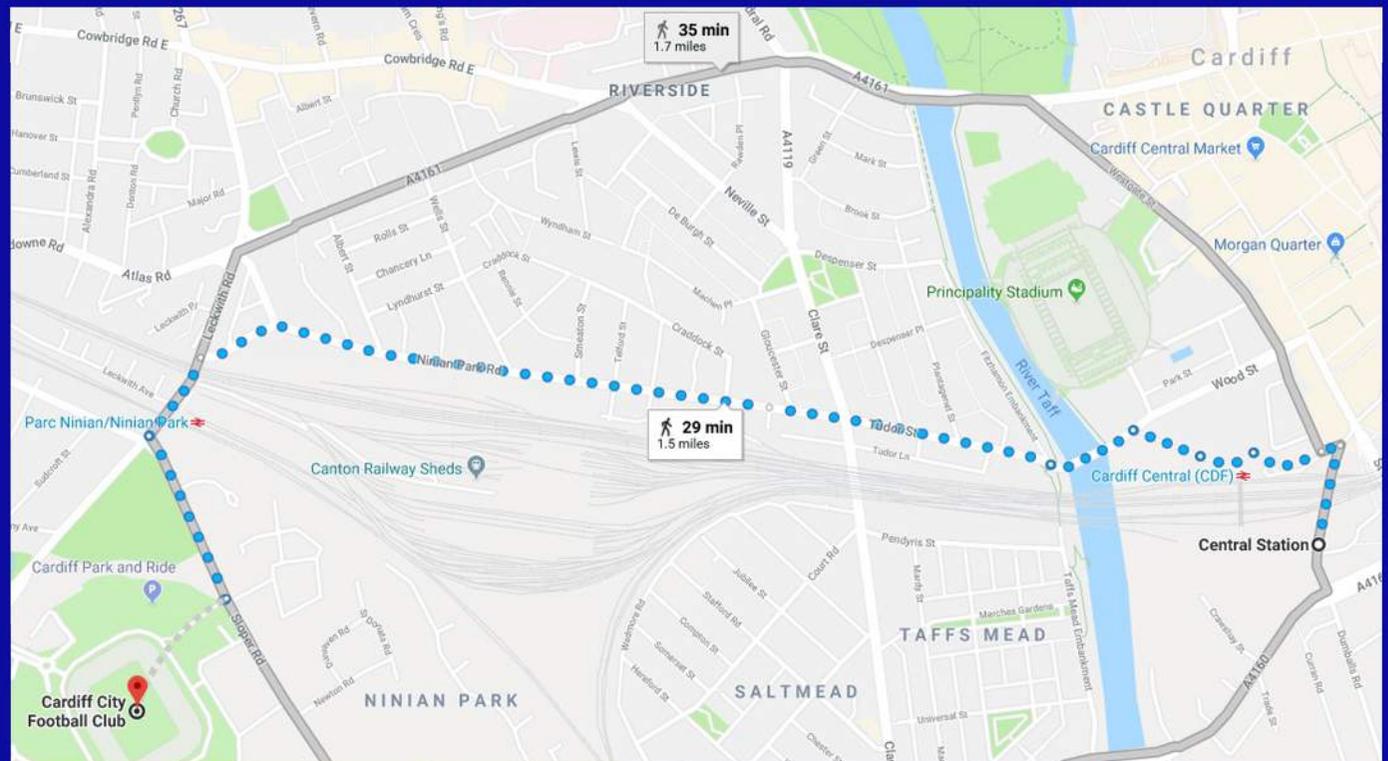
A matchday shuttle service runs between the city centre and the Stadium every twenty minutes. After the game, buses pick up from the Fred Keenor statue (see pick-up and drop-off points overleaf) - the first of them five minutes after the final whistle and subsequently up to an hour after the end of the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

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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.

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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 **disabled 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.

James Clemence, Chair of the Cardiff Safety Advisory Group says: "Working closely with each of the sporting venues in Cardiff, the Safety Advisory Group fully endorses any additional measures that aim to enhance public safety. We also encourage the public to lend its full support."

Steve Borley, Cardiff City FC Director says: "Supporters can help venues by turning up in good time. Ideally they should allow themselves enough time to travel to the venue and arrive no later than one hour before kick-off."

Continued overleaf...



CARDIFF CITY FC

SAFETY & SECURITY

[Continued...] **Chief Superintendent, Jonathan Edwards**, South Wales Police: “While there is no specific threat to South Wales, it is important that we all remain vigilant. In Cardiff, we have a long tradition of partnership working and we hope the public will support these extra measures which are designed to keep Cardiff safe.”

Matchday Security & Searching

The physical search of Cardiff City Stadium, our staff and Supporters requires a phased flexible strategy that accounts for pre Matchday, pre and post-match operations.

Pre-Matchday

Pre-event checks are undertaken a minimum of 24 hours before any match or Stadium event. Physical checks of all areas within the stadium are undertaken by the full-time Stadium operations, maintenance and security team with any items of concern (be it security, maintenance or cleaning) then relayed to the Head of Operations who authorises and instructs the corrective action. In addition maintenance staff and service engineers undertake checks on all safety systems to include the PA, fire alarm mechanical and electrical engineering systems that include back-up generators, UPS & CCTV.

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CARDIFF CITY FC

SAFETY & SECURITY

[Continued...] **Matchday (pre-kick-off)**

Matchday staff begin to arrive at the stadium long before the stadium opens to supporters and corporate guests. All non-full time members of staff are required to enter the stadium via entrance 14, 15, or via the stewarding reception with all staff being subjected to random searches and bag checks. This procedure will be in line with the policy of searching related to supporters for the subsequent event. All agency staff will be issued with a wristband to clearly identify that they have passed through the entrance procedure before being given access to their respective areas.

Once stewards have been briefed and allocated their area of work they are tasked with physically searching their area of responsibility for anything that looks untoward or out of place. Any issues are reported via their supervisor chain to the control room so that further investigations can be undertaken if necessary. Likewise, third-party contractors such as caterers are tasked with undertaking the same process.

Quadrant managers within each stand report that their stand is ready for opening only when the areas has been searched and the stand is suitably manned. This verbal report must be made via the radio and recorded in the control room log for audit purposes. Subject to a (South Wales Police) security assessment, from time to time specialist search dog teams are employed to support this searching operation. These teams are tasked with searching public and corporate areas, central VIP areas and changing rooms.

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CARDIFF CITY FC

SAFETY & SECURITY

[Continued...] **Matchday (turnstiles open)**

At least three stewards are placed outside each entrance with the responsibility of searching any bags brought into the stadium. In addition to this, stewards are briefed to randomly search supporters and in particular tap down supporters with bulky jackets. Please note that all supporters will be asked to open their jackets/ coats. Should anything suspicious be discovered during any search procedure the control room are to be advised immediately (if appropriate to do so) thereafter police officers will be dispatched to further investigate.

Post-Match

Once supporters have left the stadium and public areas are clear, stewards conduct a thorough check of their areas to ensure that nothing out of the ordinary has been left unaccompanied. Corporate areas are checked by a mixture of catering staff stewards and hostesses once corporate guests have vacated their boxes and lounges.

For a full list of ground regulations please visit cardiffcityfc.co.uk



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
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Ticket Office: [0845 345 1400](tel:08453451400)
Email: awayfan@cardiffcityfc.co.uk
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