



HOME SUPPORTERS GUIDE

2023/24

@htafc @htafchelp



CONTENTS

- [Welcome](#)
- [About Huddersfield Town](#)
- [How To Buy Tickets](#)
- [Your Ticket](#)
- [Getting To The John Smith's Stadium](#)
- ['The Terrier' - Your Match Day Programme](#)
- [Match Day Information](#)
- [Keep Up To Date](#)
- [Stadium Superstore](#)
- [Get In Touch](#)
- [FAQs](#)

WELCOME TO THE HTAFC FAN GUIDE

Thank you for choosing to visit Huddersfield Town.

On behalf of everyone at Huddersfield Town, we look forward to welcoming you to the John Smith's Stadium. This guide is intended to help you make the most of your trip. It provides information on travel to and from the Stadium, ticketing and what to expect on the match day.

We hope that you find these pages useful and wish you a safe and memorable trip.



A BRIEF HISTORY OF HUDDERSFIELD TOWN

Huddersfield Town was the first team to win the top division three times in a row

Formed in 1908, Huddersfield Town has one of the proudest histories of any club in English football.

Recognised as one of the most successful English clubs of all time, we were the first to win the English League title three times in a row in 1923/24, 1924/25 and 1925/26.

This feat that has only been repeated by four other teams;

Arsenal
Liverpool
Manchester United
Manchester City

Simply, our history serves as an inspiration for our future as we build a Club that our supporters can be proud of.

To view the Club's Charter – where our principal commitments and policies are outlined please visit htafc.com/club/club-charter/

Town currently hold the record for the most unbeaten Football League matches, going 43 unbeaten from 1 January to 19 November 2011

HOW TO BUY TICKETS

**HUDDERSFIELD TOWN OFFERS THREE EASY WAYS OF BUYING TICKETS;
YOU CAN EITHER BUY IN PERSON, OVER THE PHONE OR ONLINE.**

IN PERSON

At the Stadium Ticket Office situated to the left of the Main Reception in the Core Stand. Our friendly Ticket Office staff will be on hand to deal with any ticket enquiries.

OVER THE PHONE

You can also purchase tickets over the telephone during office hours – the dedicated Ticket Office Line is **01484 960 606 – option 2**.

For Ticket Enquiries please call **01484 960 606 – option 5** during ticket office opening hours.

ONLINE TICKETS

Simply search **www.htafc.com**, find the Tickets tab at the top of the home page and click **'BUY ONLINE'**. This dedicated ticketing website enables you to purchase home and away match tickets plus official away coach travel. An added feature is that you can print your home match tickets at home with no booking fee.

BOOKING FEES

With the exception of print at home and cash purchases all tickets are subject to booking fees:

Online: £1.25 per ticket plus £1 per transaction postage

By phone: £1.50 per ticket plus 50p per transaction postage

TICKET OFFICE OPENING HOURS:

Monday: 9am – 5pm

Tuesday (non-match day): 9am – 5pm

Tuesday (evening match day): 10am until kick-off

Wednesday: Closed

Wednesday (evening match day): 12noon until kick-off

Thursday: 9am – 5pm

Friday: 9am – 5pm

Saturday (match day): 9am until kick-off

Saturday (non-match day): 9am – 12noon

Sunday: closed

YOUR TICKET

FROM THE TICKET OFFICE

The QR Code will be scanned by the turnstile operator as you enter the ground.

On the back is a map of the Stadium and the surrounding area. There is also a map and postcode for your Sat Nav.

Tickets are not transferable and may not be offered for sale without the prior written permission of the Club. The Club reserves the right to refuse admission to or eject from the Ground, and/or deny any further access to the stadium to any person who has offered for sale or 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.

If you have any problems or wish to purchase additional tickets – please contact the Ticket Office on **01484 960 606 - option 5**.

PRINT AT HOME & DIGITAL TICKETS

If you purchase your ticket online and print at home, you will receive a different style of match ticket.

The online ticket has the same information as a ticket purchased from the Stadium Ticket Office but all the information is in different places.

DIGITAL DELIVERY

Supporters who purchase their ticket online will see a new 'digital delivery' option!

If this option is selected, you will receive an email that allows you to print your tickets at home, or add the ticket to your smartphone via the Apple Wallet or Google Pay functions.

Details on how to download your ticket to your smartphone will be on the email that you receive after purchasing your ticket.

If you have any further queries, please email ticketenquiries@htafc.com.

@htafc @htafchelp



GETTING TO THE JOHN SMITH'S STADIUM

M62 EASTBOUND FROM MANCHESTER

Exit the M62 at Junction 24 onto the A629 and follow the signs towards Huddersfield Town Centre. After approximately two miles follow the signs for the Stadium, turning left on to Castlegate Ring Road, turn left onto Leeds Road (A62) then follow the official car park signs.

M62 WESTBOUND FROM LEEDS

Exit the M62 at Junction 25 onto the A644 (Wakefield Road). At the junction with the A62 take the second exit towards Huddersfield (Leeds Road) A62. Continue along this road for approximately three miles, and then follow the official car park signs.

M1 NORTH/SOUTHBOUND

Exit the M1 at Junction 42 and continue West on the M62. Exit the M62 at Junction 25 onto the A644 (Wakefield Road). At the junction with the A62 take the second exit towards Huddersfield (Leeds Road) A62. Continue along this road for approximately three miles then follow the official car park signs.

TRAIN

The nearest train station is Huddersfield Train Station and is a short walk or taxi ride from the Stadium. For train times call **08457 48 49 50**.

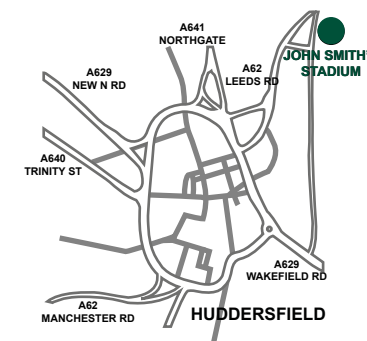
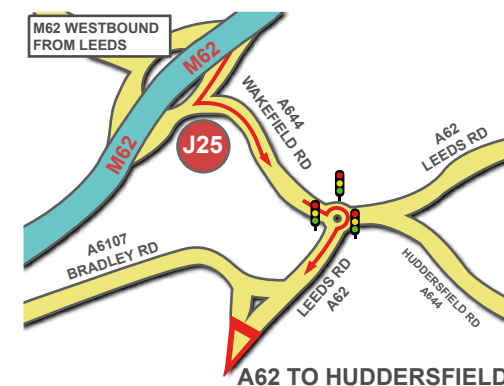
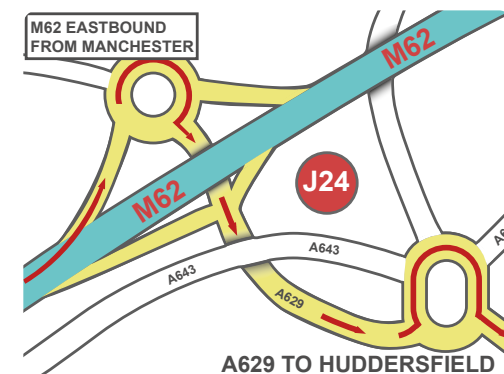
BUS

The 202 and 203 Arriva buses leave every 15 minutes from Stand Y in Huddersfield Bus Station. The bus then collects from stop S4 on St George's Square near to Huddersfield Train Station, before dropping off on Leeds Road which is the road next to the John Smith's Stadium. After the match, buses leave Leeds Road every 15 minutes back to Northumberland Street for the Train Station and Huddersfield Bus Station, until 6pm when they go every half an hour.

TAXI

The cost of a taxi from the Bus Station or Train Station to the Stadium is approximately £5.

@htafc @htafchelp



STADIUM SITE MAP



THE TERRIER MATCH DAY PROGRAMME

If you want to read about the latest events and news from Huddersfield Town, then look no further than 'The Terrier' – the Club's official match day magazine.

'The Terrier' offers supporters wide-ranging editorial including exclusive club content, articles focusing on the wider issues in football and high-quality bespoke imagery. The publication also contains a section aimed specifically at kids – helping to keep our younger fans entertained throughout the day!

Priced at just £3.50, the programme is available from sellers all around the ground on match days as well as from the Stadium Superstore.

If you would like to purchase a programme from a previous game (subject to availability) or you would like to buy a programme subscription for the 2023/24 season, you can do so online [here](#).



ESSENTIAL INFORMATION FOR MATCH DAY

INFORMATION FOR DISABLED SUPPORTERS

The Club's Disabled Liaison Officer, Michelle McQueen, can be contacted on dlo@htafc.com or on **01484 960 606 – option 5** should you require any assistance. There is a limited number of disabled parking spaces available on site in the St Andrews Road Car Park, please note this must be arranged at least one week before the day of the game. ***Please refer to the Match Day Disabled Access Guide for more information.***

PARKING

Home and Away Supporters can park in the Gasworks Street car park (HD1 6AF) on match day for £5, **however there is no cash pay on the day at this car park.** You can either call the Ticket Office on **01484 960 606** or book online by visiting eticketing.co.uk/huddersfieldtown/Events, sign in to your account, select the relevant game, then choose Car Parking. You can either print the parking pass at home with no booking fees, or alternatively the Ticket Office will post one out to you however booking fees and postage will apply. Supporters can purchase a season pass for the car park by calling **01484 960 606**. The Gasworks Street car park is approximately a 10 minute walk to the Stadium.

Alternatively, there are unofficial business car parks on Leeds Road and St Andrews Road. Please note these are not affiliated with the Club. Most of the surrounding streets have parking restrictions or are for permit holders only on a match day.

FLAGS AND BANNERS

Home Supporters are welcome to bring flags and banners to the ground, as long as they meet the Club's safety requirements.

For further details, please view the stadium's policy here: htafc.com/siteassets/pdfs/flags-and-banners-policy.pdf
Please note that the Club reserves the right to turn banners away on the grounds of offensive content.

REPORT IT TEXT LINE

If you ever hear anything at Town matches that makes you feel uncomfortable or you believe qualifies as abusive behaviour, you can contact the Stadium report line. Phone or text **07741 528 949**, telling us which block and stand you are in.

Alternatively 'Kick It Out' have their own reporting lines; email info@kickitout.org, call **0800 169 9414**, tweet [@kickitout](https://twitter.com/kickitout), visit facebook.com/kickitoutofficial or download the official 'Kick It Out' App from the App Store or Google Play.

[@htafc](https://twitter.com/htafc) [@htafchelp](https://twitter.com/htafchelp)



ESSENTIAL INFORMATION

FOR MATCH DAY

‘HERE TO HELP’ TEAM & SLO

We have a ‘Here to Help’ team wearing red hoodies that will be based in locations around the Stadium, please feel free to ask them for assistance. There are also a number of stewards present who would be happy to assist you. We are always looking for ways in which we can improve your experience here with us. If you have any comments or questions, please do not hesitate to contact our Supporter Liaison Officer (SLO) Rachel Taylor on supporterservices@htafc.com

LOST PROPERTY

If you become aware you have lost something during your visit to the John Smith’s Stadium, please contact your nearest steward, who will ask for details of the lost item and will verify whether something of that description has been handed in.

If you become aware you have lost something after the game, please email reception@ksdl.org.uk providing details of the item lost, where you were sitting and daytime contact details.

PERIOD PRODUCTS

Huddersfield Town provides female supporters with a variety of free period products in female and accessible toilets around the stadium on home match days. Fans are welcome to use them where necessary.



BREASTFEEDING FRIENDLY SCHEME

The Legends Café Bar located in between the Core and Big Red Stand can be utilised to support with feeding on HTAFC home matches from 12noon to 5.30pm for 3pm kick offs or 5pm to 10pm on evening matches. A seasonal pass can be arranged by contacting supporterservices@htafc.com which will give access from the stand into Legends Bar should it be required for feeding, otherwise please contact the nearest steward on the match day. Legends Bar has baby changing facilities and staff can also support with heating bottles for formula if required

PRE-MATCH FAMILY ACTIVITIES

COMMUNITY HUB

A perfect place to start the matchday fun, children can play table football with their friends or pretend to be Town on FIFA. With a colouring table, young fans can show off their artistic side, or even write a letter to their favourite Town player! Get your face painted and even get a Terry the Terrier balloon model!

Situated in the former retail space opposite Legend's Bar and Café, the hub has limited capacity, so please do come along early to avoid disappointment! Available to Under-18's only, children must be accompanied by an adult to gain entry.

OUTDOOR ACTIVITIES

Young supporters can enjoy photo opportunities in our giant deckchair, get to meet Terry the Terrier, and test their skills on our inflatable speed cage and target shot games!

Get a selfie or autograph of one of the first team squad or our Club Ambassador!



THE LEGENDS BAR

LEGENDS BAR: ENHANCE YOUR MATCH DAY EXPERIENCE!

Level up your match day experience for the new season!

The Legends Bar, located in the Big Red stand, by the swimming pool entrance, offers a variety of stylish and comfortable seating options both inside and out, as well as a wide range of delicious home baked produce, Legends Bar is the perfect place to begin your match day.

The Legends Bar will open two and a half hours before kick-off and close an hour after the final whistle.



HOW TO FOLLOW TOWN

HTAFC.COM

This is the main place to find out all the latest news about your Club, as well as read exclusive interviews with the Head Coach and all the first team stars! It is also the home of our online ticket store, which allows you to buy your ticket and print it off at home!

SHOP.HTAFC.COM

Open 24 hours a day, seven days a week, the online shop is the only place on the world wide web that you can buy official Huddersfield Town merchandise! Look out for special online-only offers and exclusive internet-only items.

COMMERCIAL & HOSPITALITY

If you want to come and watch the team again and make your day at the Stadium a bit more special, [htafc.com.hospitality/match-day-hospitality](https://www.htafc.com/hospitality/match-day-hospitality) is the place for you. This is the place to book hospitality, sponsorship and find out more about the Club's Official Partners.

Please contact the Commercial department by e-mailing commercial@htafc.com or calling **01484 960 612**.

THE TOWN SQUARE APP

Take the Club with you wherever you go, and keep up to date with news, fixtures and results with match overviews, team line ups, live text commentary and match statistics. You can follow live scores and live league tables from every game across all English leagues, as well as access to travel information, and all the regular features from the Club website.

Free to download on Android and Apple smartphones and tablets

HOW TO FOLLOW TOWN

YOU CAN ALSO FOLLOW TOWN ON THE FOLLOWING SOCIAL MEDIA PLATFORMS



/htaafc



@htaafc @htaafcbteam



@htaafc @htaafcbteam



@htaafc @htaafchelp



@htaafc



HTAFC



YOU CAN ALSO FOLLOW OUR SPECIFIC TWITTER ACCOUNTS

Ticket Office @htaafctickets

Retail @htaafcshop

Lotteries @htaafcPromotions

Academy @htaafcacademy

Huddersfield Town Foundation @htaafcfoundation

Between all our social media channels we have a combined following of over 887,000 people

@htaafc @htaafchelp



STADIUM STORE

THERE ARE SEVERAL WAYS TO PURCHASE TOWN MERCHANDISE!

The Stadium Store is the main Club Shop and is located on the Stadium site, next to the main entrance in the Core Stand Lower Tier. Please note that this shop does get very busy before and after the match.

The store is accessible, with automatic doors with a low counter in the shop. It does have an induction loop at the tills.

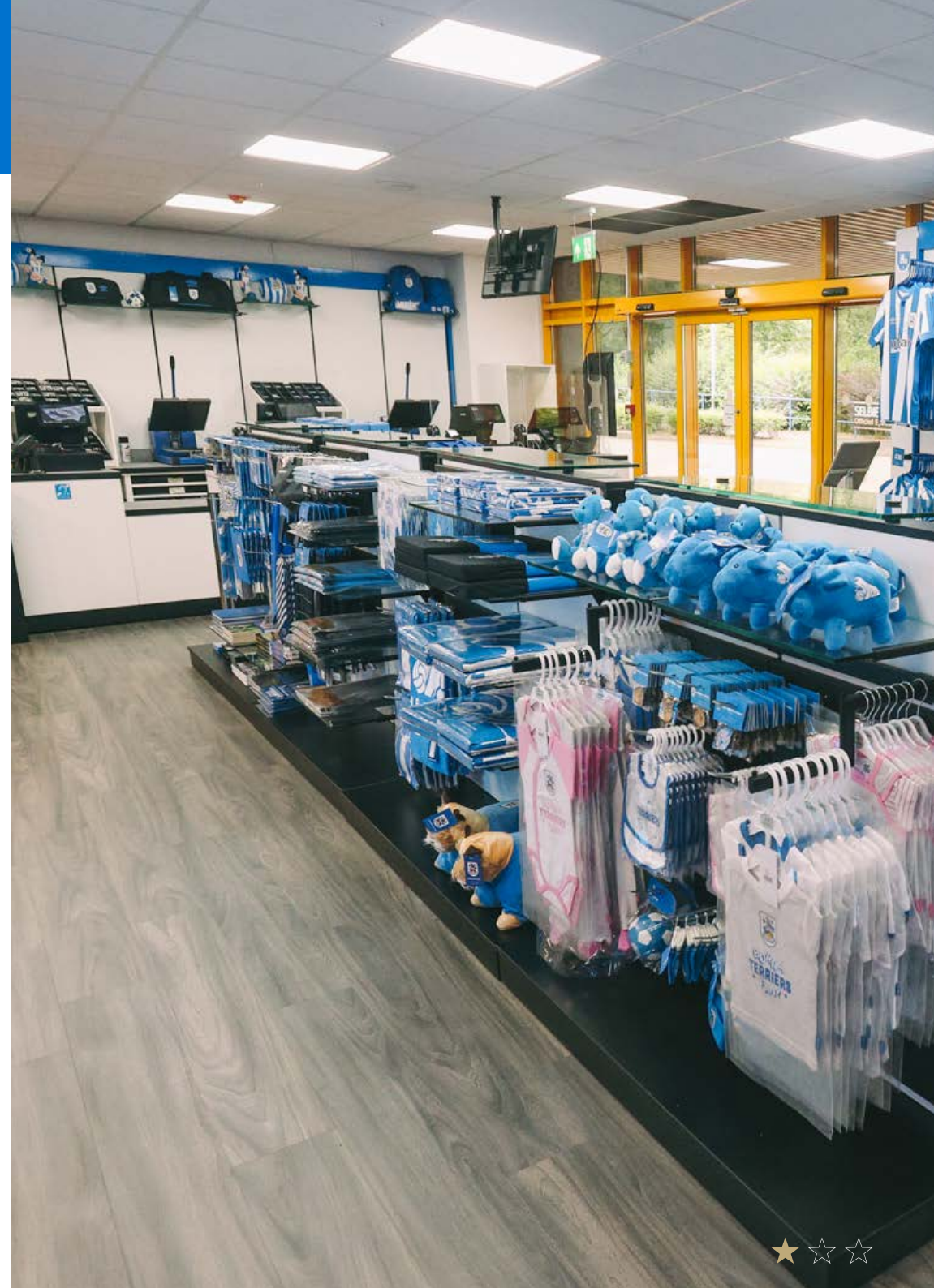
Staff are available on the shop floor in store to assist.

STADIUM STORES OPENING HOURS:

For current shop opening hours please see shop.htafc.com/page/storeopeningtimes

You can also shop online at shop.htafc.com

Any issues or queries can be answered via our dedicated twitter account [@htafcshop](https://twitter.com/htafcshop)



GET IN TOUCH

KEY CONTACT INFORMATION

TICKET OFFICE

Gina Buckley

Call: 01484 960 609

Email: gina.buckley@htaafc.com

HOSPITALITY

Tracy Nelson

Call: 01484 960 612

Email: tracy.nelson@htaafc.com

SUPPORTER SERVICES

Rachel Taylor

Call: 01484 960 696

Email: supporterservices@htaafc.com

COMMUNICATIONS

David Threlfall-Sykes

Call: 01484 960 644

Email: david.threlfall-sykes@htaafc.com

RETAIL

Luke Cowan

Call: 01484 960 699

Email: luke.cowan@htaafc.com

SAFEGUARDING

Karen Crosland

Call: 01484 960 600

Email: karen.crosland@htaafc.com

MARKETING

Jonathan Wilkinson

Call: 01484 960 645

Email: jonathan.wilkinson@htaafc.com

GOLDEN GAMBLE

Karen Haigh

Call: 01484 960 626

Email: karen.haigh@htaafc.com

DISABILITY LIAISON

Michelle McQueen

Call: 01484 960 606 – option 5

Email: dlo@htaafc.com

WRITE TO US:

Huddersfield Town
The John Smiths Stadium
Stadium Way
Huddersfield
HD1 6PX

GENERAL ENQUIRIES:

info@htaafc.com

*For useful information on a match day,
follow the West Yorkshire Police Twitter
account @WYP-HTAFC*

FAQs

FREQUENTLY ASKED QUESTIONS

CAN I OBTAIN 'THE TERRIER' AT A DIFFERENT TIME IF I CAN'T MAKE THE MATCH?

Yes, you can purchase via the Stadium Store or order online [via our Programme Publishers – ACA Creative HERE](#), for a matchday team sheet [click HERE](#)

DO I HAVE TO PAY FOR A TODDLERS TICKET?

Yes. If a child is able to walk, then you will have to purchase a ticket for them to access the ground.

DO YOU PROVIDE PRAYER ROOM FACILITIES?

Yes, we will endeavour to provide an area for prayer if requested.

Please contact the Club Chaplain, Dudley Martin dudley.martin@htafc.com

WHAT TIME DO THE TURNSTILES OPEN?

1 hour 15 minutes before kick off, 1.45pm for 3pm kick-offs, and 6:30pm for 7.45pm kick-offs.

IS THERE PARKING FOR MY BIKE?

We do have the ability to store bikes on site on a first come first served basis. This is situated across from the Core Lower Tier, turnstiles 1–4. Please bring your own bike lock.

CAN I BRING A BAG INSIDE THE GROUND?

We do not allow large bags or suitcases into the Stadium, and unfortunately we do not have storage for these. Supporters can bring small rucksacks and bags, but nothing larger than A4 in size.

THANK YOU FOR READING OUR HOME SUPPORTERS GUIDE 2023/24

WE HOPE YOU ENJOY
YOUR VISIT TO THE JOHN
SMITH'S STADIUM

