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HUDDERSFIELD TOWN HOME SUPPORTERS GUIDE 2018/19

THE TERRIERS

Premier League

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THE TERRIERS

WELCOME

TO THE HUDDERSFIELD TOWN 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 Smiths 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

THE TERRIERS

ABOUT HUDDERSFIELD TOWN

THE HISTORY OF THE CLUB

"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 1924, 1925 and 1926.

This is a feat that has only been repeated by three other teams;

Arsenal
Liverpool
Manchester United

A ten point pledge has been outlined by the Board of Directors which underpins the Club's values. Those pledges are:

HONESTY, INTEGRITY, TRUST, COMMITMENT, QUALITY, PRIDE, RESPECT, CHARACTER, VALUE AND SUCCESS.

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 https://www.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

THE TERRIERS

Huddersfield Town offers three easy ways of buying tickets; you can either buy in person, over the phone or online.
By purchasing a Terrier Membership *https://www.htafc.com/news/2018/july/new-terrier-membership-launched/* you will also have the first option to purchase home match tickets for Huddersfield Town's 2018/19 Premier League with a £2 discount (one ticket per membership).

IN PERSON

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

Ticket Office Opening Hours:
Monday-Friday: 9am - 5pm
Saturday & Sunday (match day): 9am until kick-off then for half an hour after the game.
Saturday (non-match day): 9am until noon.
Sunday: closed

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,** from 8am to 8pm Monday - Friday, 8am - 6pm weekends & bank holidays.

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

YOUR TICKET

The barcode 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 "blacklist" 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**.

ONLINE

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

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

Your online ticket needs to be folded along the two dashed lines, so it is separated into three different sections

GETTING TO THE STADIUM

TRAVEL INFORMATION

THE TERRIERS

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

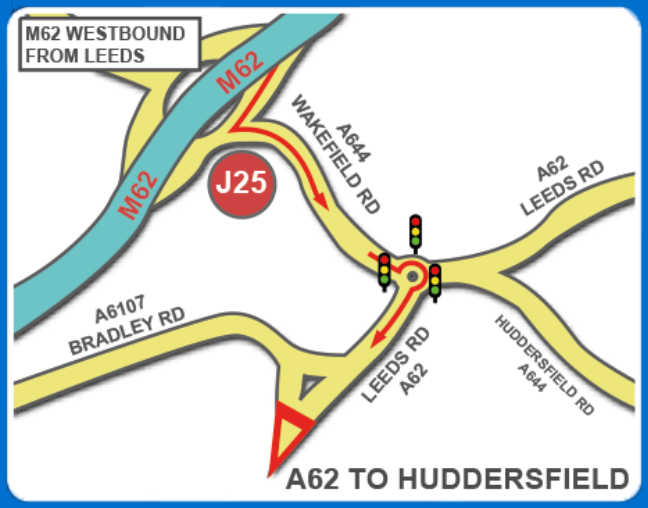
The nearest train station is Huddersfield Train Station and is a short walk or taxi ride from the Stadium.
For train times call **08457 48 49 50**.

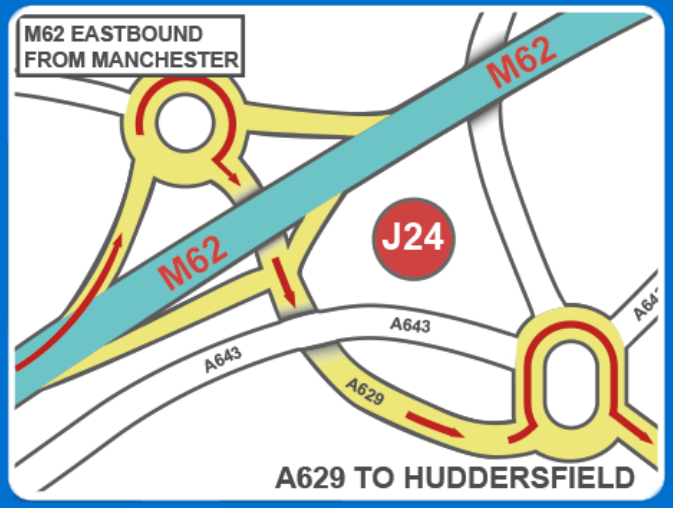
BUS

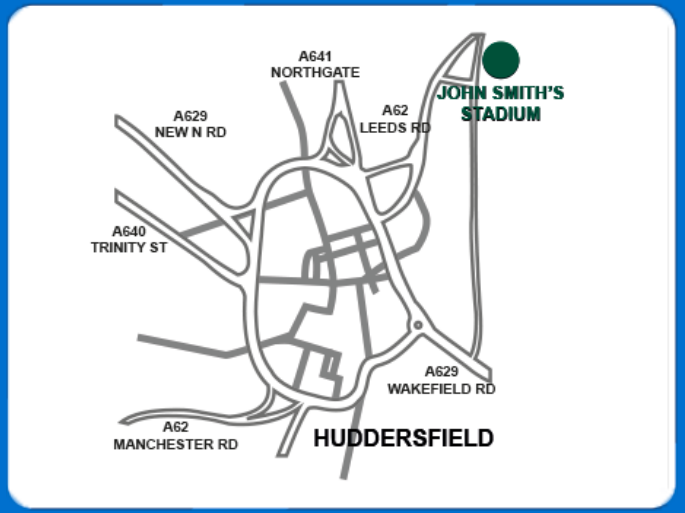
The 202 and 203 Arriva buses leave every 15 minutes from Stand Y in Huddersfield Bus Station. The bus then collects from stop S4 on St George's Square near to Huddersfield Train Station, before dropping off on Leeds Road which is the road next to the John Smith's Stadium. After the match, buses leave 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 £4.


M62 WESTBOUND
FROM LEEDS
M62
M62
J25
A644
WAKEFIELD RD
A62
LEEDS RD
A6107
BRADLEY RD
LEEDS RD
A62
HUDDERSFIELD RD
A644
A62 TO HUDDERSFIELD


M62 EASTBOUND
FROM MANCHESTER
M62
M62
J24
A643
A643
A629
A629 TO HUDDERSFIELD


A641
NORTHGATE
JOHN SMITH'S
STADIUM
A629
NEW N RD
A62
LEEDS RD
A640
TRINITY ST
A629
WAKEFIELD RD
A62
MANCHESTER RD
HUDDERSFIELD

TO HUDDERSFIELD TOWN CENTRE (1 mile)
TO TRAIN & BUS STATION
LEEDS ROAD
TO
(0.3 miles) / M62
THISTLE ST
ST ANDREWS ROAD
GASWORKS STREET CAR PARK
STADIUM WAY
RIVER COLNE
AWAY SUPPORTERS COACH PARK
TERRIER STORE & INFO POINT
TOWN AVENUE CAR PARK
FOOT BRIDGE
STADIUM MEGASTORE
MAIN RECEPTION HOSPITALITY ENTRANCE
TICKET OFFICE
TERRIER STORE
ROAD BRIDGE
BRADLEY MILLS ROAD
LEEDS ROAD RETAIL PARK
UT T9-12
UT T5-8
LT T13-16
LT T1-4
REVELL WARD STAND UPPER TIER
REVELL WARD LOWER TIER
T17-20
T44-47
HOSPITALITY ENTRANCE LEGENDS CAFE
CINEMA CAR PARK
T21-24
ABZORB STAND
AWAY FANS
HOME FANS
FANTASTIC MEDIA STAND LOWER
FANTASTIC MEDIA STAND UPPER TIER
STADIUM HEALTH & FITNESS CLUB
ST ANDREWS CAR PARK
CINEMA
T25-31
T40-43
LV= BRITANNIA RESCUE STAND
T32-39
STADIUM SITE MAP
KEY
FOOD & DRINK
DISABLED ACCESS
CASH MACHINE
CAR PARKING

FAN ZONE

Supported by PERRYS

Everybody has a match day routine in the build up to kick off, here at HTAFC it is no different!

Perrys Fanzone is our pre-match party giving all the family something to do! Boothy's Beer & Banter with Club Ambassador Andy Booth brings back ex-players and professionals to discuss the game of the day, along with insights from their career. Each match we change up the activities on offer to the kids, from freestyle football and Scalextric sponsored by Perrys, to GAME Den with Fifa and 'shoot to win'. A match day isn't complete without food and drink, and there is plenty for everyone at Perrys Fanzone. Come and join us down at PPG Canalside, open 3 hours before kick off!

BOOTHY'S BEER & BANTER

PPG CANALSIDE

THE TERRIERS

'THE TERRIER'

MATCHDAY 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 and available from sellers all around the ground on match days as well as from the Stadium Superstore; the 84 page programme is recognised as one of the best in football.

THE MATCH

ESSENTIAL MATCH DAY INFORMATION

INFORMATION FOR DISABLED SUPPORTERS

The Club's Disability Liaison Officer, Sue Farrell, can be contacted on **01484 960 606 - option 3** or **sue.farrell@htafc.com** should you require any assistance.

There are a limited number of disabled parking spaces available on site, please note this must be arranged at least 72 hours before the day of the game.

Please refer to the Match Day Disabled Access Guide for more information.

THE TERRIERS

PARKING

Home and Away Supporters can park in the Gasworks Street car park (HD1 6AF) on match day for £8, **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 **https://www.eticketing.co.uk/huddersfieldtown/Events/Index**, 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:
https://www.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**, visit **www.facebook.com/kickitoutofficial** or download the official 'Kick It Out' App from the App Store or Google Play.

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.

SUPPORTER SERVICES TEAM

Our Volunteer Supporter Liaison Officer, Nathan Hosker, is on site at every home game to assist with any queries you may have. Nathan is based at the Information Point in the St Andrews Road Car Park or if you would like to contact Nathan directly, please e-mail **supporterservices@htafc.com** or tweet him **@htafcslo**.

We also 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 to not hesitate to contact us via e-mail at **supporterservices@htafc.com**

FOOD & DRINK

Food and drink is available from the John Smith's Stadium from the Stadium's Catering Partner KUDOS.

Please note **cash sales only.**
The Club reserves the right not to provide alcoholic beverages in certain circumstances.

Please check htafc.com in the days running up to a game for details on additional food options available in your area of the Stadium. There are also gluten free and vegetarian options available,
please ask at the kiosk on match day for details.

HOTELS

If you need hotel accommodation during your visit to Huddersfield, please visit:
The Cedar Court Hotel Huddersfield: **www.cedarcourthotels.co.uk/hotels/huddersfield-halifax**
or contact **Kelly Hargreaves** by email **Kelly.Hargreaves@cedar-court-huddersfield.co.uk**

THE TERRIERS

KEEP UP TO DATE WITH TOWN

HOW TO FOLLOW TOWN

THE TERRIERS

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!

htafcmegastore.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.

htafccommercial.com
IIf you want to come and watch the team again and make your day at the Stadium a bit more special, htafcommercial.com is the place for you. This is the place to book hospitality, sponsorship and find out more about the Club's Official Partners.

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 lines 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

Follow our other Twitter accounts:

Ticket Office
@htafctickets

Superstore and Retail
@htafcmegastore

Business & Commercial
@HTAFCBusiness

PPG Canalside
@htafcCanalside

Lotteries
@htafcPromotions

Academy
@htafcacademy

The Town Foundation
@townfoundation

Perrys Fan Zone
@perrysfanzone

/htafcdotcom

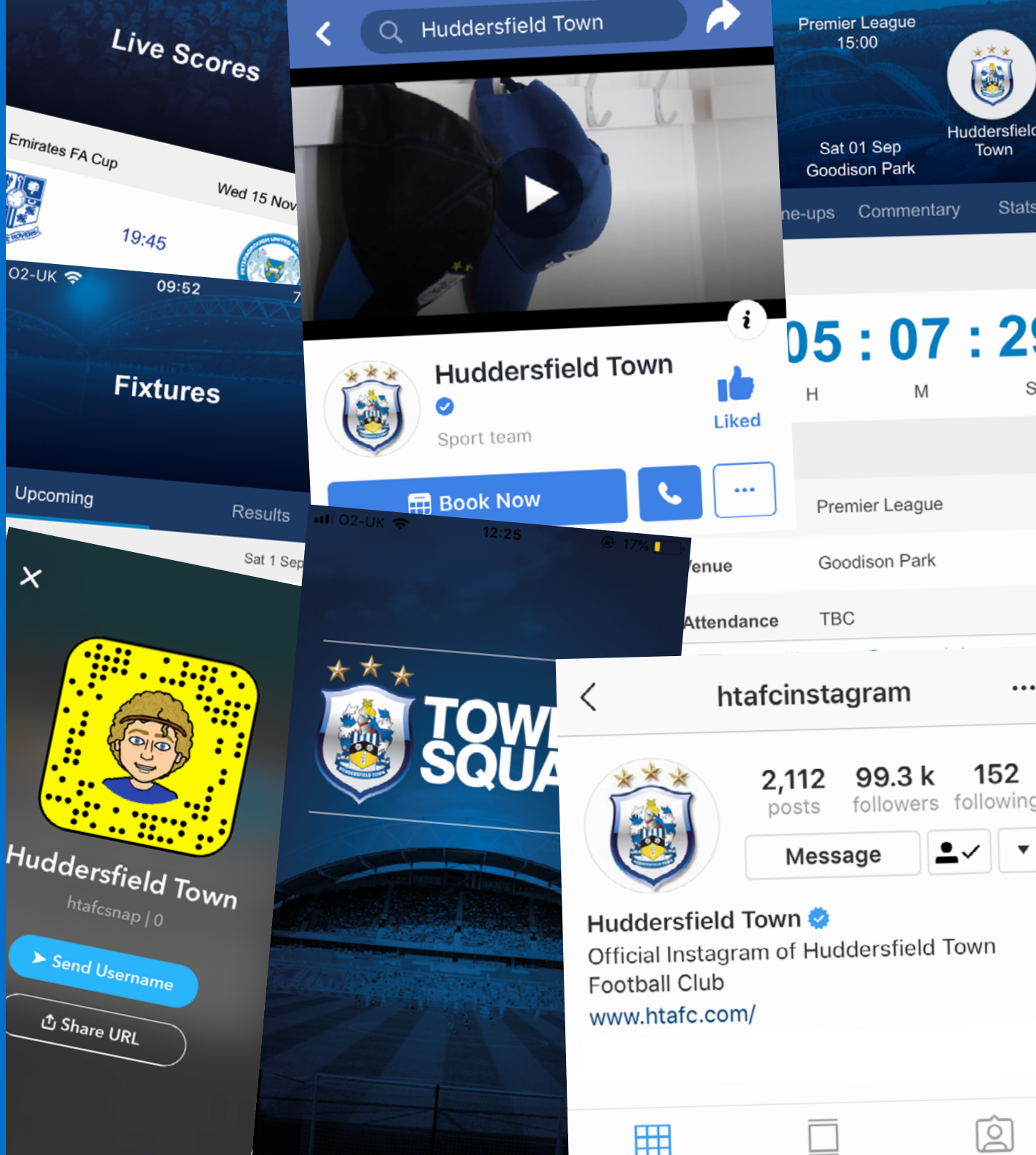
@htafcdotcom

@htafcinstagram

@htafcsnap

OfficialHTAFC

"Between all our social media channels (Facebook, Twitter, Instagram, Snapchat, and YouTube) we have a combined following of over 400,000 people"



STADIUM SUPERSTORE

There are several ways to purchase official Town Merchandise!

The three stores on the Stadium site offer exciting product ranges including all home, away and training kit; a variety of current high street fashion collections; souvenirs and gifts for all ages from Huddersfield Town flat caps to our popular garden 'Terry' gnome. There is something for everyone and all budgets! Fans can also visit the conveniently situated Huddersfield Town Packhorse Centre Store or shop online at **www.htafcmegastore.com**.

Stadium Stores Opening Hours:

Monday to Saturday: 9am - 5pm, 9am - Kick-off & 30min after the game on a home match day
Saturday (non-match day): 9am – noon
Saturday & Sunday (home match day): 9am – kick off
Sunday: Closed

Packhorse Store Opening Hours:

Monday to Saturday: 9am - 5pm

Any issues or queries can be answered via our dedicated twitter account **@htafcmegastore**

THE TERRIERS

GET IN TOUCH

KEY CONTACT INFORMATION

THE TERRIERS

Ticket Office
Manager: Sue Beaumont
Call: 01484 960 606
Email: sue.beaumont@htafc.com

Hospitality
Tracy Nelson
Call: 01484 960 612
Email: tracy.nelson@htafc.com

Supporter Services
Robyn Kennerdale
Call: 01484 960 696
Email: robyn.kennerdale@htafc.com

Communications
David Threlfall-Sykes
Call: 01484 960 644
Email: david.threlfall-sykes@htafc.com

Retail Manager
Luke Cowan
Call: 01484 960 699
Email: luke.cowan@htafc.com

Safeguarding
Karen Crosland
Call: 01484 960 600
Email: karen.crosland@htafc.com

Marketing
Jonathan Wilkinson
Call: 01484 960 645
Email: jonathan.wilkinson@htafc.com

Golden Gamble
Karen Haigh
Call: 01484 960 626
Email: karen.haigh@htafc.com

Volunteer Supporter Liaison Officer
Nathan Hosker
Call: 07947 564 690 (match days only)
Email: supportservies@htafc.com

Disability Liaison Officer
Sue Farrell
Call: 01484 960 603
Email: sue.farrell@htafc.com

Write to us:
Huddersfield Town
The John Smiths Stadium
Stadium Way
Huddersfield
HD1 6PX

General Enquiries:
info@htafc.com

FAQs

FREQUENTLY ASKED QUESTIONS

THE TERRIERS

Can I buy 'The Terrier' at a different time if I can't make the match?

Yes. You can also purchase 'The Terrier' from our Stadium Superstore. Or to buy online visit htafcmegastore.com.

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 can 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.

What time do players arrive?

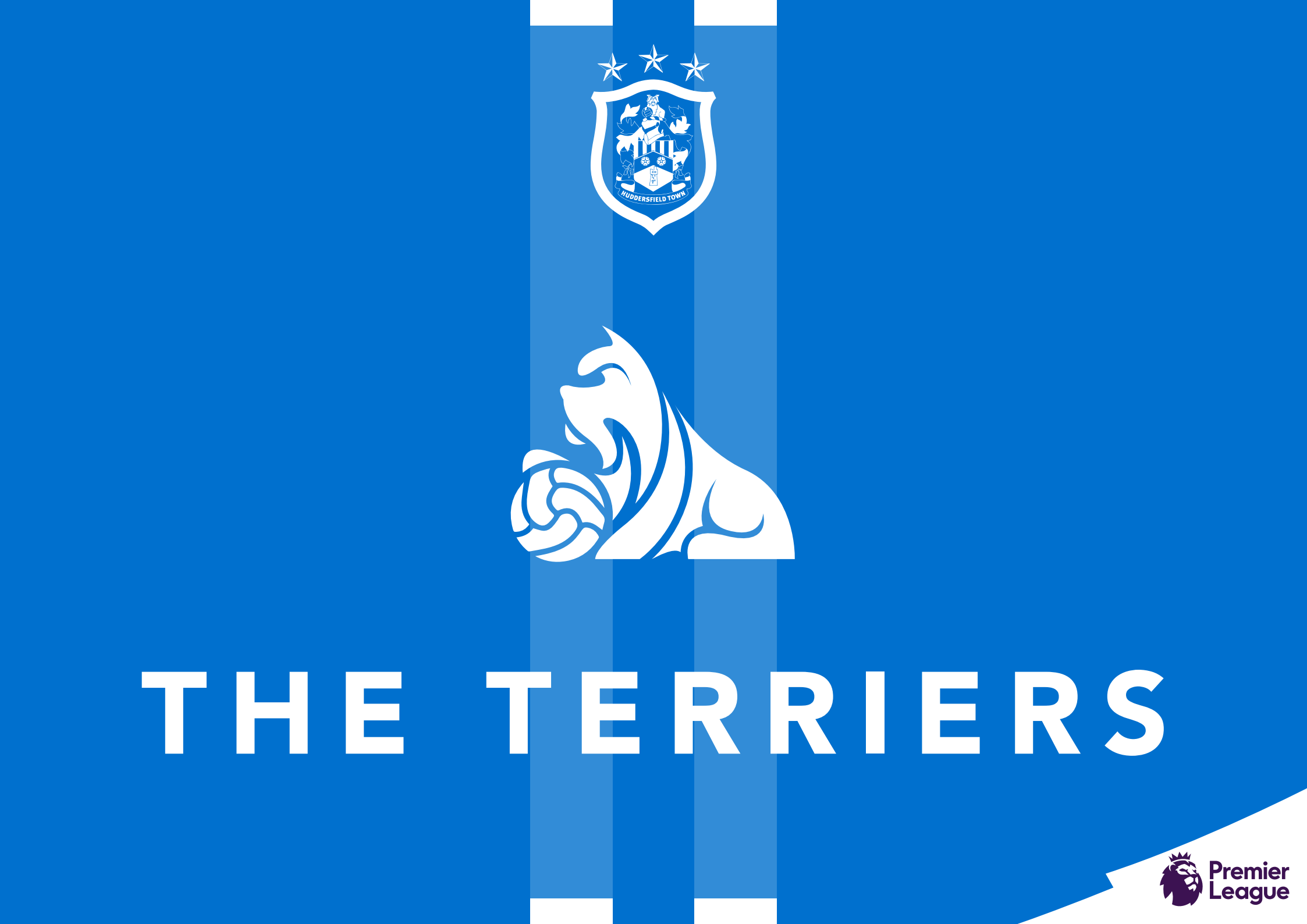
The players arrive 1 hour 30 minutes before kick off, 1:30pm for 3pm kick-offs, and 6:15pm for 7:45pm kick-offs.

Is there parking for my bike?

We do have the ability to store bikes on site on a first come first served basis. The bike park is across from the Revell Ward Lower Tier, to the side of the 'Terrier' Club Shop.

THANK YOU FOR READING OUR HOME SUPPORTERS GUIDE 2018/19

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


HUDDERSFIELD TOWN
THE TERRIERS
Premier League