
OLD TRAFFORD **THE THEATRE OF DREAMS**



VISITING SUPPORTERS' GUIDE



BEFORE THE MATCH GETTING TO OLD TRAFFORD



BY CAR OR TAXI

We advise all supporters travelling by car or taxi to arrive at the Stadium early, as traffic around Old Trafford becomes very congested nearer to kick-off time.



FROM THE NORTH

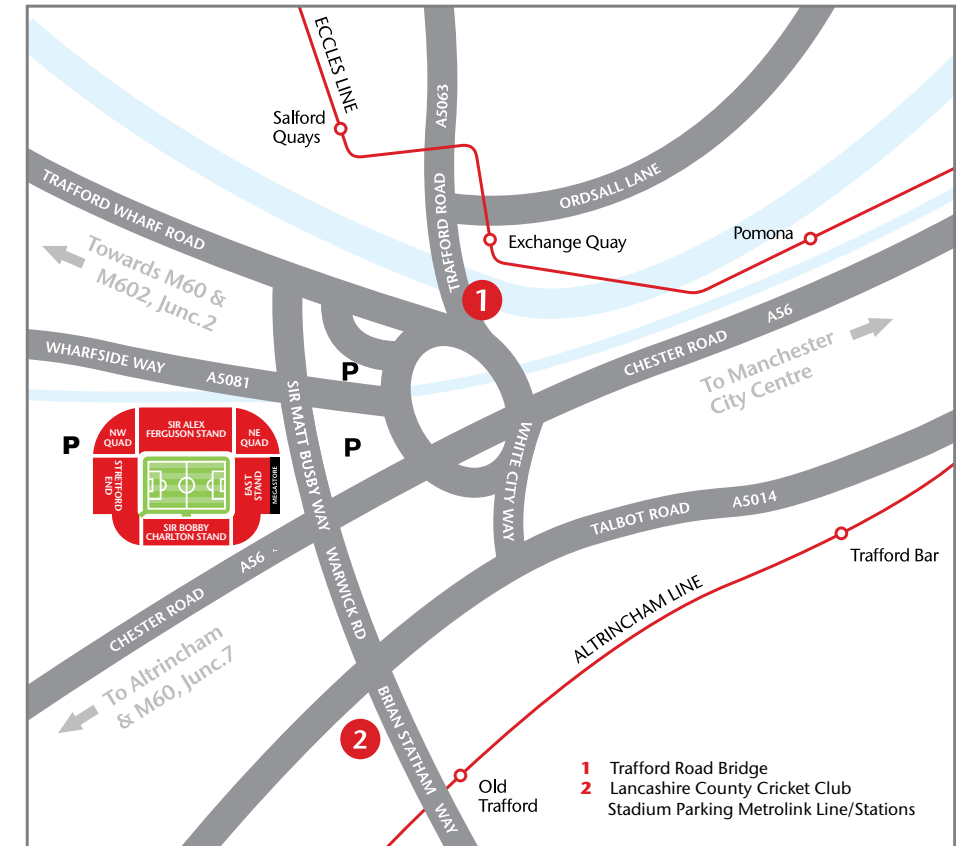
Leave the M60 at Junction 12 M602 (Salford/Manchester). At the end of the M602 (Junction 3) follow signs for Salford Quays & Trafford Park. At the roundabout turn right onto Trafford Road (A5063). At the bridge over the Manchester Ship Canal, keep in the right hand lane, turn right and follow the road round to Trafford Wharf Road, then left at the traffic lights, passing the Premier Inn. Continue through the lights to reach the stadium.



FROM THE SOUTH

Leave the M6 at Junction 19 and take the A556 in the direction of Manchester Airport. Continue onto the M56 to Manchester, passing the Airport, and follow the signs to the M60 (Leeds/Liverpool). Leave the M60 at Junction 7 (A56 Chester Road) and continue through the lights until you reach the stadium.

AREA MAP



PLEASE NOTE:

From three hours prior to kick-off, access to Sir Matt Busby Way from Chester Road is closed due to police instructions. Supporters with car park permits will be directed around the traffic system to the opposite end of Sir Matt Busby Way for access.



BEFORE THE MATCH GETTING TO OLD TRAFFORD



PUBLIC TRANSPORT

The Metrolink service operates a frequent service from the City Centre (including Victoria & Piccadilly Stations) to Old Trafford station which is a ten minute walk from the stadium. **Metrolink enquiries: 0161 205 2000**

On a matchday, Northern Railway operate a service from City Centre stations direct to Old Trafford Stadium where the station is located along the South Stand. **National Rail enquiries: 0345 748 4950 / nationalrail.co.uk**

Transport for Greater Manchester operates a regular bus service to Old Trafford from the City Centre. **TFGM enquiries: 0871 200 2233 / tfgm.com/buses**

Old Trafford Metrolink station is accessible for wheelchair users, however Old Trafford Train Station is not. For information on accessible transport in Greater Manchester, please visit tfgm.com/accessible_transport

TICKET TICKETING & MEMBERSHIP SERVICES

If you need to speak to us regarding your ticket, Ticketing & Membership Services is located in car park W2. You can also call our contact centre with any enquiries on 0161 868 8000. Supporters with specific seating requirements or disabilities should call **0161 868 8009**. Our staff will be happy to help.

PLEASE NOTE:

Phone lines open from 8am-8pm, Monday to Friday and 9am-5pm on Saturdays, Sundays and public/bank holidays. On matchdays the contact centre is open from 9am until 1 hour after the game (8am for games before 2pm).



CAR PARKING

Supporters who wish to book parking can do so either online at www.manutd.com/tickets or by calling **0161 868 8000**. Supporters who require blue badge parking or require a larger parking bay for wheelchair access, please call **0161 868 8009** to book.



MATCHDAY INFORMATION

CASH MACHINES

There's a free to use cash machine outside the East Stand near the Munich tunnel. Other ATM machines can be found on Chester Road including the local Tesco store.

SMOKING

Old Trafford is a smoke-free Stadium. Smoking (including electronic cigarettes) is prohibited in ALL areas. Stewards are briefed to be vigilant for anyone in breach of this rule and offending supporters will be asked to leave the Stadium.

TICKET COLLECTIONS

Duplicate ticket requests will only be fulfilled if the information is sent to us, via email, from the visiting clubs' ticket office. If a supporter misplaces their ticket, they must contact their own club who will authorise and inform Manchester United.

Duplicate tickets will not be issued without the authorisation of the visiting club. If duplicate tickets are arranged, they will be available to collect from Ticketing & Membership Services, 2 hours prior to kick-off on the day of the game.

PROGRAMMES

The official Manchester United programme, United Review, costs £3.50. Programmes can be purchased from the Official Programme Booths in and around the Stadium.

'HERE TO HELP' BOOTHS

Our 'Here to Help' booths are located outside the Stadium at the Sir Alex Ferguson Stand, East, South and West Stands. See a member of the Supporter Assistance Team or any of our Stewards who will be on hand to help with directions or any issues you may have.

AWAY TURNSTILE LOCATION

Our away turnstiles are located at the South East corner of the stadium (see map below) and will open 2 hours prior to kick-off.



MATCHDAY INFORMATION

Manchester United takes the safety of our supporters extremely seriously. Working in partnership with key stakeholders including Greater Manchester Police, we constantly review our safety and security procedures to help ensure the safety of all supporters, visitors and staff at Old Trafford.

MATCHDAY SEARCH PROCEDURE

Since the start of the 17/18 season, we have enhanced our searches of supporters at the turnstiles. This means that the searches may take longer and as a result it is likely that queues will also be longer compared to previous seasons, however we do all we can to keep things moving. We also restricted the size of bags allowed, which will continue to be the case in the 18/19 season.

Because of the above changes, and due to major roadworks around the stadium, we recommend the following so that you are able to get into the stadium before kick-off:

- Arrive at Old Trafford and get to your turnstile at least an hour before the start of the match (turnstile will still open 2 hours before kick-off)
- Do not bring a bag larger than 20cm x 15cm x 5cm (8" x 6" x 2") with you to the match; this equates to a small handbag

BAG SEARCHES

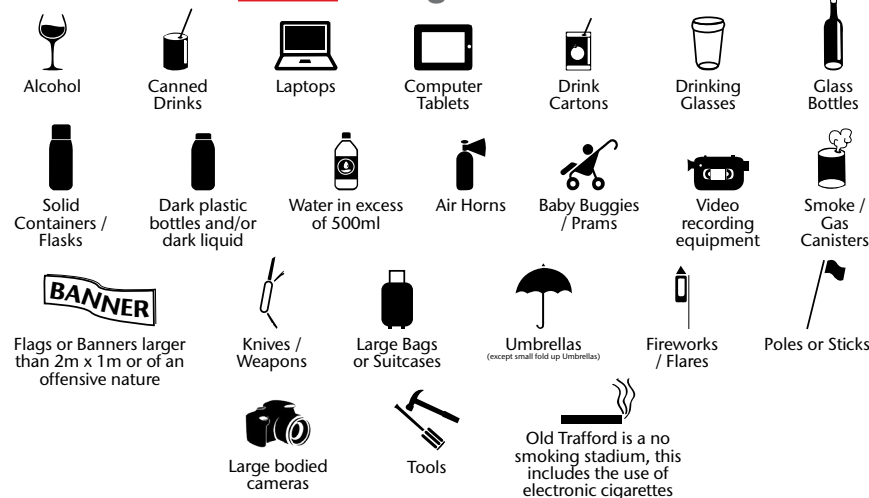
All bags will be searched and items larger than the size criteria must be left at one of the 'Bag Drop' facilities, which are located in E2 car park (including one specifically for away supporters), N2 car park and at the back of W2 car park. There is a £5 charge to leave an item with us in a 'Bag Drop', with all profits going to Manchester United Foundation to support their work using football to engage and inspire young people across Greater Manchester to create a better life for themselves and the communities in which they live.

Bringing a bag will further delay your entry to the stadium (and will delay your departure after the game if you have to use a 'Bag Drop') and we therefore encourage you not to bring any bags or prohibited items to the stadium (if you have to bring a bag, we recommend you arrive at least 2 hours before kick-off). Please do not be alarmed by the extra security measures - they are to ensure your time at Old Trafford is as safe as possible.

What **CAN** I bring into the Stadium?



What **CAN'T** I bring into the Stadium?



Entry to the Stadium will be refused with any other articles deemed dangerous, hazardous or that compromise public health and safety. Any questions before the event please contact enquiries@manutd.co.uk or call +44 (0)161 868 8000.



MATCHDAY INFORMATION

MATCHDAY SNACKS

Refreshments are available from catering vans outside the Stadium as well as from the kiosks on the Stadium concourses, which opens 2 hours before kick-off. All of the internal kiosks have a card payment facility including contactless. There's a wide selection to choose from, and food/drink items can be purchased individually or as part of a multi-buy deal as described below. Vegetarian and Halal options are available.

3 ITEMS FOR £8.00

Make a selection of one hot item (Limited Edition Pie, Meat & Potato Pie, Steak Pie, United Pie, Chicken Balti Pie (halal), Cheese & Onion Pasty, or Hot Dog, one snack (Crisps, Yorkie Duo or Kit Kat Chunky Duo) and one drink (Coca-Cola, Diet Coca-Cola, Coke Zero, Fanta, Oasis, Water, Heineken, John Smith's, Bulmer's or any hot drink) for £8.00

6 ITEMS FOR £14.00

Choose two of each of your favourite hot items, snacks and drinks (listed above) and get six items for £14.00.

3 ITEMS FOR £8

ONE DRINK

HEINEKEN, BULMERS, JOHN SMITH'S, WINE, PROSECCO, ANY HOT DRINK, COCA-COLA, COCA-COLA ZERO, SPRITE ZERO, FANTA ZERO, OASIS OR WATER.

ONE HOT ITEM

HOT DOG, LIMITED EDITION PIE, UNITED PIE, MEAT & POTATO PIE, STEAK PIE, CHICKEN BALTI PIE (HALAL) OR CHEESE & ONION PASTY.

ONE SNACK

ANY CRISPS, KIT KAT CHUNKY DUO OR YORKIE DUO.

TWO SNACKS

ANY CRISPS, KIT KAT CHUNKY DUO OR YORKIE DUO.

TWO HOT ITEMS

HOT DOG, LIMITED EDITION PIE, UNITED PIE, MEAT & POTATO PIE, STEAK PIE, CHICKEN BALTI PIE (HALAL) OR CHEESE & ONION PASTY.

TWO DRINKS

HEINEKEN, BULMERS, JOHN SMITH'S, WINE, PROSECCO, ANY HOT DRINK, COCA-COLA, COCA-COLA ZERO, SPRITE ZERO, FANTA ZERO, OASIS OR WATER.

6 ITEMS FOR £14

CONTACTLESS PAYMENT AVAILABLE



TRAVEL INFORMATION

TRAVEL INFORMATION

Significant roadworks have begun on key roads surrounding Old Trafford which will last until 2020, until the Trafford Park Metrolink extension is completed. This will increase your journey time to and from the stadium. If you are driving, roads will be busier than usual and roads which you currently use on your journey to Old Trafford may be closed or affected. The roadworks include some temporary changes in the direction of traffic, so pay attention to local traffic diversion signs when you see them.

You should allow extra time for your journey and aim to arrive one hour before kick-off to get through the turnstiles.

Whilst the changes will not affect the club's official car parks, some car parking on public roads will no longer be available.

If you travel by bus, some buses will take a slightly different route to usual, but bus stops in the vicinity of the stadium will remain unchanged.

Metrolink trams are not affected by the road closures and may be a good alternative for your journey. The closest tram stops to the ground are:

- Old Trafford
- Trafford Bar
- Exchange Quay
- Salford Quays
- and MediaCityUK

There are frequent tram services from **Piccadilly**, **Victoria** and **Deansgate** train stations and a designated walking route from the city centre.

The roadworks may change as works progress so you should keep yourself up-to-date before every visit.

For up to date travel information please visit: www.tfgm.com



DISABLED SUPPORTERS TRAVEL INFORMATION

ENTRANCE TO STADIUM

All disabled supporters or those with access requirements, will enter the stadium through either entrance AE1 or AE2, both of which are fully accessible. These entrances are located in the South-East Corner of the stadium. See map below.



PARKING

All visiting supporters who require an accessible bay or who are blue badge holders can book parking by calling **0161 868 8009**. Please let us know if you require a dedicated wheelchair accessible parking bay or whether you require a standard blue badge space. All parking permits will cost £10 and E2 car park is located opposite the front of the Stadium (East Stand) and can be accessed via Wharfside Way.

AUDIO-COMMENTARY HEADSETS

We offer complimentary audio-commentary headsets, with match commentary provided by MUTV, for supporters who are blind or partially sighted. For home fans accessing the stadium through AE1/AE2, please ask a steward if you wish to collect a headset. For all other home fans or away fans who wish to use one, please email your name and seat details to accessibility@manutd.co.uk, ring **0161 868 8009** or make the Disability Liaison Officer at your club aware of this.

REFRESHMENTS & OTHER FACILITIES

Refreshments for disabled supporters are available from an adapted kiosk if you entered through AE2 or the Ability Suite if you entered through AE1. Both have a low-level, accessible kiosk and just opposite the Ability Suite, is the largest First Aid room in the Stadium, along with 8 accessible toilets which are also situated in the same area; please feel free to seek any medical advice if needed. Please note that we have a changing places facility, as well as accessible toilets in other concourses and all your surrounding facilities should be fully accessible. If you need assistance, please just ask a steward.

CONTACT US

For any enquiries please contact accessibility@manutd.co.uk or call **0161 868 8009**



GENERAL INFORMATION

RED CAFE

To book a table at the Red Café please call **0161 868 8000** (option 3), or visit manutd.com/redcafe

Standard Red Café opening times: 09.00 to 16:30.

Please note: the Red Café is not open on home matchdays unless you've booked a Matchday VIP Experience.

MUSEUM

The Museum and Stadium Tour opening times are as follows:

Standard Opening Times (Monday-Saturday):

Museum: 09:30 to 17:00
Tours: 09:40 to 16:30

Sunday Opening Times:
Museum: 09:30 to 16:00
Tours: 09:40 to 15:30

Book online at manutd.com/museum or call us on **0161 868 8000** (option 3).

Please note: Old Trafford's Museum & Tour is not open on home matchdays unless you've booked a Matchday VIP Experience. Stadium Tour times are subject to change.

MEGASTORE

Monday - Saturday 09:30 to 18:00
Sunday 11:00 to 17:00 (Open for browsing from 10:30)

On matchdays the Megastore is closed during the game and open 1 hour after the final whistle.

Due to Sunday trading laws the Megastore is limited to 6 hours trading.

For all email enquires relating to the Megastore please contact shop@store.manutd.com

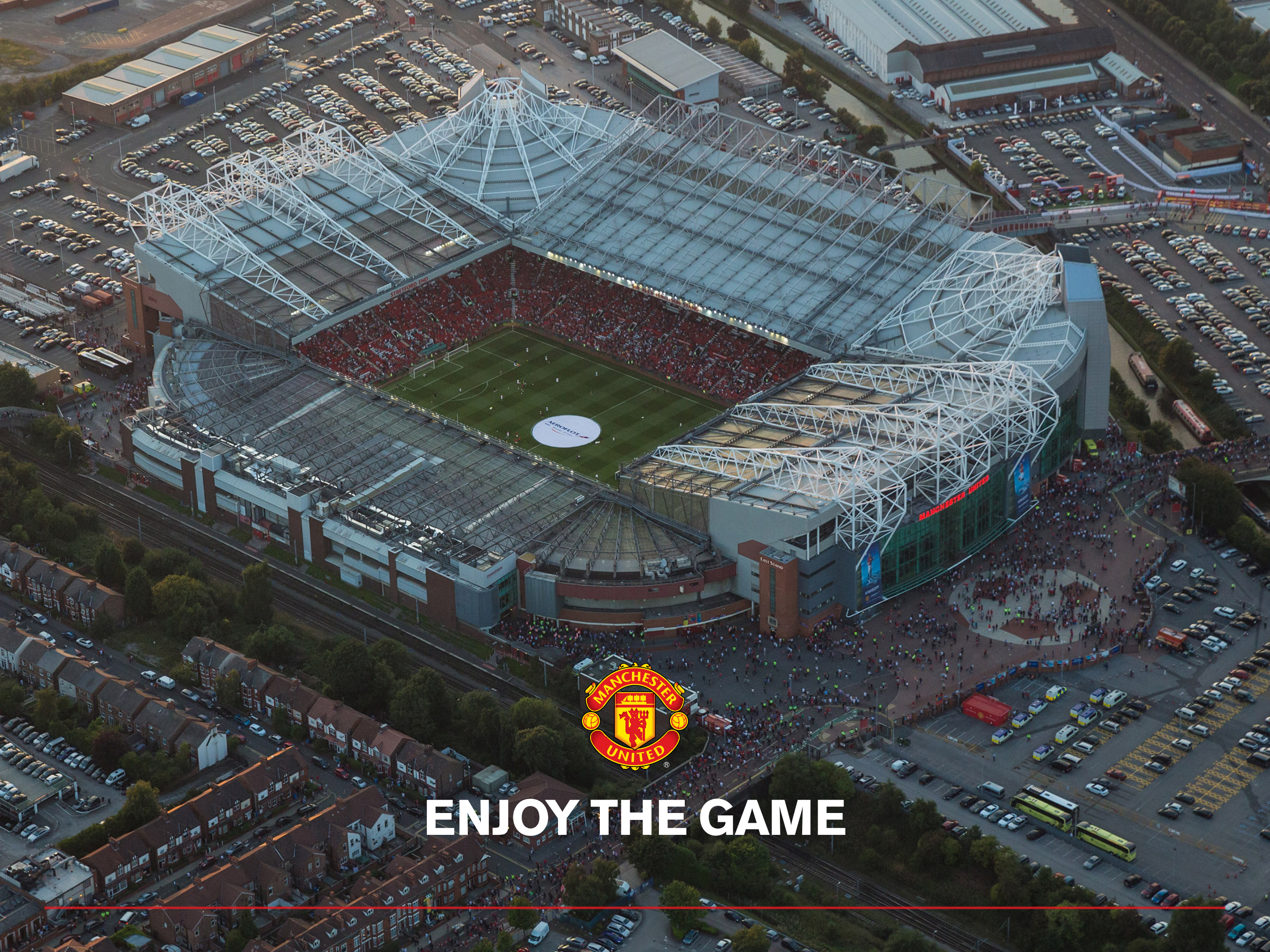
CONTACT US

If you have any questions or feedback from your visit to Old Trafford, do get in touch:

Manchester United
Sir Matt Busby Way
Old Trafford
Manchester
M16 0RA

enquiries@manutd.co.uk
+44 (0)161 868 8000





ENJOY THE GAME