



VISITING SUPPORTERS

GUIDE TO ST MARY'S
STADIUM 2017/18





WELCOME TO ST MARY'S STADIUM

ST MARY'S STADIUM, LOCATED IN THE CITY OF SOUTHAMPTON, IS THE HOME OF SOUTHAMPTON FOOTBALL CLUB. IT IS A UEFA FOUR-STAR RATED STADIUM, AND WITH A CAPACITY OF 32,384 IT IS THE LARGEST FOOTBALL STADIUM IN THE SOUTH OF ENGLAND, OUTSIDE OF LONDON.

The stadium is a complete bowl, with all stands of equal height. There are two large screens at either end, with supporters able to see one of the screens wherever they are sitting in the stadium.

The stadium has four stands, which are named after the areas of Southampton that they face. The main (east) stand is the Itchen Stand, and faces the River Itchen. The opposite stand is called the Kingsland Stand. Behind the south goal is the Chapel Stand and to the north is the Northam Stand.

At the back of the Itchen Stand there are 43 Executive Boxes and a

police control room. The stand also houses the club's offices, dressing rooms, press facilities and Club Southampton – the hospitality offering at the club.

Visiting supporters are seated in the Northam Stand. The entrances in the North car park adjacent to Ticket Office 3, where visiting fans can collect their tickets if advised to do so by their own club staff.

Inside the stadium there are Food & Beverage outlets, betting facilities, TV screens, and stewards on hand to answer any questions or guide you to your seat.

THE ADDRESS OF THE STADIUM IS:

Southampton
Football Club
St Mary's Stadium
Britannia Road
Southampton
SO14 5FP

HOW TO GET HERE...

TRAIN

Southampton is served by Southampton Central Railway Station, which is approximately a mile from the stadium - roughly a 20 minute walk.

Please see 'Train Station Shuttle' for details of the dedicated service to the stadium and back.

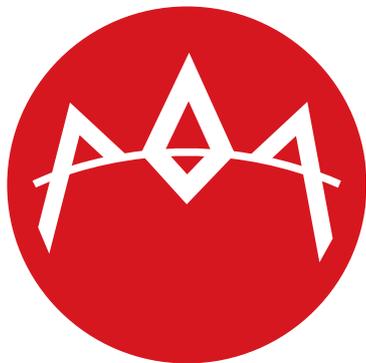
The train station has staff available 24/7 and there are help points on every platform.

There is cash machine at the train station, as well as refreshment facilities, toilets, pay phones and shops. The station is fully accessible to wheelchair users 24 hours a day.

Customer Service Centre on 0345 6000 650

FOR FURTHER DETAILS CONTACT THE TRAVEL LINE ON

+44 (0) 871 200 2233.



MULTI-STOREY CAR PARKS:

1. Bedford Place – SO15 2QW
2. Grosvenor Square – SO15 2GR
3. West Park Road – SO15 1AP
4. Marlands – SO15 1BA
5. Eastgate – SO14 3HH

BUS SERVICES

TRAIN STATION SHUTTLE

Buses run regularly from the Southampton Central Train Station. Buses operate from the South side of the station (Platform 4), starting 2 ½ hours before the scheduled Kick Off for all First team matches. The buses will drop off and pick up supporters at Chapel Road. Return buses operate for 45 minutes after the final whistle. This bus is priced at £3 for an adult return, and £2 for a Child return. Concessionary passes are accepted. This service is open to all Home and all visiting supporters.

TOWN QUAY SHUTTLE

These shuttle buses operate from Terminal 2 at Southampton's Town Quay. Services are timed to depart 5 minutes after the arrival of the Red Jet service from Cowes. Services start 2 ½ hours before the scheduled Kick Off for all First team matches. Buses will drop off and pick up supporters at Chapel Road. Return buses operate for 45 minutes after the final whistle. Prices, £3 adult return, £2 Child return. Concessionary passes are accepted. Passengers can purchase bus tickets from Red Funnel with their ferry tickets. Supporters that use the Car Ferry and Hythe Ferry are also welcome on the buses.

In addition to our shuttle bus services, there are two main providers of bus services in the area:

Blue Star Bus <http://www.bluestarbus.co.uk/servicelisting.shtml>

City Red <https://www.firstgroup.com/southampton/routes-and-maps/city-reds>

For bus times from all operators contact the Travel Line on +44 (0) 871 200 2233.

DRIVING

Southampton Football Club advise visiting fans not to travel by private car into the surrounding areas of Southampton. Due to parking restrictions operating on a matchday we recommend making use of public transport wherever possible. However, if you do choose to drive to St Mary's Stadium you can make use of a local City Council car park <http://www.southampton.gov.uk/roads-parking/parking/default.aspx>

MOTORCYCLES & CYCLING

Cycling is a quick and reliable way to get around Southampton on matchdays. Most of the city is less than a 20-minute ride from St Mary's Stadium. For some, arriving by motorcycle is also a good option.

The football club has FREE parking facilities at the stadium for those who cycle. This can be found alongside the Kingsland Stand that is situated at the rear of the stadium.

Please note that if you are traveling by motorcycle you should enter via the stadium's North Car Park and liaise with security on entry. If arriving by motorcycle, please do so no later than 40 minutes prior to kick-off due to closures. These closures will remain in place until approximately 20 minutes after the final whistle.

COACHES & MINIBUSES

There is free parking for visiting supporters who are traveling either by official supporter's coaches, private

coaches or minibus on Britannia Road. Please note that although Britannia Road is restricted by a road closure one hour and 30 minutes before kick-off you can still gain access to this area.

To book a space for an away coach or minibus please contact our Operations Team on 02380 727 785 or email supporterrelations@saintsfc.co.uk

TAXI

LOCAL, RELIABLE COMPANIES:

West Quay Cars:

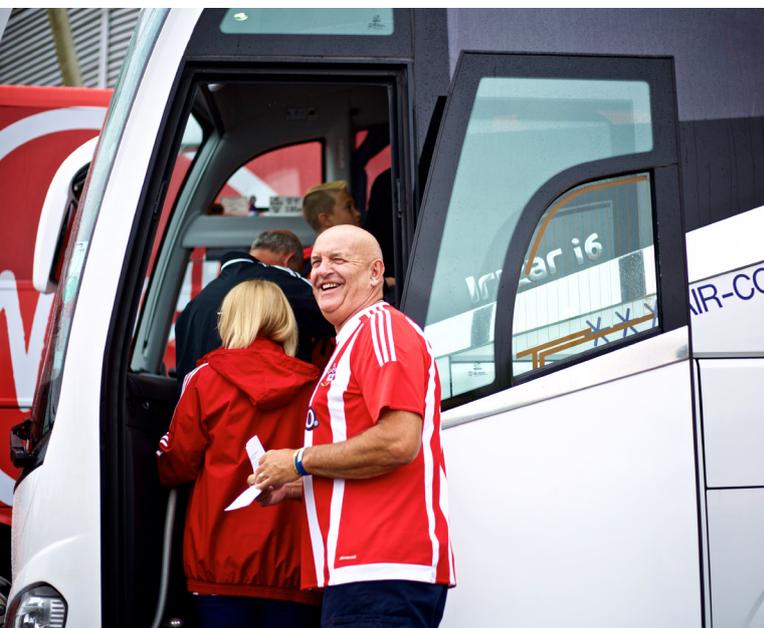
+44 (0) 2380 999 999

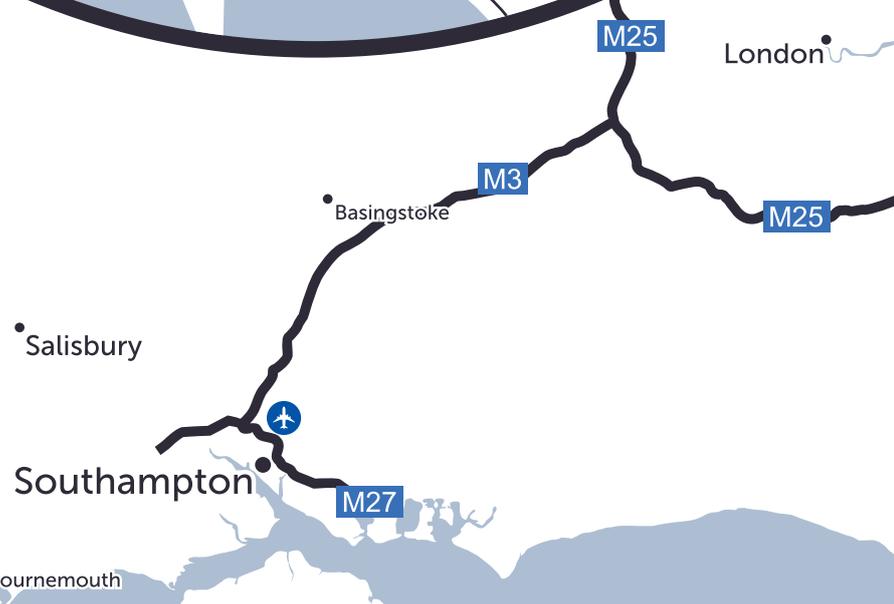
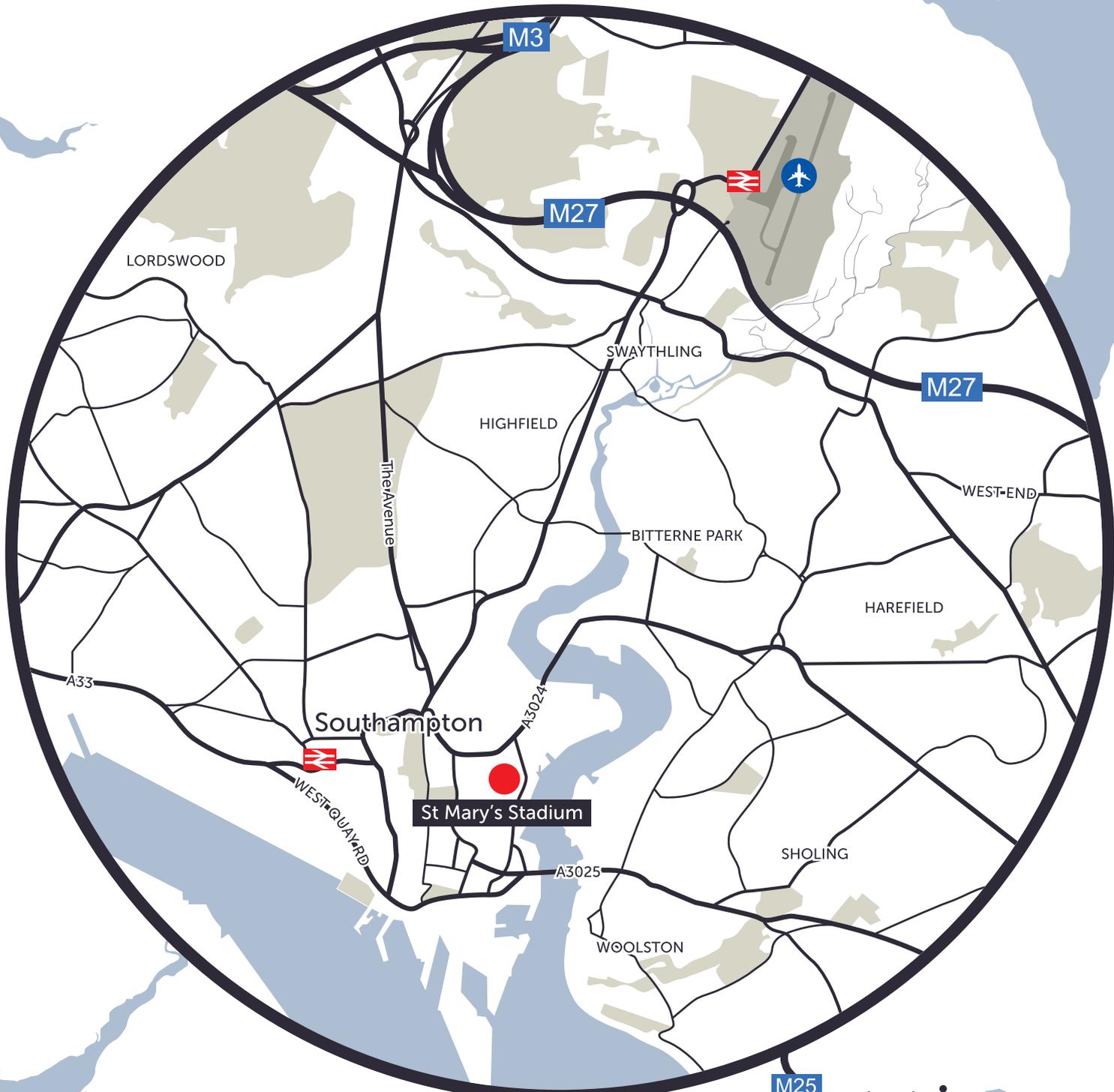
Radio Taxis:

+44 (0) 2380 666 666

WALKING

Southampton Football Club advises all supporters not to travel by private car into the surrounding areas of the stadium. Due to parking restrictions operating on a matchday we recommend all supporters to use the local City Council and walk the short distances to the stadium.





TICKETING

Before setting off, please be aware that Southampton Football Club's ticket selling policy does not permit 'babes in arms' on matchdays and will therefore not admit supporters with children below the age of two years in any section of the ground.

COLLECTIONS

Duplicate ticket requests will only be fulfilled if the information is sent to us, via email, from the visiting club's ticket office. If a supporter misplaces their ticket, they must contact their own club who will authorise and inform Southampton's Football Club's ticket office. Duplicate tickets will not be issued without authorisation from a representative of the visiting club.

Duplicate tickets will be available to collect from Ticket Office 3, the visiting supporters' Ticket Office up to 3 hours before kick off.

UPON ARRIVAL

The away turnstiles are located on the north side of the stadium. Visiting supporters can use turnstiles K, L, or M to access the away stand. The turnstiles will be opened 90 minutes prior to kick-off.

TOUTING INFORMATION

Match tickets obtained via unauthorised sources (other than via the club) are not valid. If you pay more than the face value of a match ticket or have bought a match ticket(s) from a tout or an online ticket agency such ticket will be invalid and you are likely to be refused entry or ejected from the stadium.

The unauthorised sale of football tickets is a criminal offence under UK law.

Southampton Football Club and/or any registered ticket agent will only sell match tickets for Southampton Football Club matches at face value plus any administration charge.

If you have any questions regarding Tickets please call our Ticket Office on 02381 780 780 or email tickets@saintsfc.co.uk



MATCH REGULATIONS

BANNERS

There is only a limited amount of space to display banners within the stadium. Banners above 1 metre square will not be accepted unless they have a fire certificate to say they are safe. Banners above 3 metres square have to be pre-arranged with the Safety officer and may be refused. They must not obstruct the view of others, cover advertising signs or cause a safety hazard. Banners must not display any abusive or threatening words, images or political statements.

FIREWORKS/PYROTECHNICS

Fireworks and pyrotechnics are strictly forbidden in the stadium and anyone attempting to enter with such items will have their ticket confiscated, entry will be refused and they will be arrested.

You can view our full Ground Regulations here: <https://southamptonfc.com/supporter-services/policies-and-charters/ground-regulations> and if you have any questions regarding these or any other aspect of your visit to St Mary's Stadium please contact our Supporter Relations Team on 02380 711 909 or email supporterrelations@saintsfc.co.uk





ACCESSIBILITY INFORMATION

Visiting supporters are encouraged to contact our Supporter Relations Department with any questions, requests or feedback. Our Supporter Liaison Officer and Disability Liaison Officers are on hand to assist with all enquiries and to ensure visitors are fully supported. You can contact our team by phone +44 (0) 2380 711 980/909 or by Email supporterrelations@saintsfc.co.uk

SEATING ARRANGEMENT

Depending on the allocation size that the visiting club take there are up to 16 pitchside wheelchair spaces and 9 raised deck spaces. These come with enabler seats so you can enjoy the match together.

Ambulant disabled supporters may sit wherever they choose, depending on which seats they feel are most suitable for their accessibility needs. If supporters require step-free access to seats, the seats in Row A in Blocks 43 and 46 are most appropriate. Once these seats are sold, Rows B and C in all Blocks have the fewest steps to be climbed, and can be accessed via the ground level vomitory.

REFRESHMENT FACILITIES

Access is available at all concourse catering units

within the visiting concourse. There is a dropped counter position at each unit in the Visiting Supporters concourse. If a visiting disabled supporter attends the match without an enabler a designated steward may assist with refreshments for them.

CAR PARKING

At St Mary's we reserve six parking spaces for visiting disabled fans. These are located in the North Car Park, adjacent to the visiting fans turnstile. To ensure that you have a space, we advise that you book in advance. The cost to park in the stadium is £6.00 which is payable on entry to the car park.

If you would like to book a space for your away match please call Daniel Whittington on +44 (0) 2380 711 909. Please ensure you have purchased your ticket from the club before booking parking.



UNDER ARMOUR

WE MARCH ON

SOUTHAMPTON FC

WE MARCH ON

oneWay

GARMIN

IN-CAR SPORT & FITNESS
OUTDOOR MARINE

“ Fast Pour
beer systems
throughout
the stadium”



VISUALLY IMPAIRED FACILITIES

Supporters who are visually impaired do have the opportunity to use a DAB digital radio whilst at St Mary's. If you would like to take up the opportunity of this please contact Daniel Whittington on +44 (0) 2380 711 909 or email customerservices@saintsfc.co.uk

GUIDE DOGS

Southampton Football Club welcomes any supporter that requires the aid of a guide dog. However, we do need to be notified in advance. Please call our Supporter Relations Team on 02380 711 909 or email supporterrelations@saintsfc.co.uk to advise prior to tickets going on sale in order for us to ensure we reserve the most suitable space for you.

SUPPORTERS WITH HEARING LOSS

For supporters with hearing difficulties we have exceptionally informative signage around the stadium, which provides details on how to access the shop, Ticket

Office and reception. There are hearing loops available in each concourse, in the Saints Store, at Reception, and at each window in Ticket Office one

SAFETY

Southampton Football Club asks that an enabler, who should be able to fully support the needs of the disabled person they are assisting, accompanies all supporters with accessible needs. We do not discriminate on the age of the enabler, however if any assistance is needed by any supporter (including those who are young carers) please speak to the nearest available steward who will be happy to help.

TOILET FACILITIES

Disabled toilet facilities available less than 40m from wheelchair spaces. Many are fitted with RADAR locks so please ensure you bring your key. If you do forget your key please speak to your nearest accessibility steward. CHANGING PLACES TOILET - if you need access to our changing places toilet please let a steward know and you will be escorted to the facility, located in the Itchen Stand, accessible via an external entrance and a lift.

CONCOURSE FOOD & DRINK

- New Burger introduced (made 4 miles from the Ground with Hampshire Cattle exclusive for the Club). 100% quality product new for this season
- Local Beers – enjoy your visit to St Mary's with your local tittle – We will be introducing local Ales and Beers from your home town
- A full pint of cold lager – Draught lager and bitter is now available across the Stadium
- Fast Pour Beer systems. We know no matter which ground you visit its always tough to get your food and drink at half time. We have therefore introduced Fast Pour beer systems throughout the stadium. This means the time to pour is reduced from 21 seconds to 3 second on draught lager!!
- Meal Deals on offer at each match - please see menu boards or ask one of our friendly staff for details.

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 (or any part or aspect of such a match) taking place at the Ground.

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

"Football Authority" means each of The Premier League, The Football League, The 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 Club's 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.

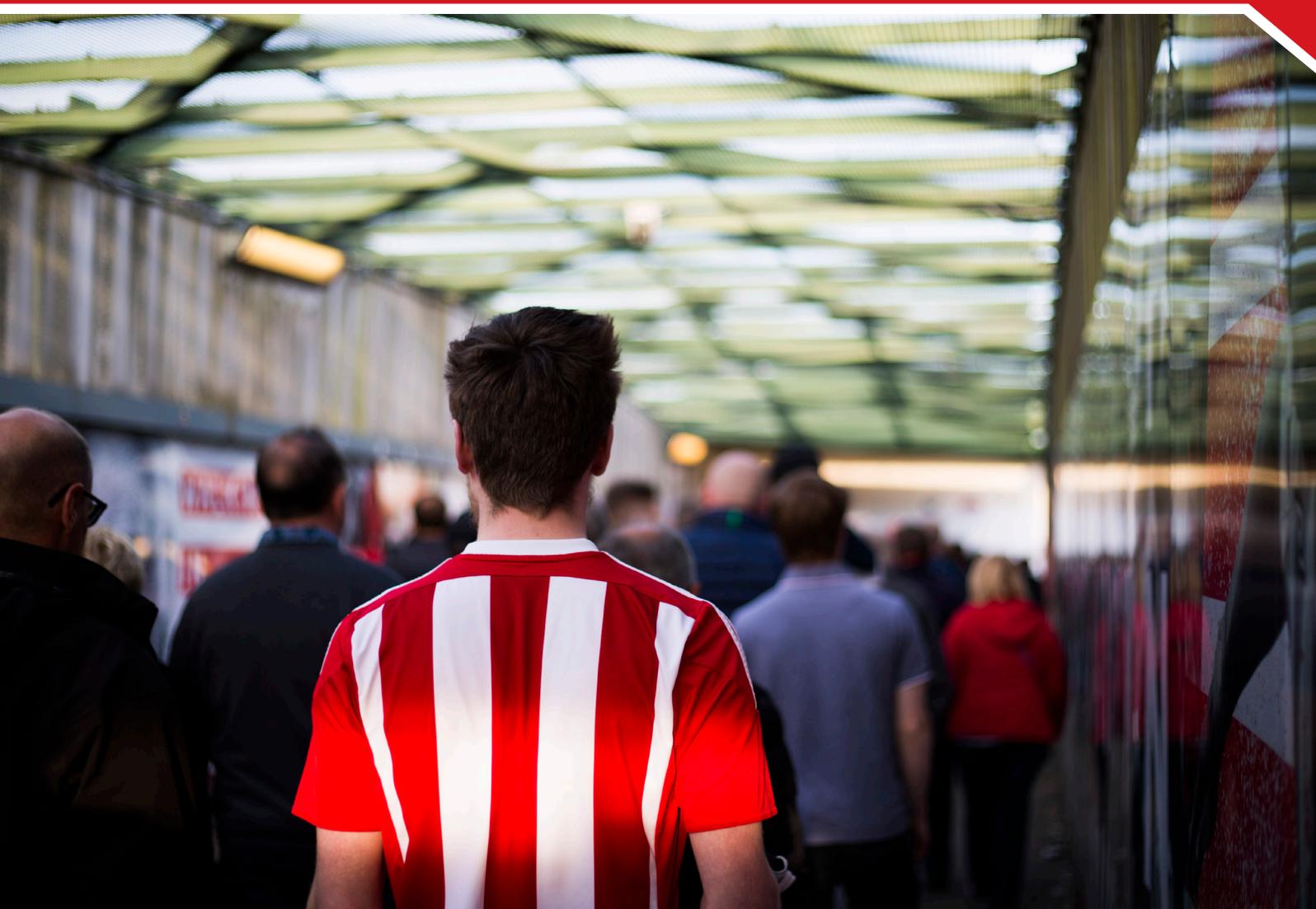
Conviction may result in a Banning Order being made.

- 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 or the use of electronic cigarettes is not permitted inside the Ground.
- 16** Mobile telephones and other mobile devices are permitted within the Ground PROVIDED THAT (i) they are used for personal and private use only (which, for the avoidance of doubt and by way of example only, shall not include the capturing, logging, recording, transmitting, playing, issuing, showing, or any other communication of any Material for any commercial purposes); and (ii) no Material that is captured by a mobile telephone or other mobile device 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 capture, log, record, transmit, play, issue, show or otherwise communicate (by digital or other means) any Material in relation to the Match, any players or other persons present in the Ground and/or the Ground, nor may they bring into the Ground or use within the Ground (or provide to, facilitate or otherwise assist another person to use within the Ground) any equipment or technology which is capable of capturing, logging, recording, transmitting, playing, issuing, showing or otherwise communicating (by digital or other means) any such Material. 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 or otherwise in accordance with the relevant ticket terms and conditions. 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, 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.
- 22** CCTV cameras are in use around and in the Ground. Body worn video cameras recording video and/or audio may also be used as appropriate, for example to record prohibited behaviours as referenced in paragraphs 9 and 10. 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, by way of example and without limitation, in televised coverage of the game or by or on behalf of the Club or any Football Authority (or their commercial partners) for marketing, training 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.

RECOMMENDED ACCOMMODATION

IN THE SOUTHAMPTON AREA



Southampton City offers a wealth of fabulous hotels, ranging from historic buildings, boutique taverns, modern comforts or forest getaways.

Below is a sample of what Destination Southampton recommend in and around Southampton City Centre.

For group accommodation please contact us for best available rates.

info@destinationsouthampton.com

+ 44 (0)345 2269944 or +44 (0)2380 682415

For more information on what to see and do in Southampton, as well as local maps, visit

www.discoversouthampton.co.uk



'City Centre'

Jury's Inn Southampton

Charlotte Pl,
Southampton,
SO14 0TB
+ 44 23 8037 1111

The hotel has 270 spacious bedrooms, a high proportion of which can be twin occupancy. In addition nine meeting rooms on a dedicated floor in the hotel. The entire hotel benefits from air conditioning and has internet access throughout.

0.8 miles to St Mary's Stadium



'Boutique'

White Star Tavern

28 Oxford St,
Southampton,
SO14 3DJ
+ 44 23 8082 1990

Awarded five stars by the AA for its boutique guest accommodation, and located in the heart of Southampton's historic maritime district, this former seafarer's hotel offers a unique blend of stylish and comfortable accommodation.

1.0 mile to St Mary's Stadium



'Historic'

The Mercure Dolphin Hotel

34 - 35 High Street,
Southampton,
SO14 2HN
+ 44 23 8038 6460

Situated in the heart of the city where it has stood for over 500 years. The hotel offers guests a truly memorable experience and has been awarded 4 star status and a rosette for food quality from the AA.

1.2 miles to St Mary's Stadium



'Manor House'

Chilworth Manor

Chilworth,
Southampton,
SO16 7PT
+ 44 23 8076 7333

There are 95 fully-equipped en-suite bedrooms, elegant bar and restaurant and residential guests can also enjoy the Health Club and Spa offering an ozone cleansed pool, sauna and steam room, state of the art gym, and beauty treatment suite.

5.5 miles to St Mary's Stadium

'Waterfront'

Holiday Inn Southampton

Herbert Walker Ave,
Southampton,
SO15 1HJ
+ 44 87 1942 9073

Located just a ¼mile from Southampton Central train station and five miles from Southampton International Airport, the 130 bedroom hotel is situated in the city centre opposite Southampton Water.

1.6 miles to St Mary's Stadium



'Sporting Hotel'

Hilton at the Ageas Bowl

Botley Road,
Southampton,
SO30 3XH
+ 44 23 8202 0900

The new 171-bedroom four-star hotel offers guests an indulgent and luxurious experience. It is an ideal base for both corporate and leisure visitors with stunning bedrooms either overlooking the cricket pitch, or the stunning golf course.

5.0 miles to St Mary's Stadium



'Stylish'

Grand Harbour Hotel

West Quay Rd,
Southampton,
SO15 1AG
+ 44 23 8063 3033

The modern and purpose built Grand Harbour is a unique blend of innovation and tradition in a city renowned for its maritime heritage. An iconic modern hotel with a stunning glass atrium, built on Southampton's bustling waterfront.

1.9 miles to St Mary's Stadium



'New Forest Grandeur'

Rhinefield House Hotel

Rhinefield Rd,
Brockenhurst,
SO42 7QB
+ 44 84 5072 7516

Rhinefield House is a magnificent country house mansion set in 40 acres of ornamental gardens with Italian ponds, known locally as the 'Jewel in the Forest'.

14.8 miles to St Mary's Stadium



'Shabby Chic'

Pig in the Wall

8 Western Esplanade,
Southampton,
SO14 2AZ
+ 44 84 5077 9494

A stylish boutique B&B set within Southampton's historic medieval walls. The hotel features 12 shabby chic bedrooms and a delicious deli counter serving PIG charcuterie boards, salads and great wines by the glass!

1.6 miles to St Mary's Stadium



'New Forest Boutique'

Hotel Terravina

174 Woodlands Road,
Netley Marsh,
SO40 7GL
+ 44 23 8029 3784

Located in the beautiful New Forest National Park, in the sleepy village of Woodlands, yet close to main road routes and the city of Southampton, Hotel TerraVina is an award winning, contemporary, personally managed, Boutique hotel, offering stylish, individually decorated bedrooms, many of which have either a roof terrace or patio garden.

8.7 miles to St Mary's Stadium





Southampton Football Club
St Mary's Stadium,
Britannia Road,
Southampton,
SO14 5FP

Supporter Relations

T: 02380 711 909

E: Supporterrelations@saintsfc.co.uk

www.southamptonfc.co.uk

www.facebook.com/southamptonfc

www.twitter.com/southamptonfc