

WELCOME TO THE CITY GROUND

YOUR DEFINITIVE AWAY FAN

MATCHDAY GUIDE



CONTENTS

THANK YOU FOR VISITING US!

From everyone at Nottingham Forest, we would like to welcome you to The City Ground.

It doesn't matter which team you are here to support, we want all supporters visiting The City Ground to get the very best out of the matchday experience and thank you for making the journey here.

This matchday guide is designed to help you make the most of your visit to The City Ground, providing helpful guidance, information and tips to ensure that you are prepared in the best possible way to watch your side against The Reds every time you visit our stadium.

1-2	Matchday Checklist - Always Be Prepared!
3-4	Buyers Guide To Tickets & Merchandise
5-6	Travelling To The City Ground
7-8	The Matchday Experience - When, What & Where
9-10	In-and-Around The City Ground - Useful Places to Know & Go
11-12	Navigating The Stadium – Find Your Way Around
13	Forest Family Fun Activities – Where To Go & What To Do
16	Accessing The Stadium – Get Ready!
17	The Here-To-Help Squad
17	Forest Review – Grab A Matchday Programme
19	Feeling Peckish? Food & Drink At The City Ground
21-22	Matchday FAQs
23	Stay Safe At The City Ground
24	Reporting Anti-Social Behaviour

MATCHDAY CHECKLIST

Matchdays at The City Ground can be very busy, exciting and potentially quite challenging for supporters who don't attend many live games.

To help take the stress away from your matchday experience, we've prepared this simple checklist to make sure that you are as match-ready as you can be and that you can relax and enjoy the day:



DON'T FORGET YOUR TICKETS

- You won't be able to get into the stadium without a ticket, so make sure that you have these in your pocket or wallet before you leave home
- If you haven't already purchased a ticket, check with your own club before you travel. In the event that the full away allocation has already been sold, we won't be able to sell you one and you will have had a wasted journey, I'm afraid!
- If you are purchasing a ticket in the visitors' section on matchday, please be aware that we currently only accept cash payment



CHECK THE WEATHER FORECAST

- Don't forget that football is an outdoor sport and you will be exposed to the elements when watching the game. So keep a keen eye on the weather forecast and be prepared to wrap-up warm...but don't bring an umbrella as you won't be permitted to bring one into the stadium



PLAN YOUR ROUTE

- Don't miss kick-off! Plan your route so that you arrive at The City Ground at least 60 minutes before kick-off to take advantage of our pre-match activities
- If you are travelling by public transport, make sure that you check the timetables and keep an eye out for any possible delays which might mean that you need to set out for the stadium earlier than you had initially planned
- If you are driving to Nottingham, visit: <https://www.rac.co.uk/route-planner> or punch NG2 5FJ into your SatNav to plan your route and avoid any potential roadworks or traffic hotspots which may delay your arrival



DON'T FORGET TO PAY

- You may want to buy food, drink or merchandise during your matchday, so remember to bring a small amount of cash and credit/debit cards with you
- The City Ground is a cashless stadium, so only debit/credit card payments will be accepted for food and drink inside the stadium itself



CHECK THAT YOUR PHONE IS FULLY CHARGED

- You never know when you'll need your mobile phone or why, so make sure that it is fully charged before you leave the house



BRING SNACKS

- Some of you may have a longer journey than others, so make sure you don't go too hungry before you get to The City Ground. You are always welcome to bring a small quantity of crisps, sweets or sandwiches into the stadium with you



CHOOSE A DESIGNATED MEETING PLACE

- It can get busy around the stadium and it is very possible that you may lose your friends/family at peak times around the stadium. Before you enter the stadium, choose a memorable landmark around the vicinity where you can meet-up if your group does get broken-up. In if doubt, seek the advice of an NFFC Safety Steward



DON'T BRING SHARP OBJECTS

- Matchday can be long, particularly for small children. The club welcomes supporters bringing a small backpack which might contain a few snacks, books, travel games and warmer clothing. However, just like at an airport, there are items that cannot be permitted into the stadium for the safety of others. Please check-out our prohibited items guide before setting-out for the stadium



DRINK IN MODERATION

- Everyone wants to be able to relax and enjoy the game and a matchday beer-or-two is a big part of the matchday routine for many supporters. However, don't drink so much that you make the game unforgettable for all the wrong reasons...



TO MAKE THE MOST OF YOUR VISIT, DOWNLOAD AND PRINT THIS

- Alternatively, why not bookmark this guide on your smartphone browser, so that you can access it whenever you need to on matchday?

BUYERS GUIDE

TO TICKETS AND MERCHANDISE



BUYING & COLLECTING TICKETS ON MATCHDAY

Fixtures at The City Ground regularly sell-out or have only limited ticket availability, so our advice is to always purchase your tickets well in advance of matchday to avoid disappointment.



Visitor's Ticket Office

The Visitors' Ticket Office is the only place that you will be able to purchase tickets on matchday at The City Ground. Located in the Brian Clough Stand, it is just 20 metres away from the visitors' section, which is located in the Bridgford Stand.

Opening 2 hours before kick-off for an afternoon fixture and 90 minutes prior to kick-off for an evening kick-off, the Visitors' Ticket Office is the place to go for supporters who are either purchasing tickets on the day or collecting duplicate or pre-purchased tickets.

Supporters who are collecting tickets that they have purchased from their own club will be requested to provide proof of their booking and ID to confirm that they are authorised to collect these tickets.

Anyone wishing to purchase tickets is advised that tickets can only be purchased in cash as this facility does not have the ability to accept card payment. To avoid disappointment, please make sure that you have checked matchday ticket prices and that you have the correct amount of cash with you to pay for your ticket.

Where a supporter is buying a concessionary match ticket (under 24s and over 65s), you may be asked to provide photo ID to confirm your age prior to sale or at the turnstiles before entering the stadium.

The Visitors' Ticket Office remains open only until half-time, after which supporters will not be permitted to enter the stadium.



BUYING OFFICIAL CLUB MERCHANDISE

Many visiting supporters like to take home a souvenir of their visit to The City Ground and the Nottingham Forest Megastore offers an exciting product range including all home and away kits as well as a wide variety of souvenirs and pocket money gifts for all ages.

The Megastore is situated alongside the ticket office just outside the entrance to the Peter Taylor Stand car park on Pavilion Road and is open on matchdays from 9am until 1 hour after the final whistle.

Alternatively, for smaller keepsakes, a mobile merchandise unit can also be found in the Family Red Zone, which is located in the Brian Clough car park and is open to home and away fans.



RECEIVING YOUR TICKETS

All supporters who have purchased a ticket from their club should have received a barcode paper ticket prior to arrival at The City Ground.

If you have purchased your ticket less than 2 business days before the game, your club may have made arrangements for you to collect your ticket directly from Visitors Ticket Office in the Brian Clough Stand, which is open 2 hours prior to kick-off.

If your ticket has not arrived with you 24-hours before kick-off or you have lost your match ticket, please contact your club's ticket office immediately to request a duplicate ticket, which will be made available for you to collect from the Visitors Ticket Office. In these instances, try to inform your own club before making the trip to The City Ground, even on matchdays.

If your own club's Ticket Office is closed on matchday, we will make every effort to help you access the stadium. In such cases, please arrive at the Visitors Ticket Office as early as you can to enable us to investigate the situation and avoid any further delays to yourself or fellow supporters. We will require proof of your booking and photo ID to enable us to retrieve details of your original ticket purchase.

However, it may not always be possible to find details of your original purchase and you may be asked to purchase a new ticket to get you into the stadium, although this may also be impossible in cases of sold-out away allocations. Therefore, keep your ticket safe and make sure you know the full details of your booking before you make the journey to The City Ground.

Please note that it is not possible to buy or collect visiting clubs' tickets prior to the Visitors Ticket Office opens 2 hours before kick-off.

TRAVELLING TO THE CITY GROUND

Football supporters visit The City Ground from across the country and beyond. Everybody's journey is different, dependent upon where you are travelling from and how you are intending to get here.



BY CAR

The City Ground can be accessed quickly and easily from junctions 24 and 26 of the M1, depending on which direction you're departing from. Just remember to set your SatNav to **NG2 5FJ**.



From the North

From the north, leave the M1 at junction 26 and follow signs for Nottingham via the A610 Nuthall Road until you meet the A6514 at Western Boulevard. Turn right and follow the A6514 ('the ring road south') and join Middleton Boulevard, which becomes Clifton Boulevard after the Queens Medical Centre.

Turn right for Riverside P&R if you are heading for the Embankment, or Riverside Way Park & Ride, and follow signs for matchday parking. Continue around the ring road, carrying straight on at the Nottingham Knight Island and the Wheatcroft Island until you reach the Gamston Island. Take the first exit left onto the A6011 ('Radcliffe Road') and continue along the A6011 following the road as it bends to the right and continue over Lady Bay Bridge.



From the South

From the south, leave the M1 at junction 24 and follow the signs to join the A453 towards Nottingham and after passing through Clifton, continue on the A453 following signs for football and cricket traffic. Join the A52 eastbound towards Grantham and carry straight on at the Nottingham Knight Island and the Wheatcroft Island until you reach the Gamston Island. Take the first exit onto the A6011 ('Radcliffe Road') and continue along it, following the road as it bends to the right and continue over Lady Bay Bridge.



BY TRAIN

Nottingham railway station has regular rail services from London, Birmingham, Derby, Leicester, Newark, Grantham, Worksop, Sheffield and Peterborough. The station itself is roughly a 20-minute walk or ten-minute bus ride from The City Ground, so the chances are you might be able to leave your car at home more easily than you think.

Visit www.nationalrail.co.uk to view your train options



BY BUS

The City Ground is serviced by a number of frequent services from across the Nottingham, with the Numbers 5-11 services likeliest to pick-up/drop closest to The City Ground in any direction.

For further information on your bus options, please visit www.nctx.co.uk to see which services suit your needs best.



BY FOOT

The City Ground is located a brisk 15-20 minutes' walk directly from Nottingham City Centre. Regardless of the direction you are coming from, simply follow the signs for Trent Bridge Cricket Ground.



BY CAB

Taxi ranks can be found everywhere around Nottingham City Centre, with the best places to grab-a-cab located on Station Street and Queens Road, which are located at the front and at the rear of Nottingham Train Station.



09:00

Ticket Office and Megastore opens



12:00

The Family Red Zone opens



13:00

Collections Office, Brian Clough Ticket Office and Away Ticket Office opens



13:15

Players arrive at the stadium



13:30

Turnstiles open



14:00

Team news announced



14:15

Warm-ups get underway



14:55

The teams and mascots enter the pitch



15:00

Kick-off



THE MATCHDAY EXPERIENCE

Matchdays are about more than just the 90 minutes of football and The City Ground is filled with fun and activity for hours leading up to and post-match.

Remember that every matchday is different and games can be played on any day of the week and at a variety of kick-off times depending on factors such as whether it is a league or cup game, whether it is a midweek fixture or even if the game is selected for live tv broadcast.

The following timings illustrate the typical activities and timings for a Saturday home matchday with a kick-off 3pm:

17:30

Main ticket office and Megastore close



17:15

Players sign autographs on their way out of the players' entrance in the Peter Taylor Stand



16:50

Full-time



16:40

Main ticket office and Megastore reopens



16:00

Second half begins



15:55

Turnstiles close



15:45

Half-time and entertainment
All ticket offices close



15:10

Most turnstiles close.
Late turnstiles now in operation

IN-AND-AROUND THE CITY GROUND

There are a host of useful amenities and reference points for you in-and-around the stadium. The following highlight just a few which might be of use:



ATMs

The nearest ATMs to the City Ground can be found:

- **Radcliffe Road:** Road-side kiosk opposite the Trent Bridge Inn
- **Co-Op Food – Trent Bridge:** Just 5-minutes' walk away on Bridgford Road, behind Bridgford Road Stand at Trent Bridge Cricket Ground
- **Co-Op Food – West Bridgford:** Less than 10-minutes' walk away along Bridgford Road



PUBS & DINING

Fans looking for the nearest places to have a quick drink and a bite to eat prior to visiting The City Ground will find the following most accessible:

- **The Broken Wheelbarrow:** Located in Notts County FC's Meadow Lane Stadium, this lounge bar is away-fan friendly. Featuring tv screens showing live sports action The Broken Wheelbarrow is less than a 10-minute walk away from The City Ground and in close proximity to the away turnstiles
- **Hooters Sports Bar:** A popular sports bar with visiting fans, this American-style bar features tv screens, drink, burgers and wings. Only a 5-minute walk away from Nottingham Train Station and 15-minutes' walk away from The City Ground, it is a convenient stop-off for fans on the move



CAR PARKING

Fans should be aware that, on a matchday, parking at the ground is considerably limited and priority is given to disabled supporters, coaches, players, match and club officials.

Any availability is on a matchday-only basis, charged at £10 first-come, first-served.

Please do not park on residential streets around West Bridgford, since controlled parking zones and residents parking schemes are enforced on a matchday, which will result in your receiving a parking ticket and fine.

If you plan to drive directly to the stadium then we strongly advise that you:

- Look into opportunities for sharing your car journey with others going to the game
- Park in the approved Nottingham Forest car parks, which are located at:

Meadow Lane (Notts County FC) Cattlemarket Pay & Display	£3 per car
Lady Bay Sports Ground (NG2 5AA) County Hall (Notts County Council Building)	£5 per car
County Hall (Notts County Council Building)	£12 per minibus £20 per coach



MAKING A WEEKEND OF IT?

There is more to Nottingham than Nottingham Forest and Robin Hood, you know! Nottingham Castle, National Justice Museum, a hidden cave system and all things Robin Hood are all waiting here for you to discover. So if you are planning to stay in Nottingham for more than just the football, why not visit www.visit-nottinghamshire.co.uk and plan a full weekend too?



NAVIGATING THE STADIUM

Even the most frequent visitor to The City Ground can sometimes need some help getting around the stadium. Just to help you out, please take some time to check-out your best suggested route to the visitors' section of the stadium to ensure you're ready for kick-off!



VISITORS' TICKET OFFICE

The Visitors' Ticket Office is located in the Brian Clough Stand and is just 20 metres away from the visitors' section, which is located in the Bridgford Stand.

This facility opens 2 hours before kick-off for an afternoon fixture and 90 minutes prior to kick-off for an evening kick-off and is open for supporters who are either purchasing tickets on the day or collecting duplicate or pre-purchased tickets.

The Visitors' Ticket Office remains open only until half-time, after which supporters will not be permitted to enter the stadium.

Please note that it is not possible to buy or collect visiting clubs' tickets prior to the Visitors Ticket Office opens 2 hours before kick-off.



FOREST FAMILY FUN ACTIVITIES

THE FAMILY AREA



Blocks F1, F2, F3 and RR1, RR2 and RR3 of the Peter Taylor Stand are the club's designated family areas of the stadium.

As this is an area deemed most suitable for our youngest fans, there is a zero-tolerance policy of bad language in the family area and stewards will ask anyone using bad language to leave immediately.

No person will be allowed into this area unless they are with a supporter under the age of 16.

THE FAMILY RED ZONE



Families and young supporters are always encouraged to visit the brand-new Family Red Zone to enjoy the build-up to a game.

Located in the Brian Clough Stand car park, the Red Zone includes face paint, kids' games and music. The area also offers up a wide range of guest ales and food items which cannot be found anywhere else in the stadium, with local brewery Castle Rock being a firm fan favourite.

Nottingham Forest prides itself in fostering a family-friendly environment for supporters to bring their children and introduce kids to live football. Our pricing policy, which is geared towards attracting more family groups to the beautiful game, means that more children are attending games here than ever before. However, parents must be made aware that children under the age of 14 are not permitted to attend games at The City Ground without an adult aged at least 18 years of age.

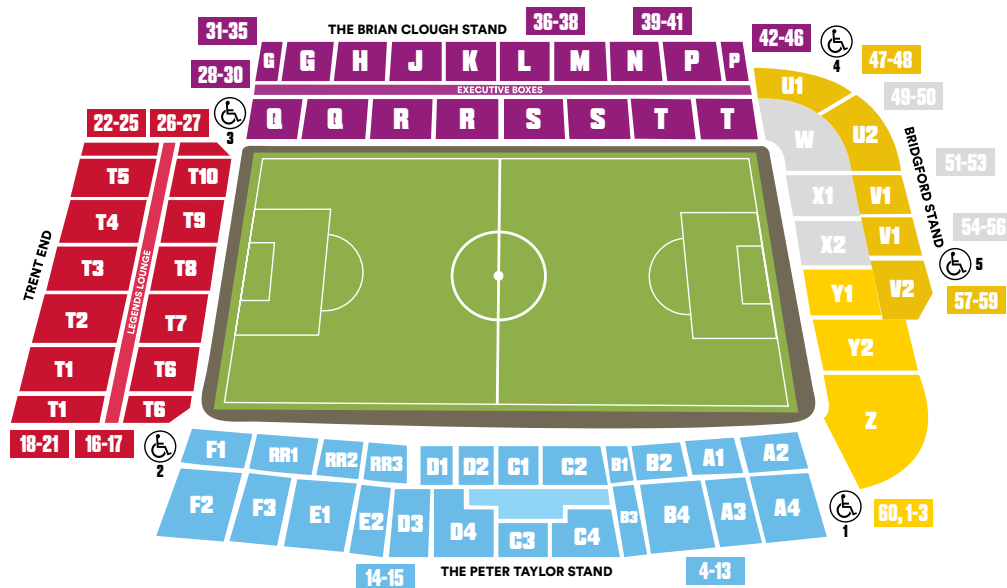


ACCESSING THE STADIUM

To ensure that you are able to enter The City Ground without any hiccups, it is important that you attempt to access the stadium using the correct turnstile or accessible door. Details of the turnstile/accessible door that you should be using are displayed clearly on your ticket/card. Attempting to use your ticket/card at the wrong turnstile will result in failure and delays in you taking your seat.

Supporters must be made aware that, once you have entered the stadium, you will not be permitted to leave the stadium and re-enter. Once you're in, you're in!

Please check-out the map below, which shows the positions of the satellite ticket offices and each



The majority of turnstiles will close 10 minutes after kick-off. However, some turnstiles will be open until half-time to welcome late-comers to the stadium.

Within the visitors' section, any combination of turnstiles from 41-53 will be open to allow you access into the stadium.



GETTING INTO THE STADIUM WITH A PAPER TICKET

- If you have received a match ticket, this will display block, row and seat that you should be sat in and, most importantly, the turnstiles and a barcode that you must enter the stadium through
- Go to your designated turnstile and present your paper ticket
- If successful, you will be allowed entry into the stadium; if there is an issue with your ticket, you will be directed towards a member of the Here-To-Help squad for further assistance in getting you into the ground in a timely manner



WHAT DO YOU DO IF YOU'VE FORGOTTEN YOUR TICKET?

Don't panic! If your ticket has not arrived with you 24-hours before kick-off or you have lost your match ticket, please contact your club's ticket office immediately to request a duplicate ticket.

If your own club's Ticket Office is closed on matchday, we will make every effort to help you access the stadium. In such cases, please arrive at the Visitors ticket office as early as you can to enable us to investigate the situation and avoid any further delays to yourself or fellow supporters. We will require proof of your booking and photo ID to enable us to retrieve details of your original ticket purchase.

However, it may not always be possible to find details of your original purchase and you may be asked to purchase a new ticket to get you into the stadium, although this may also be impossible in cases of sold-out away allocations. Therefore, keep your ticket safe and make sure you know the full details of your booking before you make the journey to The City Ground.

Please note that it is not possible to buy or collect visiting clubs' tickets prior to the Visitors Ticket Office opens 2 hours before kick-off.

THE HERE-TO-HELP SQUAD

With a constant stream of activity and people milling around The City Ground on matchday, it can become a little overawing for supporters who need a little help and guidance leading up to kick-off. If you find that you are ever in need of further assistance, directions or help getting into the stadium, come and find one of our Here-To-Help squad!

Wearing a bright pink bib, the Here-To-Help squad can be found in various locations around the stadium and are there to provide you with all of the information that you might ever need. So if you are not sure where the nearest toilet is, where to the nearest ATM, have forgotten which seat you should be sat in or are simply not sure which turnstiles you should be entering to get into the stadium, simply seek-out someone in a pink hi-vis jacket!

The Here-To-Help squad are also there to help you if your ticket is failing to get you through the turnstiles and are on-hand to check the status of your ticket and take the most appropriate action.

More-often-than-not, they will be able to assist you on-the-spot and escort you into the stadium. However, on occasion, you be guided over to the nearest ticket office for further assistance but at least you know that there is someone there to give you advice when you need them most.

FOREST REVIEW GRAB A MATCHDAY PROGRAMME

There is always plenty to do before, during and after the game but, if you just want to take your seat, soak-in in the matchday atmosphere and have a quick read before the game or at half-time, why not buy the Forest Review?

Our official matchday programme, Forest Review, is full of exclusive interviews, behind-the-scenes content and much more. The programme is excellent for young supporters who have the chance to hear from Robin Hood as well as take part in fun quizzes.

The Forest Review is a must-read is the perfect matchday memento for all fans – home or away. The Forest Review is available from the official sellers around The City Ground and is priced at just £3 (cash only). Programme sellers can be found around the stadium parameter and inside the stadium bowl once you enter the stadium. Alternatively, you can purchase your Forest Review in the Megastore.

If you are looking to mark a special occasion, you might also consider having a message added into the Forest Review for ahead of the game. For further information, please read this.



FEELING PECKISH?

FOOD & DRINK AT THE CITY GROUND

There is a full range of refreshment items that can be purchased at The City Ground – from speciality food and guest ales in the Family Red Zone, to more traditional matchday fayre:

FOOD



PIES
£3.30

Meat & Potato
Chicken Balti
Cheese & Onion (v)



PIZZA TWISTS
£4.00

Margherita
Pepperoni



ROLLOVER HOTDOG
£4.00



SAUSAGE ROLLS
£2.40

SNACKS & CONFECTIONARY



PIPER'S CRISPS
£3.30

Sea Salt
Cheese & Onion
Sweet Chilli
Sea Salt & Cider Vinegar



CHOCOLATE
£1.00

Cadbury's Wispa
Cadbury's Twirl

£2.50

Cadbury's Buttons
Grab Bag



SWEETS
£2.50

Bassett's Wine Gums
Grab Bag



MINTS
£1.00

Trebor Extra Strong
Mints

DRINKS ALCOHOLIC



£4.20

Heineken
Bulmers
John Smith's



£4.50

Amstel (pint)



£4.00

Strongbow



£3.90

John Smith's (Can)

DRINKS NON-ALCOHOLIC



IN-CUP HOT DRINKS
£2.20

Tea
Coffee
Bovril
Hot Chocolate



WATER
£1.60



COLD SOFT DRINKS
£2.70

Diet Coke



MATCHDAY FAQs

This guide is intended to deal with the majority of questions and queries that visitors to The City Ground are likely to have. This is not exhaustive and you are likely to have many more questions than we are able to include in this guide.

Below are a number of the questions that we are regularly asked about matchdays but, if neither of these nor the rest of the information contained in this guide is applicable, please feel free to call the ticket office or email tickets.nottinghamforest.co.uk for further advice:

Q. What is the latest time I can get into the ground on a matchday?

The majority of turnstiles close 10 minutes after kick-off. However, a number of late turnstiles remain open until half-time. Please go to the [Accessing The Stadium](#) section of this guide.

Q. What times do the turnstiles open?

Turnstiles usually open 90 mins prior to kick-off.

Q. How old do I have to be to attend a fixture at the City Ground on my own?

Children under the age of 14-years-old are not permitted into the stadium on their own. Equally, children under the age of 4-years-old are not permitted into the stadium whatsoever.

Q. Can I pay by card inside the ground?

Food and drink can be purchased using credit/debit card within the stadium concourses. Equally, tickets and merchandise can be purchased using card, although the Away Ticket Office does not currently have credit card facility.

Q. How can I register as disabled?

Please [click here](#) for further information on everything we require to register you with the club.

Q. Are there any pre-match events around the ground for supporters?

Events vary dependent upon the fixture but the all pre-match entertainment usually occurs in the Family Red Zone. For further information, please visit the [Forest Family Activities](#) section of this guide.

Q. Am I allowed to take photos during the game?

Unfortunately, cameras and any device that is capable of streaming video content is prohibited from the stadium.

Q. Are there any halal or vegan food options in the ground?

We currently do not have any vegan or Halal food options in the stadium concourses. However the club is always sourcing new food opportunities which are representative of the dietary requirements of all visitors to The City Ground.

Q. Is there a Forest app that I can upload tickets to and scan on my phone?

A Nottingham Forest Official App is available on iOS and Android. However, ticket cannot but uploaded...yet, so watch this space!

Q. Can I bring a flag or banner into the ground on matchday?

Banners will only be permitted into the stadium with express prior notice and permission from our Stadium Operations team. Please call 0115 982 4444 for further assistance.

Q. Is there a facility to get birthday messages on the big screen?

Unfortunately, not but you can have a message placed in the programme. [Click here](#) for further details.

Q. Is there a resale policy on match tickets?

Unfortunately, there is no resale policy currently in operation. However, if you have purchased a match ticket and find that you are unable to attend for any reason, the club does operate a refunds policy as long as tickets are returned to the ticket office more than 24 hours prior to kick-off. Our preference would always be for tickets to be returned in person; however, if this is not possible, we would recommend that tickets are returned Special Delivery to ensure that we do receive them as we cannot refund items that we have not received.

Q. Where can I buy a programme from on matchday?

The Forest Review can be purchased from a number of outlets around the stadium. Please visit the [Forest Review](#) section of this guide for more details.

Q. What family-friendly activities are there at The City Ground?

There are a number of family-orientated activities that occur in-and-around The City Ground which all take place in the Family Red Zone. For more information, please check out the [Forest Family Fun Activities](#) section of this guide.

Q. Where is the family red zone?

You can find the Family Red Zone in the Brian Clough Car Park.

Q. Where can I collect pre-purchased tickets from?

You can then collect your tickets either from the main ticket office or, in the case of collections made within 2 hours of kick-off, the collections office in the corner of the Brian Clough Stand and Trent End.

Q. Where can I buy home tickets from on matchday?

Match tickets can be purchased online at tickets.nottinghamforest.co.uk, by calling the ticket office on 0115 982 4388 or by visiting the main ticket office or Brian Clough ticket office on matchday.

Q. Is the megastore open after the game?

The megastore reopens approximately 5 minutes prior to full-time, remaining open for up to one hour after the game.

STAY SAFE AT THE CITY GROUND

Nottingham Forest believe that the safety and security of all of visitors to The City Ground is paramount in ensuring that everybody can enjoy matchday. We want everybody to enjoy the game as much as possible but supporters should be mindful and respectful of other supporters sharing in the matchday experience too.

Supporters are reminded that The City Ground is strictly an all-seater stadium. All supporters must have a designated seat and should be seated at all times to allow other paying supporters are able to enjoy the matchday experience too.

BAG SEARCHING



To ensure that we abide by our commitment to the safety and security of all supporters, the club adopts a strict search policy at the stadium which may cause congestion and long queues at the turnstiles. To ensure that you enter the stadium and take your seat in plenty of time for kick-off, it is always worthwhile getting the stadium as early as possible rather than getting caught up in this congestion.

We obviously appreciate that it can be a frustrating experience for supporters to have to wait for a prolonged period of time but we should be mindful that the UK Threat Level is currently at severe and we appreciate your patience in allowing our stewards to perform tasks which safeguard your safety.

We understand that more family groups and beginning to attend games at The City Ground than ever before, culminating in the need to bring extra baggage into the stadium in order to entertain and feed smaller children, or simply to wrap-up warm. In any case, the club would request that the size and number of bags that you bring to the stadium is kept to a minimum, particularly in the case of rucksacks.



PROHIBITED ITEMS

Naturally, some items have no place inside a football stadium, so please think before you bring items which might be considered to be a potential weapon. Knives, glass, unopened bottles, pyrotechnics, large poles and aerosols are guaranteed to be confiscated at the turnstiles, so if you don't want to have an item taken off you, please don't bring it!



OUR PLEDGE TO SAFEGUARD ALL

Just as in life, there is no such thing as a "typical fan". Visitors to The City Ground come from all walks-of-life, different ages and have differing needs and requirements. Because of this, there can be no "one-size-fits-all" approach to the help, assistance and support we can provide.

The club has a safeguarding policy in place which provides advice for bringing children and vulnerable adults to fixtures, further information which can be found here.

Supporters should also be aware that:

- Children must be at least four-years-old before attending home fixtures at The City Ground and supporters should be aware that babies in arms and children in buggies will not be admitted for their own safety
- Children under the age of 14 are not permitted into the stadium if not escorted by an adult aged 18 years of age or older



REPORTING ANTI-SOCIAL BEHAVIOUR

Whilst it is a rare occurrence at The City Ground, there are times when the behaviour of other fans may be regarded as unacceptable.

Nottingham Forest Football Club advocate a strict policy of zero-tolerance towards supporters who act or express racist, homophobic or aggressive views towards others. Should you see or hear any behaviours which you believe do not adhere to these policies and which we believe are unwelcome at The City Ground, we would urge you to text the word **FOREST** to **60066** on matchday so that we are able to act accordingly.

Your text will be treated in the strictest of confidence as we identify and deal with the perpetrators.

The club is also committed to the mental well-being of all of our supporters and have recently launched the "It's Tricky To Talk" initiative to provide advice and support to anyone who needs our help. Please visit here for further information.

THANK YOU FOR VISITING AND LOOK FORWARD TO SEEING YOU SOON!

Contact Us:

Nottingham Forest Football Club
The City Ground
Pavilion Road
Nottingham
NG2 5FJ

Main Reception: Call - 0115 982 4444

Email: website@nottinghamforest.co.uk

Ticket Office: Call - 0115 982 4388

Ticket Office: tickets@nottinghamforest.co.uk