

Matchday guide

Home fans 2022/23

ONE PACK



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Contents

- 3 Getting to Molineux
- 4 Matchday road closures
- 5 Tickets
- 6 Around Molineux
- 7 Inside Molineux
- 8 Matchday timings
- 9 Safety and security
- 10 One pack
- 11 Matchday FAQs
- 12 Fan services





Getting to Molineux

Rail:

Train

Wolverhampton Train Station is the nearest train station - 1.1km / 15 minute walk to Molineux. West Midlands Trains operates high-speed trains to and from London and regional train services across the West Midlands.

Metro

Wolverhampton St Georges is the nearest metro station - 1km / 12 minute walk to Molineux. West Midlands Metro runs from Wolverhampton to Birmingham and runs every 6-8 minutes during the day and every 15 minutes on evenings and Sundays.
networkwestmidlands.com

Air:

Plane

Birmingham Airport is the nearest airport - 50km / Approx 45 minute drive to Molineux. Birmingham Airport is our nearest airport just 50 kilometres from Wolverhampton and is easy to get to by most forms of transport. The quickest and cheapest way to get from the airport to Molineux Stadium is via train which runs between the airport and Wolverhampton Railway Station every 30 minutes during the day. The journey takes less than 30 minutes and costs around £5 for an adult single.

Road:

Bus / Coach

Wolverhampton Bus Station is the nearest bus station - 1km / 12 minute walk to Molineux. Buses to Wolverhampton are available from various locations across the West Midlands. Coaches to Wolverhampton are available from various locations across the UK
nxbus.co.uk/west-midlands
nationalexpress.com

Car from the north:

Exit M6 at junction 12. At island take third exit onto A5 for Wolverhampton. At the next island turn left onto A449. After six miles the A449 passes under the M54. Carry straight on and at the sixth island (Five Ways) take the third exit onto Waterloo Road. Molineux is one mile straight on.

Car from the south east:

Exit M6 at junction 10. Take A454 via Willenhall to Wolverhampton Ring Road. At first Ring Road island, take the fourth exit (A449 to Stafford). Straight on at next two sets of traffic lights. Filter right at third set of lights into Waterloo Road. Molineux is 500 yards on the right.

Car from the south west:

Exit M5 at junction 2. Follow the signs for Wolverhampton on the A4123 for eight miles to the Ring Road. Turn left on Ring Road, following signs for Molineux. Take second exit at next two islands, pass Banks's Brewery and swimming baths on left and then turn left at next set of traffic lights. Molineux is 500 yards on the right



Matchday parking can be booked at wolvesparking.co.uk



Matchday road closures

As part of spectator safety measures, a number of road closures around the stadium will affect supporters on matchdays. Please refer to the road closure map and information below for details.

Waterloo Road

Will be closed from the roundabout leading to ASDA up to the traffic lights at Newhampton Road from 90 minutes before kick off up until a period at the discretion of the Matchday Safety Officer at the end of the game (expected to be between 15 and 30 minutes).

Molineux Street / Sir Jack Hayward Way

These roads will be closed as detailed on the map from one hour before kick off up until a period at the discretion of the Matchday Safety Officer at the end of the game (expected to be between 15 and 30 minutes).

Whitmore Hill

The Whitmore Hill car park closes 30 minutes prior to kick-off.





Tickets

Tickets for each home game go on sale around four weeks prior to the date of the game.

Booking:

Online: tickets.wolves.co.uk
Phone: 0371 222 1877
In person: **Molineux ticket office**
Open Weds 10am-5pm & Sat 9am-1pm

Ticket Delivery

Supporters have a choice of delivery method for their ticket. Supporters with a 22/23 season membership can choose to upload their ticket to their membership smartcard. Seat details for the booking will be included in an email confirmation.

Alternatively, supporters can choose to have an e-ticket delivered to their email address to print at home. It is also possible for the QR code on the ticket PDF to be scanned on the barcode reader at the turnstiles. The PDF will be attached to the booking email confirmation.

Season ticket holders will be able to gain entry using their season ticket smartcard.

Re-Admittance

Molineux operates a no re-entry policy. If you must leave the stadium for any reason, you will not be permitted to re-enter.





A quick look around Molineux

Here is a handy guide to Molineux Stadium and its matchday facilities. Please be aware that Molineux is a **cashless stadium** with only card or contactless payment accepted in all kiosks both outside and inside the stadium.



Wolves Fan Zone

Located next to the Sir Jack Hayward stand at turnstile block 5 and featuring special guests and live entertainment. A variety of food and drink are available.



Megastore

Located in the Stan Cullis stand and open for all home matchdays up until half-time, reopening again at full-time. Opening times vary depending on kick-off time; please consult wolves.co.uk for accurate timings.



Ticket Office

The ticket office is located in between the Stan Cullis and Billy Wright stands, open for all home matchdays up until half-time and on occasions will re-open after the game. Opening times vary depending on kick-off time, please consult wolves.co.uk for accurate timings.



North Bank Bar

Exclusive to season ticket holders and members and serves a range of alcoholic and non-alcoholic drinks. Live sport is also shown. The bar has a limited capacity and supporters will be denied entry once capacity has been reached.



Matchday Programme

Available from programme sellers located at various points around the stadium.



Wolves Museum

Located in the Stan Cullis Stand and open from 9am until kick-off on matchdays. Please check wolves.co.uk for accurate timings.





Inside Molineux

Here is a handy guide to Molineux Stadium and its matchday facilities. Please be aware that Molineux is a **cashless stadium** with only card or contactless payment accepted in all kiosks both outside and inside the stadium.



Entering Molineux

Supporters will only be able to gain entry to the stadium using the turnstile block designated on their ticket or season ticket smartcard. Security and bag searches will take place at the turnstiles before entry. Searches will be conducted, and you may be requested to open your own bag to allow it to be searched. Bags larger than an A4 size will not be permitted.



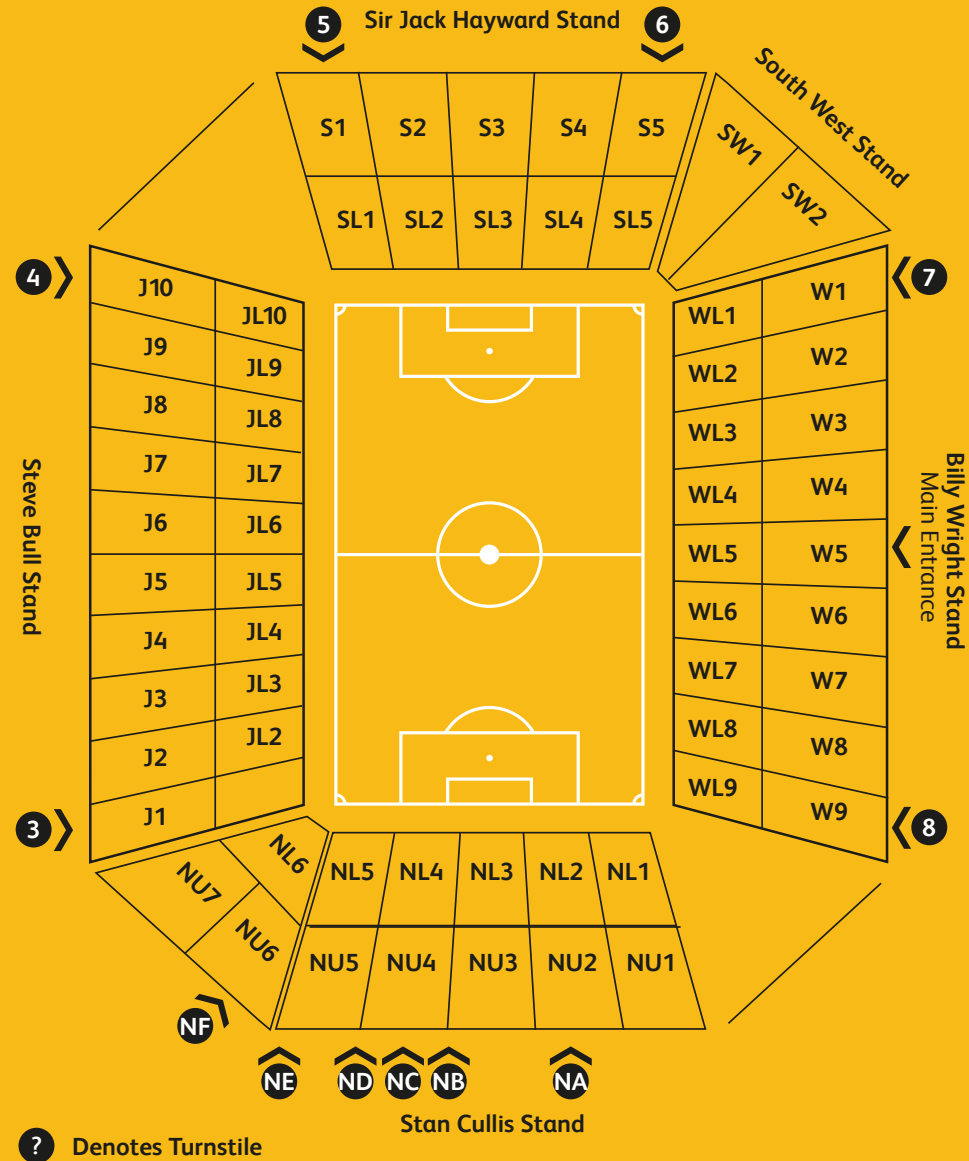
Family area

Blocks WL1 to WL9 of the Billy Wright stand lower tier are Molineux's designated family area.



Food & Drink

Food and drink outlets serving a variety of hot and cold food and drink options are available in every stand. Alcohol is served at every kiosk but cannot be taken into seating areas.





Matchday timings

3pm kick-off timings

- 09:00 Ticket Office Opens
- 10:00 Megastore opens. Fan Services phone line opens
- 12:00 Official car parks open
- 12:00 North Bank Bar opens for season ticket holders and members
- 12:30 Fan Zone opens
- 13:00 Hospitality areas open
- 13:00 Fan Services phones close
- 13:30 Turnstiles open
- 14:30 Make sure you take your seat to catch the pre-match build up
- 15:00 Kick-Off
- 15:00 North Bank Bar, Megastore and Ticket Office close
- 15:45 Half-Time
- 16:45 Full Time
- 16:45 North Bank Bar, Megastore and Ticket Office re-open
- 17:30 Ticket Office closes
- 18:00 North Bank Bar closes
- 18:00 Megastore closes



Matchday timings

7:45pm kick-off timings

- 10:00 Megastore opens. Fan Services phone line and Ticket Office phone line opens
- 15:00 Molineux ticket office opens
- 16:45 Official car parks open
- 17:00 North Bank Bar opens for season ticket holders and members
- 17:30 Fan Zone opens
- 17:30 Hospitality areas open
- 17:45 Fan Services phones close
- 18:15 Turnstiles open
- 19:15 Make sure you take your seat to catch the pre-match build up
- 19:45 Kick-Off
- 19:45 North Bank Bar, Megastore and Ticket Office close
- 20:30 Half-Time
- 21:30 Full Time
- 21:30 North Bank Bar and Megastore re-open
- 22:00 Megastore closes
- 22:30 North Bank Bar closes



Security and safety

Supporters attending Molineux should make themselves familiar with the ground regulations which are available at [wolves.co.uk/club/policies](https://www.wolves.co.uk/club/policies)

Bags

Any bags larger than an A4 size will not be permitted. There is no luggage storage facility at Molineux.

Searches

Supporters will be searched at the turnstile prior to entering the stadium. No searching will be carried out on children (U14) unless there is a specific threat to the safety of others and then only with the child's permission and, if possible, with a parent or carer present.

Smoking / vaping

Smoking and vaping is not permitted inside Molineux, this includes both the stadium bowl and concourse areas.

Flags and banners

Permitted inside the stadium providing they are less than 150cm length and width. Permission from the club must be granted for flags larger than this. The obstruction of gangways, access and exit routes, entrances, signage and stairways is prohibited.

Discrimination reporting

Discrimination and antisocial behaviour will not be tolerated at Molineux. Supporters who witness this kind of behaviour should speak to their nearest steward or send details to 07723 479 887 starting their message with WOLVES.

Safeguarding

At Wolves we strive to ensure that children, young people and vulnerable adults are treated with respect. We are committed to hearing their voices and we want to create a positive environment that is supportive, warm and welcoming. More information on safeguarding at Wolves is available at [wolves.co.uk/club/policies/safeguarding](https://www.wolves.co.uk/club/policies/safeguarding)



Prohibited items:

Any item that could cause an injury or disrupt the game which include but are not limited to:



Glasses or glass bottles



Drinks cans



Tools



Knives



Fireworks or flares



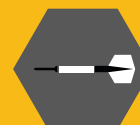
Smoke canisters



Gas canisters



Air horns



Darts



Laser devices



Spiked umbrellas



Large radio sets



Accessibility

Wolves are committed to providing services and facilities for supporters with accessibility requirements. Personal assistants are accommodated free of charge both seasonally or on a match-to-match basis when supporting evidence is provided.

The club has a dedicated Disability Access Officer who will be able to assist fans in making sure they have an accessible and enjoyable visit to Molineux.

Audio Description Commentary

with specialist commentators is available to be booked for fixtures at Molineux. To book or for further information, please contact the Fan Services team on fanservices@wolves.co.uk

Wolves Sensory Room

is available for use on matchdays. Supporters with neurodiverse conditions such as autism and other sensory conditions can book this room on a match-by-match basis or use during the match when the need arises (subject to availability). To book or for further information, please contact fanservices@wolves.co.uk

Accessibility Lounge

Disabled supporters are welcome to join us in the Rachael Heyhoe Flint Accessible lounge, which is located in the Stan Cullis stand. The facility is available to all disabled supporters. Supporters that wish to visit should speak to a steward when entering the stadium.

Dedicated Accessibility Guide

An in-depth guide can be found on our website at wolves.co.uk/fan-services/disabled-supporters

Get In Touch

Supporters with any queries or concerns regarding their visit to the stadium should contact Fan Services on fanservices@wolves.co.uk

ONE PACK

Wolves is driven by progression and the values of determination, humility, and togetherness, along with the belief that these values can empower people to lead better lives.

We are proud that Wolverhampton is a diverse, vibrant, and multi-cultural community and we believe that by embracing that diversity and making a commitment to increasing representation across all groups who interact with the club, we will provide greater opportunity and equality for all.

The club's commitment is to promote inclusion and to confront and eliminate discrimination whether by reason of age, gender, gender reassignment, sexual orientation, race, marital status or civil partnership, race, nationality, ethnic origin, religion or belief, ability or disability, pregnancy and maternity and to encourage equal opportunities. Discriminatory behaviour of any kind will not be tolerated at Molineux. If you witness any act of hate, discrimination or abusive behaviour at Molineux, you can confidentially report it by the following methods.

- Inform a steward
- Text **07723 479887** and start your message with the word WOLVES

Once an incident has been reported, it will be logged and fed back to the stadium control room. The area will then be monitored on CCTV and stewards in the area will be notified.

In some instances, it will not always be possible for the club to take visible action straight away. However, supporters should be assured that incidents will be logged and be monitored even if there is no visual indication that this is happening.

Having reported an incident using the text message reporting service, supporters may receive a reply from the club asking them for further information or providing further instructions.





Matchday FAQs

Further FAQs relating to matchday and a number of other subjects can be found at [help.wolves.co.uk](https://www.wolves.co.uk/help)

Can I store luggage at the stadium?

Unfortunately, there is no facility for storing bags or luggage at Molineux. Supporters are advised not to travel to the stadium with luggage.

Is there wi-fi available at the stadium?

Wolves App wi-fi is available in all concourses (not in seating areas) To connect head to your device's wi-fi settings and find 'WolvesApp' - no password is required. Once connected you will be able to use the Wolves App and Wolves websites with quicker internet speeds - however please bear in mind that no other websites will load when connected.

Can I re-enter the stadium after leaving?

Molineux operates a no re-entry policy. If you have to leave the stadium for any reason you will not be permitted to reenter.

Is there a cash machine / ATM at the stadium?

There is not currently a cash machine / ATM located at Molineux, however there are a number of ATM's located at Asda which is a short walk (1 Minute) from the Stan Cullis stand.

What time do the turnstiles open?

Turnstiles at Molineux open 90 minutes prior to kick off

I have lost / forgotten my ticket, what should I do?

Supporters who lose or forget their tickets are advised to visit the ticket office when they arrive at Molineux on the day of the game. Upon confirmation of a few details a duplicate ticket will be provided.

What do I do if I am late for kick-off?

A turnstile on each stand will remain open until half time to allow supporters who arrive late to enter the stadium as they would usually. At half time all turnstiles will be closed. After half-time supporters should report to the ticket office where a steward will assist you to your seat.

If you are arriving after half time you will need to report to the Ticket Office. A steward will scan your ticket to ensure it is valid for the game. You will then be escorted to your relevant stand.

Where should I go if I get lost?

Molineux does not have a specific meeting point. When arriving at the venue it is recommended that you prearrange a meeting location with your party in the event your group gets split up or anyone gets lost. In the event of this occurring please contact the nearest steward for assistance.

Can I get a refund on my ticket?

If you are unable to attend the game it is possible to obtain a refund by contacting the fan services team no later than 48 hours prior to kick off. The club will be unable to refund tickets after that point.

Can I scan my ticket on a mobile device at the turnstiles?

Match to match ticket holders using print at home tickets should ensure this is printed in high quality in A4 size. Alternatively, the ticket can be loaded on a mobile device where you can then scan the QR code on the reader.



Fan Services

If you require any assistance ahead of matchday or on the day itself, you can contact the fan services team who are based at Molineux.

Fan services are available on **01902 810485** between 10am and 5pm Monday to Friday and up until 2 hours before kick-off on matchday.

Fan services are also available on **fanservices@wolves.co.uk** and by direct message through the **@WolveHelp** twitter accounts with messages monitored up until kick-off on matchday.

New for the 2022/23 season!

Supporters can now chat with a fan services advisor by using the chat icon at **help.wolves.co.uk**. Chat is available between 10am and 5pm, Monday to Friday.

More information can be found at **wolves.co.uk** and you can also follow our social media channels **@Wolves**:



Thank you for reading.

We hope you enjoy your visit to Molineux.

Wolverhampton Wanderers Football Club, Molineux, Waterloo Road, Wolverhampton WV1 4QR

