



# VISITING SUPPORTERS GUIDE

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GUIDE TO ST MARY'S STADIUM  
SOUTHAMPTON FOOTBALL CLUB

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# WELCOME TO ST MARY'S STADIUM

**We would like to welcome you to St. Mary's Stadium, which is located in the city of Southampton.**

Ahead of your visit to us, please take the time to carefully read through the key information to make the most of your experience with us.

If you have any questions or any specific requirements, please contact our Supporter Services Team via the contact details below.



<https://www.southamptonfc.com/>



[supporterservices@saintsfc.co.uk](mailto:supporterservices@saintsfc.co.uk)



02380 711 980



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

# HOW TO GET HERE...

## BUS SERVICES

### Shuttle Buses:

Southampton Football Club run a dedicated Shuttle Bus Service from two different locations for all home and away supporters – these are; Southampton Central Train Station and Town Quay. The service starts 2 hours before kick-off for all first team matches and run every 10-15 minutes, depending on traffic. Contactless payments are accepted.

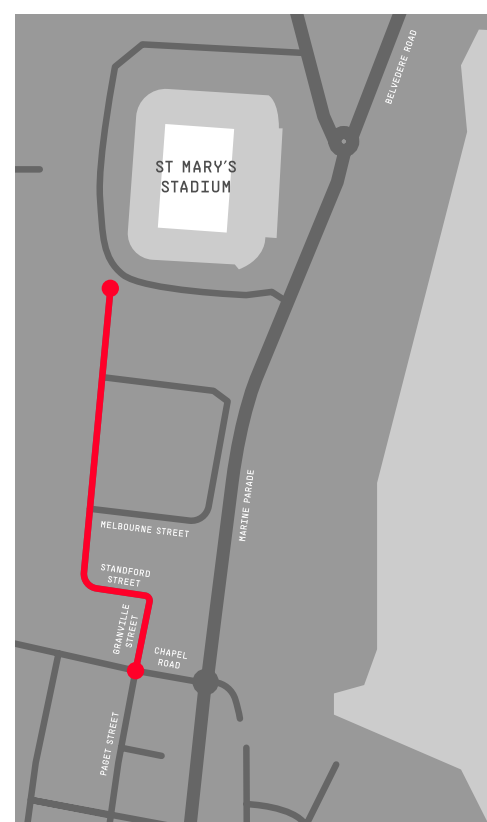
### Pick Up:

Southampton Central Train Station – Operates from the South side of the station (Platform 4).

Town Quay – Operates from Terminal 2 at Southampton's Town Quay. Services are timed to depart five minutes after the arrival of the Red Jet service from Cowes. 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.

### Drop-Off:

Buses will drop off and pick-up supporters on Chapel Road. Return buses operate for 30 minutes after the final whistle.



Adult return ticket

**£3.00**

Child return ticket

**£2.00**

Concessionary  
passes are  
accepted

### Additional 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.firstbus.co.uk/southampton/plan-journey/journey-planner/>

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

## 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 station and back. The train station has staff available 24/7 and there are help points on every platform. There is a 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.

You can contact the Customer Service Centre on:

**0345 6000 650**



## WALKING

As part of our HALO Effect, we encourage all supporters to walk or take public transport to and from St Mary's.

## COACHES & MINIBUSES

There is free parking for visiting supporters who are travelling 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 1 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:

**[operations@saintsfc.co.uk](mailto:operations@saintsfc.co.uk)**.



## TAXI

Local reliable companies:

Radio Taxis:

**+44 (0) 2380 666 666**

West Quay Cars:

**+ (0) 02380 999 999**

## 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:

<https://www.southampton.gov.uk/travel-transport/find-and-plan/find-parking>

## MULTI-STOREY CAR PARKS:



1. Westquay Shopping Centre – SO15 1ST
2. Ocean Village – SO14 3TL
3. Bedford Place – SO15 2DB
4. Grosvenor Square – SO15 2UA
5. West Park Road – SO15 1FZ
6. Marlands – SO15 1BA
7. Eastgate – SO14 3HB

## 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 1 hour prior to kick-off due to closures. These closures will remain in place until approximately 20-minutes after the final whistle.



## VOI SCOOTERS

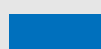
Southampton is now served by Voi scooters, allowing you to travel in a more sustainable way around the city. If you would like to use these scooters you can download the App via: **Voi on the App Store (apple.com)**

Full information can be found via:

<https://www.voiscooters.com/city-guides/southampton/>

**Please note, we do not have any Voi parking locations at St Mary's.**

## KEY:



Stadium Event Day  
No Loading Restrictions



Stadium Event Day  
Road Closed -  
No Loading Restrictions



Stadium Event Day  
Road Closed -  
No Loading Restrictions.  
Blue Badge Parking Only.



VOI Scooter parking locations



# TICKETING

Before setting off please be aware that if you wish to bring a baby with you, they will still need a match ticket allocated to them.

## UPON ARRIVAL

The away turnstiles and Ticket Office 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.

We have a process in place to make entry to St. Mary's for home and away fans as smooth and safe as possible.

When attending a match at St Mary's, we advise approaching the stadium via Britannia Road and entering through our entrance next to the North Car Park.

Please refer to the map on the right to see the area of the North Car Park that will be affected and the direction you should be following.





# TICKETING

## 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 until 15 minutes into the match.

## 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](mailto:tickets@saintsfc.co.uk).

## UPGRADING TO HOSPITALITY

If you are Home or Visiting supporter and wish to upgrade your ticket/s to hospitality, please contact our Matchday Hospitality Team on **02380 727 768** or [hospitality@saintsfc.co.uk](mailto:hospitality@saintsfc.co.uk).

# ACCESSIBILITY

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For full information on accessibility at St. Mary's Stadium, please view our Access Statement via the link on this webpage: [www.southamptonfc.com/disabled-supporters](http://www.southamptonfc.com/disabled-supporters)

If you are an away fan and require accessible parking space at St Mary's Stadium, please contact the travelling team to book a space.



# YOUR MATCHDAY

Southampton Football Club provides entertainment from the get-go on matchdays at St. Mary's Stadium. With a wide range of entertainment around the outside of the stadium, including the very popular Saints Brass. Our Fan Zone and Gasworks are open to home supporters only, on a first come first serve basis, allowing supporters to soak up the matchday atmosphere prior to kick-off. For those who wish to watch any matches prior to the Saints, can do so.

3 hrs before KO	The Halo opens
3 hrs before KO.	Fanzone and Gasworks opens
2 hr 30 mins before KO.	Hospitality opens
1 hr 30 mins before KO.	Turnstile opens
1 hr before KO	North and South car park shuts & road closures put in place
20 mins after FT whistle	Car parks re-open & road closures lifted

## CATERING

Courtesy of Southampton Football Club's official catering provider, Gather & Gather offer a wide variety of local produce on a matchday, not only within our concourses, but within our Fan Zone and Hospitality areas too. You can view our menus [here](#).

## FAITH SPACES

- Christianity - Saint Mary's Church, SO14 1AQ
- Catholic church - St Joseph's, SO14 2AH
- Islam - Medina Mosque Southampton, SO14 0BH
- Sikhism - Gurdwara Guru Tegh Bahadar Sahib, SO14 0NW
- Hinduism - Vedic Society Hindu Temple, SO14 0PS

Contact Us - [accessibility@saintsfc.co.uk](mailto:accessibility@saintsfc.co.uk) and 02380 711 980

Judaism - Southampton Hebrew Congregation, SO14 6FW

Buddhism - Southampton Buddhist Centre, SO14 1NW

SAINTS  BAR & GRILL		CARD PAYMENTS ONLY 	
SNACKS		BEER / CIDER	
Duo Bars	£1.70	Kingfisher Pint 4.5%ABV	£5.50
Grab Bags	£3.50	Thatchers Gold pint	£5.50
Crisps	£1.70	Big Mouth IPA 330ml 4.4%ABV	£5.00
Nachos <small>Vegan Option available</small>	£4.80	Thatchers Rose 440ml 4%ABV	£5.20
FOOD		WINE / SPIRIT	
Hot Dog	£4.80	Wine 187ml <small>Red 11.5% Rose 12% White 11.5%</small>	£5.50
Saints Cheese Burger	£5.50	DRINKS	
Pies <small>Chicken Gammon &amp; Leek or Steak and Ale</small>	£4.95	Soft Drinks	£2.75
Sausage Roll	£4.95	Water PET 500ml	£2.20
Vegan Burger	£5.50	Hot Drinks <small>Tea, Coffee, Hot Choc, Bovril</small>	£2.50
Vegan Roll <small>Rainbow Vegetable</small>	£4.95		
Allergen information available, please ask			

SAINTS  BREWERY			
BEER / CIDER		SNACKS	
KINGFISHER PINT 4.5%ABV	£5.00	CHOCOLATE DUO BARS	£1.60
76 ALE PINT 3.6%ABV	£5.00	SHARING BAGS	£3.00
MAGNERS PINT 4.5%ABV	£5.00	CRISPS	£1.60
MAGNERS DARK FRUIT 330ML 4%ABV	£5.00	HOT FOOD	
WINE 187ML		PIES	£4.50
RED 13.5%ABV	£5.00	SAUSAGE ROLL	£4.50
WHITE 13%ABV		MEAL DEAL	
ROSE 11%ABV		ADD CRISPS OR CHOCOLATE	
SOFT DRINKS		+ SOFT OR HOT DRINK	£7.50
WATER	£2.00	OR + ALCOHOLIC DRINK	£10.00
HOT DRINKS	£2.20		

## CASHLESS STADIUM

St. Mary's Stadium is now completely cashless and therefore we do not take any cash payments. We accept all major debit and credit cards and mobile payments, such as Apple Pay and Google Pay.

# GROUND REGULATIONS

## SFC REPORT

At Southampton, we have a zero tolerance approach to any form of discrimination, bullying, victimisation or harassment.

It is vitally important to the Club that everyone feels welcome at St Mary's Stadium. This means that we will take the strongest possible steps to eliminate any form of discrimination from our stadium without exception.

If you are the victim or a witness to such behaviour we ask that you text 'SFCReport' to 60060 with a description and location of the incident, at the time of the incident. Please provide as much detail of any offence as possible.

This may include specific seat details if applicable, descriptions of persons involved, and exact words and phrases wherever possible. We recommend that you save the number to your phone and text discreetly to help us challenge bad behaviour at St Mary's. Supporters are also encouraged to report any behaviour that they are not comfortable with to any of our stewards or other staff. All reported concerns will be investigated appropriately and confidentially.

## EVACUATION PROCESS

In the event of an emergency, please follow the instructions that are announced over the tannoy system and the directions of our stewarding team.

## BANNERS/FLAGS

There is only a limited amount of space to display banners/ flags within the stadium. Banners/ flags 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 view of others, cover advertising signs or cause a safety hazard. Banners/ flags must not display any abusive or threatening words, images or political statements.

Please contact our Supporter Services Team via:  
[supporterservices@saintsfc.co.uk](mailto:supporterservices@saintsfc.co.uk)

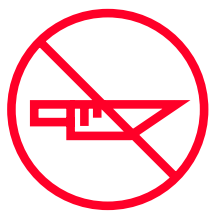
## BAG POLICY

All bags will be subject to a search prior to entry and must be small enough to fit under your seat, without causing any obstructions to the walkways.

If you need a larger bag for medical reasons, please contact our Supporter Services Team via [supporterservices@saintsfc.co.uk](mailto:supporterservices@saintsfc.co.uk).

# PROHIBITED ITEMS

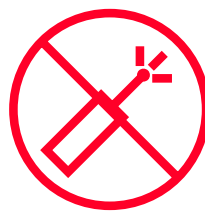
THE FOLLOWING ARTICLES MUST NOT BE BROUGHT WITHIN THE GROUND; KNIVES, FIREWORKS, SMOKE CANISTERS, AIR HORNS, FLARES, WEAPONS, DANGEROUS OR HAZARDOUS ITEMS, LASER DEVICES, BOTTLES, GLASS VESSELS, CANS, POLES AND ANY ARTICLE THAT MIGHT BE USED AS A WEAPON AND/OR COMPROMISE PUBLIC SAFETY. ANY PERSONS IN POSSESSION OF SUCH ITEMS WILL BE REFUSED ENTRY INTO THE GROUND.



KNIVES



FIREWORKS &  
FLARES



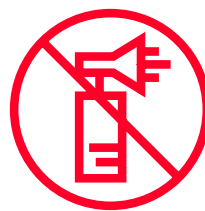
LASER DEVICES



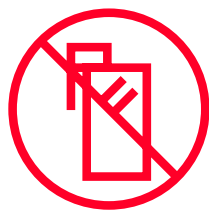
CANS



BOTTLES



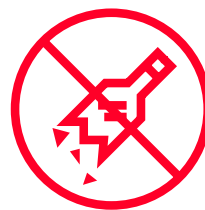
AIR HORNS



SMOKE  
CANISTERS



HAZARDOUS/  
DANGEROUS  
ITEMS



GLASS VESSELS

# CONTACT US

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## **Supporter Services**

T: 02380 711 980

E: [supporterservices@saintsfc.co.uk](mailto:supporterservices@saintsfc.co.uk)

## **Ticket Office**

T: 02381 780 780

E: [tickets@saintsfc.co.uk](mailto:tickets@saintsfc.co.uk)

## **Southampton Matchday Hospitality**

T: 02380 727 768

E: [hospitality@saintsfc.co.uk](mailto:hospitality@saintsfc.co.uk)

## **The Club Shop**

Stadium: 02380 711 973

E: [customerservices@saintsfc-store.co.uk](mailto:customerservices@saintsfc-store.co.uk)

## **Main Reception**

T: 02380 727 700

E: [reception@saintsfc.co.uk](mailto:reception@saintsfc.co.uk)

## **Saints Foundation**

T: 02380 711 950

E: [foundation@saintsfc.co.uk](mailto:foundation@saintsfc.co.uk)





### **Southampton Football Club**

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

### **Supporter Services**

**T: 02380 711 980**

**E: [Supporterservices@saintsfc.co.uk](mailto:Supporterservices@saintsfc.co.uk)**

**[www.southamptonfc.co.uk](http://www.southamptonfc.co.uk)**

**[www.facebook.com/southamptonfc](https://www.facebook.com/southamptonfc)**

**[www.twitter.com/southamptonfc](https://www.twitter.com/southamptonfc)**