

Instruction Sheet

Dear Valued Customer,

Here are a few points to consider in order to make your experience smooth and enjoyable.

WILL THERE BE A SET TIME THAT I NEED TO ARRIVE AT THE TURNSTILE BY?

There are no designated arrival times. Turnstiles will open 90 minutes before kick off. IT IS STRONGLY ADVISABLE TO ENTER THE STADIUM NO LATER THAN 20 MINUTES BEFORE KICK-OFF. Please make sure you only enter at the turnstile that is on your ticket, any other turnstile will NOT work!

PLEASE DO NOT TAKE ANY LARGE BAGS WITH YOU TO THE STADIUM MOST BAGS ARE NOT PERMITTED AND SECURITY STAFF CAN REFUSE ENTRY TO ANYONE CARRYING A BAG

HOW DO I ENTER THE STADIUM?

Please go to your turnstile and put the Barcode or QR code into the scanner. The turnstiles will work similar to those on the London Underground - To gain entry into the stadium you will just need to hold your ticket barcode/QR code under the scanner at the turnstiles, the light will then change to green allowing you access into the stadium.

If there are any issues, please do not go to a steward or the ticket office, ring the number provided at the bottom of this page immediately, and we will rectify immediately. Please ensure your phone brightness is at 100% and that you are inserting your phone QR code first, you can zoom in if needs be.

WHAT IF I HAVE ANY ISSUES AT THE STADIUM?

We are here to ensure your experience is perfect so please call us if you have any questions about the tickets or what you should do, or any relevant issues on match day, please do not hesitate to call.

We hope you have a brilliant day!

EMERGENCY TEL: +44 7494272573