



SUMMER EVENTS 2012

YOUR QUESTIONS ANSWERED



Welcome

This document has been produced to provide you with as much information as possible to ensure you have a great day at the Etihad Stadium. To ensure you get the very latest travel news, advice on routes to the stadium and updates on the Fanzone entertainment, we have also developed a dedicated website. For more details and information please visit: www.mcfc.co.uk/events.

If for any reason your question is not answered below or you require more detail, you can contact the Supporter Services team on 0161 444 1894 (option 1, then option 3)

How do I get to the stadium?

The stadium address for satellite navigation is:

Manchester City Football Club, Etihad Stadium, Etihad Campus, Manchester M11 3FF

If you live locally, you can walk to the stadium. There is a safe, well lit and signposted walking route available from Manchester Piccadilly Station. Signage will direct you along the route. Please follow the 'City Link' signs. Our [stadium map](#) shows the designated safe walking route. It will take approximately 20-minutes to walk from Manchester City Centre.

Frequent bus services operate from all directions to the stadium. For more information about public transport links visit www.traveline-northwest.co.uk or telephone 0871 200 22 33 for journey planning information (calls cost 10p a minute from BT Landlines other networks may charge more).

Manchester Piccadilly Train Station is only 5-minutes in a taxi or you can hop on one of the buses or walk, which will take you approximately 20-minutes. Please note: Due to the road closures it will not be possible for taxis to pick-up from the stadium at the end of the event. Dedicated pick-up points will be communicated via the website when they have been agreed with the local authorities. Signage will be in place at the venue to direct you.

Where can I park for the events?

[Parking is available on-site at the stadium](#). Fans will be directed to the North car parks 1 & 2 (CP1 & CP2) which can be accessed via gate 2 from Alan Turing Way. Parking costs £10 for cars, £15 for minibuses and £30 for coaches (per day).

For **concerts**, parking will be available from 12noon. For the **RFL Magic Weekend**, we will open at 9am. There are a number of satellite car parks around the stadium with prices displayed upon entry. The Club does not endorse these car parks. If using these car parks, please take note of your surroundings in order to easily find the car park when you return in the dark. Please allow plenty of time to park and get to the stadium. Also, please note that a road closure operates immediately after the event to allow pedestrians to leave safely. This will affect all local car parks and will cause delays.

A residents parking scheme is in place in the streets around the Etihad Stadium and this is strictly enforced and identified through on-street signage. Please do not park in these areas as you will be fined and your vehicle may be clamped or removed. Please respect the needs of local residents. Parking at ASDA adjacent to the Stadium is reserved for store customers only. Penalties will also be imposed for misuse of this car park.



Do not leave valuables on display in your vehicle and any items left in your vehicles are done so at your own risk. The venue accepts no liability for the theft, damage or loss to your vehicle or items within it.

You can pre-book coach and car parking, up to a week before the event by calling the Supporter Services team on 0161 444 1894 (option 1, then option 3). There will be no on the day sales for coaches, these must be pre-booked in advance.

Do you have disabled car parking available?

Yes. For **concerts**: please contact the Manchester City Supporter Services team on 0161 444 1894 (option 1, then option 3), who will be happy to help. For the **RFL Magic Weekend**: please contact the RFL Customer Service Centre on 0844 856 1113.

Can you recommend a hotel near to the stadium?

From reputed birthplace of the F.A, to doll's hospital to daring business destination, the Malmaison Manchester is a gorgeous boutique hotel with a very theatrical style. The stunning rooms and suites are individually decorated with Mal's signature 'classic contemporary' style. We put the show back into business with our five luxurious meeting and event rooms. Eating out? The Smoak Bar & Grill is quite unlike anything Manchester has ever seen before, with the incredible aroma of oak smoked chips from the Josper Grill and the Ember Lounge an immaculate and opulent cocktail bar. Call the reservations team on 0161 278 1000 or email manchester@malmiason.com

You can also visit the official destination website for Manchester, www.visitmanchester.com where you will be able to find a variety of hotels to suit your budget. You will also be able to discover what's on, where to eat and drink and other attractions in and around Manchester.

Do you have a Fanzone?

City Square at the Etihad Stadium is our fantastic outdoor fanzone. With a great atmosphere, food, drink and music, your event starts here. Free to enjoy, why not come down early to beat the traffic and get yourself in the party spirit.

City Square is all about extending the pre-event build-up and excitement outside of the stadium and onto the surrounding concourse to bring fans together in a fanzone specially designed for their entertainment. It's about meeting friends, having something to eat and drink and being entertained in a family friendly atmosphere. It is a vibrant and state-of-the-art fan experience, located at the top of Joe Mercer Way outside the Citystore. Giant screens are in use to entertain you. The Blue Moon Cafe serves up a range of traditional northern favourites with a twist.

What time does City Square open?

Concerts: the fanzone will be open from 2pm.

RFL Magic Weekend: will be open from 11am on Saturday 26 May and 10am on Sunday 27 May.

The consumption of alcohol in the area around the Etihad Stadium is prohibited. This includes all streets, pavements and walking routes. It is not permissible to take alcohol onto the site. Stewards will prevent entry to any person carrying alcohol. Alcohol is allowed in the stadium bowl for these events.



Where is the ticketing and collections office located?

The Ticket Office is located within City Square, opposite the City Store where the team will be happy to assist you with any questions you may have. At this stage, we do not anticipate having any **concert** tickets available for sale on the day of event. Tickets for the **RFL Magic Weekend** may be available for sale on the day and details will be announced via www.mcfc.co.uk/events.

If you are collecting your tickets on the day, there will be a team available to assist. They will be located in the Ticket Office as detailed above. Opening hours for **concerts**: Coldplay: 9am on Saturday 9 June and 11am on Sunday 10 June. For Bruce Springsteen, we will be open from 9am on Friday 22 June. For the **RFL Magic Weekend**: we will open at 9am on Saturday 26 May and 10am on Sunday 27 May.

Where can I get something to eat and drink?

There are many options available for you to purchase food and drink at the stadium. Outside the stadium, we have a number of City Concessions or alternatively you can visit City Square which boasts the Summerbee and Star bars, and the Blue Moon Cafe which serves up a range of traditional northern favourites with a twist.

Inside the stadium, we have a multitude of kiosks that are fully staffed to provide food and drink throughout the event. Please note: you are unable to bring food and drink in to the stadium so you must ensure any items you do have with you are consumed prior to entering the stadium. Appropriate checks will be carried out. If you need to bring specific food and drink for medical or dietary requirements, you would be required to bring a doctor's note with you, which would need to be shown upon entering the Stadium.

RFL Magic Weekend: All concessions will be open throughout each day, but will close at the start of the second half of the final game and will not re-open.

Is there a cash machine on-site?

There is no cash machine on-site at the Etihad Stadium. The nearest is located at Asda Supermarket, which can be found opposite the Stadium, on Alan Turing Way.

What time does the stadium open and the events finish?

Concerts: the turnstiles will open at 5pm*, with the concerts scheduled to finish at 10.30pm. Please note: once you have entered the stadium, you may not leave and re-enter.

**some areas may be able to open earlier than others, subject to approval by the production team and stadium safety.*

RFL Magic Weekend: the turnstiles will open at 11:30am on Saturday 26 May and 10.30am on Sunday 27 May (90-minutes prior to the first kick-off). For this event, a 'pass out' system will be in operation, allowing spectators to move between City Square and the stadium bowl. There is no limit to the number of times you may 'pass out' and re-enter the stadium. Spectators who wish to leave the stadium bowl with the intention of returning may do so but must first ensure that they have their hand stamped to enable them to gain re-entry; if there is no evidence of a hand stamp re-entry will not be permitted. Hand stamps will be issued upon initial exit by stadium stewards. Different coloured hand stamps will be used for each level on each day.

Re-entry to the stadium bowl will be on production of both a hand stamp and relevant match ticket; match tickets must be retained and not discarded. Please note: in line with the above, you are unable to bring food and drink in to the stadium so you must ensure any items you do have with you are consumed prior to entering the stadium.



If you have tickets for the hospitality areas at the stadium for either of these events; for the **concerts** these areas will open at 5pm. For the **RFL Magic Weekend**, they will open at 10:30am on Saturday 26 May and 09:30am on Sunday 27 May. The bar closes one-hour after the event. Any relevant dress codes for these areas will have been communicated with your tickets.

What are the fixture dates and times for the RFL Magic Weekend?

SATURDAY 26 MAY	KICK OFF
Castleford Tigers v Wakefield Wildcats	1.00pm
Warrington Wolves v Widnes Vikings	4.00pm
Hull FC v Hull KR	7.00pm
SUNDAY 27 MAY	
Catalan Dragons v London Broncos	12.00noon
Huddersfield Giants v Salford City Reds	2.00pm
Bradford Bulls v Leeds Rhinos	4.00pm
St Helens v Wigan Warriors	6.00pm

How do I know which entrance to use?

The stand and entrance are clearly printed on your ticket. However, the [stadium map](#) will also be of use to you. There will also be stewards on hand to assist you. For the **concerts**; if you have a General Admission (GA) ticket, you must look for the General Admission (GA) turnstiles which will be clearly identified.

If I am in a wheelchair or need to use the lift, how do I access the stadium?

We have 4 entrances located around the stadium, 2 either side of the Colin Bell Stand Entrance (S and W door) and 2 either side of the East Reception entrance (D and H door). You may only access these entrances if your card or paper ticket has been activated in advance. Please note: Your carer will be required to have their own ticket, if you have purchased wheelchair tickets you will automatically be issued with a carer ticket. If you have any concerns please contact the agent you purchased your tickets from.

How do I arrange lift access?

On the day, there will be a number of staff available who will be happy to assist you and direct you to the appropriate entrance. For these events, no prior notification is needed to access the lifts. Those in possession of level 2 or level 3 reserved seating who are unable to use their allocated turnstiles on the day, can speak to a steward who will be happy to assist.

What happens if my ticket does not work?

We have a number of staff located at each turnstile that will be happy to help. They can quickly assist and ensure you are able to enter the stadium. If for any reason the ticket is not valid, they will direct you to the Stadium Ticket Office (located in City Square), where the team will assist as quickly as they can.

I have a general admission ticket for the concerts, does that give me access to a seat?

This ticket allows you access to the pitch and unreserved seating on level one. We are not able to reserve any seats on this level and they are allocated on a first come basis. Please note: we do not allow stools or chairs in to the stadium.



I have purchased concert seat(s) on level 2/3 of the stadium, can I access the pitch?

No. The seat you have purchased has been allocated to you and you will not be able to access the pitch. The capacity on the pitch has been determined by the promoter in advance of the tickets going on sale and this must not be exceeded for safety reasons.

I have a reserved ticket for the RFL Magic Weekend, can I sit elsewhere?

No. Spectators must ensure that they sit in the seat designated on the ticket. Although there may be empty seats around you that appear not to be occupied, it is more than likely that person has not yet arrived.

I have an unreserved ticket for the RFL Magic Weekend, what does this mean?

This allows you to sit in any seat on level 1; however you must ensure you enter the stadium via the entrance shown on your ticket. Certain blocks and seats will be marked as reserved (specifically wheelchair platforms and dugouts) and we ask that you do not sit in these seats. It is important to note, that if you vacate an unreserved seat, someone else is then able to sit in this seat and you will need to find an alternative should you return to the stands.

My circumstances have changed and I need to swap/refund my tickets, can I do this?

Please contact the agent you purchased your tickets from as this depends on their ticket policy, terms and conditions and availability.

Are there any age restrictions for attending these events?

Yes. For the **concerts**, children under 14-years of age must be accompanied by an adult aged 18-years and over. Children 5-years and under are not permitted in to the stadium. For the **RFL Magic Weekend**, all juniors (3-years to 16-years) must have purchased and be in possession of a valid ticket to enter the stadium. Children 2-years and under may enter the stadium free of charge, but you must be in possession of a valid ticket.

Are baby-changing facilities available within the stadium?

Yes. We have facilities located on each level of the stadium. Please note the age restrictions above.

What facilities are made available for disabled supporters?

There are 30 disabled toilets within the stadium; 10 toilets on level one, 8 toilets on level two, 8 toilets on box level two and 4 toilets on level three. All toilets are fitted with radar locks and keys are available from nearby stewards.

Can I smoke at the stadium?

No. The Etihad Campus, including roadways, car parks, concourses and hospitality areas are smoke free. Manchester City Football Club has a zero tolerance policy in regards to this matter.

Can I bring an umbrella in to the stadium?

You may bring a small pocket sized umbrella in to the stadium but we ask that you do not put this up during the events. Larger or golf umbrellas are not permitted in to the stadium and you will be asked to leave them outside. The venue is not liable for any loss, theft or damage to items left at your own risk.



Can I bring a camera in to the stadium?

Pocket sized personal cameras are allowed however professional equipment (or those interpreted to be so), will not be allowed. Do not bring with you any sort of audio or visual recording equipment as again, this will not be allowed in to the stadium. All pictures taken must be for personal use only and the promoter and venue are not liable for any loss, theft or damage to confiscated items.

Can I bring bags and luggage in to the stadium?

Small bags & backpacks are permitted however suitcases or larger items will be denied access. A gauge of size is a bag that will easily fit beneath your stadium seat. Neither the RFL, Concert Promoter nor the Venue will assume responsibility for any lost or stolen baggage. Rucksacks or bags will be subject to a search before entry, which may delay your entry to the stadium.

Within the hospitality areas: luggage items (larger than A4 size) are not permitted in to the stadium for security reasons. Appropriate discretion will be used for ladies handbags, baby changing bags, etc. which will be subject to the standard security checks. We have a secure storage area located within the [City@Home Building](#) where your baggage can be left safely and collected after the event (this is for hospitality guests only)

I have lost/left an item at the stadium after the event, what can I do?

We cannot guarantee that any items left or lost at the Stadium will be found. Any items found in the stadium after the event will be collected and delivered to the Supporter Services Team within 48-hours. Please contact them on 0161 444 1894 (option 1, then option 3).

What are the stadiums ground regulations?

These can be found [here](#) however the important points to note are:

- Fireworks, smoke canisters, knives, bottles, glasses, cans or other articles which might be used as a weapon and/or compromise public safety or be used to cause annoyance are not permitted within the Ground and will be confiscated. Any person in possession of such items will be refused entry to the Ground.
- The use of foul and abusive language, obscene chanting, racial or discriminatory abuse towards any person is strictly forbidden and will result in arrest/ejection from the Stadium.
- Unauthorised persons are strictly forbidden from entering the field of play. Anyone doing so will be removed from the ground and arrested
- Collapsible viewing aids (steps/boxes etc.) are not allowed to be taken into the stadium
- The use of air horns, klaxons, whistles, vuvuzalas and any other item likely to cause confusion, annoyance or nuisance of any kind are not permitted in any part of the ground
- Alcohol purchased externally is not allowed to be brought onto the stadium premises
- All persons seeking entrance to the Ground acknowledge the Stadium'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
- With the exception of authorised press representatives holding official passes, the taking of photographs or cine/video photography inside the ground is prohibited.
- The stadium operates a rigorous Challenge 21 alcohol policy. ID will be required if purchaser looks under 21
- Notwithstanding possession of any ticket the Club, any police officer or authorised steward may refuse entry to (or eject from) the Ground any person whose presence within the Ground is, or could (in the Stadium's reasonable opinion), constitute a source of danger, nuisance or annoyance to any other person.



- RFL Magic Weekend: nobody may stand in any seating area whilst play is in progress. Persistent standing in seated area whilst play is in progress is strictly forbidden and may result in ejection from the Ground.
- 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:
 - Attempting to enter the Ground or being inside the Ground whilst drunk;
 - 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.
- CCTV cameras are in use both internally and externally and the Stadium may use or pass to the police or any authority, any recordings for use in any proceedings.
- 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.