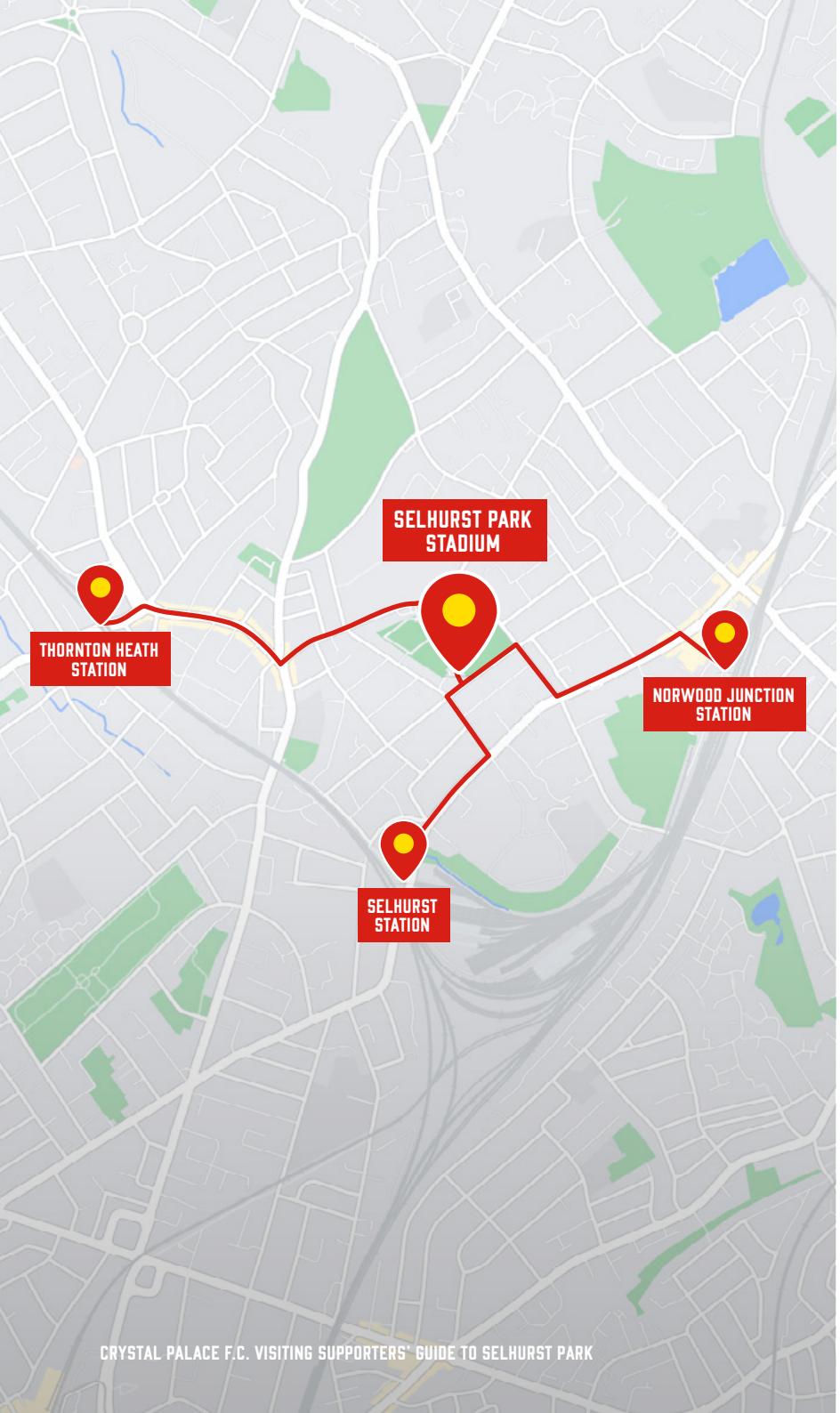


VISITING SUPPORTERS' GUIDE TO SELHURST PARK

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GETTING TO SELHURST PARK

Selhurst Park is situated in the heart of Selhurst and is well served by various forms of public transport.

Address
Crystal Palace F.C,
Selhurst Park,
Whitehorse Lane,
London,
SE25 6PU

Parking
There is no available parking at the stadium.

Selhurst Park is situated at the heart of a residential area with strict parking regulations in operation on the streets immediately surrounding the stadium. Local parking enforcement will be in operation and supporters who do not adhere to the relevant restrictions run the risk being issued with a fine along with the possibility of having their vehicle removed/relocated by Croydon Council.

Suitable parking spaces may be found by visiting driveway rental sites such as:

https://www.justpark.com/

https://www.yourparkingspace.co.uk/

Accessbile parking
There are 16 parking bays available to disabled supporters in the Sainsbury's car park which is located directly next to the stadium. These are available on a first come, first serve basis and can only be occupied on production of a valid blue badge.

By bus
Frequent bus services operate from all directions to the stadium.

Full details including route maps and timetables are available, along with a journey planner, by visiting the TFL website https://tfl.gov.uk/

By train
The nearest stations to Selhurst Park are Selhurst, Norwood Junction and Thornton Heath, all of which are within 15 minutes' walk of the stadium.

Selhurst and Thornton Heath stations have step free access to all platforms.

Norwood Junction has step free access to Platform 1 for northbound stopping services only; there is no step free access to platforms 2-6.

Full details of station facilities and train times can be found, along with a journey planner, by visiting https://www.nationalrail.co.uk/

By bike
We encourage supporters to cycle to the stadium when possible. Bicycle storage is available free of charge on request at the Information Centre, which is located by Entrance 9 and opens three hours prior to kick off.

ACCESSIBILITY

Fan Support Team and Accessibility Hosts
Our Fan Support Team are located at various points around the stadium and are on hand if you have any questions or are struggling to find your way around. They can be identified by their red coats and information pods.

There are dedicated Accessibility Hosts in all accessible viewing platforms and throughout the stadium who will be on hand to provide assistance, answer any questions you might have and ensure that you have a safe and enjoyable matchday at Selhurst Park. Our Accessibility Hosts are easily identified by their maroon tabards.

Disabled WCs and changing places
Accessible toilets are available throughout the stadium and there is a changing places facility in close proximity to the accessible viewing platform in the Lower Holmesdale Road Stand. A smaller changing area with a drop down table is available in the Main Stand.

Inclusion rooms
We have a Sensory Room at Selhurst Park which is fully accessible and located beneath the Whitehorse Lane Stand.

There is a larger Inclusion Room, with a view of the pitch, located in the Holmesdale Road stand, but unfortunately it is not accessible for wheelchair users because of its location.

Anyone wishing to use either room should pre-book through our Disability Liaison Officer, **dlo@cpfc.co.uk**, however requests on the day may be accommodated subject to availability.

Please inform our DLO or a nearby steward/Accessibility Host should you need to use one of these rooms on the day.

Refreshments and service to seat
A member of staff will visit you in your location to take your refreshments order and deliver it directly to you.

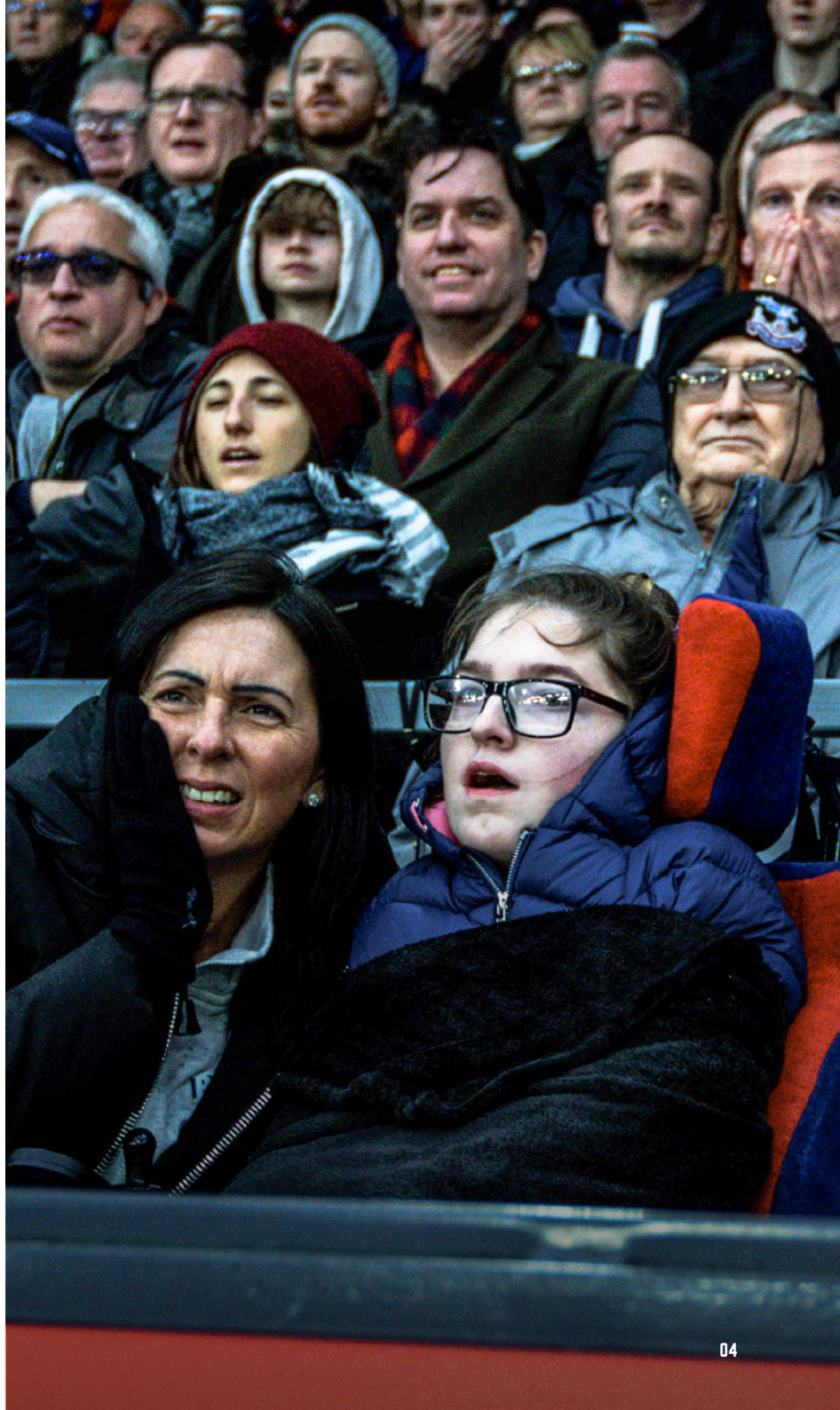
Alternatively, there are bars and kiosks nearby with lowered sales counters and lap trays available for wheelchair users on request.

Audio descriptive commentary
Audio commentary is available throughout the stadium for supporters who are partially sighted or blind.

Anyone wishing to use the audio descriptive commentary service should pre-book through **dlo@cpfc.co.uk**, however requests on the day may be accommodated subject to availability.

Please inform our DLO or a nearby steward/Accessibility Host should you need to use this service on the day.

Emergencies
In case of emergency, our stewards/Accessibility Host will be on hand to direct you to safety. Please remain calm and follow their instructions.



STADIUM MAP


PARK ROAD
NORWOOD JUNCTION
WHITEHORSE LANE
HOLMESDALE ROAD
ARTHUR WAIT STAND
SAINSBURY'S
LEGENDS
EXECUTIVE BOXES
RED & BLUE BAR
GLAZIERS
2010 CLUB
MALCOLM ALLISON
WRIGHT & BRIGHT
FAMILY LOUNGE
STEPHENSON LOUNGE
SPERONI'S
MAIN RECEPTION
MAIN STAND
PRIVATE ROAD
ENTRANCE TO EXECUTIVE BOXES
INFO CENTRE
FANZONE
CAR PARK
THORNTON HEATH
SELHURST
FIRST AID POINTS
INFORMATION CENTRE
TV STUDIO
BOX OFFICE
ACCESSIBLE ENTRANCES
ACCESSIBLE SEATING
MATCHDAY TICKETING OFFICE
OFFICIAL CLUB STORE
SENSORY ROOMS
TMO



ARRIVING AT SELHURST PARK

When you arrive
Once you arrive at Selhurst Park there are many things to do before you settle down to watch the match. There is a Fanzone in the main car park located by Entrance 10 which opens three hours before kick off and welcomes all supporters in possession of a valid matchday ticket.

There is also an opportunity for you to get an autograph/selfie from your favourite player, adjacent to the Information Centre, before they head off to the dressing room.

Our resident mascots, Pete and Alice Eagle, will also be out and about meeting supporters prior to kick-off and if you head to your seats early you will be able to watch players from both teams perform their pre-match warm up on the pitch.

The Away Fanzone opens two hours before kick off and a variety of food and drink is available.

Fan Support Team
Our Fan Support Team are located at various points around the stadium and are on hand if you have any questions or need help with finding a specific location. They can be identified by their red coats.

Box Office
The main Box Office is located inside the main Club Shop which is on the corner of Whitehorse Lane next to Sainsbury's. Matchday opening times vary depending on kick-off.

Please note that the Box Office closes during the game and re-opens at the final whistle for 30 minutes post-match.

Ticket collections
If you need to collect your ticket or require a reprint, please get in touch with your own club prior to matchday so that they can advise our Box Office team in advance.

The visiting supporter Box Office opens approximately two hours prior to kick off and is located on the corner of Park Road and Holmesdale Road, by Entrance 4.

Please ensure that you bring the required ID as you will be unable to obtain your tickets without it.

Club Shop
Selhurst Park has two fully accessible Club Shops open on a matchday. The main Club Shop is located on Whitehorse Lane by the car park entrance for Sainsbury's. We also have a shop in the Fanzone located directly outside Entrance 10, where there is also a shirt printing kiosk.

Bag restrictions
Supporters can bring a bag/backpack (small enough to fit under their seat) into the stadium, subject to a full search at the turnstiles. Alternatively, luggage can be left for free at the Information Centre which is located at Entrance 9. The Information Centre is open from three hours prior to kick-off until 30 minutes after the final whistle. Uncollected items are taken to the Main Reception.

Turnstiles
Turnstiles open two hours before kick-off. Full searches are carried out by CPFC stewarding staff prior to entry and supporters are urged to arrive at the stadium at least 45 minutes before kick-off in order to avoid delays upon entry.

SAFETY AND SECURITY

Prohibited items
The following items are prohibited at Selhurst Park.



Sniffer dogs are positioned at every turnstile and supporters found to be in possession of illegal substance or pyrotechnics will be handed over to the Metropolitan Police.

The following acts are classified as offences under the Football (Offences) Act 1991:

- Throwing objects within the stadium without lawful authority or excuse
- Indecent/racist chanting
- Entering the playing area or any adjacent area where spectators do not have permission to be

Any supporter partaking in these acts will be passed to the Metropolitan Police for prosecution and, if convicted, is likely to receive a banning order.

Abuse and antisocial behaviour
Crystal Palace F.C. is committed to promoting equality and diversity across the club including to its players, staff and supporters to ensure that all supporters have a safe and enjoyable matchday experience at Selhurst Park.

Racial/homophobic abuse, discriminating comments towards an individual/group of individuals and antisocial behaviour will not be tolerated. Supporters who are seen to be partaking in any of the above will be ejected from the stadium, may have their information passed to the police for prosecution, face having their Membership/Season Ticket suspended for a period of time or be issued with a banning order.

A text alert system is in operation on a matchday which can be used for reporting incidents of abuse and antisocial behaviour and enables the club to act on any information received in real time. The number to use is 07507 477 669 or +44 7507 477 669 from an international number.

Supporters can remain anonymous, but should include as much information as possible, including the type of abuse or antisocial behaviour as well as the exact location and any distinguishing features.

Any issues that are unable to be dealt with at the time will be followed up and investigated thoroughly by a CPFC staff member.

Safeguarding
Children over the age of two years are welcome to attend Selhurst Park with parents or carers to watch a match.

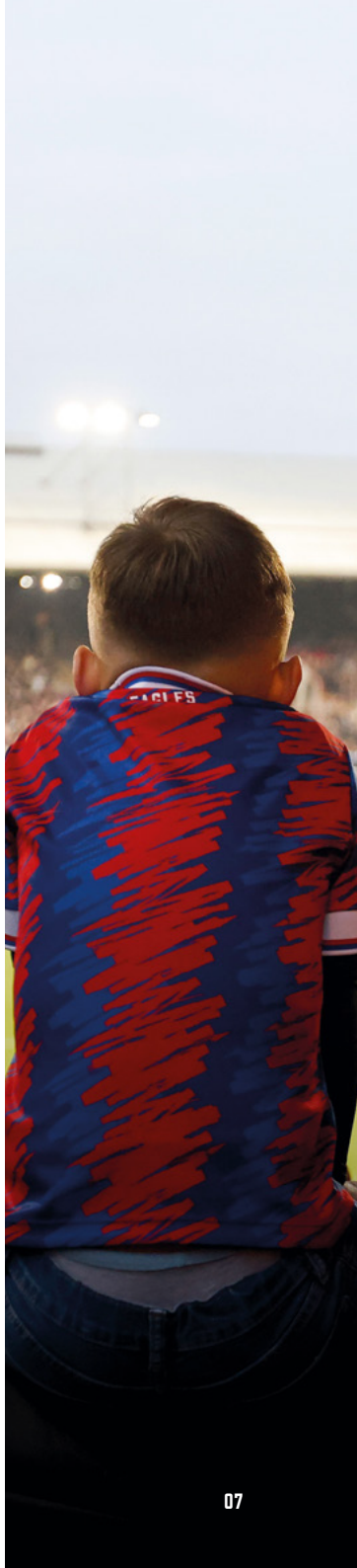
Children over the age of 14 years can attend a match unaccompanied.

On Match days there is an Event Safeguarding Officer (ESO) who will be available to manage any arising incidents or concerns.

Lost Children
During a home game at Selhurst Park, if a child is reported as missing or presents as lost, the Event Safeguarding Officer (ESO) will be informed and support the Safety Officer, Club Stewards and Security to attempt to locate the child or the parent/carer.

If the child or parent/carer is unable to be located, the Club Police Liaison Officer will be informed.

Supporters are encouraged to use wrist bands, which are available from the information point (located by Entrance 9), to detail contact numbers, which would assist with locating parents/ carers if the child becomes separated or lost.



DRINKS

San Miguel Pint/Half	5.00%	£6.10/£3.05
Carlsberg Bottle 500ml	3.40%	£5.00
Somersby Bottle 500ml	4.50%	£5.50
Palace Ale 500ml	4.20%	£5.90
White Wine 187ml	12.50%	£6.50
Red Wine 187ml	14.50%	£6.50
Rosé Wine 187ml	11.50%	£6.50
Gordons' & Tonic Can 250ml	5.00%	£6.80
Smirnoff & Cola Can 250ml	5.00%	£6.80

SOFT DRINKS

Coca-Cola/Diet Coke/Fanta 500ml	£2.80
Water 500ml	£1.95

HOT DRINKS

Tea	£2.40
Coffee/Hot Chocolate	£2.50
Bovril	£2.60

FOOD

Jerk Chicken Burger	659kcal	£5.80
Beef Burger	483kcal	£5.80
Cheese Burger	566kcal	£5.80
Vegan Burger	483kcal	£5.80
Cumberland Dog with Onions	566kcal	£6.50
Chips	435kcal	£3.50
Kid's Chicken & Chips	492kcal	£4.50
Kid's Veggie Bites & Chips	435kcal	£4.50

SNACKS

Pringles	£2.50
Sweet Bags	£3.00



FANZONE

For the ultimate pre-match experience, join us in the Fanzone before the game – located in the Main Car Park by Entrance 10. The Fanzone is fully accessible and open all supporters in possession of a valid matchday ticket.

Entertainment
From three hours before kick-off, we offer a range of entertainment for all ages; including a resident DJ, the Crystals (our NFL style cheerleaders), interviews/special guests and our Fanzone presenters running competitions with on the spot prizes to be won. Two young fans will get a chance to feature in our half-time challenge which takes place on the pitch.

Food
Alongside our regular food offering, the Fanzone's food outlets feature an authentic barbeque with chefs cooking fresh food to order, such as jerk chicken burgers and wraps, kofta wraps and cheeseburgers along with gluten free and vegan options.

Drink
We have a range of drinks available including Coke, Diet Coke, Fanta and water as well as tea, coffee, hot chocolate and Bovril. Along with our regular selection of alcoholic drinks, supporters are also able to enjoy a pint of San Miguel on draft whilst in the Fanzone.

Cashless
To help reduce queues, the majority of food and drink outlets inside Selhurst Park and the Fanzone are now cashless, so please remember to bring your debit or credit card to the game with you.

CONCOURSE MENU

We have a range of snacks, alcoholic drinks and soft drinks available throughout the Stadium which use ingredients sourced from local suppliers. For the 2022/2023 season we have increased our food offering, including vegan and gluten free options, across all stands and encourage you to ask you're server for any information concerning allergens.

Food
In addition to the usual selection of Goddard's pies and sausage rolls, we have introduced a variety of new offerings including a selection of burgers, bratwurst, loaded chips and pizza to selected kiosks around the stadium as shown on the left.

Kids
For our younger supporters, kids meals are available at selected kiosks in each stand where they can choose from chicken goujons and chips or mozzarella sticks and chips at a cost of £4.

Vegan & Gluten Free
We have enhanced our selection of vegan and gluten free offerings with the following hot items now available throughout the stadium:

- Vegan curry
- Vegan curry loaded chips
- Vegan pizza
- Moving Mountains vegan burger
- Vegan sausage roll
- Goddard's vegan tuscan bean pie
- Chips (vegan & gluten free)
- Chicken tikka masala curry – without samosa (vegan & gluten free)

Early bird offer
Take advantage of our early bird offer, which is available until 45 minutes before kick-off and consists of burger or pie & beer for £7.50.

Meal Deal
The meal deal is available at selected kiosks around the stadium and consists of burger or pie, crisps & soft drink for £8.50.

Cashless
To help reduce queues, the majority of food and drink outlets inside Selhurst Park and the Fanzone are now cashless, so please remember to bring your debit or credit card to the game with you.

HOLMESDALE ROAD

Chicken Curry Loaded Chips
Pulled Pork Loaded Chips
Vegan Curry Loaded Chips
Pizza
Goddard's Steak and Ale Pie
Goddard's Chicken Balti Pie
Goddard's Vegan Pie
Sausage Roll
Vegan Sausage Roll
Beef Burger
Cheeseburger
Cheese & Bacon Burger
Jerk Chicken Burgers
Moving Mountains Vegan Burger

ARTHUR WAIT

Pizza
Curry
Goddard's Steak and Ale Pie
Goddard's Chicken Balti Pie
Goddard's Vegan Pie
Sausage Roll
Vegan Sausage Roll
Beef Burger
Cheeseburger
Cheese & Bacon Burger
Jerk Chicken Burgers
Moving Mountains Vegan Burger

WHITEHORSE LANE

Pizza
Goddard's Steak and Ale Pie
Goddard's Chicken Balti Pie
Goddard's Vegan Pie
Sausage Roll
Vegan Sausage Roll
Beef Burger
Cheeseburger
Cheese & Bacon Burger
Jerk Chicken Burgers
Moving Mountains Vegan Burger
Bratwurst with Onions
Chips

MAIN STAND

Goddard's Steak and Ale Pie
Goddard's Chicken Balti Pie
Goddard's Vegan Pie
Sausage Roll
Vegan Sausage Roll
Beef Burger
Cheeseburger
Cheese & Bacon Burger
Jerk Chicken Burgers
Moving Mountains Vegan Burger
Bratwurst With Onions
Chips

GLAZIERS

Pulled Pork Rolls
Goddard's Steak and Ale Pie
Goddard's Chicken Balti Pie
Goddard's Vegan Pie
Sausage Roll
Vegan Sausage Roll



MATCHDAY PROGRAMMES

Digital programme
You can buy a digital version of the matchday programme which can be downloaded to your tablet or mobile device for just £1.99.

Stadium
The matchday programme is available for £3.50 at the Club Shop and around the stadium on a home matchday.

OFFICIAL CLUB SHOP

Opening times – main store

Monday to Friday (non-matchday)	9am - 5:30pm
Saturday (non-matchday)	9am - 5:30pm
Saturday (matchday - 3pm K.O.)	9am - 6pm (closed during the match)
Sunday	10am - 4pm

Opening times – matchday store and shirt printing
Our Matchday Store and shirt printing kiosk (located in the Fanzone) both open three hours prior to kick-off, close during the match and re-open for one hour after the final whistle.

Online shop
There are a whole range of club merchandise items, souvenirs and publications available from our online shop at **https://shop.cpfc.co.uk/**

Mail order
Orders can be sent worldwide by ordering online or calling **020 8768 6100**. Charges apply for both standard UK and worldwide delivery.

Further details can be found online **https://shop.cpfc.co.uk/** or by emailing **shop@cpfc.co.uk**

CONTACT US

Main switchboard
020 8768 6000 | reception@cpfc.co.uk

Supporter services
020 8768 6000 | customer.service@cpfc.co.uk

Accessibility
07960 880147 | dlo@cpfc.co.uk

Box Office
0333 360 1861* | boxoffice@cpfc.co.uk

Club Shop
020 8768 6100 | shop@cpfc.co.uk

Hospitality
020 8768 6009 | sales@cpfc.co.uk

Corporate sales
020 8768 6010 | sales@cpfc.co.uk

**Calls charged at local rate*



ENJOY THE GAME

CPFC.CO.UK