



MANCHESTER CITY V IPSWICH TOWN

SATURDAY 24 AUGUST, KICK-OFF 15:00

Information in this guide is as at 7 August and is correct to the best of our knowledge. Any updated information on this fixture will be published on the club website (www.itfc.co.uk), twitter (@IpswichTown and @itfchelp) and facebook (<https://www.facebook.com/officialitfc>).

INFORMATION FOR TOWN FANS

We visit Manchester City in the Premier League on Saturday 24 August 2024. The following guide has been produced for Town fans making the trip to the Etihad Stadium.

This is based on information from the Manchester City website plus additional information specific to this game.

For any further information, please contact Elizabeth Edwards, Supporter Liaison Officer on slo@itfc.co.uk or (+44) (0) 7968 876504 or on Twitter at @ITFC_SLO.

MANCHESTER CITY FOOTBALL CLUB INFORMATION

Stadium Address: Etihad Stadium, Etihad Campus, Manchester, M11 3FF

Website: <https://www.mancity.com/>

Phone number: +44 (0)161 444 1894

Email: mancity@mancity.com

Supporter Liaison Officer: slo@mancity.com, mancity@mancity.com

Head of Fan Support: Fran Warburton, mancity@mancity.com, 0161 444 1894

Access Team: access@mancity.com, 0161 444 1894 (option 1 followed by option 2)

Facebook: <https://www.facebook.com/mancity>

Twitter: @ManCity, @ManCityHelp, @citysquarelive (matchday entertainment)

Supporter Charter (2023-24):

https://www.mancity.com/meta/media/g1ybys2x/mcfc_supporter-charter_2023-24.pdf

Accessibility: <https://www.mancity.com/ticketing-and-hospitality/access/accessible-matchdays>

Club contact details: <https://www.mancity.com/help-and-support/contact-us>

Information from the Manchester City website can be found at the following links:

<https://www.mancity.com/away-fan-guide>

<https://www.mancity.com/away-fan-guide/visiting-supporters-access>

<https://www.mancity.com/help>

<https://www.mancity.com/club/travel-and-transport>

<https://www.mancity.com/etihad-stadium/visiting-the-etihad-stadium>

<https://www.mancity.com/ticketing-and-hospitality/matchdays-at-the-etihad-stadium#>

<https://www.mancity.com/help/sections/visiting-the-stadium-&-campus-7042574116884>

<http://www.footballgroundguide.com/> provides some information here:

<https://footballgroundguide.com/leagues/england/premier-league/etihad-stadium-manchester-city.html>

We have picked out the key information for Town fans below and added other material based on our own experience of visiting the Etihad Stadium, particularly information that is specific to our fans.

TICKET INFORMATION

This fixture is all ticket for Town fans. Our allocation is 3,000 tickets. This includes wheelchair users and personal assistants. All tickets for this fixture will be issued as paper.

Tickets for this game are sold out, with the exception of 2% of the total allocation which has been held back for a ballot. Supporters in the priority window that tickets sold out in and below, who were unsuccessful in purchasing a ticket, will be eligible to enter the ballot.

Full information on the ballot system can be found here:

<https://www.itfc.co.uk/news/2024/august/02/ticket-details---man-city--a-/>

The safe seating area for this game is on the front row of each block provided. We would like to remind fans that these seats will include older fans, families, those unable to stand for long periods of time and ambulant disabled fans. We therefore require fans in the seated areas to stay seated and be respectful of their fellow supporters as we want everyone to enjoy the day safely.

Any returns for this fixture must be returned back in person, prior to 5pm on Wednesday, 21 August in order for a full refund to be honoured.

Supporters are reminded of the Club's Ticket Touting Policy. Tickets should only be bought via official channels at <https://tickets.itfc.co.uk/> or in Planet Blue at the relevant price applicable to your age. Tickets should not be advertised for secondary sale, with eligible supporters advised to only purchase if they intend to attend the game in person. Any supporters seeing tickets for sale outside of official channels are asked to contact touting@itfc.co.uk in order for us to investigate further.

Any supporter looking to collect a ticket or duplicate from Manchester City will be asked to provide proof of their confirmation email to collect their order. Those supporters who have been selected and notified of a random spot check will need to provide photographic ID evidence to collect their tickets. These supporters will be made aware of this requirement in advance of the fixture, again failure to do so will result in their collection being denied.

Full details regarding the policy, including procedures regarding the cancellation and transfer of tickets, as well as potential sanctions, can be found here:

<https://www.itfc.co.uk/club/policies/>

Note that the ticket enquiries line (03330 05 05 03) is for assistance only. Note that on matchday this phone line will be open as well as the email address mainticketoffice@itfc.co.uk.

TRAVEL TO THE ETIHAD STADIUM

SUPPORTERS COACH

Coaches will leave at 08:00 from behind the Sir Bobby Robson Stand. Please ensure you are at Portman Road at least 15 minutes before this.

There will be pick-ups at Stowmarket, Bury St Edmunds and Newmarket en route for this game. Please book this when purchasing your coach tickets.

Coach travel is on sale priced at £38 for adults, £35 for seniors/U23 and £32 for U19s. Each ticket incurs a £1.50 booking fee.

Please note we will no longer be issuing physical tickets for coach travel. Your confirmation email will act as your proof of purchase and the stewards on the day will be issued a register for those attending to verify your confirmation email and ability to access the coach.

Note that all official coaches are non-smoking and the consumption of alcohol and hot food on board is strictly forbidden. Under 16s cannot travel without an accompanying parent/guardian. Please make sure you are aware of the Terms & Conditions prior to travelling (<https://www.itfc.co.uk/club/policies/>).

Coaches will park on the Grey Car Park, opposite the away fan turnstiles.

BY CAR

Road closures operate immediately after the game to allow pedestrians to leave the Etihad Stadium safely. This is in place for approximately 20 minutes after the match. This is, however, subject to Greater Manchester Police approval and may be in place for longer than stated above. Roads affected by the closure are as follows:

- ***Ashton New Road – between Alan Turing Way and Hillkirk Street***
- ***Grey Mare Lane – between Ashton New Road and Alan Turing Way***

The Sat Nav postcode is M11 3FF for the stadium, although you may want to use the postcode of your chosen car parking option. The stadium is part of Sportcity so when you get close you can follow the brown Sportcity signs until you are near the stadium.

There are a number of routes from Ipswich.

The first is via the A14 / M6 / M6 toll / M6. Leave the M6 at junction 19 and take the A556 exit to Manchester (S&C) / Airport / M56. Merge onto the M56. At junction 3A, join the A5103. At the roundabout with the A57(M) take the 2nd exit onto the Ring Rd / A57(M) / A635 slip road to Ashton-under-Lyne/ Sheffield / Piccadilly. Continue on to the A635. Turn right onto the A662 (Ashton New Road) – you will see the stadium on the left.

The second is the A14 / A1 / M62. Leave the M62 at Junction 18 and then join the M60 towards Ashton Under Lyne. Leave the M60 at Junction 23 and take the A635 towards Manchester. Branch off onto the A662 (Ashton New Road) towards Droylsden / Manchester. Stay on the A662 for around three miles and you will reach the stadium on your right.

A third option is via the A14 / M1 / A50 / A500 to the M6. From the M6 follow the instructions for the first route above.

The journey time is at least five hours, but you should allow at least another hour, and ideally 90 minutes, beyond the AA / Google / Sat Nav suggested journey time to allow for possible delays. **This is a bank holiday weekend, and so all roads – especially the M6 heading north of Birmingham – are likely to be very slow.**

PARKING

Away car parking at the stadium must be pre-booked in advance. Parking is not available to purchase on the day. We understand that tickets will be available from the following link, under car parking.

<https://tickets.mancity.com/>

Note that after the game it will take time to exit the car park – from experience it can take up to 90 minutes.

A resident 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.

There are some unofficial car parks around the stadium.

There are thousands of car parking spaces available in Manchester city centre for fans. The Manchester City website mentions car parks near the city's universities, such as Booth Street West car park off Oxford Road. There are also numerous car parks around Manchester Piccadilly station, and a huge NCP on Chorlton Street. The walk to the Etihad Stadium is approximately 30 minutes from Booth Street West car park. If you are driving, they encourage fans to take a look at the transport for Greater Manchester's city centre parking map: <https://www.google.com/maps/d/u/2/viewer?mid=15a6t-UDKvUVcM73Fg0CKWvjZSeqk1Nc&ll=53.47595636966423,-2.2487960137806295&z=15> (please note this map shows locations only).

Other alternatives are the Metrolink Park and Ride sites, where free parking is offered. Although there are over 20 park and ride spots across the Metrolink Network, Manchester City recommend using one of the following as they link to travel direct to the Etihad Campus.

- Ashton Moss (Ashton line) - 183 spaces and 12 disabled spaces - under 25 minutes on a direct service from Etihad Campus.
- Ashton West (Ashton line) - 184 spaces and 11 disabled spaces - under 30 minutes on a direct service from Etihad Campus.
- Ladywell (Ashton-Eccles line) - 332 spaces and 22 disabled spaces - under 45 minutes on a direct service from Etihad Campus.

For further information on the Metrolink, visit: <https://www.mancity.com/club/travel-and-transport/travelling-by-metrolink>

PARKING FOR SUPPORTERS WITH DISABILITIES

Manchester City have an allocation of blue badge parking spaces for away fans on the visiting fans' coach park which is next to the away turnstiles. Please contact Lee Smith on 01473 400556.

Your car registration will be added to the ANPR camera system. Upon entering the 'Grey Car Park', your registration will be read by the camera and you will then proceed to a space.

The accessible car park is located via Gate 7 and is signposted close to the stadium as the 'Grey Car Park'. It is located just off Ashton New Road and the post code is M11 3DL.

More information can be found here:

<https://www.mancity.com/help/article/i-am-an-away-fan-can-i-book-blue-badge-parking-22510940420628>

BY TRAIN

Note 1: There are no planned engineering works on the Ipswich to London Line and cross-country routes.

Note 2: During the August bank holiday weekend (Saturday 24 August to Monday 26 August), Network Rail will be carrying out planned engineering work at London Euston. Due to this engineering work at London Euston, there will be a reduced timetable on some routes throughout the whole bank holiday weekend. This, combined with closures elsewhere across the network, may mean that trains are busier than usual. Do check your train times before travelling.

While the Etihad Campus is not accessible directly by trains, the campus is well connected to Manchester's main train stations by the Metrolink trams.

It is possible to travel cross-country or via London.

Via London, the outward journey time is around four hours 40 minutes.

<https://www.greateranglia.co.uk/> shows two trains per hour leaving Ipswich which connect to trains from London Euston to Manchester Piccadilly. From London Liverpool Street take the Circle Line or Metropolitan Line or Hammersmith & City Line to Euston Square and walk to London Euston for the train to Manchester. Alternatively, either walk or take the Circle Line or Metropolitan Line or Hammersmith & City Line to Moorgate and change to the Northern Line to London Euston.

After the game there are various options via London back to Ipswich. Note that the journey time tends to be longer than the outward journey. When booking do make sure that you leave plenty of time to get back to Manchester Piccadilly as Premier League games can be delayed with additional time and VAR checks!

We haven't included times of trains but if you do need further help please get in touch.

You can also travel cross-country. There are a number of options which will get you to Manchester in time for the match. When booking do check the journey time as these vary between four hours 40 minutes to around five hours 40 minutes depending on route, time of travel and station that you arrive into Manchester at. This is due to engineering works on LNER with reduced services and extended journey times.

Travelling to Manchester Victoria is the best cross-country rail option with trains leaving Ipswich at 06:00 and 07:58 arriving into Manchester Victoria at 10:38 and 12:37 respectively – you will need to change at Peterborough and Leeds. The longer cross-country journeys are to Manchester Piccadilly. For example, also leaving at 06:00, with a change in Ely, won't get you to Manchester Piccadilly until 11:35.

After the game, there is one option leaving Manchester Piccadilly at 18:43. With a change in Ely, you will arrive back into Ipswich at 23:22.

Whatever your travel plans, it's worth checking <https://www.greateranglia.co.uk/> for updated times and any late changes.

GETTING TO THE STADIUM FROM MANCHESTER PICCADILLY / MANCHESTER VICTORIA OR THE CITY CENTRE

- **TRAIN TO ASHBURYS AND WALK**

The closest railway station to the stadium is Ashburys which is a short five-minute train ride away from Manchester Piccadilly Station. The stadium is about a 15-minute walk away from Ashburys station. As you come out of the station, turn left and after proceeding up the road you will come to the stadium on your left.

- **WALK**

It is possible to walk from both Manchester Piccadilly Station Manchester Victoria Station and the City Centre to the stadium.

From Manchester Piccadilly station it will take you about 30 minutes to walk to the stadium. The walk from Manchester Victoria is longer at around 45 minutes. From the City Centre the walking time will vary depending on where you are starting from and can vary from around 30 minutes up to 45 minutes (for example, from the Arndale Centre).

<https://footballgroundguide.com/> provides the following walking instructions from Manchester Piccadilly Station to the stadium:

'At the bottom of the main station approach turn right into Ducie Street. At the end of the road turn right onto Great Ancoats Street. Cross over the road, then the canal and turn left into Pollard Street – this is well marked as a walking route to "Sportcity". Continue straight along Pollard Street which leads onto the A662 Ashton New Road and you will come to the stadium on your left.

A shorter route from the station is to use the exit to Fairfield Street (the taxi rank). As you come off the platforms, it's in the left-hand corner of the main concourse. Take the lifts or escalators down. (There's also an exit from the little concourse off the bridge near platforms 13 / 14.) At the street exit head toward the railway over the bridge, under that, then left again under the railway (Travis Street continuing into Adair Street), left at the end and right into Pollard Street (then as above).'

- **METROLINK**

If you don't fancy the walk you can catch the Metrolink to the Etihad Campus tram stop. The service runs between the City Centre and the Etihad Campus every six minutes and connects 98 other stops across the network including Manchester Piccadilly and Manchester Victoria stations.

Trams can be caught from either Victoria or Piccadilly railway stations (or Market Street, St Peter's Square, and Piccadilly Gardens in the city centre). The nearer you get to kick-off, the busier the trams will be, especially from Piccadilly station.

The time from Manchester Piccadilly is ten minutes once you are on the tram.

After the game the Etihad Campus stop is the only tram stop near to the ground which will be open. Both VeloPark and Holt Town close for approximately one hour after the final whistle. Note that the trams will be incredibly busy and that the Etihad Campus stop is the other side of the ground from the away end. If you intend to use this route then do make sure you allow plenty of time if you are booking train tickets. For most fans, it would be quicker to walk back to central Manchester, especially as it is slightly downhill on the way back.

All Metrolink trams are accessible for wheelchair users.

The cost of a ticket will depend on where you get on the tram. The Etihad Campus is in zone 2. If you are travelling from zone 1 (central Manchester), the cost is £2.80 single, with one day travel cards and family cards available. You can pay by contactless card, like the London Oyster system.

More information on the Metrolink can be found here:

<https://tfgm.com/getting-to-the-etihad>

- **TAXI**

Taxi ranks can be found at the main railway stations, and around the city. Uber works pretty well, but of course is very busy, slower and likely to be more expensive pre- and post-match.

PUBS

At the stadium, West Reception entertainment will start 2.5 hours before kick-off including the unique Player Arrival show, guest interviews, DJs, giveaways and much more. Outside the East Stand, there will be food units, a bar and a retail pop-up. Note that these areas will be mainly home fans, but the key elements are visible to away fans.

We have been advised that pubs in the local vicinity of the stadium are used by home supporters, and so you are advised to drink in the City Centre before making your way to the stadium.

There are many options around Piccadilly station, on and around Oldham Street and in the Northern Quarter nearer Victoria Station. Manchester is one of the best cities in the UK for pubs, bars, craft beer breweries and real ale – so hit google and get planning! It would be unfair to list any particularly favourites, but craft beer enthusiasts will not want to miss the various microbrewery taps around the Piccadilly station area, or the Northern Monk Refectory on Tariff Street. Fans of vegetarian Indian street food and craft beer are perfectly looked after at Bundobust (corner of Oldham St and Piccadilly). Those who love traditional cask ale will seek out the Castle on Oldham Street and the Marble Arch on Rochdale Road. But there are so many other options to discover!

FOOD AND DRINK OUTLETS

There is a large Asda store behind one side of the stadium which has a café located inside it. On a previous visit, we were able to stock up on Hollands Pies for the freezer at home. There is also a McDonalds outlet next door to the store.

AUDIO DESCRIPTION COMMENTARY SERVICE – BOOK BEFORE TRAVELLING

Visually Impaired Supporters are able to take advantage of Manchester City's in-house audio descriptive commentary. To book this service, please contact the access team on 0161 444 1894 (Option 1) no later than 72 hours prior to the game to arrange a headset. Once your request is confirmed, a headset will be delivered to your seat around 15 minutes before kick-off. Supporters are required to bring their own earphones compatible with a 3.5mm jack.

OUTSIDE THE STADIUM



CASHLESS STADIUM

The Etihad Stadium is a cashless stadium.

FAN SUPPORT OFFICES

There are two Fan Support Offices. One is located on the West Stand of the stadium opposite Tower R and one is on the East Stand opposite Tower J.

On matchday, the West Fan Support Office opens at 9am and the East Fan Support Office opens 4 hours before kick-off. Both will close 15 minutes after kick-off.

AWAY TICKET OFFICE

The away ticket office will open two hours before kick-off for collections, duplicate tickets and for those who have been asked to pick up their tickets on match day. Please have your email booking with you as well as ID.

Note that all collections must be arranged directly through ITFC, as tickets will not be reprinted on the day.

MEMORIAL GARDEN AND ART SCULPTURES

Outside the ground near the main club entrance is a memorial garden, which includes a tribute to former city player Marc-Vivien Foe. In addition to Foe, other club legends have been immortalised outside the Man City stadium with some form of art sculpture – amongst them are Vincent Kompany, David Silva and Sergio Aguero. There is also a statue of Colin Bell, Mike Summerbee and Francis Lee.

STADIUM TOURS AND MATCHDAY PITCH WALK TOURS

It is possible to do a stadium tour on the morning of the match. There is some availability at £30 for an adult, with some concession prices and group prices. A discount of 15% applies if you book in advance.

It is also possible to do a matchday pitch walk tour prior to the game for £20 per adult with concession prices available.

More information can be found here:

<https://www.mancity.com/tours>

PRE-MATCH ENTERTAINMENT

City Square is closed during the 24/25 season due to the development of the North Stand and Entertainment District.

At the West Reception atrium of the Colin Bell Stand, opposite the Colin Bell, Mike Summerbee and Francis Lee statue, entertainment will start two and a half hours before kick-off with the Player Arrival show, guest interviews, DJs, giveaways and much more .

Outside the East Stand, there will be food units, a bar and a retail pop-up.

Note that these areas will be mainly home fans.

PLAY MAKERS

Look out for the Manchester City Playmakers – dressed in yellow – they are around the stadium.

They are there to help and if you have any questions please ask as they are only too happy to help. They are regularly stocked with free goodies and treats for all so give them a smile.

PROGRAMMES

The matchday programme will be available to purchase at the ground at a cost of £4.

AWAY END

Stadium gates open two hours before the match with pre-match entertainment inside the stadium starting then. Where possible and appropriate the early kick-off is shown on the concourse screens.

We will be located on one side of the South Stand across three tiers. You should use entrances L1, L2, and L3 for the South Stand.

Wheelchair users will be in the same area.

GETTING INTO THE STADIUM

SECURITY

All supporters will be searched before entering the stadium. Searches will be thorough and carried out by Manchester City Security and search dogs may be present at the turnstiles.

BAG POLICY

Manchester City advise fans to arrive early to allow plenty of time to pass their security checks.

Small handheld bags, no larger than A4 size (12"x8"x3") will be accepted.

Backpacks, holdalls, rucksacks, or other similar items of any size, large or small, will not be allowed into the stadium. If you bring a bag larger than the allowed size, you can use the bag drop facilities in the 'Grey' car park within the away fan compound to securely store your items until the match is over.

The bag drop service costs £10 per item.

PYROTECHNICS

As with all grounds and to comply with legislation, the use of pyrotechnics or even trying to get them into the stadium is a criminal offence and will not be tolerated.

FLAGS/BANNERS/SIGNS

Large flags are not allowed into the stadium. Large is defined as bigger than two metres by one metre. Flags and banners must not be of an offensive nature.

SMOKING POLICY OUTSIDE

The Etihad Campus, including the car park is smoke free, including electronic cigarettes.

INSIDE THE STADIUM

WI-FI

Free wi-fi is available in the stadium.

TOILETS AND ACCESSIBLE TOILETS

Toilets are available throughout the stadium, and are located in the concourse.

There are also accessible toilets available which can be opened using a radar key – stewards also carry keys if required.

There is a Changing Places toilet within the home section of the stadium. If you want to use this facility please let Lee Smith know prior to travelling.

SMOKING POLICY INSIDE

The Etihad Stadium is smoke free, including electronic cigarettes.

Anybody smoking inside the Stadium will be ejected and will not be able to re-enter.

FOOD AND DRINK FACILITIES

Concessions on the concourse will be open until the end of half-time. The Etihad Stadium is a cashless venue, so cash payments will not be accepted.

A variety of hot and cold food and beverages are available, including several Halal and Vegan options. The Etihad is at the top end of football food options for variety, and the concourses are rather larger than at most grounds.

Please note, that food & beverages purchased outside the stadium cannot be brought inside the Etihad Stadium.

LEAVING THE STADIUM

Note that after the game you may well be directed in a different direction to the one you want to go. Please follow any instructions that you are given by stewards and police. As such, it may take some time to exit the stadium. Usually, it takes up to 10 minutes to get onto the road down to the city centre.

ANTI SOCIAL BEHAVIOUR – MATCHDAY TEXT LINE

Manchester City ask all fans to join in creating a positive environment and atmosphere, where everyone is welcomed, and accepted and has a fantastic matchday experience.

As part of this, they operate a zero-tolerance approach to all discriminatory and abusive behaviour including any form of Racism, Homophobia, Islamophobia, Antisemitism or Sexism. Such behaviour may include abusive tragedy-related comments, chanting, or gesture-making.



If you see or hear such behaviour, talk to a steward or the police.

Alternatively, any fans who see or hear abusive behaviour can text 07700 151894 to make the dedicated security team aware of what you have witnessed.

You can also report any discrimination or anti-social behaviour to Kick it Out using the Kick It Out app which is available to download from the App Store or Google Play, or via: Facebook /kickitoutofficial; Twitter @kickitout; email info@kickitout.org; phone 0800 169 9414.

STAYING IN MANCHESTER

Note that the Manchester Pride Festival is taking place between 23 and 25 August with events across the City. In addition, New Order are playing on Saturday evening at

Wythenshawe Park. Manchester will be particularly busy and there may be road closures in place. Hotels are very expensive so you may want to consider staying outside of Manchester and travelling in – the tram system runs until very late, then there are buses and cabs. Reasonable options include Stockport, Bury and Rochdale.

If you are staying in Manchester over the weekend, the following link may provide useful information:

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

Also, don't forget that the National Football Museum is in Manchester, near Victoria Station. This is open from 10am to 5pm.

Manchester has a fabulous array of pubs, clubs and bars, wonderful shopping and celebrates its industrial heritage impressively. It has a vibrant gay quarter (around Canal St), an established Chinatown (behind Piccadilly Gardens) and a wonderful choice of craft brewery taps (many around Piccadilly station).