

ITFC

FIRST TIME FAN GUIDE FOR PORTMAN ROAD

2026/2027



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BUYING A TICKET

Fixtures at Portman Road regularly sell out or have limited availability. To avoid disappointment please purchase well in advance of the fixture.



ONLINE

Tickets can be purchased online. If you have not created an account, then you can do so by clicking here. Purchasing online gives you the opportunity to choose a seat and select a delivery method.



PLANET BLUE

Tickets can be purchased at Planet Blue the Club's shop. Planet Blue staff will be able to assist in selecting seats and finding the right ones for you.



MEMBERSHIP

To purchase a ticket, you will need a Super Blues, Junior Blues or International membership. This membership alongside a range of perks allows you access to buy our match-to-match tickets. For more information on memberships click here.

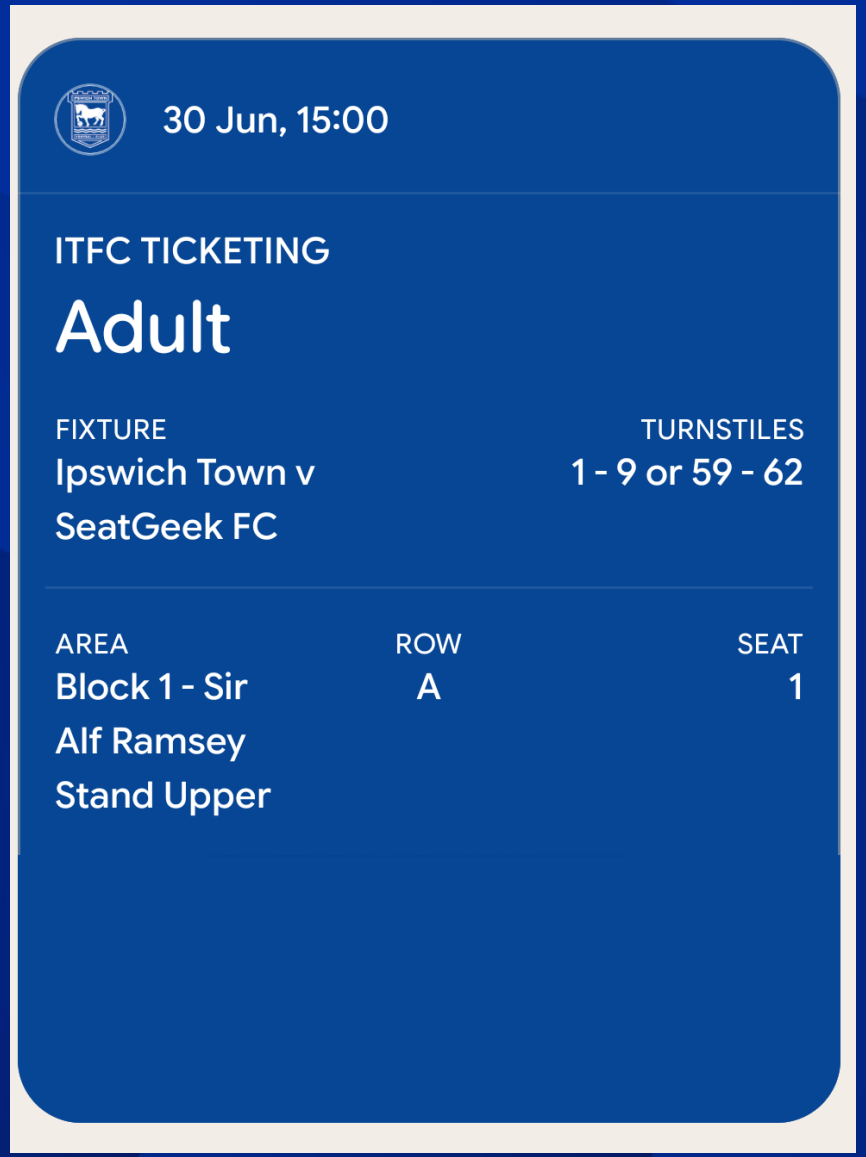
YOUR DIGITAL TICKET EXPLAINED

This is the date and kick-off time of the fixture.

This is the age band you have purchased within and the price of the ticket.

The fixture you are attending.

This is the stand you are in including whether you are in the upper or lower.



These are the turnstiles that you will need to head to, to get into the stadium.

These are your unique seat details.



HOW TO GET TO THE GROUND

CAR

The postcode for Portman Road is IP1 2DA. If coming north of the country, you are most likely to use the A14 whereas travelling from the South will most likely see you use the A12.

BUS

Portman Road is accessible by the following bus routes 64, 66, 75, 77, 800 and 88. Bus routes and timetables can be found by clicking on First Bus.

TRAIN

Travelling to Portman Road by train is viable with the station being just a 5–10-minute walk. Ipswich station has links to London, Peterborough and Cambridge. Whatever your travel plans it is worth checking https://www.greateranglia.co.uk/ .

PARKING

AT THE GROUND

Fans should be aware there is no Official Matchday Parking at the ground. Ipswich Borough Council car parks including Portman Road and West End Road surround the ground. There is a matchday price of £15 which comes into effect three hours before kick-off and one hour after kick-off.

ACCESSIBLE PARKING

- Home supporters can book accessible parking via accessibility@itfc.co.uk subject to availability .
- Away supporters need to contact their own Club's DLO.

KEY CAR PARKS:

- Portman Road Car Park A/B/C – IP1 2BP
- Ipswich Train Station – IP2 8AH
- West End Road – IP1 2DZ



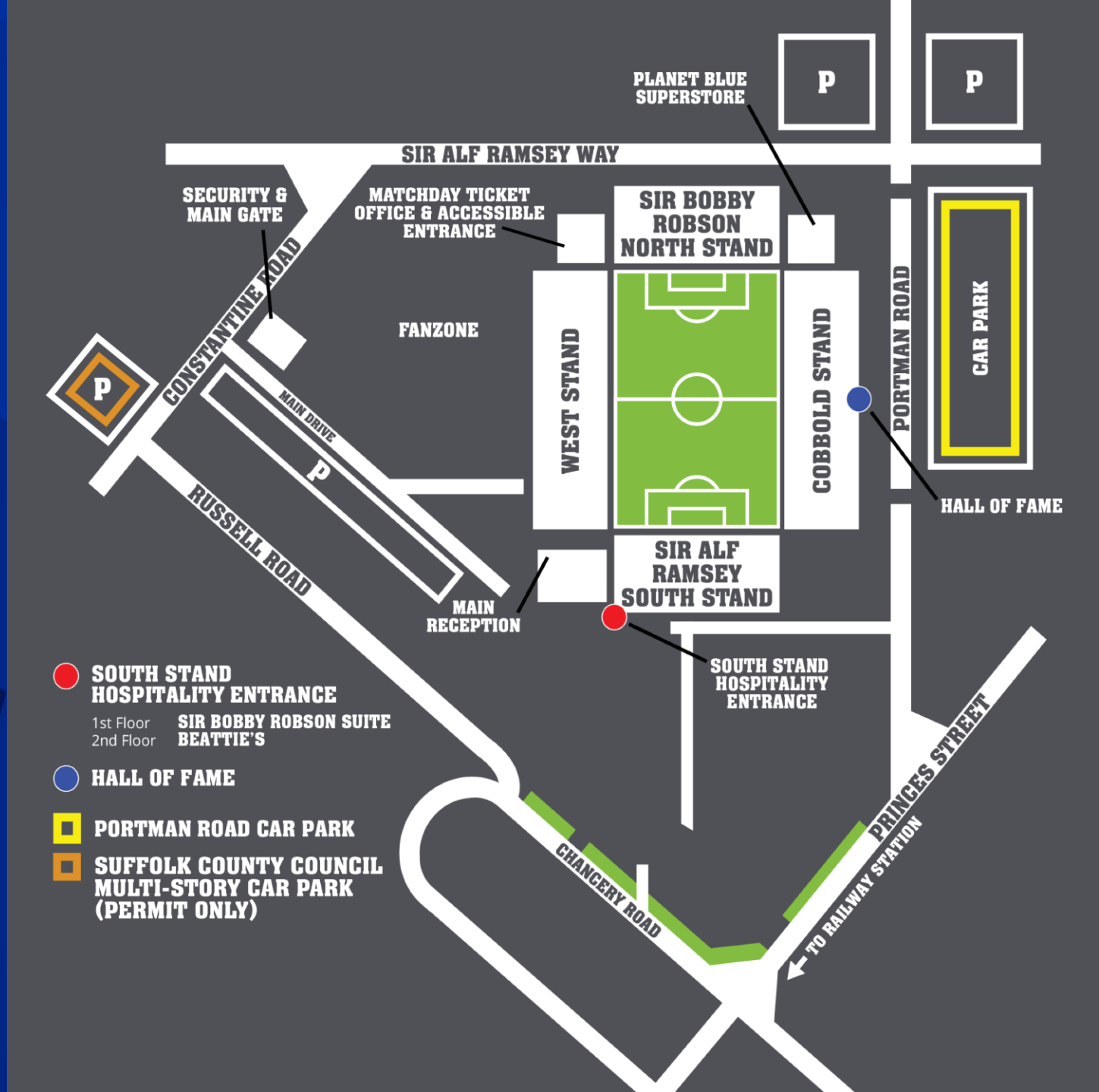
ACCESSING THE STADIUM

Turnstiles:

- Cobbold Stand: 10-25
- Sir Alf Ramsey Stand: 1-9 and 59-62
- Sir Bobby Robson Stand: 26-41
- West Stand: 42-58

Accessibility Entrances:

- Cobbold Stand – Available to away supporters.
- Sir Alf Ramsey Stand – Hospitality entrance in the left corner of the stand.
- Sir Bobby Robson Stand - D1 and D3/D2 and D4.
- West Stand – Accessible office on Constantine Road.





STAYING SAFE AT THE GROUND

SECURITY CHECKS

At the turnstile, please have your ticket ready to be scanned, your coat/jacket unzipped, and your pockets empty. You will be subject to a search. This may consist of a full body or wand search.

BAG SIZE

Our bag policy is that we allow bags no larger than A4 (100 x 200 x 300 MM). These are subject to a search.

PROHIBITED ITEMS LIST

Please click here to see our full prohibited item list for Portman Road stadium.

ACCESSIBILITY AT PORTMAN ROAD

INDUCTION LOOPS
Induction loops are fitted at the ticket office and require a mobile service.

AUDIO COMMENTARY
The Club has 20 radio headsets available to supporters with visual impairments ran through Soccer Sight. These can be booked at accessibility@itfc.co.uk .

RETAIL OUTLETS
Planet Blue is fully accessible to all disabled supporters with a lift to the upper floor. Whilst the FanZone unit is not accessible to all supporters, staff will be on hand to assist if there is something you wish to purchase.

ASSISTANCE DOGS
Assistance dogs are admitted into the ground. Where possible, please notify accessibility@itfc.co.uk in advance of the game.

ACCESSIBLE TOILETS
Accessible toilets are situated close to each of the areas provided for our disabled supporters. A radar key can be used on all accessible toilets. The Club can also arrange use of a changing place.

SENSORY PACKS
The Club provides sensory packs for supporters. The sensory packs are designed to enhance the experience of fans, particularly autistic supporters.
Rented packs can be collected and returned at the Accessible Ticket Office on Constantine Road. To rent a pack for an upcoming matchday, email accessibility@itfc.co.uk .

CATERING
There are both mobile and fixed catering units located around the ground serving a variety of refreshments. Several of these units are accessible to wheelchair users and assistance is given if required by stewards in each area.

HOSPITALITY
Hospitality areas including lounges and bars in the Sir Alf Ramsey Stand and West Stand are all fully accessible to ambulant supporters and wheelchair users. We regret that the Cobbold boxes are not accessible due to the number of steps involved.

FURTHER INFORMATION
For further information contact the Disability Liaison Officer on accessibility@itfc.co.uk . Supporters should note when requesting a move due to an injury into an accessible area, this will be subject to availability for that fixture.

FANZONE

WHAT IS IT?

The FanZone is the perfect place for all supporters of all ages to soak up the pre-match atmosphere at Portman Road. There are a range of food and drink vendors as well as a whole host of activities for children and adults. Activities mainly run by the Foundation include penalty shoot out, basketball, noughts and crosses and much more. Club mascots Bluey and Crazee are often found in the FanZone too!

OPENING TIMES

The FanZone opens 3 hours before kick-off for a daytime fixture with times adjusted slightly for an evening fixture. The FanZone closes 30 minutes before kick-off.

HOW DO I ACCESS THE FANZONE

Entrance to the FanZone is free on production of a match ticket. Multiple entrances will be available around the perimeter of the FanZone. You will be searched on entry.



MATCHDAY TIMETABLE

10:00AM
TICKET OFFICE & PLANET BLUE OPEN

12:00PM
FANZONE OPEN

1:30PM
TURNSTILES OPEN & PLAYERS ARRIVE

2:00PM
TEAM NEWS ANNOUNCED

2:15PM
PLAYERS WARM UP

2:30PM
FANZONE CLOSES

2:55PM
PLAYERS WALK OUT OF THE TUNNEL

3:00PM
KICK-OFF

The timetable shows the typical timings for a 3PM kick-off however, it is important to remember that fixtures can be played on various days and various times in the week.

ATTENDING AS A FAMILY FOR THE FIRST TIME

WHERE SHOULD I BUY TICKETS AS A FAMILY?

Supporters are advised to buy within family areas when attending with young families. These areas are dedicated for people buying tickets with a child under the age of 19. Family areas available to buy in are as follows: West Stand Block EE, FF, GG 12, JJ, F and K.

If these areas are full then we would recommend Block 1, 2 and 3 within the Sir Alf Ramsey South Stand.

WHAT EXPERIENCES SHOULD I SIGN UP TO?

Supporters attending as a family for the first time should sign their child up to become a First Time Fan by emailing slo@itfc.co.uk . They will then have the opportunity to take part in the First Time Fan experience receiving an exclusive goody bag.

IS IT WORTH VISITING PLANET BLUE?

Yes absolutely. All replica shirts will be available alongside a wide range of merchandise. The pocket money range is particularly good for children looking for a small gift or piece or memorabilia.

IS THE FANZONE WORTH VISITING?

You definitely need to visit the FanZone if this is your first time coming to Portman Road. The FanZone hosts a wide range of food and drink options from burgers to pizzas to cakes and has plenty of activities for children including our Foundation inflatables and a face painter.

For the adults, a big screen showing earlier kick-offs alongside a stage showcasing some of Suffolks great local talent will be available.

WHEN IS IT BEST TO GET TO MY SEAT?

As a family attending a match for the first time, do aim to be in your seat from 45-60 minutes before kick-off. Not only does this avoid you from standing in any long queues with little ones but this gives them an opportunity to get to their seats, grab any food and drinks and watch the players warm-up.

REPORTING AN INCIDENT AT IPSWICH TOWN

HOW TO REPORT INCIDENT/CONCERN (MATCHDAY)

Ipswich Town Football Club are committed to providing a safe and enjoyable experience for all supporters and staff.

On a home matchday all incidents or concerns can be reported to our Matchday Control Room. There is an anonymous **REPORT IT** text number and all reports are handled in the strictest confidence. Please text **60650.**



Supporters can also report any anti social behaviour using the **Kick it Out App** available to download for apple and android. Alternatively, if you feel it is safe to do so, please contact a steward with as much details as possible. Please include **Stand, Row, Seat number** and any names if known.

MATCHDAY FAQS

What time are the turnstiles open until?

Select turnstiles are open until half-time with supporters unable to enter Portman Road after this point.

Can I use cash within the stadium?

Portman Road is an entirely cashless stadium. All kiosks will accept either contactless or card payments.

What is the minimum age for a fan attending alone?

The minimum age to attend alone is 14. Any person younger than this must be accompanied by an adult over the age of 18.

Can I use a lift to access my seats?

Lift access is available to upper tiers of the West, Sir Alf Ramsey and Sir Bobby Robson Stands.

Can I get a birthday message on the big screen?

Birthday messages can be purchased via the Club ticketing website by clicking here.

Can I bring a flag or banner?

Flags and banners are allowed at Portman Road providing they are not on a pole or stick. All flags must come with a fire certificate. For any enquiries contact neil.mccluskey@itfc.co.uk .

Where can I buy a programme?

Various programme stalls are located around the stadium with programmes sold for £4 .

Who do I speak to on a matchday if I have a problem?

Any steward or club official can help you. Here2Help are also available pre match in pink hi-vis.

I have forgotten/lost my ticket what do I do?

Go to the ticket office for a reprint.

Does my baby need their own ticket?

Yes, every person must have their own ticket including babes in arms.

KEY CONTACTS

Ticket Office – mainticketoffice@itfc.co.uk , 03330 05 05 03
Supporter Services – supporter.services@itfc.co.uk , 01473 400 572
Junior Blues – lauren.Fellingham@itfcfoundation.co.uk , 01473 400584
Junior Matchday Experiences – lauren.Fellingham@itfcfoundation.co.uk , 01473 400584
Supporter Liaison Lead – slo@itfc.co.uk , 07701 219724
Disability Liaison Officer – accessibility@itfc.co.uk , 01473 400 556
Reception – reception@itfc.co.uk , 01473 400 500