



IPSWICH TOWN V CRYSTAL PALACE

TUESDAY 3 DECEMBER, KICK-OFF 7:30PM

Information in this guide is correct as at 15 November 2024.

Ipswich Town Football Club looks forward to welcoming you to Portman Road, and hopes you enjoy your visit.

This is a short guide, designed to answer the kind of questions that are often asked by visiting fans, and provides the information found useful when travelling away ourselves.

You will also find this guide on the ITFC website at: <https://www.itfc.co.uk/supporters/fanguides> (under Visiting Fan Guide). If for any reason you cannot access this specific information, please email our Supporter Liaison Officer (contact details below) and she will email you a copy.

For any further information, or if you have any feedback on our guide, please contact Elizabeth Edwards, Supporter Liaison Officer, on slo@itfc.co.uk or 07968 876504 or via X (formerly Twitter) on @ITFC_SLO.

IPSWICH TOWN FOOTBALL CLUB INFORMATION

Address: Ipswich Town Football Club, Portman Road, Ipswich, IP12DA

Website: www.itfc.co.uk

Club Telephone Number: 01473 400500

Ticket Office Number: 03330 050503

Supporter Liaison Officer: Elizabeth Edwards, slo@itfc.co.uk, 07968 876504, @ITFC_SLO

Disability Liaison Officer: Lee Smith, lee.smith@itfc.co.uk, 01473 400556

Supporter Services: supporter.services@itfc.co.uk

X (formerly Twitter): @IpswichTown, @itfchelp

Matchday Safeguarding Policy: <https://s3.eu-west-1.amazonaws.com/gc-media-assets.gc.ipswichtownfcservices.co.uk/d7c62dc0-5e3d-11ef-afd6-fd9cb4a70d1c.pdf>

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

IF YOU HAVE AN HOUR OR TWO PRE-MATCH IN IPSWICH

The statue of Sir Bobby Robson is on Portman Road opposite the Cobbold Stand, where away fans are located. Further along the road, diagonally opposite the club shop Planet Blue, you will find the statue of club legend Kevin Beattie which was unveiled in December 2021.

Diagonally opposite Kevin you will find the statue of another Town great, Sir Alf Ramsey. All

three statues are the work of local sculptor Sean Hedges-Quinn.

The stadium is just a short, 5-10 minute, walk to the town centre, with shops, cafes and restaurants. The waterfront area is around a 15-minute walk from the ground, with a yachting marina and a range of cafes and restaurants. Note that the only pub that officially welcomes away fans is the Station Hotel (details below). Many pubs and bars in the town centre are strictly home fans only (more info below), especially those nearer the ground or with a big home following, whilst others are more relaxed – this does vary from match to match though. Just beyond the town centre, 15 minutes' walk from the ground, is the beautiful Christchurch Park, with a renowned art gallery within the Tudor mansion building.

More information is given at the end of this guide for fans staying in the area for longer.

TICKET INFORMATION

All fixtures are all-ticket for away fans, with no sales on the day. Tickets are available to purchase from Crystal Palace. Adult tickets are priced at £29. Concession prices are available for Seniors over 65, under 23s and under 19s. Within the upper tier allocation there are a number of severely restricted views with the price discounted by £1.

You will be located in blocks VU1, VU2 and VU3 of the upper tier of the Cobbold Stand and VL of the lower tier. Within the three upper tier blocks there are both safe standing and seated options. You are recommended to buy a ticket in the seated area if you are unable to stand for long periods, are a family or are a fan who prefers to sit.

Note that there is no lift access to the upper tier and accessible toilets are in the lower tier. Accessible seating is within block VA in the lower tier of the Cobbold Stand. Accessible tickets include a carer if required. There are ten wheelchair bays with associated personal assistant spaces in block VA.

Please note that all supporters under the age of 14 must be accompanied by a parent / guardian who is 18+.

HOW TO GET TO THE STADIUM

Portman Road is between the town centre and railway station. It is an 8-10 minute walk from the railway station. If you come out of the station and look straight ahead, you will see the floodlights and the stadium. If you are travelling by coach, from the coach park on West End Road the walk to the stadium is about the same distance.

If you are familiar with the stadium from previous visits, note that it does look a bit different nowadays, as many buildings have been demolished and development started around the ground. Also, the stadium itself has seen some major changes in preparation for the 2024/25 season.

BY CAR

Note: If you take the first route suggested below this will involve travelling via the Dartford Crossing. You must pay the Dartford Crossing charge by midnight the day after you cross. You will get a fine if you're late or do not pay. Details can be found here:
<https://www.gov.uk/pay-dartford-crossing-charge>

The stadium address is Portman Road, Ipswich, IP1 2DA, although you may prefer to use the postcode for your chosen car park.

From Selhurst Park there are a number of options to get you to the M25. Once on the M25 stay on it all the way round to the A12 which then takes you all the way to Ipswich.

To get to the M25 the first option is to go via the A222 / A232 / A21 out to the M25. Take the M25 anti-clockwise to the A12. This will involve going through the Dartford Crossing (see note above re payment). Note that we have experienced delays at Dartford of up to an hour several times in recent months. At junction 28 of the M25 join the A12 to the outskirts of Ipswich and follow the last few miles below.

The second option is to take the A213 / A212 / A205 (South Circular) / A20 / A2213 / A2 / A102 and go through the Blackwell Tunnel. Follow the A12 to the M11. Join the M25 to junction 28 where you join the A12 to the outskirts of Ipswich.

Google indicates a journey time of around three hours, but warns it could be as much as three hours 50 minutes. Unless you live very close to Suffolk, we generally recommend allowing at least an hour, and ideally 90 minutes, beyond the AA / Google / Sat Nav suggested journey time.

THE LAST FEW MILES

Sat Navs vary in their recommended route into town, but whichever way you go, it shouldn't take more than 15 minutes from the A12 / A14 Copdock Interchange junction.

For those not using a Sat Nav, once you reach the A12 / A14 Copdock Interchange, just south of Ipswich, take the A1214 (London Road) for a couple of miles into town. As you approach the town centre area, there's a Sainsbury's supermarket on the left – at this point, go straight on past Sainsbury's and then almost immediately right onto West End Road. Take the first left (after about half a mile) onto Sir Alf Ramsey Way and continue to the stadium.

Note that the road immediately behind the Cobbold Stand is blocked permanently at both ends behind the stand, and the road behind the Sir Bobby Robson Stand is closed about 90 minutes before the game, so to access the NCP car park on Portman Road you will need to continue on London Road, straight on to Handford Road and then turn right at a set of traffic lights onto Portman Road (if you miss the turning, just do a U-turn at the roundabout with Civic Drive, turning back onto Handford Road, then taking the first left into Portman Road).

PARKING

There is no official stadium car park, but there is parking all around the ground. The closest is a large car park on Portman Road (right by the away end, post code IP1 2BP), though this can be full by 6:15pm, or even earlier, for a 7:30pm kick-off. Note that the Portman Road entry/exit for this car park will be closed from 15 minutes before the end of the game until 15 minutes after the game. Vehicle access via Friars Bridge Road to Princes Street remains open at all times. This car park normally takes an hour or more to clear post-match.

There are also large car parks on West End Road (5 minutes' walk away, post code IP1 2DZ) and at the railway station (less than 10 minutes, postcode IP2 8AL). The town centre is less than 10 minutes' walk, and has numerous car parks, as you would expect.

Being a town centre ground, most streets are controlled (residents only) parking, so free on-road parking tends to be at least a 20-minute walk away. As usual, the car parks nearest the ground are a bit slow to clear after the game, with roads near the stadium likely to take at least an hour to clear. The further you park from the ground, the less likely you are to face lengthy traffic delays post-match. One good option is the railway station car park (it's controlled by cameras, and the pay stations are by the entrance to the station – it costs £6.30

after 4pm) - exit left onto Burrell Road / Ranelagh Road (B1075), then (after about a mile) left onto the A1214 to get out to the A14. Of the town centre car parks, the Crown Street car park (Claude Street, IP1 3HS) is a large multi-storey, just over 10 minutes' walk from the stadium.

Three car parking spaces are available for visiting disabled supporters in our South Stand Car Park 1 (IP1 2BE). Spaces can be booked, on a first come first served basis, by contacting your own Club. For more information or help please contact Ipswich Town's Disability Liaison Officer, Lee Smith, on 01473 400556. There is no charge for this parking which is a short walk from the away turnstiles.

BY COACH

Away coaches will park in the West End Road car park (post code IP1 2DZ), 5-10 minutes' walk from the ground.

The Station Hotel (away fans pub – see below) is just a couple of minutes away – go towards the bridge over the river, at the east end of the car park, turn right and you'll find the pub the other side of the river, right opposite the railway station.

It may be possible to arrange a drop-off nearer to the stadium for fans with mobility issues – please contact Ipswich Town's Disability Liaison Officer, Lee Smith, on 01473 400556 in advance of the game to arrange this.

BY TRAIN

For those travelling by train, it takes just under 10 minutes to walk from Ipswich station to Portman Road. When you come out of the station you will see the floodlights in front of you.

There are regular trains from London Liverpool Street to Ipswich. Many – but by no means all – stop at Stratford. Those on the hour and 30 minutes past the hour are quicker with fewer stops than those at around two minutes past the hour.

After the game there are trains from Ipswich at 21:41 (you may need to leave slightly early to catch this one depending on the length of additional time), 21:51, 22:23 and 22:43 which arrive back at London Liverpool Street at 22:55, 23:14, 23:44 and 23:57 respectively. If you are travelling onwards within London or beyond do be mindful of the times of the last underground and mainline trains.

Whatever your travel plans, it's worth checking www.greateranglia.co.uk or your usual train operator website for updated times and any late changes.

There are ticket checks on many mainline trains and ticket barriers at Ipswich.

OFFICIAL AWAY PUB

The Station Hotel is opposite the station, and is the official away pub. It has a garden and TV screens, with beers mostly from the Greene King stable, and has been expanded for the 2024/25 season.

Most pubs immediately around the ground are for home fans only, and few pubs around the town, if any, will welcome large groups of away fans, especially wearing away team colours. Ipswich has quite a small town centre, so tends to get exceptionally busy on matchdays. As always, couples, families and older people will find it a bit easier to slip into a town centre pub for a quiet beer or two. Note that, on a match-by-match basis, police may designate

other pubs in the town centre as home fans only; in general, the further you are from the ground, the easier it is to find a pub to settle into. On non-matchdays, the pub scene is a lot more relaxed in terms of welcoming away fans.

There is a FanZone marquee and entertainment zone at the stadium, but this is strictly open to home fans only. There are ticket checks at the FanZone turnstiles.

NEED CASH?

The nearest cash machines to the stadium are a 5-10 minute walk away, (a) at the railway station, (b) at the Cardinal Park leisure facility (which has a number of chain restaurants, plus a KFC and a McDonalds), and (c) throughout the town centre. Note that the stadium itself is now entirely cashless.

DISABLED FANS – SOCCER SIGHT

The Club has radio headsets available to supporters with visual impairments ran through Soccer Sight, who provide dedicated descriptive commentary allowing the supporter to sit anywhere in the stadium. If you would like to reserve headsets or you have any special requirements please contact Ipswich's Disability Liaison Officer Lee Smith on lee.smith@itfc.co.uk or 01473 400556 in advance of the game.

OUTSIDE THE STADIUM

CASHLESS STADIUM

Portman Road is a cashless stadium. This includes Planet Blue (the Club shop), the programme kiosks positioned around the stadium, and all concourse bars.

HERE2HELP

Look out for our Here2Help team who are positioned around the stadium on a matchday. They can be identified by their pink tabards. They will be pleased to answer your questions and provide any help you may need.

MATCHDAY PROGRAMME – NOT AVAILABLE INSIDE THE STADIUM

The 84-page matchday programme costs £3.50. This can be purchased from the Club shop Planet Blue and from kiosks outside the stadium. Note that programmes are not available to purchase once inside the ground. Note that cash payments will not be accepted for programmes at any vendor.

PUSHCHAIRS

Pushchairs are not allowed into the stadium. No storage is available so they will need to be left in your car.

AWAY COLLECTION POINT AND ENQUIRIES

The away ticket collection windows can be found near to the away turnstiles and next to the away supporters' accessible entrance. Staff at this window will also deal with any enquiries you may have on the day.

ENTERING THE STADIUM

AWAY END

The entrances to the away end blocks VU1, VU2, VU3, VL and VA of the Cobbold Stand are situated on Portman Road. Stewards will be on hand to direct you to the correct turnstile.

The away turnstiles will open approximately 90 minutes prior to kick-off.

AWAY SUPPORTER ACCESSIBILITY ENTRANCE

The away supporter accessible entrance is next to the away turnstiles and away ticket collection windows.

SECURITY

Supporters may be searched prior to entering Portman Road. The Club also uses a trained K9 unit and some stewards, as well as police officers, wear body cameras on matchdays.

BAGS

Large bags will not be permitted to be taken into the stadium. By way of guidance, nothing larger than a standard carrier bag or handbag will be allowed. There are no facilities to leave bags.

FLAGS/BANNERS

Subject to space, flags and banners are allowed in the away end. These will require a safety fire certificate and should be fire retardant. All flags and banners will be scrutinised before you enter the stadium. For questions relating to this contact Neil McCluskey on neil.mccluskey@itfc.co.uk.

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.

MUSICAL INSTRUMENTS AND SELFIE STICKS

Musical instruments and selfie sticks are not allowed in the away end.

INSIDE THE STADIUM

SMOKING POLICY

Portman Road is a no smoking stadium. This includes e-cigarettes. Anyone found smoking will be ejected from the ground. For anyone considering leaving the stadium, note that no re-admission to the ground is permitted.

SEATING / SAFE STANDING

If your ticket is for one of blocks VU1, VU2 or VU3 you will be in the upper tier of the Cobbold

Stand. This gives you a good side-stand upper-tier view of the action, though it is an older stand, which celebrated its 50th birthday in 2021.

The back of each block is a safe standing area, with the front rows a seated section for those unable to stand for long periods, families or fans who prefer to sit. If you have a ticket in the seated section, we ask that you sit. Anyone standing in the seated area may be asked to sit down and any continued non-compliance may lead to ejection. No one is allowed to stand either in the vomitory or stairwells.

Those fans needing a wheelchair space or accessible seating will be located in the lower tier of the Cobbold Stand in blocks VA (wheelchairs) and VL. Please note that this area is not all undercover so do be prepared in the event that it rains.

ACCESSIBLE TOILET, BABY CHANGING FACILITY AND SANITARY PRODUCTS

Accessible toilets are on the concourse of the lower tier of the Cobbold Stand. A baby changing facility can be found in the ladies’ toilets in the lower tier. Sanitary product vending machines are installed in a number of the ladies’ toilets. These products are free of charge.

HUNGRY OR THIRSTY?

Note that all food and drink kiosks are cashless. Card and contactless will be accepted.

Food and drink facilities are what you’d expect with pies, sausage rolls, crisps and chocolate bars available. Vegetarian options are also stocked. Alcohol is typically available in the away end (subject to there being no behavioural issues). In the event that a decision is taken before matchday to not serve alcohol, we will advise your SLO as soon as we have the information. Food and drink prices are as follows:

Food and Drink Prices 2024/25	
Steak & Ale Pie	£5.45
Chicken & Bacon Pie	£5.45
Chicken Balti Pie	£5.45
Spicy Butterbean Pie (VG)	£5.45
Sausage Roll and Vegan Sausage Roll	£4.99
Fairfield Crisps	£1.75
Kit Kat Duo, Yorkie Duo, Twix Extra and Mars Duo	£2.25
Squashies and Fruit Pastilles	£3.50
Hot drinks (Tea, White Coffee, Black Coffee, Hot Chocolate, Bovril)	£2.95
Soft Drinks (Coke, Coke Zero, Fanta, Sprite)	£3.50
Belu Still Water	£2.35
Capri Sun	£2.25
IPA PET	£5.75
Carlsberg, Level Head IPA and Aspalls	£6.50
Stowford Press	£5.95
Red, White, Rose wine	£7.00
Gordons & Tonic & Smirnoff & Coke	£6.10
Jack Daniels & Coke	£6.50

STAMP IT OUT

**REPORT.IT >>>>**
**TACKLING ALL FORMS OF DISCRIMINATION AND
ANTI-SOCIAL BEHAVIOUR IN FOOTBALL**
If you see/hear something that doesn't look right, send a message to
our dedicated reporting number.

**TEXT
"ITFC + YOUR MESSAGE"
TO 60650**

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

The Club takes a zero-tolerance stance on any form of discrimination or anti-social behaviour. Supporters can report any incident instantly that they feel needs attention by texting ITFC and your message to the anonymous number 60650 (standard text rate applies). All reports will be handled in the strictest confidence. Please include Stand, Row, Seat Number and names if known.

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.

Alternatively, our supporter services team can be contacted on supporter.services@itfc.co.uk.

IF YOU'RE SPENDING A BIT MORE TIME IN IPSWICH...

HOTELS

Ipswich has numerous hotels, mostly at the budget end of the market, within a comfortable walk from the ground. Of the chains, the nearest is the newly-opened Travelodge (Ipswich Central) next to the stadium, then the B&B hotel (previously the Penta hotel) (5 mins), Novotel (10 minutes) with the Premier Inn and Travelodge (Ipswich) around 10-15 mins from the ground in the harbourside area and a lodge at the Mermaid pub (Marstons), also about a 10-minute walk. For a more upmarket option, the Salthouse Harbour Hotel is on the harbourside, and Milsoms (Kesgrave) is in a country house setting on the eastern edge of Ipswich. The Railway at Westerfield is about 2 miles out of town, but is a lovely traditional pub with great food and frequent trains that get you to Ipswich station in just a few minutes. There are also Holiday Inns on the edge of the town (south and east), and a Premier Inn (east). Many fans take the opportunity for a seaside break in Felixstowe, around 15 miles to the east of Ipswich, and well connected by road, train and bus. (There are other hotels in and around Ipswich – we have no connection with these listed below, but suggest them for convenience as they are mostly close to the ground and have been well spoken of by many fans).

Hotel weblinks:

<https://www.salthouseharbour.co.uk/>

<https://www.milsomhotels.com/kesgrave-hall/>

<https://all.accor.com/hotel/0995/index.en.shtml>

<https://www.hotel-bb.com/>

<https://www.travelodge.co.uk/uk/hotels-in-ipswich>

<http://www.premierinn.com/gb/en/hotels/england/suffolk/ipswich/ipswich-town-centre-quayside.html>

<http://www.marstoninns.co.uk/inns/mermaid-ipswich>

<https://www.therailwaywesterfield.co.uk/>

LOCAL ATTRACTIONS

There is so much to do in and around Ipswich, making it ideal for a short break.

Local attractions include:

- Harbourside and marina, with numerous restaurants, cafes and bars
- Town centre, with many independent stores dotted around a fairly compact area
- New Wolsey Theatre, one of the UK's leading regional theatres, with a year-round programme of great plays and shows, including their own productions and national tours.
- Christchurch Park, Mansion and Gallery – a huge, 70-acre park just north of the town centre, including a Tudor mansion which houses a renowned (and free) art gallery (with a permanent display of local artist John Constable)
- Pubs selling a wide range of locally-brewed real ales, including the Fat Cat, Dove Street Inn, Woolpack, Greyhound, St Judes Tavern, Arcade Street Tavern, Three Wise Monkeys, Thomas Wolsey, Spread Eagle, Lord Nelson and Briarbank Brewery. Of these, the Dove and St Judes often have their own-brewed beers amongst a wider range, whilst the Briarbank is a microbrewery with a wide range of its own ales. The closest Ipswich has to a micropub is Hopsters on St Nicholas Street, which is primarily a craft beer shop, but has space for a few onsite drinkers. A number of fans have suggested we recommend the Dove Street Inn, Briarbank and Arcade Street Tavern for craft beers.
- Felixstowe is just 15 miles (15 minutes, via the A14) away to the east, and is both a traditional seaside resort (there's a pier and the promenade stretches for a couple of miles) and major container port, which includes a fantastic viewing point, where you can see shipping movements and the loading / unloading of the world's largest container ships.
- The Orwell Bridge carries the A14 over the river to Felixstowe, and is an impressive sight from below. You get to it off the A137, which is a mile or so east of the A12/A14 junction (turn towards Ipswich, down the hill, and then turn right at the first roundabout towards Shotley). The road under the Orwell Bridge then meanders for a few miles past Pin Mill (the Butt & Oyster is a lovely old waterside inn) and onto Shotley, which has loads of yachts and great views of the ports of Felixstowe and Harwich.
- The historic little town of Woodbridge is just a few miles from Ipswich, with a tide mill, lots of little boutiques, some fine pubs, and an Adnams Wine and Beer store (next to the station).
- Just a bit further up the coast you'll find the beautiful seaside town of Aldeburgh with its famous fish & chip shop (it's the one at the south end of the High Street, with the big queue outside), as well as some wonderful little shops and pubs. You'll pass the concert hall, antique, home furnishings and fine foods shops of Snape Maltings en route to Aldeburgh, and it's well worth the short detour – no national chains here!
- If you've managed to get as far as Aldeburgh, you may well be tempted to continue a bit further up the coast, past the impressive power station at Sizewell, to the beautiful seaside town of Southwold, home of Adnams beers, a pier, and lots of little shops and galleries.
- The delightful market town of Framlingham is about 20 miles north-east of Ipswich, home turf of the club's main sponsor Ed Sheeran, who put the town on the world stage with his 'Castle on the Hill' track.

- 10 miles south of Ipswich, on the Essex border, is Constable country, where you can visit the artist's famous locations along the Stour valley, including Willy Lott's cottage and the Haywain at Flatford Mill.