

ITFC

VISITING FANS GUIDE
2026/2027



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ABOUT THIS GUIDE

INFORMATION FOR VISITING FANS

Ipswich Town Football Club looks forward to welcoming you to Ipswich and Portman Road!

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

Note that approximately two weeks before every home match, we send a match-specific version of this guide to our opposition's Supporter Liaison Officer, for the oppositions club's website and social media outlets.

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 Lead (contact details below) and he will email you a copy.

For any further information or to provide feedback, please contact the Club's Supporter Liaison Lead, Tom Grover on slo@itfc.co.uk or by calling 07701 219724. Alternatively, the Club's Supporter Services team also available on X (formerly Twitter) at @itfchelp.

Other guides you may find useful can be [HERE](#) on the website.

IPSWICH TOWN FOOTBALL CLUB INFORMATION

Address: Ipswich Town Football Club, Portman Road, Ipswich, IP1 2DA.

Website: www.itfc.co.uk/

Phone number: 01473 400 500

General Enquiries: reception@itfc.co.uk

Supporter Liaison Lead: Tom Grover, slo@itfc.co.uk

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

X: @IpswichTown, @itfchelp

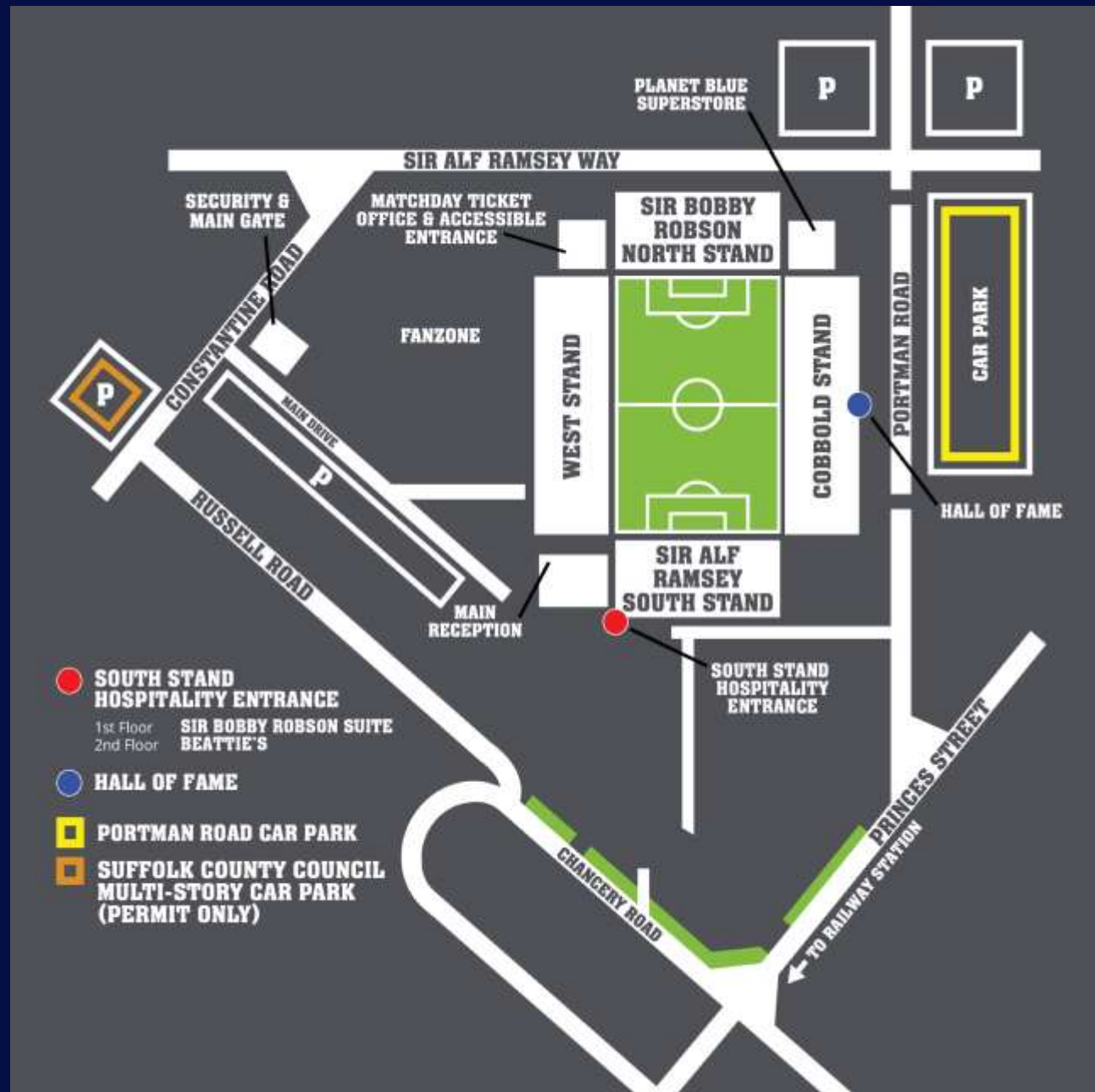
Facebook: www.facebook.com/officialitfc

Accessibility: www.itfc.co.uk/supporters/disabledsupporters

Safeguarding: www.itfc.co.uk/club/safeguarding/

Club Policies: www.itfc.co.uk/club/policies/

STADIUM MAP



TICKET INFORMATION

ALLOCATION

All fixtures are all ticket for away fans, with no sales on the day. Tickets will be available to purchase from your own Club. The maximum allocation in the away end is 3000 which includes 10 wheelchair and personal assistant pairs and a number of ambulant seats.

All supporters under the age of 14 must be accompanied by a parent /guardian who is 18+ .

PRICING

Upper Tier/Lower Tier

Adult - £30/£30

Over 65 - £28/£27

U23 - £25/£24

U19 - £15/£14

All restricted view seats have a £1 discount.

AWAY END

You will be located in VU1, VU2, and VU3 (*safe standing*) as well as VL and VA (*seated*) of the Cobbold stand. You are recommended to buy a ticket in the seated area if you are unable to stand for long periods of time.

Please note there is no lift access to the upper tier.



TRAVEL BY CAR

BY CAR

The Sat Nav postcode for Portman Road is IP1 2DA. However, you may choose to pick the postcode of your chosen car park.

If you are travelling from the Midlands or North, then you will use the A14. From London, the South-East, South-West or South Wales, then you will (probably) use the A12.

Note that it is not uncommon for roadworks to take place on both the A14 and A12 with overnight and weekend closures often in place. We will try to identify these within the match specific guides.

The A14 and A12 are exceptionally busy roads, with huge amounts of container traffic from the port of Felixstowe. Apart from a few short sections, both roads are two-lane dual carriageways with no hard shoulder. Accidents are frequent and usually cause long delays, so please allow plenty of time for your journey.

FROM THE MIDLANDS AND NORTH

Make your way to the A14, joining it at the start from the M6 or M1, or near Huntingdon from the A1. If you are not sure whether to use the M1 / M6 or A1 (e.g. if you are coming from the north-west), we would suggest that the A1 tends to be slightly less congested and has easier work-arounds in the event of major delays. The A14 is a very busy road throughout the day, carrying most of the container traffic for the port of Felixstowe. It is mostly a two-lane dual carriageway with no hard shoulder, and accidents happen frequently, causing long delays. Consequently, we recommend allowing at least an hour and, ideally 90 minutes, beyond the AA / Google / Sat Nav suggested journey time.

FROM LONDON, THE SOUTH-EAST, SOUTH-WEST AND SOUTH WALES

The simple advice is to make your way to the M25, and then join the A12 near Brentwood (Junction 28 of the M25). It then takes about 90 minutes to the ground, subject of course to traffic delays, especially at peak times. If you are starting in the South-West or South Wales, you do have the option of driving via the Birmingham area (M42 to M6), though this is usually around half an hour slower than the London / M25 route. The A12 is a very busy road, and is mostly a two-lane dual carriageway with no hard shoulder; accidents happen frequently, causing long delays. We recommend allowing at least an hour and, ideally 90 minutes, beyond the AA / Google / Sat Nav suggested journey time, to allow for possible delays.

TRAVEL BY TRAIN

BY CAR

The Sat Nav postcode for Portman Road is IP1 2DA. However, you may choose to pick the postcode of your chosen car park.

For those travelling by train, it takes just under 10 minutes to walk from Ipswich station to Portman Road.

There are two main train routes into Ipswich, from London and from Peterborough. Norwich is at the start/end of the mainline route through Ipswich to/from London with regular trains. If you are planning to travel by train, please be aware that all lines are subject to regular engineering works and rail replacement buses for part of your journey – this would add a lot of time, especially as we expect to welcome a full complement of 3,000 away fans, in addition to home fans who travel from some distance away.

The Peterborough option may be easier or cheaper if you are travelling from anywhere that passes that way – but trains are only hourly, and have at most 4 coaches, so can get very busy. They are also used by many Town fans from Bury St Edmunds and Stowmarket. There are limited options post-match and none at all after evening games.

From London, there are 2-3 trains an hour, all from London Liverpool Street. The train company is Greater Anglia (www.greateranglia.co.uk). The faster trains go on to Norwich, are air-conditioned and some have a buffet bar. Some trains stop at Stratford for easy suburban rail, tube, Overground, DLR and bus connections – before planning to change at Stratford, please check that it isn't easier or quicker to go via Liverpool Street.

At peak times, trains out of London are very busy with commuter traffic – especially from 4pm – 6.30pm weekdays. Use of railcards is normally restricted at peak times. After evening games, the train options back to London are limited – there are usually trains at 22:23 and 22:43.

Many fans will use train-specific Advance tickets – from experience, you may miss your connection at Liverpool Street if you are delayed on your way into London, but if this does happen, then go to the Greater Anglia information point on the concourse where they'll usually revalidate your Ipswich-bound ticket with a world-weary smile.

We'd recommend allowing at least an extra hour for your journey to Ipswich, as delays – far fewer now we have new rolling stock - are still by no means unknown. There are ticket checks on all mainline trains, and barriers at London Liverpool Street and Ipswich stations.

Note that there are often engineering works which affect the main line from London to Ipswich, especially at weekends. We advise that you check before buying tickets. In many cases, your club's official coach travel may be quicker than the train (and, of course, your official coaches will get you home after an evening game).

Any information on planned engineering works which will affect your game with ITFC will be provided in your club-specific visiting fans guide.

Whatever your travel plans, it's worth checking www.greateranglia.co.uk for updated times and any late changes to engineering works.

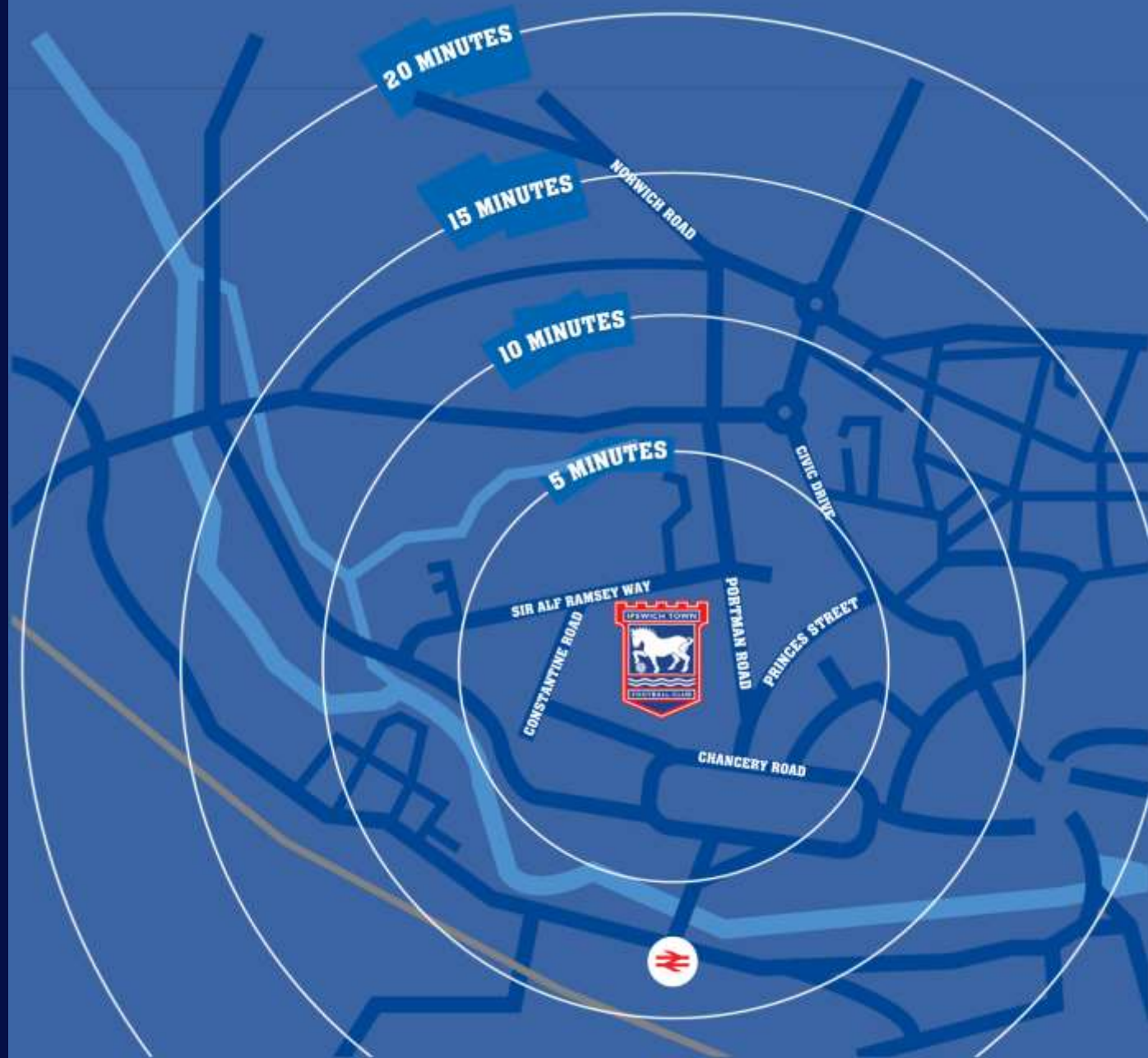
There are ticket checks on all mainline trains and ticket barriers at Ipswich.

THE LAST FEW MILES

SatNavs 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 SatNav, 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 IBC 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

EVENT DAY PARKING

Event day parking costs of £15 will be in operation at Ipswich Borough Council's long stay car parks situated near and next to the ground at Portman Road, West End Road and Princes Street. This comes into force three hours before kick-off to one hour after kick-off. Information on how to pay via online and phone can be found [here](#).

AT THE GROUND – PORTMAN ROAD

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 - note comment above re event day parking costs). Spaces are usually easy to come by, however be prepared to wait 15/20 minutes after the game as the Portman Road entry/exit is closed whilst pedestrians clear. Vehicle access via Friars Bridge Road to Princes Street remains open at all times.

There are also large car parks on West End Road (5 minutes' walk away, post code IP1 2DZ – note comment above re event day parking costs) and at the railway station (less than 10 minutes, postcode IP2 8AL).

ACCESSIBLE PARKING

Accessible parking can be found by clicking [here](#).

TOWN CENTRE

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.

RAILWAY STATION

One good option is the railway station car park. It costs £7.70 at weekends and after 16:00 during the week. 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.

COACH PARKING

All away coaches will park in West End Road car park, just a short walk from the away pub and stadium!



AROUND THE AREA

AWAY PUB

The Station Hotel opposite the station is the official away pub. It has a garden, tv screens and beers mostly from the Greene King stable and was expanded last season.

Most pubs immediately around the ground are for home fans only and few pubs around the Town will welcome large groups of away fans. Couples, families and older fans may find it easier to slip into the town centre for a quiet beer. On non-matchdays, the pub scene is a lot more relaxed in terms of welcoming away fans. Please note on a match-by-match basis the police may designate other pubs within the town centre as home fans only.

ARRIVING VIA THE A14?

If you driving via the A14, the Maltings Entertainment Complex, Station Road East, Stowmarket, IP14 1RQ welcomes away fans. There are four bars plus a Sports bar with 13 TV screens. The venue has capacity for 1100 and is adjacent to Stowmarket railway station where parking is available. Any coaches stopping, your coach driver will be provided with a free meal and soft drink. If you plan to stop here, please let the venue know on 01449 674674.

Another option if using the A14 is the Sorrel Horse in Barham, Old Norwich Road, IP6 0PG which welcomes away fans. The pub has a very large car park and indoor seating for 100 plus people and outdoor seating for 200 plus. They also serve a small breakfast and have accommodation for before or after the match.

Please contact bookings@sorrelhorse.co.uk or 01473 830327 if you are bringing a coach to the pub.

Finally, the Live Lounge on Ipswich Street in Stowmarket (IP14 1AD) are opening their bar to away supporters. Please contact manager@thelivelounge.uk if you plan on bringing a coach here.

FANZONE

Portman Road does have a FanZone however this is only for home supporters.



OUTSIDE THE STADIUM



HERE2HELP

Our Here2Help staff are positioned around the stadium on a matchday. They can be identified in their pink hi-vis and are pleased to answer any questions you may have.



MATCHDAY PROGRAMME

The programme costs £4 and can be purchased at Planet Blue and kiosks outside the stadium. No programmes can be bought inside the ground. *Note cash payments will not be accepted.*



AWAY COLLECTION POINT AND ENQUIRIES

The away ticket collection window can be found near to the away turnstiles and next to the away supporter's accessible entrance.

Turnstiles will open 90 minutes before kick-off for a daytime match and 75 minutes before kick-off for an evening match.



ENTERING THE STADIUM

SECURITY



Supporters will 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. We ask that fans arrive in plenty of time to allow searches to take place and a safe and steady flow through to the turnstiles.



BAGS

No bags larger than A4 will be permitted into the stadium. There are no facilities to leave bags.



FLAGS AND BANNERS

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 questioned before entering. For any enquiries contact 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



FOOD AND DRINK

Food and drink facilities are what you would expect at most football grounds with pies, sausage rolls, crisps and chocolate. Vegetarian options are also stocked. Alcohol is available in the away end (subject to behaviour). A menu can be seen on the right of the screen from last seasons offerings.



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.



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.

MENU

HOT DRINKS

Tea	£3.20
Coffee	£3.20
Bovril	£3.20
Hot Chocolate	£3.20

COLD DRINKS

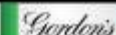
BELU Water	£2.50
18oz Fizzy Drinks	£3.75



BEER, WINES & SPIRITS

600ml Carling	£7.25
330ml Can Level Head IPA	£6.00
330ml Can Aspath Cyder	£6.00

Spirits & Mixer Cans	£7.50
Vinca Wine (Red, White, Rose)	£7.50
Estrella 0%	£5.25



FOOD & SNACKS

Pringles	£2.40
Duo Chocolate Bars	£2.65
Grab Bags	£3.95
Pies Vegetarian	£5.80
Sausage Roll	£5.40

For all allergen or intolerance information on our food products, please scan this QR code here or located at our bars and follow the link to our page.





PROHIBITED ITEMS

Items below cannot be brought into Portman Road.
If any of these items are with you, you may be asked to
discard them in the bins provided before entering the ground.



NO BAGS LARGER THAN
A4 (100 x 200 x 300 MM)



NO BABY BUGGIES
OR PRAMS



NO VIDEO RECORDING
EQUIPMENT



NO LARGE
LENS CAMERA



NO SMOKING INC.
E-CIGARETTES & VAPE



NO DRINKING
GLASSES



NO CANNED
DRINKS



NO GLASS BOTTLES
OR PLASTIC BOTTLES
BIGGER THAN 500ML



NO DARTS, KNIVES
OR WEAPONS



NO FIREWORKS
OR FLARES



NO GAS OR SMOKE
CANNISTERS



NO TOOLS



NO AIR HORNS
OR MUSICAL
INSTRUMENTS



NO FLAGS
OR STICKS



NO UMBRELLAS



NO PERSISTENT
STANDING



NO SELFIE
STICKS



NO FOOD



NO PYROS

ACCESSIBILITY

PARKING

3-5 car parking spaces are available for visiting disabled supporters in Suffolk County Council (IP1 2DH). Spaces can be booked, on a first come first served basis, by contacting your own Club. There is no charge for this parking which is a short walk from the away turnstiles.

ACCESSIBLE ENTRANCE & FACILITIES

Supporters may make use of the accessible entrance which is labelled via a purple sign at the away end. Once inside there are two accessible toilets which can be accessed via a radar key as well as a low-level counter for those wishing to purchase food/drink.

SOCCER SIGHT

The Club has radio headsets available to supporters with visual impairments ran through Soccer Sight, who provide dedicated descriptive commentary. If you would like to reserve headsets, please contact Lee Smith on accessibility@itfc.co.uk or 01473 400556 in advance of the game.

ASSISTANCE DOGS

Assistance dogs are admitted into the ground. Please contact Lee Smith on accessibility@itfc.co.uk or 01473 400556 in advance of the game.

CHANGING PLACES

A changing places facility is now available within our West Stand. If you need to make use of this facility anytime across the matchday do make contact with your nearest steward.

SENSORY PACKS

Packs are available to rent and collect at the Accessible Ticket Office. Supporters should contact Lee Smith on accessibility@itfc.co.uk or 01473 400556 in advance of the game.

ADDITIONAL INFORMATION

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 supporterservices@itfc.co.uk.



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

LOCAL ATTRACTIONS & HOTELS

Below listed is several local attractions and hotel weblinks which you may find useful if you are staying in Ipswich. Please note the Club has no connection to these but they have been listed based off supporter's feedback and convenience.

LOCAL ATTRACTIONS:

- Harbourside and marina, with numerous restaurants, cafes and bars.
- Town centre with many independent stores, plus the New Wolsey Theatre.
- Christchurch Park, Mansion and Gallery
- Pubs selling a wide range of locally brewed real ales, including the Fat Cat, Dove Street Inn, Woolpack, Greyhound, St Jude's Tavern, Arcade Street Tavern, Three Wise Monkeys, Thomas Wolsey, Spread Eagle, Lord Nelson and Briarbank Brewery.
- Felixstowe is just 15 miles away to the east, and is both a traditional seaside resort and major container port, which includes a fantastic viewing point.
- The Orwell Bridge carries the A14 over the river to Felixstowe.
- The historic 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.
- Just a bit further up the coast you will find Aldeburgh with its famous fish and chip shop as well as 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.
- 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 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.

HOTEL WEBLINKS:

- www.salthouseharbour.co.uk/
- www.milsomhotels.com/kesgrave-hall/
- www.all.accor.com/hotel/0995/index.en.shtml
- www.hotel-bb.com/
- www.travelodge.co.uk/uk/hotels-in-ipswich
- www.premierinn.com/gb/en/hotels/england/suffolk/ipswich/ipswich-town-centre-quayside.html
- www.marstonsinns.co.uk/inns/mermaid-ipswich
- www.therailwaywesterfield.co.uk/