



FIRST TIME VISITORS GUIDE

MIDDLESBROUGH FOOTBALL CLUB



WE WOULD LIKE TO WELCOME YOU TO

MIDDLESBROUGH FOOTBALL CLUB

We moved to the Riverside Stadium from Ayresome Park in 1995.

We're proud to be a family-orientated club for both home and away fans, and have been awarded Family Club of the Year as well as a number of Gold Stars by the EFL.

This supporters' guide has been designed to help you get the most out of your visit and find your way to, in and around the Riverside.

We would like to thank you for your visit and hope you enjoy your time with us on Teesside.

Yvonne Ferguson

Head of Supporter Services
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TRAVELLING TO THE RIVERSIDE STADIUM

We have put together a range of recommended routes to the Riverside Stadium, to help you plan your trip to Teesside.



CAR

The postcode for the Riverside Stadium is TS3 6RS. A sat nav will lead you to the ground. Please be aware that there will be road closures before and after a home game.

ROUTES INTO MIDDLESBROUGH BY ROAD

From the North

Approaching Middlesbrough on the A19, cross over the River Tees and take the A66 eastbound towards Middlesbrough town centre. Stay on the A66 past the town centre and follow signs to the stadium, which you will see on your left.

From the South

Leave the A1(M) at junction 49, signposted to Teesside, and join the A168, which after roughly 11 miles will become the A19. Approximately 19 miles later take the A66 eastbound towards Middlesbrough town centre. Stay on A66 past the town centre (on your right) and follow signs to the stadium, which you will see on your left.

From the West

Leave the A1(M) at junction 57 onto the A66(M). Follow signs to Teesside on the A66. In approximately 18 miles you will pass Middlesbrough town centre (on your right) and follow signs to the stadium, which you will see on your left.



TRAVELLING TO THE RIVERSIDE STADIUM

PARKING



Car Parking

Matchday parking at the stadium is only available to permit holders. Both home and away fans are able to purchase permits by calling the ticket office on 01642 929421* (subject to availability).

If you do not have a permit, you are advised to use town centre parking. The town has more than 3,500 long stay parking spaces, which give you plenty of options to leave your car whilst watching the match. You are advised to use the town centre car parks as enforcement action will be taken against cars parked illegally or unsafely in areas around the stadium.

For further details on where to park on a matchday please visit middlesbrough.gov.uk



Coach Parking

Visiting coaches and minibuses are advised to park in car park D at the stadium. Access to this car park is from The Leeway. Coaches will be directed by MFC Stewards. The price of coach parking is £20 per coach and £10 per minibus. Parking is directly outside the visitors' turnstiles.



Road Closures

Please note that a road closure operates before and immediately after the game to allow pedestrians to arrive and leave the Riverside safely. Road closures are likely to be in place for up to an hour before kick off and up to 30 minutes after the final whistle.



TRAVELLING TO THE RIVERSIDE STADIUM



By Rail

Middlesbrough Station is located on Albert Road which is a 10 to 15 minute walk from the Riverside. LNER, TransPennine and Northern all operate through Middlesbrough Railway Station with direct services to and from York, Leeds and Manchester, and soon to be London. Connecting services run to Eaglescliffe (Grand Central) and Darlington (Virgin East Coast) which offer more routes to London and around the country.



By Bus

Middlesbrough Bus Station is located with a 25 minute walk to the Riverside Stadium. It is served by coach services departing from and to many major cities throughout England.

Please note there is no bus service directly to the Riverside Stadium.



By Air

Travelling fans from all over the world can fly into Teesside International Airport, which is a 12-mile drive from the Riverside Stadium. The airport offers connections via London and Amsterdam to cities across the world.



HOME FAN TICKET INFORMATION

Online

Tickets can be purchased 24 hours a day via our ticketing website at tickets.mfc.co.uk

This includes the option to choose your seats and select delivery, Print at Home or collection.

If you are collecting tickets from the Riverside within 2 hours of kick-off, please visit the North Stand Ticket Office.

Telephone

Our telephone lines are open Monday - Friday, 9am - 5pm as well as on matchdays. The number to call is 01642 929421, with calls charged at your local rate.

In Person

The main Ticket Office at the Riverside Stadium is open 10am - 3pm weekdays, and from 9am - kick-off on home matchday Saturday.

Satellite ticket offices around the Riverside are open from up to two hours before kick-off.

Family Tickets

The club's awardwinning Generation Red Family Zone, supported by Everyone Active, occupies a large section of the East Stand concourse, which has been transformed into a colourful and exciting family activity area packed with fun features.

Single tickets are not available in this area and tickets need to be purchased in small groups of one adult or over-65 up to a maximum of three under-18s.



AWAY FAN TICKET INFORMATION

Tickets

Tickets for away supporters can be purchased through the away club. The away team's club will receive an allocation of tickets to sell and the seating details will be shown on the ticket.

If the away supporters' ticket allocation has not been sold out before the day of the game, tickets may be on sale for visiting supporters on the day of the match at the Visitors' Ticket Office located in the South East Corner, which is adjacent to the visitors' turnstiles. Sales are cash only and there is no price increase on the day of the game.

Ticket Collections

If a visiting supporter misplaces their ticket, duplicates will not be issued without authorisation from a representative of the visiting club. Duplicate tickets will then be available from the Visitors' Ticket Office.

Any visiting supporter that attempts to use a match ticket that has been cancelled will be refused entry to the Riverside Stadium.

For any further information on ticketing queries we recommend that you call the Middlesbrough Football Club Ticket Office on 01642 929421 or email ticket@mfc.co.uk



STADIUM MAP

The away supporter section is located in the East stand of the Riverside Stadium and can be accessed through **turnstiles 53-61**.



The turnstiles open 90 minutes prior to kick off for lunch time and afternoon matches, or at 6.30pm for a 7.45pm kick-off.

Supporters can be searched prior to entering the stadium. Thorough searches will be carried out by MFC stewards at the turnstiles.

Any supporters found with prohibited items in their possession may be arrested. Copies of the Ground Regulations are displayed at the turnstiles and can be found online at mfc.co.uk.



MATCHDAY AT THE RIVERSIDE

During the match

We ask that all supporters remain seated throughout the match and do not block the aisles. Any supporter whom attempts to disrupt play, at any time, will be ejected from the stadium and may be arrested. This also applies to supporters identified to be throwing items on to the field of play or into the home supporter areas. Any visiting supporters identified within the home section will be ejected from the stadium.

Discriminatory behaviour which includes, shouting chanting or actions such as racist, sectarian, homophobic, sexist or anti-disability behaviour, is unacceptable. If you witness incidents like these please contact the nearest steward and report your concerns. This will help us act on any information given as quickly as possible.

Smoking

Smoking and the use of electronic cigarettes (and/or similar products) is not allowed inside the Riverside Stadium.

Food & Drink

There are concessions stalls throughout inside the Riverside Stadium supplying hot and cold drinks including alcohol as well as an extensive food range including burgers, pies, pizzas and hot dogs. There are more food and confectionary choices available in the Generation Red Family Zone.

FanZone

Supporters can enjoy our FanZone, located in front of the stadium's West Stand and opposite the Ayresome Park Gates, before and after the match.

There's live music and entertainment by local artists, as well as a range of food and drink on offer.



MATCHDAY AT THE RIVERSIDE

Information for fans with Disabilities

For up to date information please [visit our website](#)

Matchday Special Requests

Assistance Dogs

Our club does everything possible to assist those supporters with assistance dogs. Due to the design of the stadium, we are only able to accommodate supporters with assistance dogs on our front row seating. This service is only available by booking in advance via our Disability Liaison Officer, Rachel Brophy, on 01642 757691.

Temporarily Disabled Supporters

Any supporter suffering from a temporary disability, which could affect their ease of access while at the stadium, should contact the Ticket Office on 01642 757691 before the match so their seats can be relocated to an area which is more accessible to them. The relocation will be subject to availability, so please contact us at least a week in advance of the match if possible.

Facilities

Accessible Toilets

These are situated in each stand and you will need a Radar key to access them.

Epilepsy Warning

Flashing lights operate in this venue on matchdays. This is usually shortly before and after kick off. If you experience epileptic seizures when viewing flashing lights, this light show may affect you. Please seek assistance from the nearest steward if you feel unwell.



OTHER USEFUL INFORMATION



MFC Retail

Our official retail store is situated on the North West Corner of the Riverside Stadium.

Opening Times:

Monday - Saturday, 9am - 5pm.

Matchday Saturdays, 9am - kick-off, then for one hour after the full-time whistle.

Our 'Quiet Hour' for supporters with autism, anxiety or any sensory impairment, is Saturday 10am - 11am.

You can also visit our online store at www.mfcofficialdirect.co.uk with a Click & Collect, or worldwide delivery available at the checkout.



Website & Apps

Our official website can be found at mfc.co.uk, and provides up to date news and information throughout the week as well as on a matchday. Our club's social media channels are also a useful point of information which include Facebook, Twitter and Instagram.

You can also stay up to date with the club's official App, which is available free of charge in the App Store (iPhone) or Google Play (Android).



OTHER USEFUL INFORMATION

Matchday Programme

The matchday programme #UTB is available to purchase at the ground or online at ignitionsportsmedia.co.uk. The programmes is priced at £3. Programmes are available at the club's retail store, situated in the North West corner of the stadium or from programme sellers in various locations outside the stadium.

Local Radio Station

BBC Tees is available on 95.5 FM and has coverage of each home and away games.

Staying Over

Rockliffe Hall

Official Platinum Partners of the club, enjoy luxury at its best at five star Rockliffe Hall Golf & Spa Hotel, situated in Hurworth on Tees near our training complex. Visit www.rockliffehall.com or for reservations contact 01325 729999.

Lost property

Any property found within the stadium will be recorded at main reception. If any supporters find any lost property this should be handed in to the nearest steward. Supporters can contact main reception on 01642 929420.



OTHER USEFUL INFORMATION

Diversity & Social Inclusion

RiverSideBySide represents Middlesbrough FC's commitment to promoting equality, diversity and inclusion.

We will ensure that we treat people fairly and with respect, and that we will provide access and opportunities for all members of the community to take part in, and enjoy, our activities.

The content of this statement applies equally to the treatment of our staff, customers, supporters, clients, partners and suppliers and is fully supported the Executive Management Committee of the club. A copy of our club's policy can be found at mfc.co.uk.

Terms & Conditions

All tickets sold are subject to Middlesbrough Football Club's Ground Regulations and Spectator's Code of Conduct. These can be viewed at mfc.co.uk.



THANK YOU
FOR VISITING THE
RIVERSIDE STADIUM

www.mfc.co.uk