



WELCOME TO
THE CITY GROUND
YOUR DEFINITIVE AWAY FAN MATCHDAY GUIDE





THANK YOU FOR VISITING US!

From everyone at Nottingham Forest, we would like to welcome you to The City Ground.

Whether this is your first time visiting The City Ground as a visiting supporter or you have been here before, this guide will allow for an informed and enjoyable visit.

Included within is plenty of helpful guidance, information and tips to ensure that you are prepared in the best possible way to watch your team take to the pitch at The World Famous City Ground.

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TRAVELLING TO THE CITY GROUND

Football supporters visit The City Ground from across the country and beyond. Everybody's journey is different, dependent upon where you are travelling from and how you are intending to get here.



BY CAR

The City Ground can be accessed quickly and easily from **junctions 24 and 26** of the **M1**, depending on which direction you're departing from. Just remember to set your SatNav to **NG2 5FJ**.

From the north, leave the **M1 at junction 26** and follow signs for Nottingham via the **A610** Nuthall Road until you meet the **A6514** at Western Boulevard. Turn right and follow the **A6514** ('the ring road south') and join Middleton Boulevard, which becomes Clifton Boulevard after the Queens Medical Centre.

Turn right for Riverside P&R if you are heading for the Embankment, or Riverside Way Park & Ride, and follow signs for matchday parking. Continue around the ring road, carrying straight on at the Nottingham Knight Island and the Wheatcroft Island until you reach the Gamston Island. Take the first exit left onto the **A6011** ('Radcliffe Road') and continue along the **A6011** following the road as it bends to the right and continue over Lady Bay Bridge.

From the south, leave the **M1 at junction 24** and follow the signs to join the **A453** towards Nottingham and after passing through Clifton, continue on the **A453** following signs for football and cricket traffic. Join the **A52** eastbound towards Grantham and carry straight on at the Nottingham Knight Island and the Wheatcroft Island until you reach the Gamston Island. Take the first exit onto the **A6011** ('Radcliffe Road') and continue along it, following the road as it bends to the right and continue over Lady Bay Bridge.



BY TRAIN

Nottingham railway station has regular rail services from London, Birmingham, Derby, Leicester, Newark, Grantham, Worksop, Sheffield and Peterborough. The station itself is roughly a 20-minute walk or ten-minute bus ride from The City Ground, so the chances are you might be able to leave your car at home more easily than you think. Visit www.nationalrail.co.uk to view your train options.



BY BUS

The City Ground is serviced by a number of frequent services from across the Nottingham, with the Numbers 5-11 services likeliest to pick-up/drop closest to The City Ground in any direction. For further information on your bus options, please visit www.nctx.co.uk to see which services suit your needs best.



BY FOOT

The City Ground is located a brisk 15-20 minutes' walk directly from Nottingham City Centre. Regardless of the direction you are coming from, simply follow the signs for Trent Bridge Cricket Ground.



BY CAB

Taxi ranks can be found everywhere around Nottingham City Centre, with the best places to grab a cab located on Station Street and Queens Road, which are located at the front and at the rear of Nottingham Train Station.



BY TRAM

Regular Trams are available across Nottingham. The closest stop to the City Ground is Meadows Embankment, where you can take a 20 minute walk over to the ground.



NET TRAM NOTTINGHAM FOREST SEASON CARD

Get discounted travel on Matchdays with NET Tram Network. They offer ticket options for both adults and under 19s.

Please find more details on their website at www.thetram.net/forest-tram-travel-season-ticket



AWAY SUPPORTERS

TICKETING INFORMATION



VISITOR'S TICKET OFFICE

Visiting supporters who need to collect tickets can use the Visitors Ticket Office Collection Point located next to the away turnstiles and behind the Bridford Stand of The City Ground. This can be shown on page 11 of this guide within the diagram.

The Visitors Ticket Office is open 90 minutes prior to kick-off and is the place where you will be able to collect any collections or duplicated tickets on matchday at The City Ground.

Supporters who are collecting any tickets will be requested to provide proof of their booking and valid photo ID to confirm that they are authorised to collect these tickets.

The Visitors' Ticket Office Collection Point remains open only 45 minutes after kick-off, after which supporters will not be permitted to enter the stadium.



RECEIVING YOUR TICKETS

All supporters who have purchased a ticket from their club should have received a barcode paper ticket prior to arrival at The City Ground.

If you have purchased your ticket less than 2 business days before the game, your club may have planned for you to collect your ticket directly from Visitors Ticket Office.

If your ticket has not arrived with you 24-hours before kick-off or you have lost your match ticket, please contact your club's ticket office immediately to request a duplicate ticket, which will be made available for you to collect from the Visitors Ticket Office. In these instances, try to inform your own club before making the trip to The City Ground, even on matchdays.

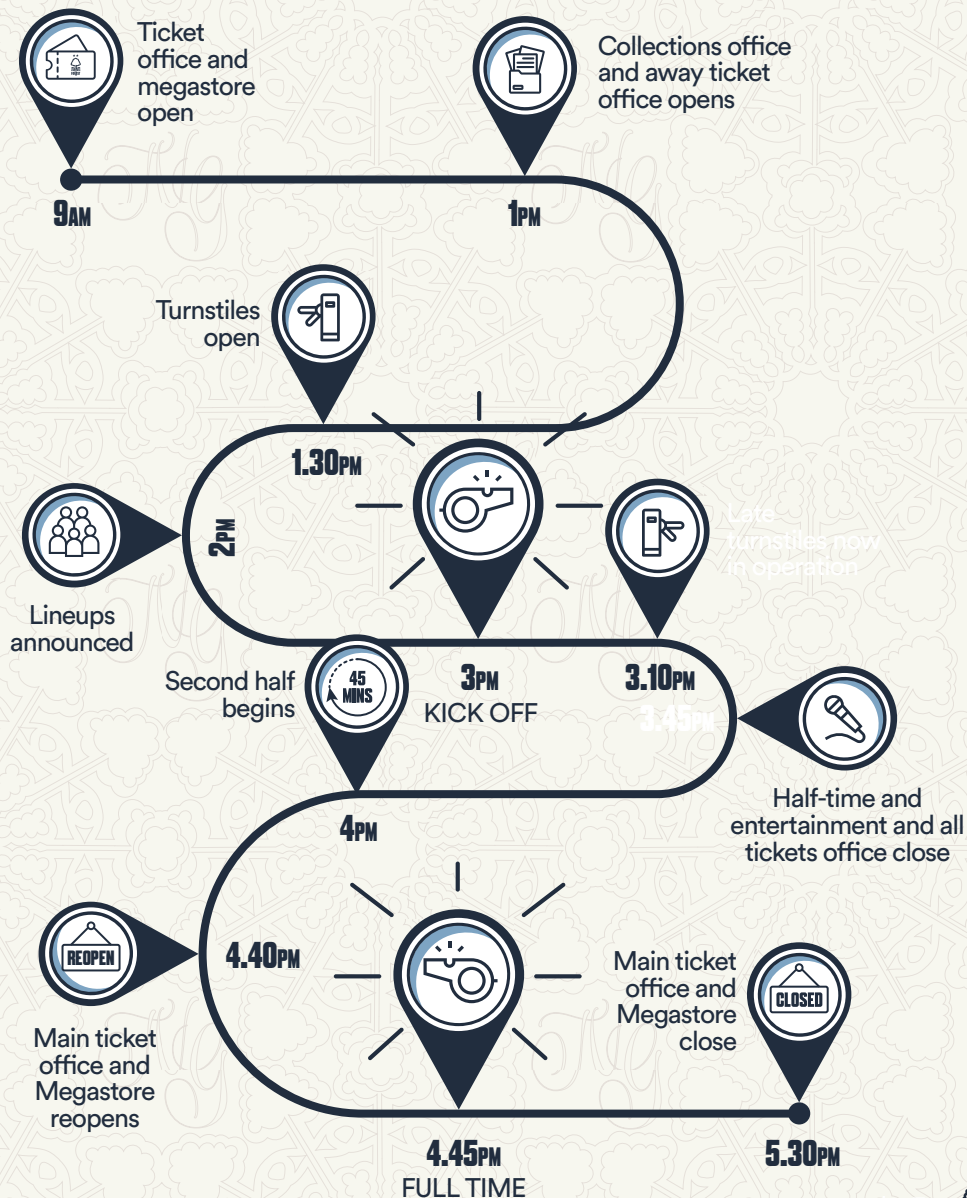
If your own club's Ticket Office is closed on matchday, please arrive at the visitor's ticket office as early as possible to enable us to investigate the situation for you. We will require proof of booking and photo ID to enable for the retrieval of your original ticket purchase details.

Please note that it is not possible to buy or collect visiting clubs' tickets prior to the Visitors Ticket Office opening 2 hours before kick-off.

MATCHDAY TIMELINE

Matchdays are about more than just the 90 minutes of football and The City Ground is filled with fun and activity for hours leading up to and post-match.

The following timings illustrate the typical activities and timings for a Saturday home matchday with a kick-off 3pm:



IN-AND-AROUND THE CITY GROUND



VISITOR'S TICKET OFFICE COLLECTION POINT

Opening 90 minutes prior to kick-off, the Visitors' Ticket Office Collection Point is the place where you will be able to collect any collections or duplicated tickets on matchday at The City Ground. This is located next to the Away Turnstiles in the Bridgford Stand.

Supporters who are collecting any tickets will be requested to provide proof of their booking and valid photo ID to confirm that they are authorised to collect these tickets.

The Visitors' Ticket Office Collection Point remains open only until half-time, after which supporters will not be permitted to enter the stadium.



PRE MATCH DRINKS

Hooters Sports Bar – Hicking Building, London Rd, Nottingham NG2 3AS

A popular sports bar with visiting fans, this American-style bar features tv screens, drink, burgers and wings. Only a 5-minute walk away from Nottingham Train Station and 15-minutes' walk away from The City Ground, it is a convenient stop-off or fans on the move.

The Nest – Iremonger Road, Nottingham, NG2 3HU

Located next to Notts County FC's Meadow Lane Stadium, and a 10-minute walk from the City Ground's away turnstiles, this 1,000-capacity fanzone is open exclusively to away ticket holders. Watch live sporting action on Nottingham's biggest indoor screen, experience state-of-the-art sound and lighting and enjoy delicious bites from some of the city's finest street food traders.



CAR PARKING

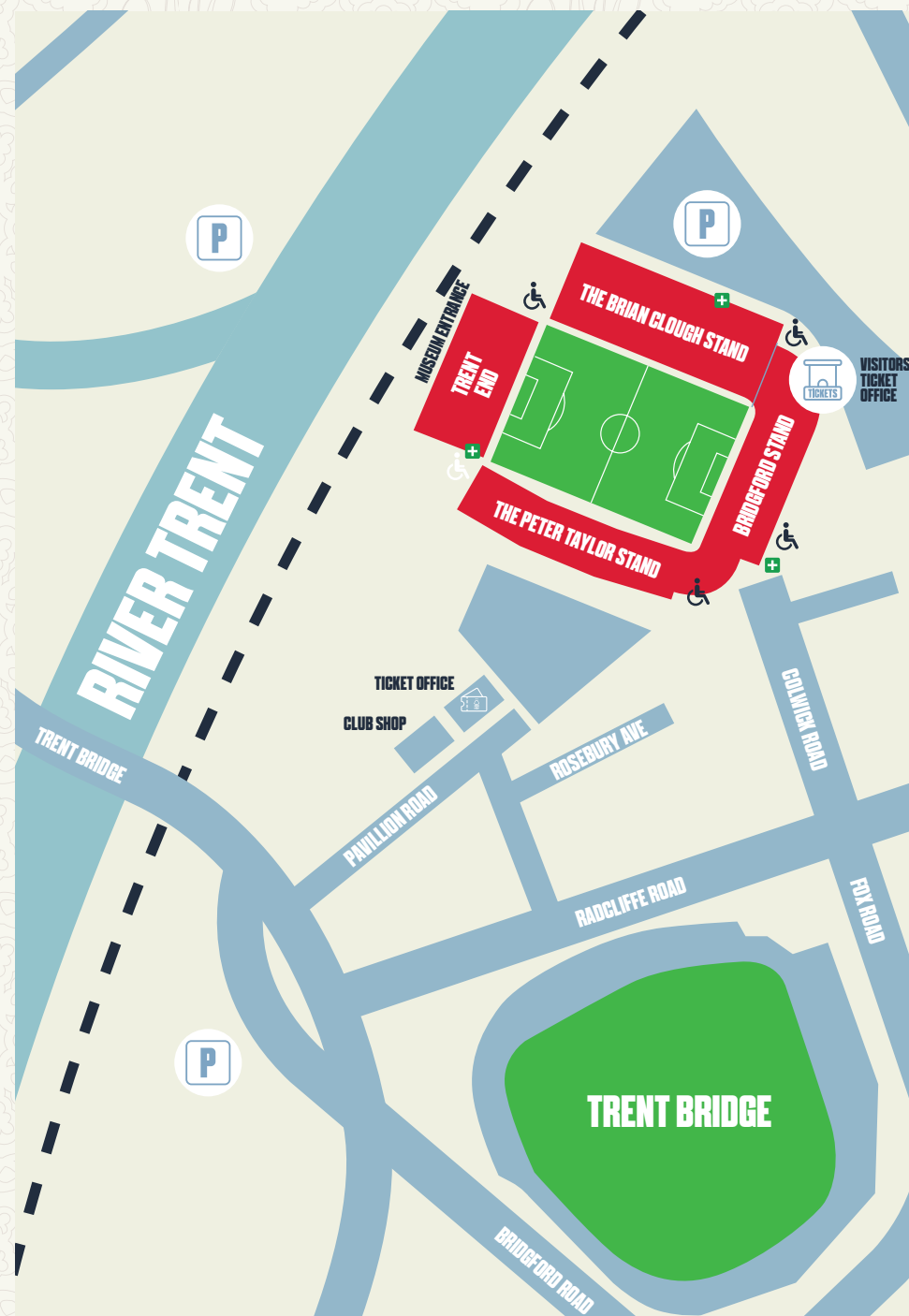
Fans should be aware that, on a matchday, parking at the ground is considerably limited and priority is given to disabled supporters, coaches, players, match and club officials. Any availability is on a matchday-only basis, charged at £10 first-come, first-served.

Please do not park on residential streets around West Bridgford, since controlled parking zones and residents parking schemes are enforced on a matchday, which will result in your receiving a parking ticket and fine.

If you plan to drive directly to the stadium then we strongly advise that you:

Look into opportunities for sharing your car journey with others going to the game
Park in the approved Nottingham Forest car parks, which are located at:

Meadow Lane (Notts County FC)
Cattlemarket Pay & Display
Lady Bay Sports Ground (NG2 5AA)
County Hall (Notts County Council Building)



ACCESSING THE STADIUM

ACCESSIBILITY

To ensure that you are able to enter The City Ground without any hiccups, it is important that you attempt to access the stadium using the correct turnstile or accessible door. Details of the turnstile/accessible door that you should be using are displayed clearly on your ticket/card. Attempting to use your ticket/card at the wrong turnstile will result in failure and delays in you taking your seat.

Supporters must be made aware that, once you have entered the stadium, you will not be permitted to leave the stadium and re-enter. Once you're in, you're in!

Please see the map opposite for the away section of the Bridgford Stand.

The majority of turnstiles will close 10 minutes after kick-off. However, some turnstiles will be open until half-time to welcome late-comers to the stadium. Within the visitors' section, any combination of turnstiles from 41-53 will be open to allow you access into the stadium.

For all accessibility queries for visiting supporters, please view the Accessibility page on our website to find our visiting supporters accessibility guide or contact accessibility@nottinghamforest.co.uk



GETTING INTO THE STADIUM WITH A PAPER TICKET

If you have received a match ticket, this will display block, row and seat that you should be sat in and, most importantly, the turnstiles and a barcode that you must enter the stadium through.

Go to your designated turnstile and present your paper ticket. If successful, you will be allowed entry into the stadium; if there is an issue with your ticket, you will be directed towards a member of the Here-To-Help squad for further assistance in getting you into the ground in a timely manner.



WHAT DO YOU DO IF YOU'VE FORGOTTEN YOUR TICKET?

Don't panic! If your ticket has not arrived with you 24-hours before kick-off or you have lost your match ticket, please contact your club's ticket office immediately to request a duplicate ticket.

If your own club's Ticket Office is closed on matchday, we will make every effort to help you access the stadium. In such cases, please arrive at the Visitors ticket office as early as you can to enable us to investigate the situation and avoid any further delays to yourself or fellow supporters. We will require proof of your booking and photo ID to enable us to retrieve details of your original ticket purchase.

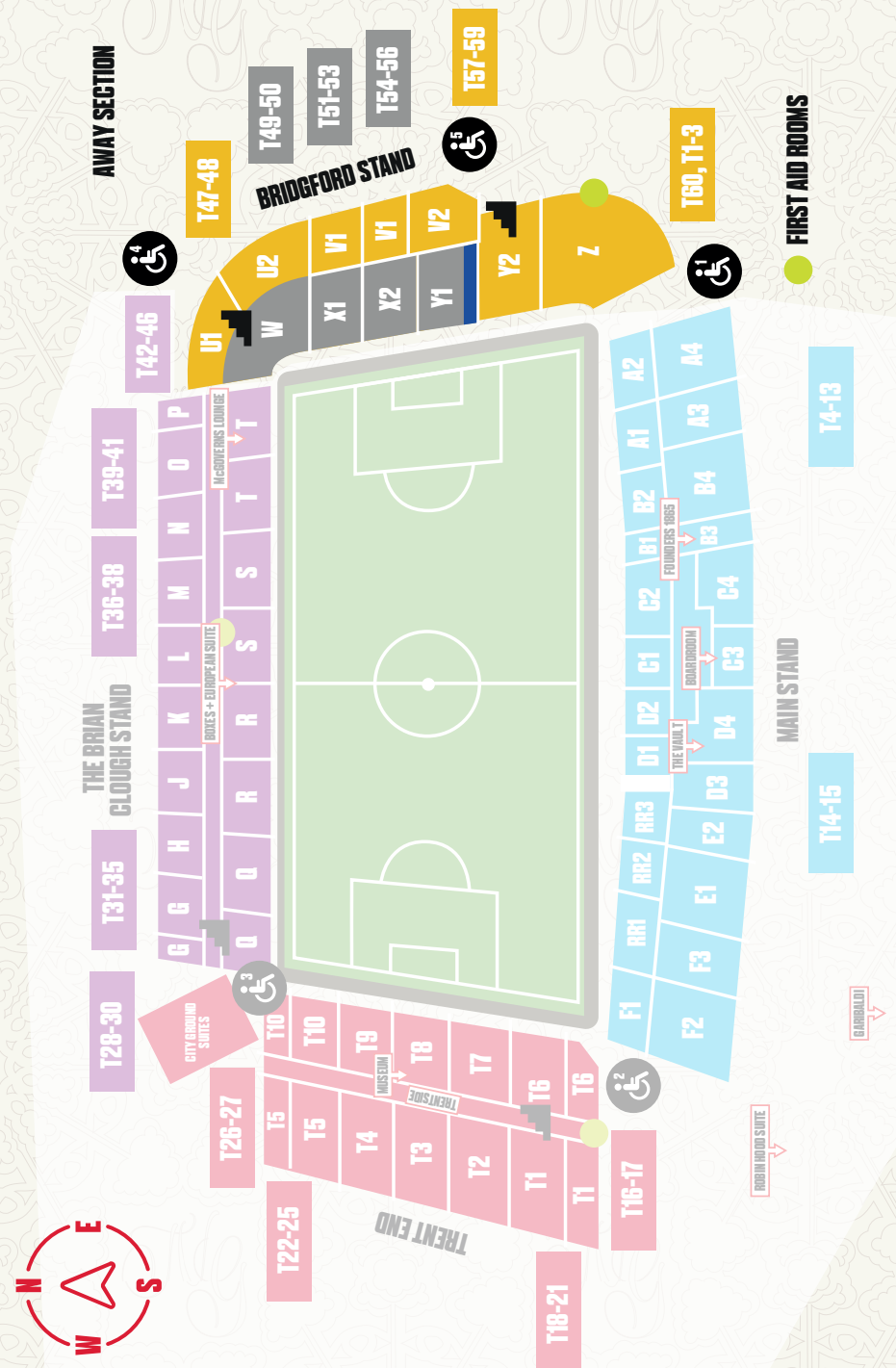
However, it may not always be possible to find details of our original purchase and you may be asked to purchase a new ticket to get you into the stadium, although this may also be impossible in cases of sold-out away allocations. Therefore, keep your ticket safe and make sure you know the full details of your booking before you make the journey to The City Ground.

Please note that it is not possible to buy or collect visiting clubs' tickets prior to the Visitors Ticket Office opens 2 hours before kick-off.

ENTRANCES AND SEATING

Along with accessible entrances into the ground for home and away supporters, there is a total of 74 wheelchair spaces within the City Ground. A fixed chair position is located behind each wheelchair bay for the comfort and assistance of the disabled visitor.

Nottingham Forest requests that visitors arrive with/provide their own wheelchair for their own comfort to the City Ground and the venue's Health and Safety policy requires that disabled people who attend in a wheelchair remain in that wheelchair during each event.



STAY SAFE AT THE CITY GROUND

PROHIBITED ITEMS

✓
WHAT CAN I BRING INTO THE CITY GROUND?


Small compact
Cameras


Clear plastic bottles
(500ml or less)


Retail purchases in
retail carrier bags


Small bags
Smaller than A4 only
(21cm x 29.7cm)
No large bags or
suitcases


Crutches or
walking aids

✗
WHAT CAN'T I BRING INTO THE CITY GROUND?


Alcohol


Canned drinks


Drinking glasses


Glass bottles


Umbrellas
(of any size)


Air horns


Plastic bottles in
excess of 500ml


Baby buggies
or prams


Video recording
equipment


Large lens
cameras


No Drones


Pyrotechnics or
Explosives


Darts, knives
and weapons


Musical instruments


Large bags,
suitcases, laptop
bags and rucksacks


Offensive banners,
flags or clothing


Laser pens


Smoke or Gas
Canisters


Tools


Drugs or illegal
substances


Food stuffs
(discretion may be shown
for children's snacks)


Poles or sticks
(including selfie sticks)


Dangerous or
hazardous items


The City Ground
is a no smoking
stadium. This
includes the use of
e-cigarettes and
vaporisers

And any item that might be used as a weapon and/or compromise public safety.

Any person in possession of such items may be refused entry to or ejected from the ground. Access to the stadium may be denied if you refuse to be searched by our officials.

For any questions before the event please contact: safety@nottinghamforest.co.uk

SAFEGUARDING

- This is a reminder to all supporters that children under 14 **MUST** be always accompanied by an Adult aged 18+ when attending games at the City Ground.
- All supporters under 14 will be refused entry if not accompanied by an Adult 18+.
- Children U4 are **NOT** allowed to attend matches at the City Ground on health & safety grounds and will be refused entry.
- Children under 14 are not permitted to walk around the concourse alone and must be supervised by an adult.
- During the game, children Under 14 must be sat next to the adult with whom they are accompanied.
- On arrival make sure your children are aware of their seat details, emergency exits and where the toilets are situated in your stand.
- Ensure Children wear appropriate clothing for this time of year and have some form of ID on them.
- Report any issues or concerns at the time to one of our stewards immediately. Where necessary our Safeguarding & Welfare Team will provide support.
- It is also advisable to arrange a meeting point should children become lost or separated.



REPORTING ANTI-SOCIAL BEHAVIOUR

Whilst it is a rare occurrence at The City Ground, there are times when the behaviour of other fans may be regarded as in unacceptable.

Nottingham Forest Football Club advocate a strict policy of zero-tolerance towards supporters who act or express racist, homophobic or aggressive views towards others. Should you see or hear any behaviours which you believe do not adhere to these policies and which we believe are unwelcome at The City Ground, we would urge you to text the word FOREST to 60066 on matchday so that we are able to act accordingly.

Your text will be treated in the strictest of confidence as we identify and deal with the perpetrators.



MATCHDAY FAQs

This guide is intended to deal with the majority of questions and queries that visitors to The City Ground are likely to have. This is not exhaustive and you are likely to have many more questions than we are able to include in this guide.

Below are a number of the questions that we are regularly asked about matchdays but, if neither of these nor the rest of the information contained in this guide is applicable, please feel free to call the ticket office or email ticketoffice@nottinghamforest.co.uk for further advice:

Q. WHAT IS THE LATEST TIME I CAN GET INTO THE GROUND ON A MATCHDAY?

The majority of turnstiles close 10 minutes after kick-off. However, a handful of visiting turnstiles will be open until 45 minutes after kick off.

Q. WHAT TIMES DO THE TURNSTILES OPEN?

Turnstiles usually open 90 mins prior to kick-off.

Q. AM I ALLOWED TO TAKE PHOTOS DURING THE GAME?

Whilst we encourage photos to be taken to ensure your visit to The City Ground is memorable, any supporter seen to be 'streaming' the game via video will be removed from the ground.

Q. CAN I BRING A FLAG OR BANNER INTO THE GROUND ON MATCHDAY?

Banners will only be permitted into the stadium with express prior notice and permission from our Stadium Operations team. Please call 0115 982 4444 for further assistance.

Q. WHERE CAN I BUY A PROGRAMME FROM ON MATCHDAY?

A matchday programme can be purchased from a number of outlets around the stadium.

Q. CAN I EXIT AND RE ENTER THE GROUND?

Once entering the stadium, leaving and re-entering will not be permitted.

Q. CAN I BRING A DRUM OR ANY MUSICAL INSTRUMENTS?

We do not allow drums or any other musical instruments including megaphones and rattles into the stadium.

Q. IS THERE SECURITY FOR VISITING SUPPORTERS?

There will be security present before visiting supporters enter the turnstiles. This can include the presence of sniffer dogs and Police on hand to support our stewarding team.



**THANK YOU FOR VISITING,
WE LOOK FORWARD TO SEEING YOU
AT THE CITY GROUND!**

Contact Us:

Nottingham Forest Football Club
The City Ground
Pavilion Road, Nottingham NG2 5FJ

Main Reception:

Call - **0115 982 4444**

Email: website@nottinghamforest.co.uk

Ticket Office:

Call - **0115 982 4388**

Ticket Office: tickets@nottinghamforest.co.uk