WELCOME TO
THE CITY GROUND
YOUR DEFINITIVE MATCHDAY GUIDE

FOREST

THANK YOU FOR VISITING US!

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

Whether you are a regular, first-time visitor or have held a season card at The City Ground for a number of years, we want you to get the very best out of your matchday experience.

This matchday guide is designed to help you make the most of your visit to The City Ground, providing helpful guidance, information and tips to ensure that you are prepared in the best possible way to watch The Reds every time you visit the stadium.

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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

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

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 form 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**

BUYERS GUIDE
TO TICKETS AND MERCHANDISE

BUYING TICKETS

Fixtures at The City Ground regularly sell-out or have only limited ticket availability, so our advice is to always purchase your tickets well in advance of matchday to avoid disappointment.

BUY ONLINE

Visit the our Online Ticket Office at **tickets.nottinghamforest.co.uk** and buy 24/7! It's the most convenient way to purchase tickets for Nottingham Forest home fixtures. You can do it anytime, anywhere!

BUY OVER THE PHONE

Call our friendly Ticket Office on 0115 982 4388 for assistance:

09:00 to 18:00	Monday to Friday
09:00 to 16:00	Saturday
CLOSED	Sunday

BUY OVER THE COUNTER

Call into the Ticket Office for speedy assistance, subject to sales criteria.

09:00 to 18:00	Monday to Friday
09:00 to 16:00	Saturday
CLOSED	Sunday

BUYING OFFICIAL CLUB MERCHANDISE

The Nottingham Forest Megastore offers an exciting product range including all home and away kits as well as a wide variety of souvenirs and pocket money gifts for all ages.

The Megastore is situated alongside the ticket office just outside the entrance to the Peter Taylor Stand car park on Pavilion Road.

Supporters can purchase online at **shop.nottinghamforest.co.uk** and the store opening hours are as follows:

09:00 to 17:00	Monday to Saturday
09:00 to 18:00	Friday
09:00 to 17:00	Saturday
CLOSED	Sunday

BUY ONLINE

If you can't make it down to the ground, you can always visit the Online Shop and have your official merchandise delivered to your door.

TRADITIONAL PAPER TICKET

If you are a first-time purchaser or have purchased tickets over the phone or in person, you are most likely to have been issued with a traditional barcode paper ticket.

If you have purchased in person, you should be issued your ticket immediately by a member of staff. If you called us to purchase, you can choose to have your ticket posted to you via first/second class Royal Mail in plenty of time for matchday. You can also choose to receive a paper ticket if you have purchased online.

However, if the game is less than 2 business days away, we will make your tickets available for collection from either the main ticket office or from the collections office if collected 2 hours before kick-off.

PRINT-AT-HOME TICKET

This option is available when you buy online or over the phone and allows you to print your own match ticket rather than waiting for the post. This means that you can get hold of your ticket immediately and is the best option if you decide to buy just hours before kick-off and don't want to queue to buy or collect. Just remember to print your tickets before you make your journey to the stadium.

DIGITAL TICKET

A digital version of your ticket can be requested and downloaded to your phone wallet to use to enter the stadium on match day.

RECEIVING YOUR TICKETS

Depending upon your status with the club and how-and-when you have chosen to purchase your tickets, there are a number of ways that you can get hold of your tickets:

SEASON CARD HOLDERS

If you have purchased or renewed a seat on a seasonal basis, you will have received a card will be automatically loaded with your seat access for every game during the season. Simply present this the turnstile to access the stadium.

NFFC MEMBERS

If you have purchased an NFFC membership, you will have received a card which is similar to a season card. This can be used to automatically load your match ticket upon whenever you attend a game at The City Ground. Simply present this the turnstile to access the stadium.

MATCHDAY CHECKLIST

CHECK THE WEATHER FORECAST

Don't forget that football is an outdoor sport, and you will be exposed to the elements when watching the game. So, keep a keen eye on the weather forecast and be prepared to wrap-up warm… but don't bring an umbrella as you won't be permitted to bring one into the stadium.

PLAN YOUR ROUTE

Don't miss kick-off! Plan your route so that you arrive at The City Ground at least 90 minutes before kick-off to take advantage of our pre-match activities. If you are travelling by public transport, make sure that you check the timetables and keep an eye out for any possible delays which might mean that you need to set out for the stadium earlier than you had initially planned.

If you are driving to Nottingham, visit: **www.rac.co.uk/route-planner** or punch NG2 5FJ into your SatNav to plan your route and avoid any potential roadworks or traffic hotspots which may delay your arrival

CHOOSE A DESIGNATED MEETING PLACE

It can get busy around the stadium, and it is very possible that you may lose your friends/ family at peak times around the stadium. Before you enter the stadium, choose a memorable landmark around the vicinity where you can meet-up if your group does get broken-up. If in doubt, seek the advice of an NFFC Safety Steward.

DON'T BRING SHARP OBJECTS

Matchday can be long, particularly for small children. The club welcomes supporters bringing a small backpack which might contain a few snacks, books, travel games and warmer clothing. However, just like at an airport, there are items that cannot be permitted into the stadium for the safety of others. Please check-out our prohibited items guide (pg. 11) before setting out for the stadium

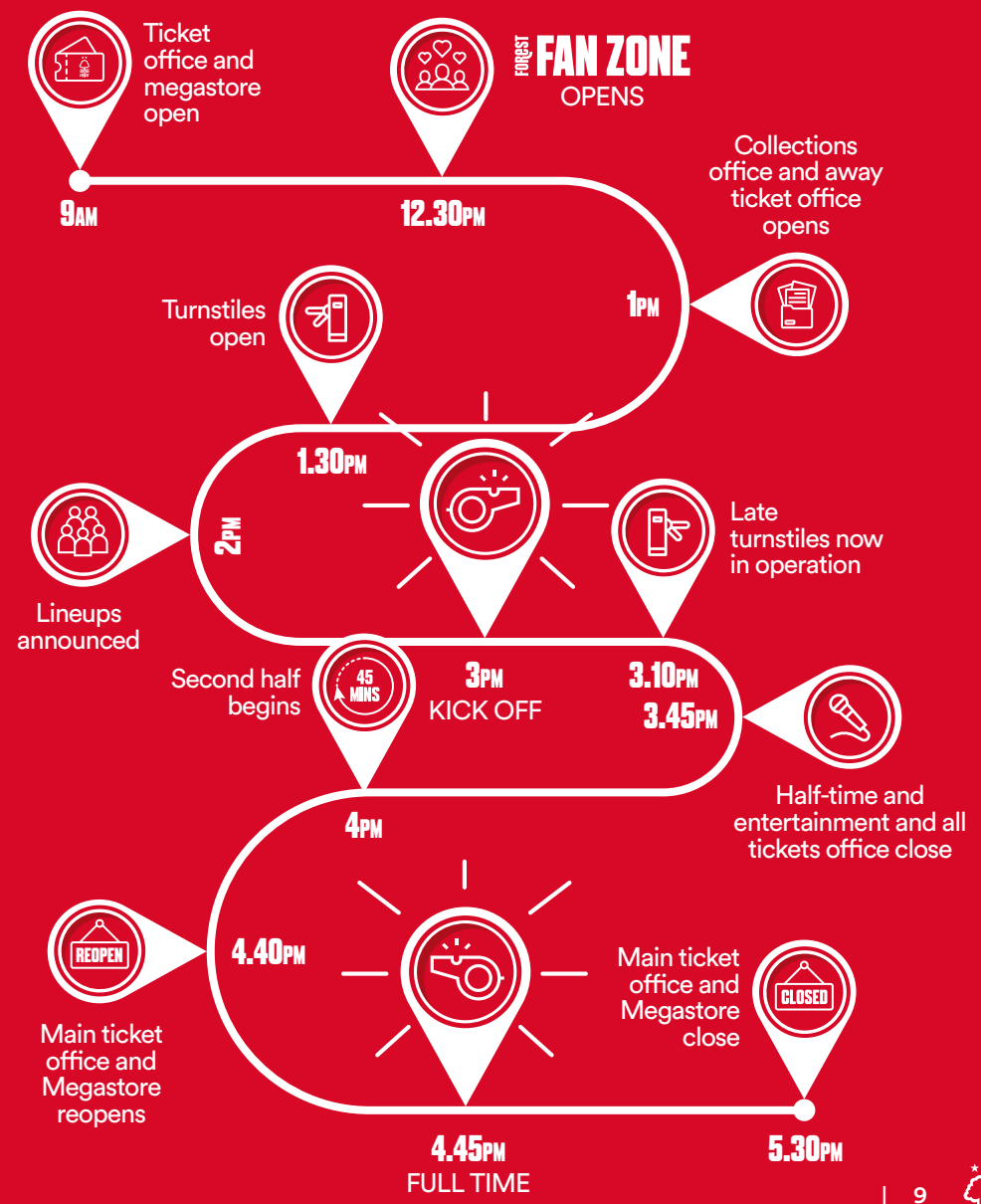
DRINK IN MODERATION

everyone wants to be able to relax and enjoy the game and a matchday beeror-two is a big part of the matchday routine for many supporters. However, don't drink so much that you make the game unforgettable for all the wrong reasons

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

FAN ZONE

The Fan Zone offers the perfect location for supporters to grab a drink or a bite to eat with friends and fellow supporters while soaking in the pre match atmosphere.

Action packed pre match schedules include family friendly entertainment such as Q&As with Forest legends, free children's face painting and performances from special guests including multi-world record holding football freestylers and more.

For hungry supporters, food served by Smith's Fish & Chips and Working Man's Kitchen offer tasty options nice and close to the ground to ensure you don't miss any of the action.

Forest content such as classic Forest goals and matches, quizzes and merchandise giveaways provide the perfect environment for all supporters to get match ready at the world-famous City Ground.

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

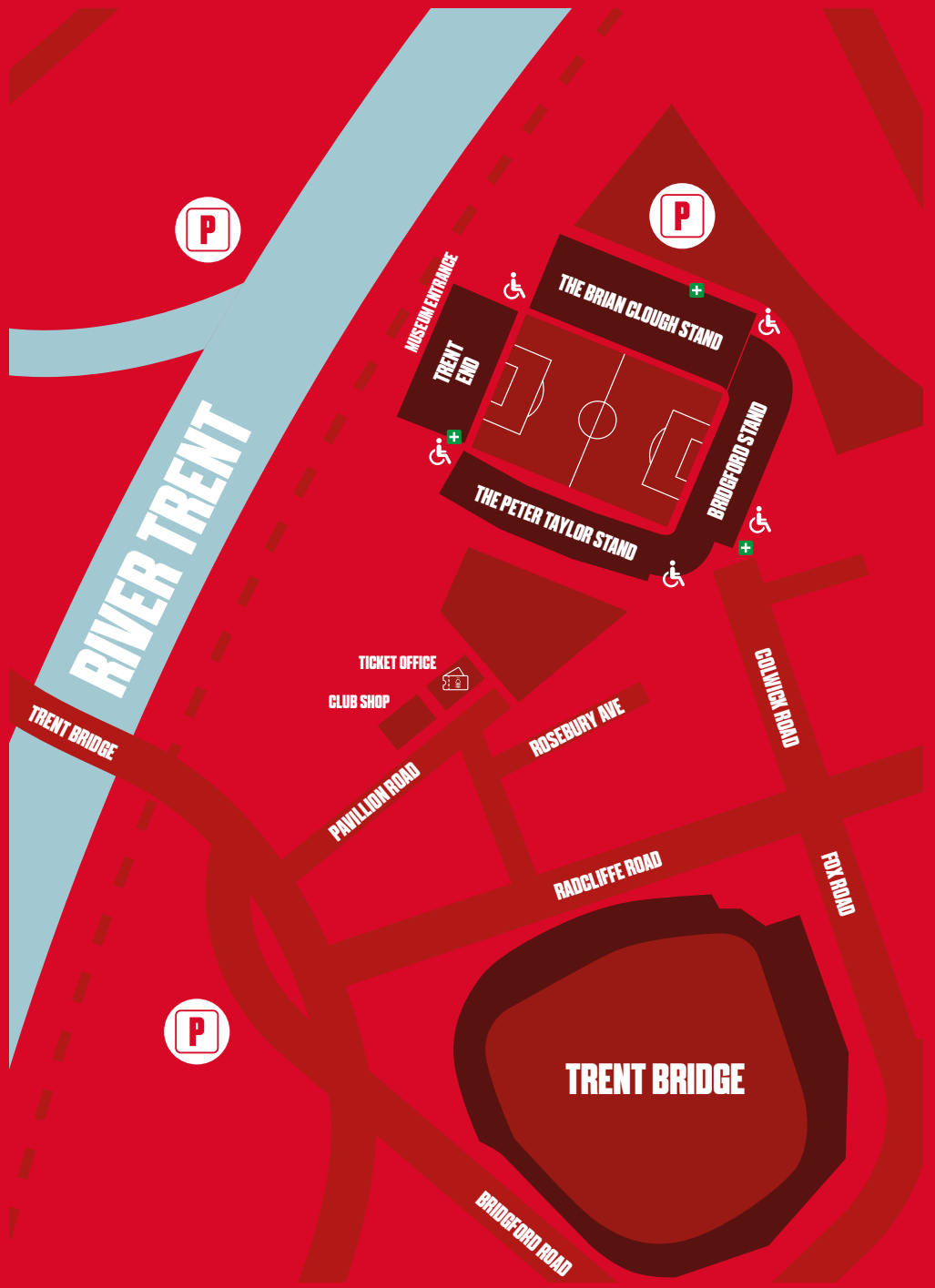
Park in the approved Nottingham Forest car parks, which are located at:

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

MAIN TICKET OFFICE

The main ticket office is located near the entrance to the main stand car park on Pavilion Road. This facility is open for matchday home ticket sales and enquiries up until half-time. Collections of pre-purchased home match tickets are also available from the main ticket office from 9am until 2 hours prior to kick-off.

The main ticket office is open from 9am on matchday and remains opens for aproximately 45 minutes after the full-time whistle.



ACCESSING THE STADIUM

ACCESSIBILITY

Nottingham Forest is committed to providing services and facilities for supporters with accessibility requirements. Should you have any new or existing accessibility queries, please get in touch with our accessibility team; **accessibility@nottinghamforest.co.uk**

ENTRANCES AND SEATING

Along with accessible entrances into the ground for home and away supporters (see image on page 13), there is a total of 63 wheelchair spaces within the City Ground.

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.

COMMENTARY

At Nottingham Forest FC, we can provide Audio Descriptive Commentary (ADC) receivers, and these can be booked by emailing **accessibility@nottinghamforest.co.uk**, where they will then be delivered to your seat prior to the game. Please ensure to provide your seat details when emailing to book. We advise you to bring your own earphones for this, and they will need to have a 3.5mm jack. We can also provide earphones should they be required. BBC Radio Nottingham also provide live commentary on 103.8FM.

ASSISTANCE DOGS

Assistance Dogs: Nottingham Forest FC welcomes assistance dogs, providing we are made aware in advance. This can be done by emailing **accessibility@nottinghamforest.co.uk**, where confirmation will then be provided promptly.

HEARING LOOPS

Hearing Loop: The club does have hearing loops throughout the stadium, and you can ask one of our stewards where the closest one to you is located.

CLUB SHOP AND TICKET OFFICE

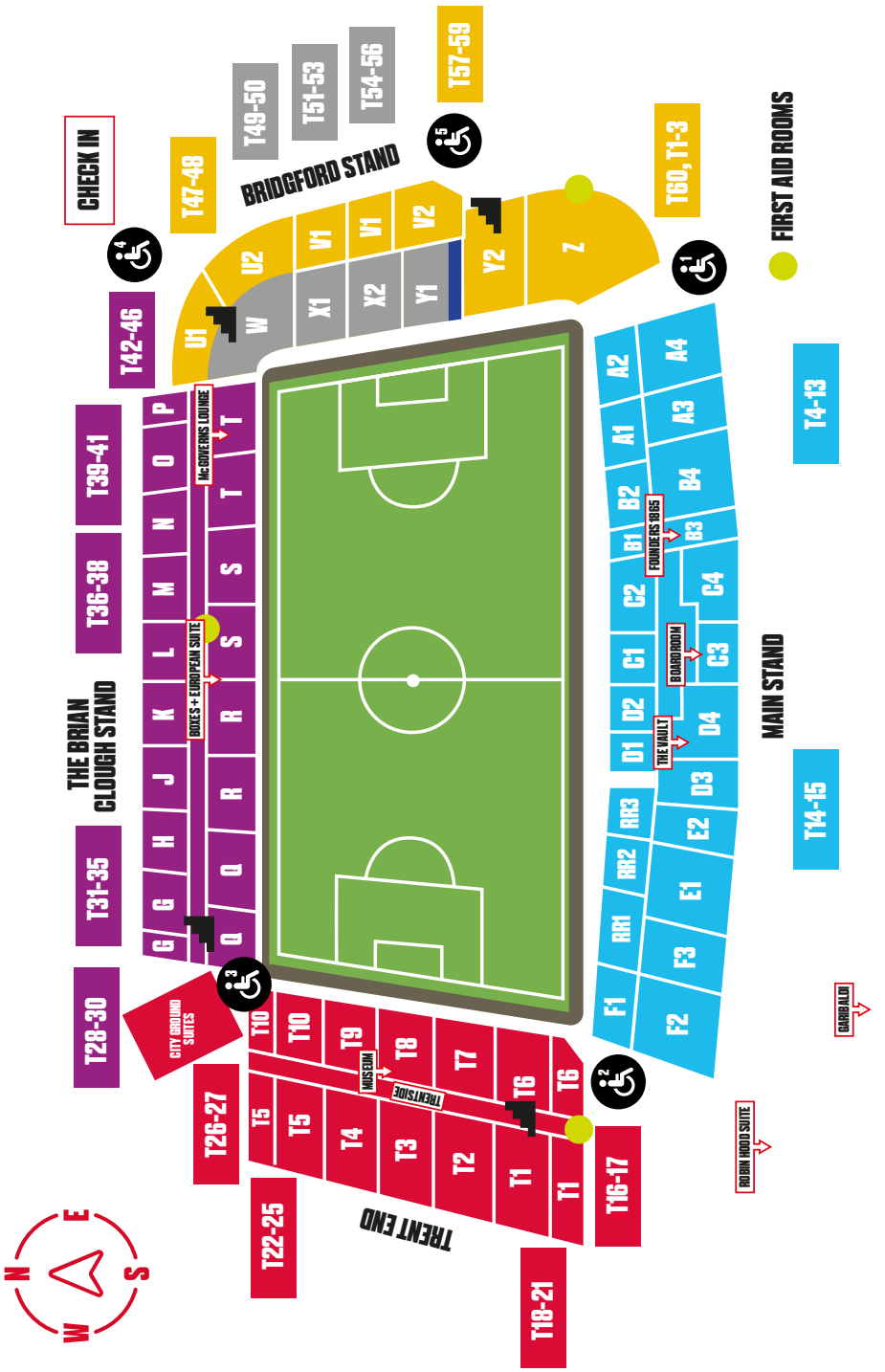
Club Shop: The Nottingham Forest FC Retail Store is accessible for all supporters and can be found on Pavilion Road next to the Home Ticket Office. Please be advised that our Retail Store is completely CASHLESS.

GET IN TOUCH

Ticket Office Manager - Billy Thompson - **billy.thompson@nottinghamforest.co.uk** - 0115 982 4370

Safeguarding Manager - Julian Taylor - **julian.taylor@nottinghamforest.co.uk** - 0115 982 4307

Nottingham Forest Disabled Supporters Association Chairperson - Lindsay Knott - **forestdsachairperson@gmail.com**



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 that 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 childrens 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 **tickets.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 number of late turnstiles remain open until 45 minutes after kick-off.

Q. WHAT TIMES DO THE TURNSTILES OPEN?

Turnstiles usually open 90 mins prior to kick-off.

Q. HOW OLD DO I HAVE TO BE TO ATTEND A FIXTURE AT THE CITY GROUND ON MY OWN?

Children under the age of 14-years-old are not permitted into the stadium on their own. Equally, children under the age of 4-years-old are not permitted into the stadium whatsoever.

Q. CAN I PAY BY CARD INSIDE THE GROUND?

Food and drink can be purchased using credit/debit card within the stadium concourses. Equally, tickets and merchandise can be purchased using credit/debit card.

Q. HOW CAN I REGISTER AS DISABLED?

Please get in touch with our accessibility team – **accessibility@nottinghamforest.co.uk** who will be more than happy to assist you with how to register as disabled.

Q. ARE THERE ANY PRE-MATCH EVENTS AROUND THE GROUND FOR SUPPORTERS?

Events vary dependent upon the fixture but the all pre-match entertainment usually occurs in the Fan Zone.
For further information, please view the matchday guide the club release onto the website the day before a Home matchday.

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

Whilst we do allow mobile phones into the ground to take photos, any video equipment capable of streaming the match will not be authorised entry. If you are seen to be streaming the match from your mobile device, you will be removed from the stadium.

Q. WHAT DO I DO IF I HAVE ANY DIETARY REQUIREMENTS?

If you have any special dietary requirements and want to find out about the food at the ground, please email **enquiries@nottinghamforestevents.co.uk**

Q. IS THERE A FOREST APP THAT I CAN UPLOAD TICKETS TO AND SCAN ON MY PHONE?

A Nottingham Forest Official App is available on iOS and Android. Digital tickets can be downloaded to your phone wallet should you request this option at the point of sale.

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. IS THERE A FACILITY TO PROCESS BIRTHDAY MESSAGES AND SHOUTOUTS?

MyForest members can submit Birthday messages and photos for the programme and big screen through the club website.

Q. IS THERE A RESALE POLICY ON MATCH TICKETS?

Should you purchase a ticket using your MyForest membership that you now wish to return, you can choose one of two actions. Option one would be to list your ticket up on our ticket exchange allowing fellow MyForest members to purchase. Option two would be to forward your ticket to a family or friend who also has a MyForest membership using our new ticket forwarding system.

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. WHERE CAN I BUY HOME TICKETS FROM ON MATCHDAY?

Match tickets can be purchased online at tickets.nottinghamforest.co.uk, or by calling the ticket office on **0115 982 4388**. All sales are subject to availability.

Q. IS THE MEGASTORE OPEN AFTER THE GAME?

The megastore reopens approximately 5 minutes prior to full-time, remaining open for up to one hour after the game.

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**