



# NOTTINGHAM FOREST

AWAY SUPPORTER GUIDE



**v SK STURM GRAZ**

**MERKUR ARENA • AUSTRIA  
THU 06 NOV • 6.45PM CET**

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# YOUR FAN ENGAGEMENT & TICKETING TEAM

Nottingham Forest is committed to ensuring that your journey to Graz will be a well-informed, memorable, and safe experience for all our fans as we embark on our second UEFA Europa League away fixture of the league phase.

Our dedicated Fan Engagement Team will be on hand in Graz to handle any supporter queries, assist with issues, and provide real-time updates and information through close two-way communication with Sturm Graz and the local authorities, as well as providing recognisable and friendly faces for you in key locations throughout the city.



**Will D'Hooghe**  
Head of Fan Engagement



**Aaron Bains**  
Head of Corporate  
Communications



**Alex Tatner**  
Supporter Liaison Officer



**Billy Thompson**  
Head of Ticketing



**Rhys O'Brien**  
Assistant Ticket Office  
Manager



**Chloe Carter**  
Ticket Office Supervisor



# YOUR STEWARDS



Nottingham Forest travelling stewards will also be on hand in and around Graz, at the ticket collection point, and the away sector of the Merkur Arena, to assist our supporters with any issues or queries they may have.



Maciej Gabryszak



David McGahan



Mark Newton



Maria Popelkova



Dariusz Bednarz



Janet Wooldridge

# CONTACT US

Whatever the issue, we are here to help.

We urge all supporters travelling to Graz to join our dedicated Fan Information WhatsApp channel where we will provide key information and updates that may affect your plans and experience whilst supporting the team in Austria. You can join the WhatsApp channel by clicking the button on the right.

We will also provide informational updates via @NFFCServices on X, and you can follow the account by clicking the button to the right.

To contact your Supporter Liaison Officer when planning your journey, or whilst overseas, please email [alex.tatner@nottinghamforest.co.uk](mailto:alex.tatner@nottinghamforest.co.uk), or call the Supporter Liaison team on +47729 090 881. The club recommends that you save this number to your phone ahead of travelling to Austria.

For accessibility information and support, please contact [accessibility@nottinghamforest.co.uk](mailto:accessibility@nottinghamforest.co.uk)

For ticketing support, please contact [ticket.office@nottinghamforest.co.uk](mailto:ticket.office@nottinghamforest.co.uk)

## CLICK BELOW TO:



JOIN THE WHATSAPP  
CHANNEL



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CHANNEL ON X



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LIAISON OFFICER



CALL SUPPORTER  
LIAISON OFFICER



EMAIL OUR  
ACCESSIBILITY TEAM



CONTACT TICKETING  
SUPPORT



# STURM GRAZ

## GENERAL INFORMATION

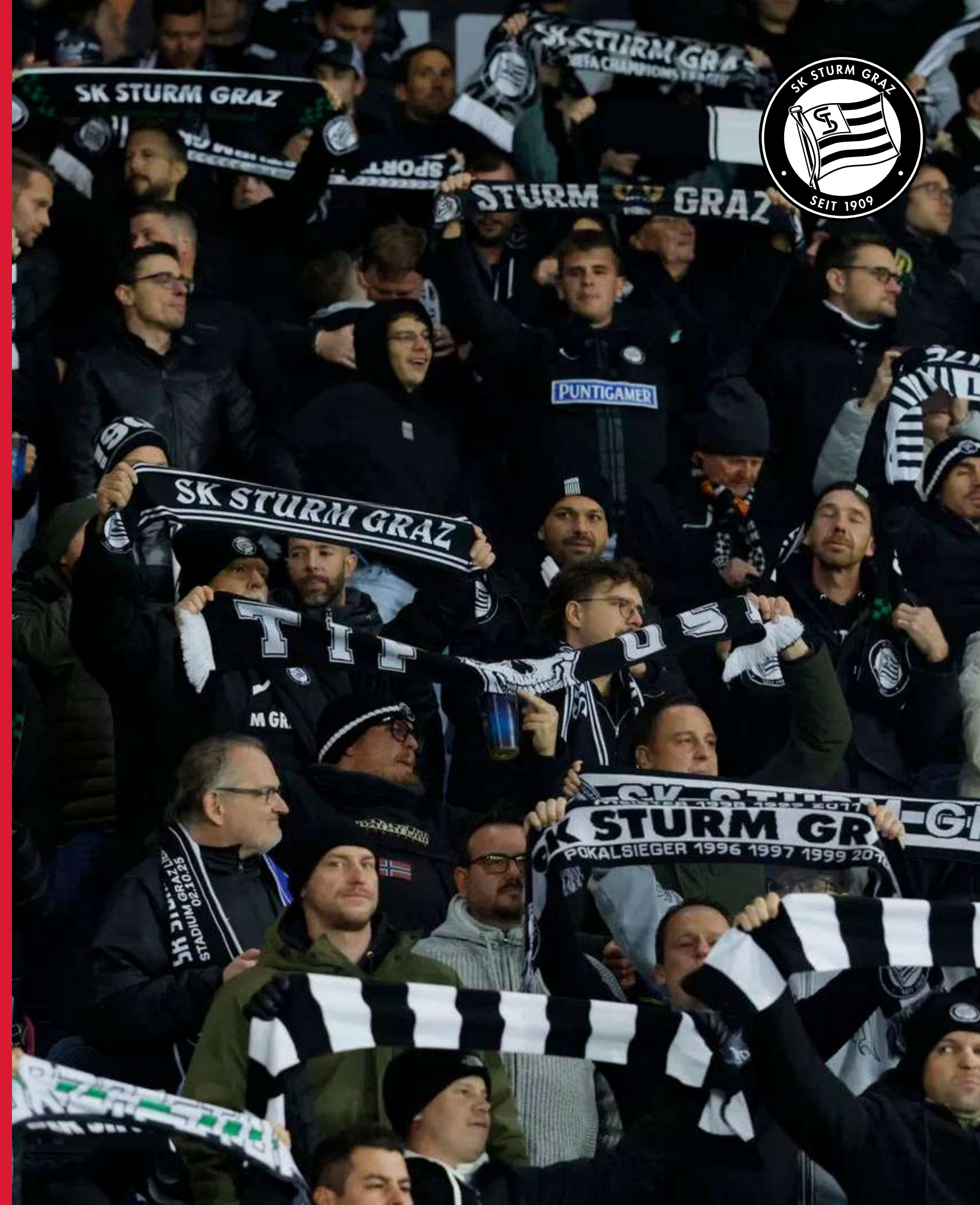
SK (SportKlub) Sturm Graz, founded in 1909, is an Austrian first division side based in the country's second largest city, Graz. 'The Blacks' were originally founded by a group of young locals in the 'Grazer Augarten', a still existing park in the city. As most of the club's founders had been pupils and students, the club became a magnet for people of different social classes and this was the base of becoming the most successful club in Styria, as well as the biggest sports club in the province.

The club has been playing in the first division of Austria since 1966, initially in the "Nationalliga," which was renamed and reformed to the "Österreichische Bundesliga" in the 1974/75 season. Sturm Graz have won 15 major domestic honours, including the Austrian Bundesliga title in the past two consecutive seasons. Sturm Graz had formerly played in a merged Austrian German league, before entering the Austrian national league in 1949 as the first ever non-Vienna-based team.

Forest have only faced Graz twice before, both fixtures coming in the quarter finals of the UEFA Cup in the 1983/84 season. A 1-0 victory in the home leg at the City Ground was followed up with a 1-1 draw after extra-time in Graz which saw Forest progress to the semi-finals before eventually losing controversially 3-2 to RSC Anderlecht across two legs.

Sturm Graz play at the Liebenauer Stadium, or Merkur Arena as it's known for sponsorship purposes, with a capacity of 16,364 it has been open since July 1997. The stadium has previously hosted the Austrian national team, along with a friendly between England and Japan in 2010 and has a full natural grass surface. The stadium is based within the city centre and details on how to access it can be found on 'Page 10 – Getting to the Ground'.

Sturm have a big rivalry with cross-town rivals Grazer AK, with whom they compete the Graz Derby. In 1974, there was big opposition from both sets of fans against a proposed merger to become "FC Graz." Other rivalries are with the two Vienna clubs (Austria Wien and Rapid Wien) due to the history of competition for trophies between the three clubs.





# FAN MEETING POINT

Sturm Graz have informed us that the designated supporter area is the **Hauptplatz** (main square of the city).

The Hauptplatz and the town hall are the heart of the city, and at the centre of the Hauptplatz stands the Archduke Johann fountain, an impressive backdrop for the city's colourful bustle and focal point for visitors and residents alike. From here you can reach all of the attractions of Graz with ease.

This area within the city centre is **1.9 miles** from the stadium (see **page 10 – 'Getting to the Ground'**) and offers plenty of bars and restaurants for travelling Reds. The area is in close proximity to the Graz tram network which supporters are encouraged to utilise during their time in the city.

The Irish bar of Flann O'Briens, which is a three-minute, 200 metre walk from Hauptplatz square, will welcome travelling Reds.

In Austria, drinking in public is generally legal and permitted, however it is forbidden on public transport and in train stations and can result in large fines. Drunk and disorderly behaviour in public can even lead to a criminal record.

Additionally, Graz has age restrictions around when non-adults can be in pubs and bars, as well as the ages at which alcohol can be purchased and consumed;

- Under 15: Must be supervised by a parent or guardian and must leave a pub by 9pm.
- Under 16: It is illegal to sell or serve alcohol to minors under the age of 16.
- Under 18: It is illegal for adults to buy alcohol for anyone under 18.
- 16 years: Minimum age for buying and consuming beer and wine.
- 18 years: Minimum age for buying and consuming spirits.

**There is no police escort from the designated fan meeting point to the stadium on match day – supporters are free to make their way to the stadium when and by which method of transport they like.**



# MATCHDAY INFORMATION

## **Sturm Graz v Nottingham Forest**

**Date:** Thursday 6 November

**Kick-Off:** 6:45pm CET

**Venue:** Liebenauer Stadium (Merkur Arena), Graz, Austria

**What3Words:** Blaring.Windy.Comet (this will take you to the away sector entrance)

Turnstiles will open from **4:45pm CET, 2 hours before kick-off.**

Alcohol will be served to Forest supporters in the away sector – please see the menu on the following pages. Smoking and vaping are not permitted inside the stadium, however there is an area outside of the away sector for supporters to use. Both cash and card payments are accepted within the stadium. It is likely there will be a holdback for Forest supporters – further details on this can be found below.

## **AWAY SECTION AND STADIUM ACCESS**

**All supporters will be subject to security searches upon entrance to the stadium – these will consist of body pat downs and searches after the turnstiles.**

**Prior to these, there will be soft ticket checks before supporters reach the turnstiles to scan tickets.**

Following the full-time whistle, we have been advised by Sturm Graz that Forest supporters may be subject to a holdback. We have been ensured that all kiosks and toilets will be open during this period, and we will continue to work with the hosts to guarantee that supporters have access to these facilities, which is a UEFA requirement.

We have worked with UEFA to report the treatment of our supporters in Seville following our fixture against Real Betis, where local police prevented fans from using toilets and purchasing food and drink. We'd like to reassure supporters that this was against UEFA regulations and Sturm Graz has reassured us that our fans will not be treated this way during any holdback.

Nottingham Forest supporters will be seated in sectors 26 and 27 of the Merkur Arena (see images to the right).



# HOME AND AWAY SEPARATION

Whilst the away end is largely a complete unrestricted view for supporters, tickets situated near the glass screen that separates sectors 26 and 27 will have the restriction shown in the photo below.



This typically separates home and away supporters and is a permanent structure. However, as Sturm Graz has provided us with more than the minimum 5% allocation for tickets, this is a viewing impairment which some supporters may be faced with.

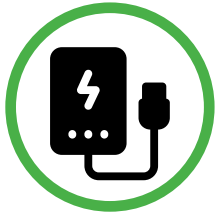
We have communicated with Sturm Graz our desire to have this glass cleaned to limit the obstruction to any of our supporters situated in seats impacted by this.

There will also be netting in place that separates the away sectors and the pitch, as there was at Estadio de La Cartuja for our match in gameweek one v Real Betis.



## WHAT CAN I BRING INTO THE STADIUM

To ensure a smooth entry into the stadium, please note that only the following items are permitted:



- Portable chargers – must be no larger than the size of your phone.



- Flags **Maximum size: 3m x 2m**
- Must not display offensive content or harm the reputation of either club – any larger flags will be confiscated and securely stored for the duration of the game.



- Small bags or backpacks **Maximum size: 25cm x 25cm x 25cm.**



## WHAT CAN'T I BRING INTO THE STADIUM

The following items **will not** be permitted inside the stadium:



Alcohol or illegal drugs



Guns, knives or other weapons



Umbrellas



Helmets or face coverings



Glass bottles



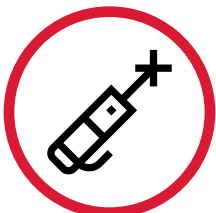
Fireworks



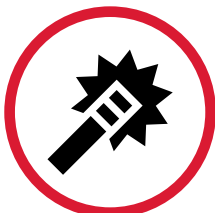
Animals



Trumpets or Vuvuzelas



Laser pointers



Flares, Smoke bombs or Pyros



Megaphones



Paper rolls / streamers



Flags on poles larger than 130cm x 200cm



Bottled liquid of any description

**Sturm Graz has also informed us that any items denied entry at turnstiles can be left with them in a secure location for the duration of the fixture. Supporters will receive a ticket which they can then use to collect their item/s when exiting the ground.**

**Nottingham Forest is unable to take any responsibility for items/valuables left with**

**opposition staff during our European campaign, and supporters are encouraged to keep valuables such as phones and passports on their persons in all circumstances.**

**We will continue our regular dialogue with Sturm Graz to ensure our supporters do not face similar issues with retrieving their items as some fans experienced in Seville.**



# COLLECTING YOUR TICKETS

## AWAY TICKET COLLECTION POINT

In line with UEFA recommendations, the club will be imposing a mandatory ticket collection point for this fixture, and all UEFA Europa League away fixtures.

**ALL** supporters will be required to bring passport ID to collect their tickets, failure to do so will mean that you will not be able to collect your ticket. Any other form of ID will **not** be accepted, only passport ID.

**ALL** members of your group must be present to collect their tickets, you will not be able to collect tickets on behalf of another person within your group, and all supporters will be required to collect individually irrespective of age or disability. Each respective individual will be required to collect their assigned ticket – **under no circumstances will multiple tickets be given to one individual.**



**Ticket collection point**

### Location:

Radisson Hotel, Annenstraße 67, 8020 Graz, Austria.

### Opening Times:

Wednesday 5 November: 12pm - 11pm

Thursday 6 November: 9am - 4pm

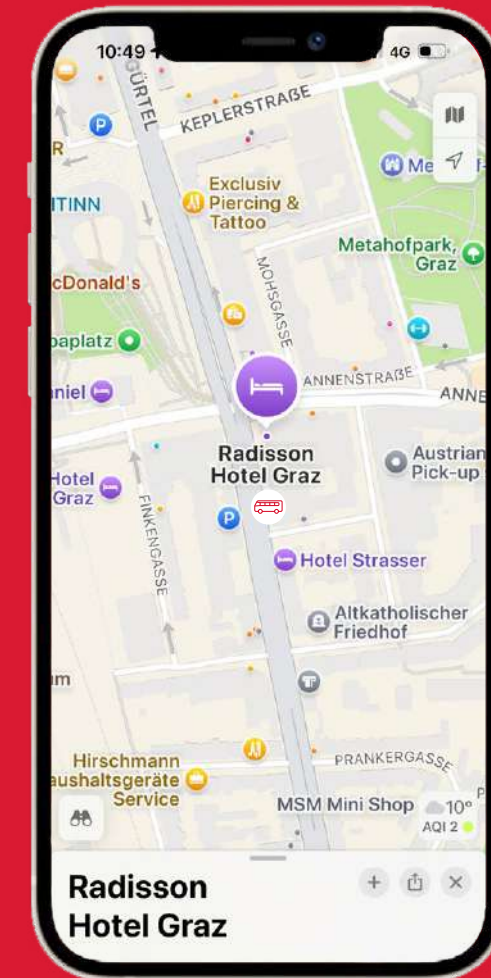
### Collection point wayfinding instructions:

1. Both the entry and exit points will be on the side of the Radisson Hotel Graz – not the front of the hotel. This will be clearly signposted accordingly with stewards to direct.
2. The entrance to / exit from the collection point is located next to Annenstraße / Eggenberger Gürtel bus stop.
3. There will be stewards present to ensure that the flow of the queue is managed, whilst there will be queue barriers in the collection point room itself, alongside security.
4. Each individual will be required to collect their ticket with passport ID, with one person per collection station being permitted to approach. Nottingham Forest staff members will be facilitating collections.
5. Once a ticket has been collected, supporters will be directed to leave via the double doors to the left as you come out of the collection room.

Tickets will be issued as paper tickets via the ticket collection point. Each ticket will be enveloped for collection individually.

If any individual attempts to collect a ticket that isn't assigned to them, the assigned ticket holder will be removed from the Away Ticket Scheme without appeal and will receive at least the minimum sanction outlined [HERE](#).

The ticket collection point is fully accessible for disabled supporters, including wheelchair users.





# GETTING TO THE GROUND

Sturm Graz has informed us that the designated supporter area is **Hauptplatz**. This area within the city centre is 1.9 miles from the stadium (see below for travel options) and offers plenty of bars and restaurants for travelling Reds. The area is in close proximity to the Graz tram network which supporters are encouraged to utilise.



## TRAM

The closest stop to the Merkur Arena via tram is **Jauerburggasse**. This stop is just over a 10-minute walk (0.6 miles) from the stadium. Trams run frequently and the **Number 4 Tram** is the one Forest supporters should board from the designated fan congregation point of **Hauptplatz**.

Tickets can be bought via the GrazMobil app, on all trams and buses, as well as at stationary ticket vending machines. It is possible to pay via contactless and cash on trams and at ticket vending machines. Please note: Home supporters will also utilise the tram network and supporters are reminded to be respectful of other passengers.

**Post-match:** Trams will continue to run every few minutes up until midnight, with the closest stop to the ground being Jauerburggasse. Local residents and Graz supporters will use the tram service, so we remind supporters to be respectful of the host city and its residents.



## TRAIN

Take the S-Bahn line S3 to the station 'Graz Liebenau / Murpark'. From there, it's about a 10-minute walk to the Merkur Arena.



## TAXI

Supporters can order taxis through '878 Taxis' [Willkommen bei 878.at](https://www.willkommenbei878.at) | [Taxi 878 Graz](https://www.taxi878.graz.at) – or by calling **+43316878**. Ubers can also be booked and the maximum cost from the city centre to the stadium should be no more than €17.



## WALKING

For supporters choosing to head to the ground on foot, it is a 45-minute walk from the recommended supporter area of **Hauptplatz**. From the nearest tram stop to the stadium, **Jauerburggasse**, it's just over a 10-minute walk (0.6 miles).



The dashed white route marked shows the walking route from Jauerburggasse tram station.

The yellow crosses show the route that is shut by police on a matchday and can only be used by Sturm Graz supporters.



# IN STADIUM MENU

## DRINKS

|                |                 |                 |
|----------------|-----------------|-----------------|
| Beer           | (0.3 l): € 3.50 | (0.5 l): € 4.70 |
| Radler         | (0.3 l): € 3.50 | (0.5 l): € 4.70 |
| Soft drink     | (0.3 l): € 3.30 | (0.5 l): € 4.50 |
| Water          | (0.3 l): € 2.00 | (0.5 l): € 3.00 |
| Apple spritzer |                 | (0.5 l): € 4.60 |
| Cup deposit:   | € 2.00          |                 |

## FOOD

|                              |        |
|------------------------------|--------|
| Schnitzel roll:              | € 5.40 |
| Frankfurter with bread roll: | € 4.50 |
| Sausage or cheese roll:      | € 2.80 |
| Salted pretzel:              | € 2.20 |
| Popcorn:                     | € 4.40 |

Cash and Card payments are accepted at the two food kiosks.



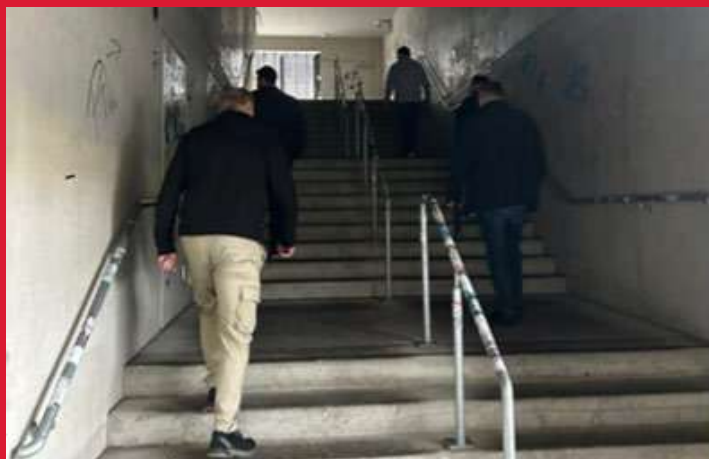


# ACCESSIBILITY

The away end is accessed via the road '**Liebenauer Hauptstrabe**', and the exact entrance for Forest supporters is near a restaurant called '**Benji's Kitchen**'. A search into Apple or Google maps will bring up the exact location.

There are a total of 23 steps that supporters will be required to climb from the entry turnstiles up to the first concourse. Access to the second of the two kiosks serving food and drink is a further 9 steps up from the first concourse level and toilets in the away end are unisex.

Wheelchair users will enter the stadium through Gate 28 on the same side of the ground as other Forest supporters and should note their entrance is opposite the restaurant '**Pizzeria ARENA**'. This is roughly 20 metres before the entrance for the rest of the Forest faithful, and stewards will be on hand from Sturm Graz to ensure they are taken to their seats.



Any disabled or ambulant supporters who require further assistance are encouraged to contact: **Anton Luster** - Inclusion Officer SK Sturm Graz Tel: +43 699 1909 1005

Further information on accessing the stadium can be found on **Page 10 – Getting to The Ground**

For any queries or concerns, please contact: [accessibility@nottinghamforest.co.uk](mailto:accessibility@nottinghamforest.co.uk) or Anton Luster above, as soon as possible





# TRAVELLING TO AUSTRIA

As our historic return to a European competition continues, we'd like to ensure all our travelling supporters are well prepared for their trip to Graz, Austria. Below is essential travel advice to help you enjoy a safe and well-informed trip to the Eastern Alps of Europe.

## TRAVEL INSURANCE

We strongly recommend that all supporters have valid travel insurance for all our away European trips. This should cover medical expenses, loss of belongings, and any unforeseen travel disruptions. Always carry a copy of your insurance policy and emergency contact details.

## PASSPORT & ENTRY REQUIREMENTS

Make sure your passport is valid for the duration of your stay. UK nationals can enter Austria without a visa for up to 90 days in any 180-day period.

Your passport must be valid for at least three months from your intended departure date from the EU and have been issued within the last 10 years. **Important:** In the event your passport is lost or stolen, you'll need to apply for an Emergency Travel Document through the British Embassy in Vienna (details below). Report the loss to local police and keep a copy of the report.

## BRITISH EMBASSY & LOST PASSPORT SUPPORT

British Embassy Vienna

**Address:** Jaurèsgasse 12, 1030 Wien, Austria    **Phone:** +43 1 716130

**Website:** [www.gov.uk/travel-urgently-from-abroad-without-uk-passport](https://www.gov.uk/travel-urgently-from-abroad-without-uk-passport) / British Embassy Vienna - GOV.UK

### If you lose your passport:

- Report it to the local police and obtain a police report.
- Contact the British Embassy to apply for an Emergency Travel Document.
- Bring your police report, proof of travel plans, and a passport photo if possible.

**Note:** Emergency Travel Documents are issued in Vienna, but you may be able to arrange collection at a more convenient location. Call ahead for assistance.





# TRAVELLING TO AUSTRIA

## EMERGENCY SERVICES IN AUSTRIA

In an emergency, dial 144 for the Ambulance services (24hours) or 133 for Police (24hours). Operators often speak English.

For non-emergency medical help, you can visit a local hospital or health centre. Always carry your EHIC/GHIC card if you have one, though travel insurance remains essential.

## CURRENCY

Austria uses the Euro (€).

You can exchange currency in advance, at airports, or at banks and exchange offices in Austria.

Contactless and card payments are widely accepted, but it's advisable to carry some cash for smaller transactions or emergencies.

## ELECTRICAL DEVICES

Austria primarily uses the European plug **type F** (two round, parallel pins and two earthing clips on the sides of the plug, which fit into corresponding clips in the socket) and also **type C** (two round pins) with a standard voltage of 230V.

Make sure to pack a suitable EU adaptor to charge your phone or other devices.

## GENERAL TIPS

- November temperatures in Graz can get very cold, down to 0° degrees at times – please ensure you dress accordingly for your time abroad.
- By law, you must always have easy access to your passport. If you do not carry it on your person, you must be able to get to it quickly. Keeping a photocopy can be helpful as Austrian authorities do not accept a UK driving license as official ID.
- It's generally illegal to wear any clothing or object that covers your face in public and can result in fines of up to €150.
- Keep your valuables secure and be aware of pickpockets, especially in busy areas in the city.
- Make a note of your hotel address and keep a copy of important documents separately from the originals..

For further information, please see the official UK Government travel advice [HERE](#)





# WE ARE NOTTINGHAM FOREST

As we prepare for another historic night in Europe, Nottingham Forest would like to take a moment to thank each and every one of you making the journey to support the team in our first campaign back in a major European competition for 30 years.

This is yet another special occasion – not just for the players and staff, but for the entire Forest family. Nights like this are built on years of loyalty, passion, and belief from our incredible supporters. Your backing at home and away is always second to none – and we know you'll bring that same pride, passion and noise with you to Austria, just like you did in Spain.

At the same time, we ask that all supporters remember they are representing Nottingham Forest Football Club. Please enjoy the occasion, take in every moment, but do so safely and respectfully – to fellow fans, local staff, and the host city of Graz.

We want this to be a night remembered for all the right reasons – both on and off the pitch. So, let's stand together, sing loud, and help make this another historic chapter in the story of Nottingham Forest.

Come on you Reds!

