



NOTTINGHAM FOREST

AWAY SUPPORTER GUIDE



v REAL BETIS

**ESTADIO LA CARTUJA • SEVILLE
WED 24 SEPT • 9PM CET**

CONTENTS

3	Your Fan Engagement & Ticketing Team
4	Contact Us
5	Opponent General Information
6	Collecting Your Tickets
7	Collection Point Wayfinding
8	Fan Meeting Point
9	Getting To The Stadium
10	Matchday Information
12	In Stadium Menu
13	Accessibility
14	Travelling To Spain
16	We Are Nottingham Forest





YOUR FAN ENGAGEMENT & TICKETING TEAM

Nottingham Forest is committed to ensuring that your journey to Seville will be a well-informed, memorable, and safe experience for all our fans as we embark on a first UEFA Europa League campaign in a generation.

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



Will D'Hooghe
Head of Fan Engagement



Aaron Bains
Head of Corporate
Communications



Alex Tatner
Supporter Liaison Officer



Billy Thompson
Ticket Office Manager



Rhys O'Brien
Assistant Ticket Office
Manager



Chloe Carter
Ticketing Supervisor

CONTACT US

Whatever the issue, we are here to help.

We urge all supporters travelling to Seville 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 Spain. You can join the WhatsApp channel by clicking the button on the right.

We will also provide informational updates when necessary to @NFFCServices on X.

To contact your Supporter Liaison Officer whilst planning your journey, or overseas, please email alex.tatner@nottinghamforest.co.uk, or call the Supporter Liaison team on +47729 090881. The club recommends that you save this number to your phone ahead of travelling to Spain.

For accessibility information and support, please contact accessibility@nottinghamforest.co.uk

For ticketing support, please contact ticket.office@nottinghamforest.co.uk



CLICK BELOW TO:



JOIN THE WHATSAPP CHANNEL



FOLLOW NFFCSERVICES CHANNEL ON X



EMAIL SUPPORTER LIAISON OFFICER



CALL SUPPORTER LIAISON OFFICER



EMAIL OUR ACCESSIBILITY TEAM



CONTACT TICKETING SUPPORT

REAL BETIS

GENERAL INFORMATION

Real Betis, known affectionately by their supporters as, Los Verdiblanco (The Green & Whites), were founded in 1907 and have a long and illustrious history in Spanish football, winning La Liga in 1935, as well as three triumphs in the Copa Del Rey, with the most recent victory coming in 2022.

The Benito Villamarin Stadium is being renovated, due to this, Real Betis is currently playing home fixtures at Estadio De La Cartuja, in the north of the city. The stadium has a capacity of 67,717 and will host the 2030 FIFA World Cup. The stadium was constructed in 1999 for the World Championships in Athletics, and is the fourth largest stadium in Spain, the largest in Andalusia, and is a home ground for the Spanish national team. La Cartuja hosted the 2003 UEFA Cup Final between Celtic and Porto.

Real Betis have a large and passionate fanbase composing of 57,000 season card holders and over 100,000 members with over 500 supporter groups across the world. Based in Seville, they have a fierce rivalry with Seville FC, one of the most intense derbies in Spanish football. Their supporters also compete in an annual rowing race on the Guadalquivir River which runs through the city.

Real Betis is no stranger to European competition having featured in all three major European competitions in the 21st century – finishing runners up to Chelsea in the 2024/25 season UEFA Conference League.





COLLECTING YOUR TICKETS



AWAY TICKET COLLECTION POINT

In line with UEFA recommendation, the club will be imposing a mandatory ticket collection point in the host city (Seville) 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.**

Location:

Hotel NH Sevilla Plaza de Armas (Hotel), C.Marques de Paradass, 13, Casco Antiguo, 41001, Sevilla

Opening Times:

Tuesday 23rd September: 12pm - 11pm

Wednesday 24th September: 8am - 5pm

IMPORTANT: We will be unable to accommodate ticket reprints, so please ensure to keep your ticket on your person at all times and only display your ticket upon arrival at the turnstiles. For any support, please join the WhatsApp channel or email ticket.office@nottinghamforest.co.uk, or speak to a club representative as soon as possible.



COLLECTION POINT WAYFINDING INSTRUCTIONS

1. The front entrance to Hotel NH Seville Plaza de Armas cannot be used to gain entry to the collection point, only to exit – this will be signposted accordingly with stewards to direct
2. The entrance to the collection point is located behind the hotel, in Plaza de Armas itself
3. This is accessed via the queue entrance where then supporters can make their way to the Plaza by following the back of the hotel until coming to the open space and accessing the collection point via the back doors
4. 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 should there be any issues or escalations
5. Each individual will be required to collect their ticket with passport ID, with one person per collection station being permitted to approach, with Nottingham Forest staff members facilitating collection.
6. Once a ticket has been collected, supporters will be directed to the door for exit, where then they can leave via the hotel entrance

Tickets will be issued as PDF printed 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.





FAN MEETING POINT

Nottingham Forest fans have been allocated the **Parque De Los Perdigones** as our fan meeting point. It is the club's recommendation that fans meet here on the afternoon of Wednesday 24th September. It is an approximate 25-minute walk from the ticket collection point.

There are a range of bars, restaurants and other amenities within the surrounding area that will be welcoming to Nottingham Forest fans.



Closest Bus Stop: Resolana (Barqueta)
Served by routes: 02, 03, 06, 13, A2, C1, C4, M-111



Closest Metro Station: Puerta Jerez
Served by route: L1
Distance to meeting point: 2.6km / 35min walk



Closest Train Station: Santa Justa
Served by route: C1, C2, C3, C4, C5
Distance to meeting point: 2.1km / 30min walk

Estadio La Cartuja is an approximate 30-minute walk from Parque De Los Perdigones (see the next page for instructions on how to reach the stadium).





GETTING TO THE STADIUM

Nottingham Forest recommends that supporters meet at the designated Fan Meeting Point at and walk to the ground where possible. However, Estadio La Cartuja is also accessible via a range of public transport options:



BUS

Estadio La Cartuja is served by three main bus routes (2, C1, C2), and these have enhanced schedules on matchdays. All information and timetables for routes that serve Estadio La Cartuja can be found [HERE](#)



METRO & SHUTTLE

The closest stop to Estadio La Cartuja is Blas Infante (6km away), where there will be a direct shuttle service for both inbound and outbound journeys. Supporters who choose this option should check the Metro schedules on the official [SEVILLE METRO WEBSITE](#)

Pre-match: This shuttle will connect the Blas Infante Metro Station and its parking area to Estadio La Cartuja, starting two and a half hours before kick-off

Post-match: After the match, fans will be able to use this service, which will have two stops (Torre Sevilla and Blas Infante). The service will be provided by five buses.



TAXI

Estadio La Cartuja is accessible by taxi, and the club recommends that supporters use established taxi companies such as Uber, Bolt, or Cabify – all of which serve the city of Seville.

The taxi collection and drop-off is located on Americo Vespucio Street, location is available [HERE](#)



TRAIN

Estadio La Cartuja is served by the C2 trainline to San Jeronimo (for C5), and Sevilla Santa Justa (for C1-4). There is a special night service which runs after the match with two free trains departing 30 and 40 minutes after the full-time whistle.

Once in Sevilla Santa Justa, the train operator guarantees connections to the stations of Lora Del Rio, Gudajoz, Los Rosales, Cantillana, Brenes, El Canamo, La Rinconada, San Bernardo, Virgen Del Rocio, Jardines De Hercules, Bellavista, Dos Hermanas, Cantaelgallo and Utera. For all other respective neighbourhoods and municipalities, or further information, please check [HERE](#)



MATCHDAY INFORMATION

Real Betis vs Nottingham Forest

Date: Wednesday 24th September

Kick-Off: 9:00 PM CET

Venue: Estadio La Cartuja, Seville, Spain

Turnstiles will open from 7:00PM CET, 120-minutes before kick-off.

There will be strictly **no alcohol** served inside Estadio La Cartuja in line with Spanish law, however, there will be food and soft beverages available in the kiosk's pre-match, during the match, and following the full-time whistle.

Smoking and vaping are both permitted inside the stadium. However, vape liquid containers are not permitted.

The stadium accepts **both** cash and card payments.

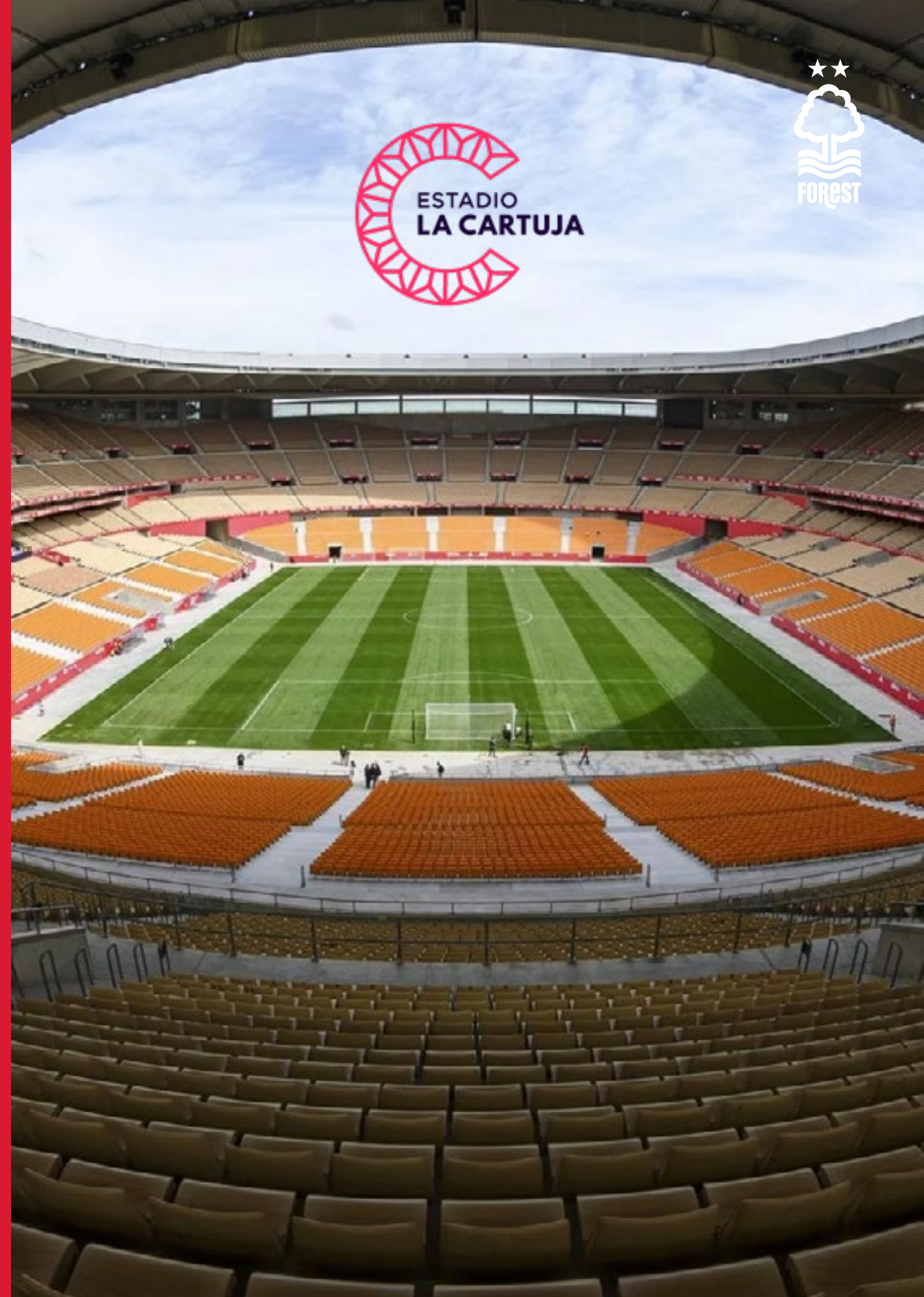
AWAY SECTION AND STADIUM ACCESS

ALL supporters will be subjected to mandatory Passport ID checks upon entrance to the stadium. Failure to bring your passport, will mean no admittance to the stadium.

Following the full-time whistle, there will be a holdback, meaning fans will not be allowed to leave the stadium immediately. It is highly likely that this will happen during each of our away fixtures during the European campaign. We cannot confirm how long this will be for, but in line with UEFA regulations, refreshments and access to the toilets will be permitted. Real Betis have informed the club that supporter holdbacks usually last between 15-30 minutes.

Nottingham Forest supporters will be seated in the upper tier of the North-East area of Estadio La Cartuja.

Access the away section via Gates 12 and 13. Wheelchair users enter through Gate 14.



MATCHDAY INFORMATION CONT'D



WHAT CAN I BRING INTO THE STADIUM



- Clear plastic bottles of water (500ml or less)
- Bottle tops must be removed.



- Flags (maximum size: 3m x 2m)
- Must not display offensive content or harm the reputation of either club



- Small bags or backpacks (maximum size: 25cm x 30cm)



WHAT CAN'T I BRING INTO THE STADIUM



Alcohol or illegal drugs



Pyrotechnics/
Fireworks/
Flares



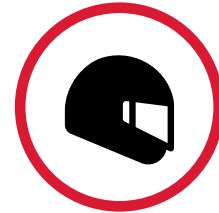
Canned drinks or glass bottles



Water more than 500ml



Solid containers/
flasks



Motorbike helmets



Air horns



Knives, weapons,
or any sharp objects



Large bags/
suitcases



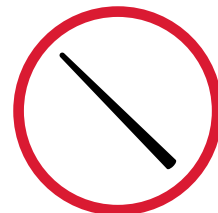
Portable chargers,
power banks,
batteries



Umbrellas



Flags larger than 3m x 2m



Flag poles or sticks



Long-lens or professional cameras



Prams



Animals

All supporters will be subject to security searches upon entrance to the stadium





IN STADIUM MENU

DRINKS

Soft drinks	€3.50
Water	€3.70
Espresso	€2.00
Coffee with a dash of milk	€2.00
Coffee with milk	€2.20
Herbal tea / Infusion	€2.20

SANDWICHES

Serrano ham	€5.50
Spanish omelette	€5.50
Serranito (pork loin or chicken, ham, and pepper)	€6.50
XL Hot Dog	€6.50

SNACKS

Savoury snack	€2.20 / €2.50
Sweet snack	€2.20
Sweets / Candies	€2.20
Popcorn (Medium/Large)	€4.00 / €5.00
Nachos	€4.50

COMBO MEALS

All include Drink + Chips unless noted

Tortilla (Spanish omelette sandwich)	€10.80
Serranito (chicken or pork loin, ham & pepper)	€11.80
XL Hot Dog Menu	€11.80
Ham (Serrano ham sandwich)	€10.80
Popcorn Menu (Large popcorn + 2 drinks)	€11.50





ACCESSIBILITY

There are no wheelchair bays available in the away section at Estadio La Cartuja and as a result, all wheelchair users will be seated in a home section of the stadium. Wheelchair users will enter the stadium through Gate 14, and there will be volunteers on hand from Real Betis who will be able to assist with access to the wheelchair section.

All wheelchair users are able to bring a complimentary carer. All carers will need to have a valid match ticket and matching passport photo ID to gain entry to the stadium. The wheelchair section is served by accessible toilets.

For ambulant supporters, there is a flight of 30 steps from ground level to the turnstiles, and then a further flight of 16 steps from the concourse, through the vomitory to the seats. Ambulant seating has been allocated as the seats at the front of the away section nearest to the exits as these are the most easily accessible seats within the away section.

Supporters who use a walking stick or crutch are required to contact atencionalbetico@realbetisbalompie.es to inform them of their requirement prior to their attendance at the match.

Further information on accessing the stadium can be found on Page 7 – Getting To The Stadium





TRAVELLING TO SPAIN

As Nottingham Forest embarks on a historic return to European competition, we'd like to ensure all our travelling supporters are well-prepared for their trip to Seville, Spain. Below is essential travel advice to help you enjoy a safe and smooth journey.

TRAVEL INSURANCE

We strongly recommend that all supporters have valid travel insurance for the trip. 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 Spain without a visa for up to 90 days in any 180-day period.

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 Madrid (details below). Report the loss to local police and keep a copy of the report.

BRITISH EMBASSY & LOST PASSPORT SUPPORT

British Embassy Madrid

Address: Torre Espacio, Paseo de la Castellana 259D, 28046 Madrid, Spain

Phone: +34 917 146 300

Website: <https://www.gov.uk/travel-urgently-from-abroad-without-uk-passport>

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 Madrid, but you may be able to arrange collection at a more convenient location. Call ahead for assistance.





TRAVELLING TO SPAIN

EMERGENCY SERVICES IN SPAIN

In an emergency, dial 112 – this is the general emergency number for police, ambulance, and fire services in Spain. 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

Spain uses the Euro (€).

You can exchange currency in advance, at airports, or at banks and exchange offices in Spain. Contactless and card payments are widely accepted, but it's advisable to carry some cash for smaller transactions or emergencies.

ELECTRICAL DEVICES

Spain uses the European plug types C and F (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

- September temperatures in Seville can be warm – stay hydrated and wear sunscreen.
- Respect local customs and laws.
- Keep your valuables secure and be aware of pickpockets, especially in busy areas.
- 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 a truly momentous night in Seville, 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 fixture back in major European competition for 30 years.

This is a 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 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 Seville.

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!

