



AWAY FAN GUIDE

2024/25 SEASON



Thank you for visiting us at Roots Hall.

This guide is for away supporters attending Roots Hall.

This guide has been created to help you get the most out of your visit to Roots Hall.

There's a lot of key information in here, from the best way to secure tickets, to how to get to the stadium, and we would recommend downloading this guide so you have it to hand on your visit.

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Getting to Roots Hall.



Roots Hall has been the home to Southend United since 1955. Navigating your way to the stadium on a matchday is easy with various transport options to suit everyone. Located in Southend-on-Sea in Essex, Roots Hall is conveniently situated near the city centre, making it accessible by car, train, bus, on foot... and even by plane!

Address: Southend United Football Club, Roots Hall Stadium, Victoria Avenue, Southend-on-Sea, SS2 6NQ.

Train

If you are travelling to the ground on a c2c service, the closest station will be either Southend Central or Westcliff, about a 50 minute train journey from London Fenchurch Street.

From Southend Central you can either walk to the stadium (approximately 25 minutes) or take the bus from Stop VS on Whitegate Road, on the opposite side of Southend High Street; buses normally run every five minutes however timings may vary.

Alternatively, from Westcliff station, the walk is approximately 30 minutes.

Off-Peak c2c tickets purchased more than three days in advance of travel can benefit from a 40% discount - perfect for weekend fixtures. Children travel for £2 on c2c trains!*

**Up to four kids travel Off-Peak for £2 each with a fare-paying adult on weekends and school holidays.*

Car

For fans driving to Roots Hall Stadium, the ground is easily accessible from several major roads in the area.

From the M25

- If you're travelling from the London area or further north, take the M25 and exit at Junction 29 onto the A127 towards Southend-on-Sea.
- Follow the A127 for about 20 miles until you reach Victoria Avenue (A127) in Southend.
- Continue straight along Victoria Avenue, and you'll see Roots Hall on your right-hand side after about 1 mile.

From the A13

- If you're coming from the east (Canvey Island/Basildon) or west (London), you can also take the A13 towards Southend.
- When you reach Southend, join Queensway (A1160) and follow signs for the A127.
- Turn onto Victoria Avenue, and Roots Hall Stadium will be on your left after about a mile.

Plane

The closest airport is London Southend Airport, located just a short distance from the ground roughly two miles away, making it an extremely convenient option for flying in to watch a game.

The airport offers flights from a variety of UK and European destinations.

After landing, you can take a train from Southend Airport Station, located directly at the airport, to Prittlewell Station (a two minute ride), which is just a five minute walk from Roots Hall.

Local buses such as Arriva's Bus 9 run regularly from the airport into the town centre and stop near the stadium.

Taxis from Southend Airport to Roots Hall take around 10 minutes. Taxis can be found directly outside the airport terminal, and the fare is approximately £10-£15 depending on traffic.

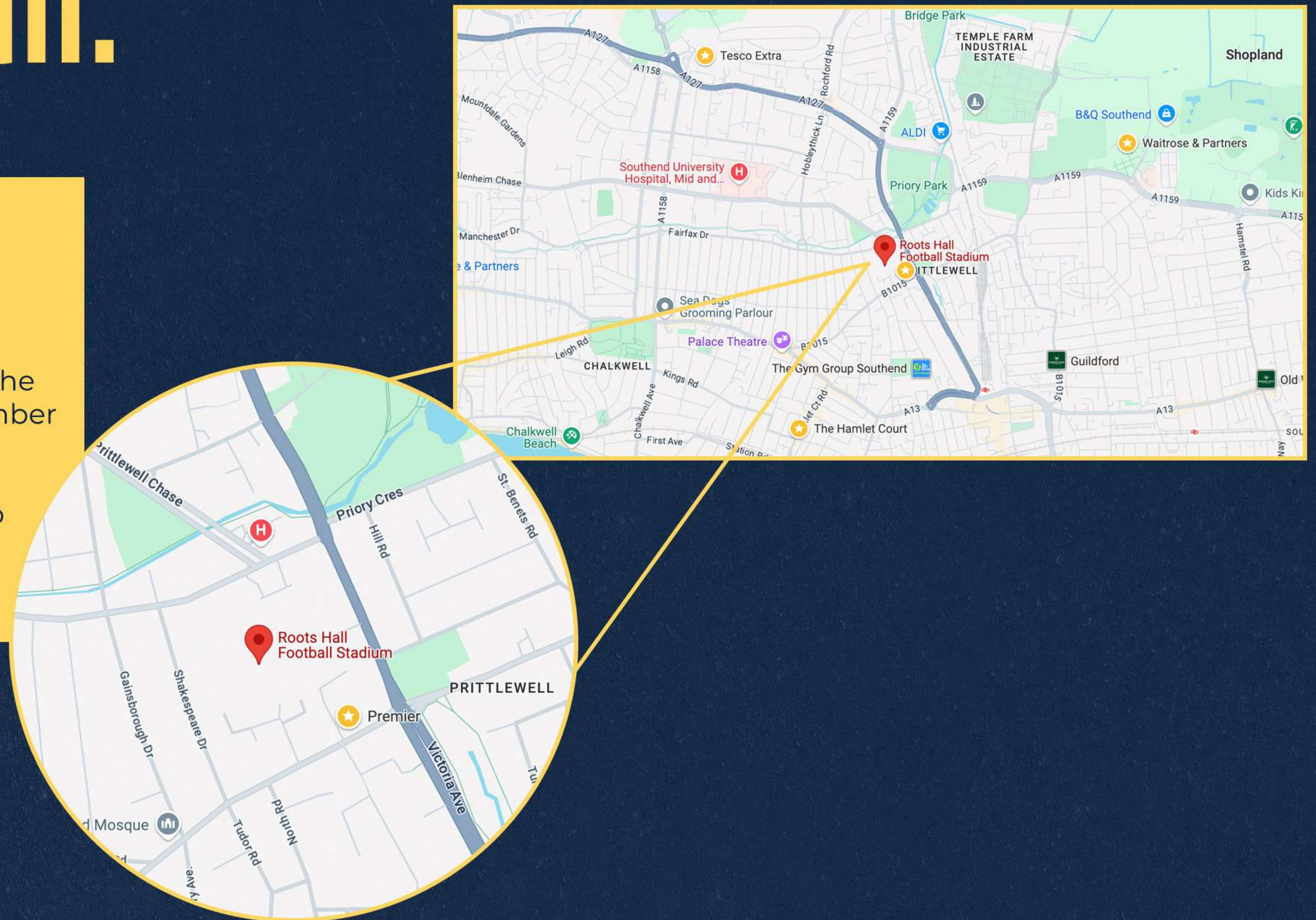
The journey takes about 10-15 minutes.

Getting to Roots Hall.

Bus

Southend-on-Sea has a well-connected local bus network, making it easy to reach the stadium from the town centre, nearby areas, and further afield. There are several convenient routes that stop near to the ground which are the number 9, 20 and 29 served by Arriva and number 21/21A served by First Essex.

Buses may be busier on matchdays, so plan to arrive early. Be sure to check schedules and allow extra time for potential delays, especially during peak times.



Parking.

Unfortunately, there is no matchday parking sold at Roots Hall except to season car park holders. There is limited street parking available around the stadium, but be aware of residents-only restrictions in some areas. It's recommended to park further out from the stadium and walk to avoid congestion. Several pay-and-display car parks are located near Southend city centre, which is a 10–15 minute walk from the stadium. These include:

- Victoria Shopping Centre Car Park (Southend Victoria Station)
- Tylers Avenue Car Park

Traffic can be heavy around the stadium on matchdays, especially closer to kick-off. To avoid delays, plan to arrive at least an hour before the match starts.

Tickets.



We are able to initially offer 402 tickets for away supporters, these are allocated in Block NF within our Solopress North Bank, situated behind the goal. Should this block reach full capacity and subject to safety advice, 413 additional tickets will be made available to away supporters in Block NE, adjacent to block NF.

There are three ways to purchase:

Online

Using our ticket website, the easiest way to buy is online.

southendunitedfc.ktckts.com

Last season the Club modernised its ticketing system by moving to Kaizen Ticketing to provide an improved, fan-friendly experience when purchasing tickets.

The move to Kaizen Ticketing brought the implementation of new digital tickets, which can be downloaded straight to your phone.

The e-ticket can be downloaded either as a PDF or into your Apple Wallet, which is then scanned by one of our turnstile operators and in turn means supporters don't need to visit the ticket office before entering the stadium to collect their ticket.

Fans will be required to register prior to purchasing tickets.

Phone

You can also book your tickets by calling 03444 770077 during the Box Office Opening Hours which are:

Monday-Friday: 10am-4pm
Saturday (home matchday): 10am-kick-off
Sunday/away matchday: Closed

At busy times we urge supporters to book online where possible to avoid long wait times.

In-Person

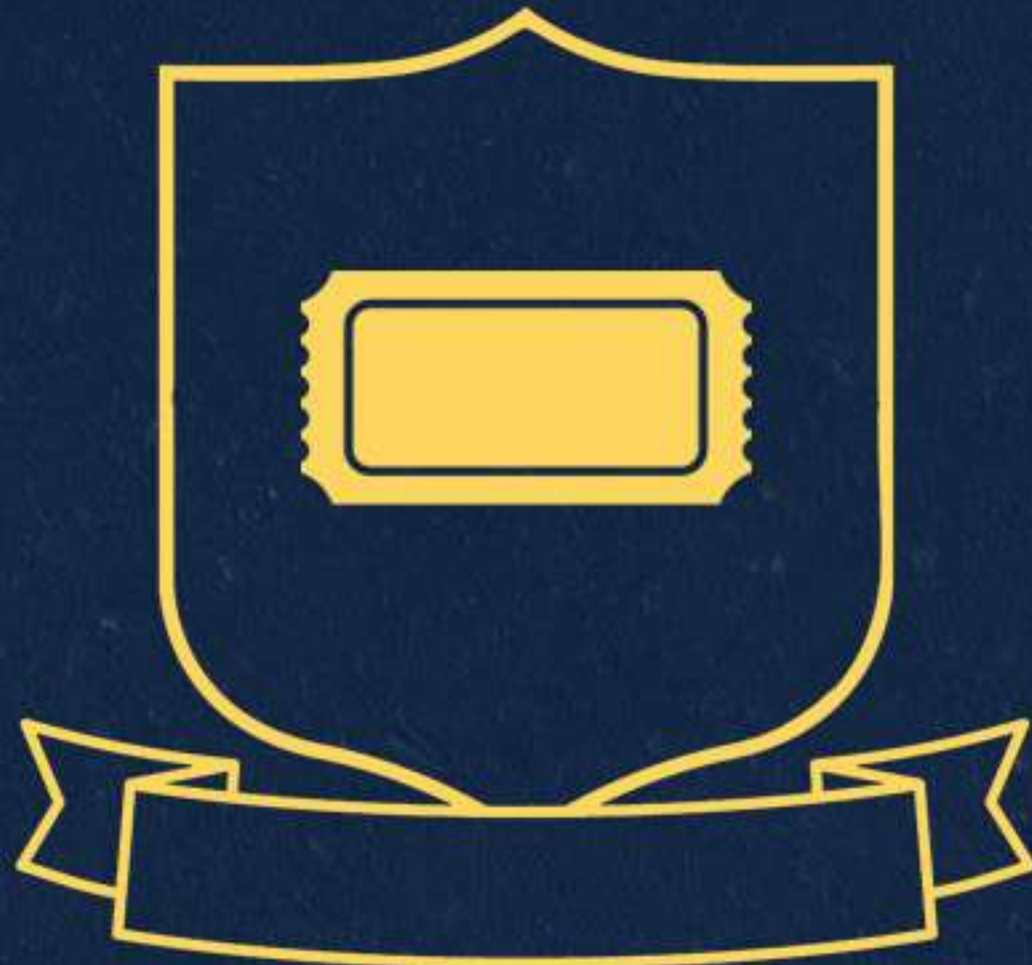
You can visit the BTMK Solicitors Box Office, located just off Victoria Avenue next to the Club Shop, to buy tickets during the opening hours:

Monday-Friday: 10am-4pm
Saturday (home matchday): 10am-kick-off
Sunday/away matchday: Closed

Our friendly staff in the ticket office will be able to field any questions you may have, so do not hesitate to come down and speak to a member of staff.

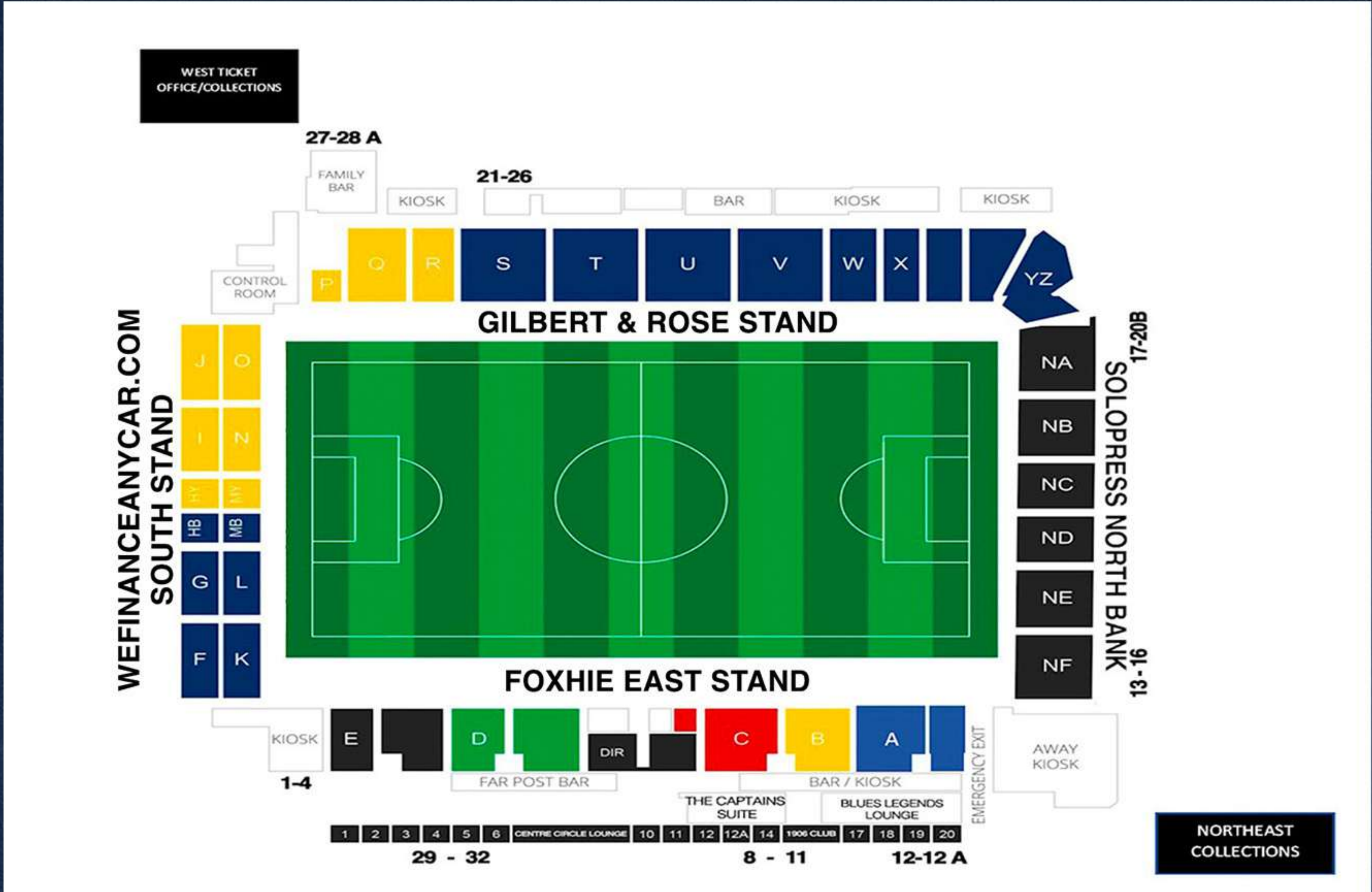


Tickets.



It is cheaper to purchase tickets in advance. In-advance prices are available until midnight the day before the game. Subject to availability, tickets will be available to purchase on the day, either online or from within our main ticket office. Please note that we do not operate cash turnstiles.

CATEGORY	ADVANCED	MATCHDAY
ADULT	£22	£24
SENIOR (61+)	£17	£19
YOUNG PERSON (17-22)	£17	£19
EMERGENCY SERVICES*	£17	£19
DISABLED	£17	£19
JUNIOR (9-16)	£11	£13
CHILD (8 AND UNDER)	£6	£8



We operate a QR Code entry system. Fans are not required to print tickets containing QR Codes as these can be scanned directly from a smart device. Where fans would prefer to print tickets, we ask that they ensure that the QR Code is clear and intact.

Any incomplete or missing QR Codes will result in the ticket being unable to be used to gain access to the stadium.

Matchday Timings.



3pm kick-off

10:00	BTMK Solicitors Ticket Office opens
13:00	Hospitality areas open
13:30	Turnstiles open
14:00	Team news released
14:20	Players out to warm-up
15:00	Kick-Off
15:45	Half-Time
16:45	Full-Time

7.45pm kick-off

10:00	BTMK Solicitors Ticket Office opens
18:00	Hospitality areas open
18:30	Turnstiles open
18:45	Team news released
19:05	Players out to warm-up
19:45	Kick-Off
20:30	Half-Time
21:30	Full-Time

Inside Roots Hall.



Entering the stadium

Supporters will only be able to gain entry to the stadium using the turnstile block designated on their ticket. Turnstile operators will have handheld scanners which is used to give you access into the ground.

Security and searches

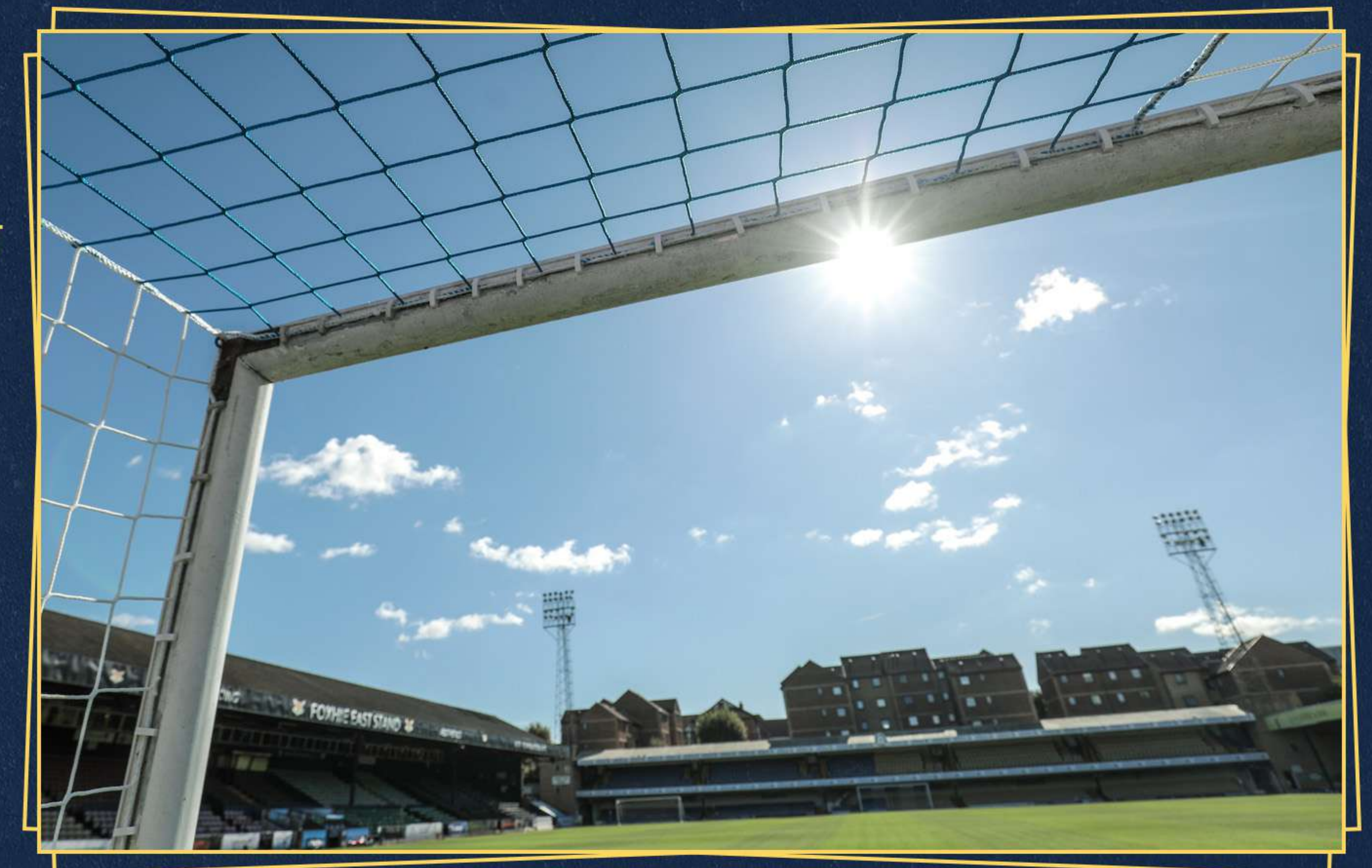
Security and bag searches will take place at the turnstiles before entry. Searches will be conducted, and you may be requested to open your own bag to allow it to be searched. Turnstile operators will conduct checks that the ticket purchased is the correct age category.

Food & Drink

There is a small kiosk within the Solopress North Bank for away fans to purchase hot and cold food and beverages, this is not licenced to sell alcohol. Both cash and card payments are accepted. The Shrimpers Bar does allow well-behaved away fans in before the game.

Cash & Card

Supporters are reminded that Roots Hall accepts both cash and card payments inside the stadium.



Inside Roots Hall.



Matchday Programme

Our match programme 'The Shrimper' can be purchased from the Matchday Magazine hut located in the north-east corner of the ground, as well as from the dedicated programme sellers located around the stadium entrances. Priced at £3, it's an essential matchday read, with all the latest news, exclusive interviews, stats and historical articles, plus a dedicated Junior Blues section along with much more!

If you miss out on one, head to curtis-sport.com/southend-united to purchase online.

Disabled Supporters

Registered disabled supporters, upon confirmation of status, are eligible to receive a concessionary ticket for entry to the stadium, and their carers (who must be responsible adults) will be issued with a complimentary ticket.

As recommended by the League, confirmation of status will be the production of evidence showing a disability living allowance at a high level of care.

We have allocated wheelchair bays in the away area, which is in the Solopress North Bank. This is undercover and situated at the front of the stand. We also have easy access seating for ambulant disabled supporters.

There are disabled accessible toilets located within the Solopress North Bank.



Frequently Asked Questions.



Can I park at Roots Hall?

Unfortunately no parking is available at Roots Hall to supporters. There is limited street parking around the stadium, but please be aware of residents-only restrictions in some areas.

What time do turnstiles open?

Turnstiles at Roots Hall open 90 minutes prior kick-off.

Can I pay for a ticket by cash at the turnstile?

We do not operate cash turnstiles. Tickets must be bought online or from the main ticket office before entering the stadium.

What should I do if I lose/forget my ticket?

Supporters who lose or forget their tickets are advised to contact the ticket office directly and they can arrange a duplicate ticket to send/collect.



03444 770077



southendunited.co.uk



ticket.officemanager@southend-united.co.uk



More Than Just Football.



It's not just football that you can enjoy in the City, there's a lot more to do in the local area. These are just a few of the places to see and key contacts we recommend.



Southend Pier is a major landmark in Southend-on-Sea. The Pier and the world's longest pleasure pier. It stretches for 1.33 miles out into the Thames Estuary, putting Southend on the map as well as into the record books.



Bringing awesome sights, thrills and frights to revellers of all ages, day and night, it's no wonder **Adventure Island** is Southend's number one free entry theme park!



The **Cliffs Pavilion** has established itself as one of the South East's leading live entertainment venues offering an eclectic programme of West End musicals, classical concerts, top-named vocalists, comedians, children's shows, pantomime and even rock concerts.



AC Taxis have been providing fast, reliable Taxi coverage for over fifty years. Operating 24/7, 365 days a year, their standard wait time is between five and 10 minutes for a regular taxi, so if you're looking to get somewhere fast, you know who to call - 01702 334455!



The Park Inn by Radisson Palace offers comfortable rooms with scenic views for your stay, along with a fabulous casino, a fitness center and seven meeting rooms.



Rossi have been producing award-winning ice cream in Essex since 1932, based on a traditional Italian recipe that continues to be loved by generations.

**Thank you for reading - we look forward to
welcoming you to Roots Hall.**



Southend United Football Club

01702 304050

feedback@southend-united.co.uk / info@southend-united.co.uk

Roots Hall Stadium, Victoria Avenue, Southend-on-Sea, Essex, SS2 6NQ

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