



VISITING SUPPORTER GUIDE

2022/23

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WELCOME TO STAMFORD BRIDGE

This Matchday information guide has been designed to help you get the most from your visit. Whether you're a Chelsea fan or a visiting supporter, we pride ourselves on providing everyone with a fantastic experience when they visit us. Stamford Bridge is the only place we have ever called 'home', and it has changed dramatically from when it was a bowl with the pitch surrounded by a dog racing track.

This guide contains all the information you need to ensure you have a great day, including directions, special offers and much more. If you have any specific enquiries, please contact us at enquiries@chelseafc.com, and we will do our utmost to answer your query and make your visit more enjoyable. We look forward to welcoming you to Stamford Bridge and wish you a safe journey to and from the stadium.



GETTING TO STAMFORD BRIDGE

Stamford Bridge is the most central of the London football stadiums and is easily accessible by tube (Fulham Broadway) or bus from the centre of the city. It is advised against driving on matchdays due to resident parking restrictions and limited parking around the stadium which apply Monday - Sunday.

Public transport

As parking on a matchday is very limited the best way to travel to Stamford Bridge is by public transport.

By tube or train

The nearest tube station is Fulham Broadway on the District Line. If changing at Earls Court Station take a Wimbledon-bound tube. There are two Overground stations near to Stamford Bridge, West Brompton and Imperial Wharf, which are approximately a 15-minute walk from the stadium. These are both on a direct line between Clapham Junction and Willesden Junction. Fulham Broadway tube station is wheelchair accessible. The station also has lift access.

By bus

There are two bus stops outside Stamford Bridge on Fulham Road. Supporters can get to the stadium using the number 14, 211 and 414 buses.

By bicycle

We have a bicycle storage area available for supporters wishing to cycle to the stadium. A bike shed is situated at Stamford Gate.

By river boat

River boats run Monday to Friday with the closest pier to Stamford Bridge at Chelsea Harbour. Boats that stop at this pier run between Putney Pier and Blackfriars Pier. The latest Eastbound boat arrives at Chelsea Harbour around 6.20pm. The latest Westbound boat arrives at 7.35pm.



GETTING TO STAMFORD BRIDGE

By car

As Stamford Bridge is located in a busy residential area, parking is limited and often reserved. We therefore recommend the use of public transport.

Driving from the north, east or west

Use the M25 to Junction 15 and turn off onto the M4 towards London. Follow the M4 which becomes the A4 up to Hammersmith. Go over the Hammersmith Flyover and a further one and a half miles before turning off for Earls Court. Go past Earls Court station and across Old Brompton Road, eventually reaching Fulham Road. Turn right at the traffic lights. After 600 yards, the ground is on the right. Parking close to the ground is very limited.

Driving from the south

Cross the River Thames at Wandsworth Bridge and head up Wandsworth Bridge Road. At the junction with New King's Road, turn right and then immediately left. This will take you up to Fulham Broadway. Turn right onto Fulham Road and the ground is 400 yards on the left. Parking is very limited close to the ground.

Road closures

Please note that Fulham Road between Harwood Road and Hortensia Road closes one and a half hours before kick-off with traffic being diverted along King's Road. No access to the site will be permitted during this time. The road will normally re-open approximately one hour after the end of the match.

Coach park

There is a limited area for away supporter coaches in Imperial Road. Imperial Road is now part of the South Fulham Traffic Congestion and Pollution Reduction Zone so access is usually restricted to borough residents and other specially authorised vehicles. To ensure a coach parking space is allocated and avoid the risk of incurring a Penalty Charge Notices (PCNs) please follow the steps below:

Booking Parking:

- Please go to <https://booking.gotocsp.com/chelsea> and using the options available choose your date and vehicle.

- In the events details click on book parking then book parking again.
- You will now need to create an account (you will need to confirm your email which may be sitting in your junk).
- Click log in (under the registration option) with the account you have created (if you have ticked keep me signed this step may not appear).
- Once you have logged in the page will refresh and you need to click on book parking.
- On the booking page confirm the vehicle you will be bringing, complete the details required (use the details of the person and vehicle being used on the day) and click continue to payment.
- When you click continue to payment this will process your booking (but no payment is needed) and you will receive an automated email confirmation that your space has been booked (please ensure you check your junk).
- Within 24-48 hours of start of the event you will receive a further email for us with any final details and contact details of the parking manager on the day.

Please note that all Coaches must be booked onto the system no later than 48 hours prior to the fixture date. Any booking received after this time will be at significant risk of incurring a Penalty Charge Notice (PCN).

Chelsea traffic marshals will be able to direct supporters to the ground which is between 10 and 15 minutes walk. Subject to Police permission, it is possible to bring eight coaches, including the Away Team Coach, to outside the Stadium during the fixture, which will make the departure quicker for Visiting Supporters.

CASHLESS STADIUM

Our Cashless Stadium

In common with many clubs across the country, Chelsea has decided to move towards a cashless stadium at Stamford Bridge. This will apply on match days and non-match days.

A cashless Stamford Bridge will match expectations for how modern stadiums should operate, bringing the benefits of speed of service and cutting queue times in all areas of the club operations on a matchday.

We appreciate the majority of our fans are already using cards to make their purchases at Stamford Bridge, so the impact of going totally cashless should not be very noticeable. You can use card, contactless card and mobile payments throughout the stadium to make purchases for refreshments, merchandise and even programmes on the day.

Cash Machines

Should you still require one, there is a cash machine located on-site next to the security office by Stamford Gate. There are also cash machines at Fulham Broadway and one across the road from Stamford Gate.

CHELSEA MERCHANDISE

The Chelsea Megastore is situated right at the heart of Stamford Bridge and has over 12,500 square feet of space dedicated to all things Chelsea. It features a full range of Nike Kit including this seasons home and away shirt and a print bar that allows you to get your favourite players' names and numbers printed onto your shirts. In addition to this, you'll find a full range of official training wear, Chelsea fashion and accessories in store.

Additional matchday outlets

On match days, as well as the main stadium Megastore, there is also a store at the corner of the Stamford Gate entrance on the main road. Additionally, a mobile merchandise unit is located near the Britannia Gate. For Chelsea FC Women home fixtures, a selection of Chelsea merchandise is also available at Kingsmeadow.

Payment Methods

The Megastore and other matchday outlets are cashless, so will only accept electronic payments

methods such as debit cards, credit cards and gift cards, please note cash payments will not be accepted.

Store opening times*

Monday - Saturday 10am - 5pm

Sunday 11am - 5pm

*the store is closed after kick-off, and re-opens after the game for up to one hour. Please note that opening times may vary depending on the fixtures kick-off time.



MUSEUM & TOURS

The Chelsea FC Museum is located behind the Matthew Harding Stand (North Stand) next to the Chelsea Club. The Museum tells the full story of the club since its birth in 1905 and showcases a variety of exhibitions including a Shooting Gallery, a Cinema, Gaming Pods and all of the trophies won by our Men's, Women's and Academy teams.

Matchday Stadium Tours will operate on certain Premier League, FA Cup and League Cup dates but only when there is an evening kick-off. The last matchday stadium tour departs at 12pm and the museum closes at 12.15pm. Please note that, on matchday tour dates, certain areas such as the away dressing may be unavailable. Booking in advance is highly recommended at chelseafc.com/tours.

The Museum is closed to the public for Premier League matchdays but open up to 1.5 hours before kick-off on most League Cup and some FA Cup matchdays; please e-mail tours@chelseafc.com to confirm. The Tour and Museum is closed on all European matchdays.

On weekend match days, Stadium viewings (20-minute talk and photo opportunity in the Matthew Harding Stand) are sometimes available and tickets can be purchased on the day. Please e-mail tours@chelseafc.com to confirm if Stadium Viewings are running.

Souvenir trophy photographs with a collection of the club's silverware are available on all non-European matchdays up to 1 hour before kick-off with prices starting from £10.

Please note that the Stadium Tour and Museum is a cashless venue.

For more information please call **0371 811 1955** (UK) or **0044 207 386 9373** (International) from 9.30am - 5pm Monday-Friday.

Museum opening times: On non-matchdays, the Museum is open Monday - Sunday, 9.30am - 5pm with last entry at 4pm.

ACTIVITIES AT STAMFORD BRIDGE

During your visit to Stamford Bridge, we have a variety of activities going on to ensure each fan has the most enjoyable matchday experience possible.

Gifts for matchday birthdays and first matches

We know how special a junior fan's first visit to Stamford Bridge is and how exciting it is when their birthday falls on a matchday. To add to their excitement, we offer our junior fans aged twelve or under a certificate as a special memento for these occasions. On the day of the match this memento can be collected from either the Chelsea Megastore or the Museum and Stadium Tours building, located behind the Matthew Harding Stand. This is a free and popular service delivered on a first come, first serve basis.

The 50/50 Raffle

After raising thousands for charity last season, the 50/50 Foundation Raffle returns to make more matchday cash and Chelsea prize-winners. There are kiosks located at several locations around the ground and tickets can be purchased online chelseafc.matchplus.co.



TICKETING

The ticket office is located in the Shed End (South Stand) next to the Megastore. The ticket office deals with all match ticket enquiries, including those of away supporters.

Duplicate ticket procedure

If a visiting supporter requires a duplicate ticket they will need to contact their own club's ticket office who will authorise us to duplicate the ticket. Duplicated tickets can then be collected on the day of the match from the ticket office located at the back of the Shed End (South Stand). Supporters must bring photo ID to collect the duplicate tickets.

Ticket office opening times

Please visit our Ticket Information page on the website <https://www.chelseafc.com/en/tickets---membership/ticket-information/general-admission/opening-times> to view our Opening Times.

Away matchday sales

No tickets will be sold to supporters of the away team on matchday.

Upgrades and downgrades

Upgrades and downgrades are not available from the Chelsea ticket office.

Touting

Ticket Touts and Invalid Tickets - Tickets purchased from any source other than Chelsea Football Club or one of its authorised partners will be confiscated and entry will be refused. To avoid doubt this includes, from any street seller (tout), above face

value from any ticket holder or from any ticketing website not listed as an official partner.

For more information visit -

<https://www.chelseafc.com/en/tickets---membership/ticket-information/general-admission/official-sellers---tout-info>.

Frequently Asked Questions

Should you require any further information then please visit our website and check our our FAQ's for more assistance.

Contact Us

To contact the ticket office call **0371 811 1905 (UK)** or **0044 207 835 6000 (International)**.

If you wish to contact us by email, please email tickets@chelseafc.com.

DISABLED SUPPORTERS

The disability department is located in the Shed End (South Stand) next to the Megastore.

The disability team deal with all ticket enquiries for disabled supporters and are located at the ticket office.

Accessible car parking

We have up to nine accessible disabled parking spaces (not all located at the stadium) which can be booked approximately 28 days before a matchday on a first come, first served basis. To make a booking please call us on **0371 811 2012 (UK) or 0044 207 917 1950 (International)** between office hours.

Lift Passes

There are several lifts available across the stadium to be used on a match day. These are located within all stands. Supporters who require lift access, are able to collect a lift pass from the ticket office windows on matchday.

Accessible Toilets

We have a number of accessible toilets at Stamford Bridge which are installed with Radar Key access only. Some stewards carry radar keys, however, we do advise supporters to bring their own.

Matchday Commentary

Visually impaired supporters can collect a free ear-piece from window seven at the ticket office on matchday.

Opening times

Please visit our Ticket Information page on the website <https://www.chelseafc.com/en/tickets---membership/ticket-information/general-admission/opening-times> to view our Opening Times.

PEEP

A PEEP is a Personal Emergency Evacuation Plan. It is an escape plan for individuals who may not be able to reach a place of safety unaided or in a satisfactory timeframe in the event of an emergency.

We advise supporters who may need additional assistance in the event of an emergency to complete this form in order to make our safety team aware of your personal needs.

Supporters who also have medical requirements can fill in this form to make our safety team aware of their needs.

For supporters who wish to complete a Personal Emergency Evacuation Plan (PEEP) [https://www.chelseafc.com/en/tickets---membership/ticket-information/disabled-supporters/personal-emergency\[1\]evacuation-plan--peep\[1\]](https://www.chelseafc.com/en/tickets---membership/ticket-information/disabled-supporters/personal-emergency[1]evacuation-plan--peep[1])

Access Statement

To view the Access Statement please visit: [chelseafc.com](https://www.chelseafc.com).

HIDDEN DISABILITIES SUNFLOWER LANYARD SCHEME

A Sunflower Lanyard will let us know if you may need some additional support.

What is a Sunflower Lanyard?

A Hidden Disability Sunflower Lanyard discreetly lets us know you have a hidden disability and may appreciate a little extra help when visiting Chelsea FC.

How can I get a Sunflower Lanyard?

You can easily pick one up from the main club reception and ticket office located in the Shed End (South Stand). Alternatively, you can contact us at access@chelseafc.com and we will post one to your home.

SAFETY AND SECURITY

Turnstiles usually open two hours prior to kick-off for weekend matches and 90 minutes prior to kick-off for evening matches. It is strongly recommended that you arrive in good time and that you are inside the stadium 30 minutes before kick-off. Please note that large numbers of supporters arriving late cannot have an expectation of making it into the stadium before kick-off.

Entry to the stadium

Please keep your ticket safe and take care not to damage, fold or otherwise deface the ticket as Chelsea Football Club will not accept responsibility if due to its condition entry cannot be obtained.

Supporters will be asked to show their match ticket for a visual inspection prior to being searched by stewards. Each ticket has a barcode and this is to be simply presented to the electronic reader at the turnstile. When the light goes green (amber for concessions), walk forward through the turnstile.

We want all supporters to be able to enjoy their visit and support their team in a safe and secure environment. To help achieve this, Chelsea Football Club asks supporters not to use foul and abusive language or behaviour. Discriminatory behaviour of any sort is unacceptable and Chelsea Football Club will take firm action in such cases.

Chelsea FC operates a queuing procedure to co-ordinate and moderate the flow of supporters to the turnstiles in order to ensure a safe entry into the stadium. On arrival at the queuing system the following processes will occur: pre-entry ticket checks, body & bag search, electronic ticket scan, entry through turnstile. During these procedures it may be necessary to temporarily hold supporters at cordon points in order to achieve a safe and steady flow through to the turnstiles.

It is requested supporters avoid bringing bags where possible as enhanced searches may be taking place.

Please note that explosive/narcotic/pyrotechnic detection dogs will be present throughout.

Re-admittance

Customers are advised we have a strict no re-admittance policy and that entry to the ground is not permitted after the commencement of the second half.

Ground regulations

All tickets are issued subject to Chelsea Football Club's ground regulations, a copy of which can be found at the turnstiles before entry to the stadium or online at chelseafc.com.

Prohibited items

The following articles should not be brought into the ground – Any bags larger than A4 (100mm x 200mm x 300mm), baby buggies or prams, video recording equipment, large lens cameras, drinking glasses, glass bottles or plastic bottles in excess of 500ml, canned drinks, darts, knives or weapons, fireworks or flares, gas or smoke canisters, tools, air horns or musical instruments, flag poles, poles or sticks (other than those available in the club shop), umbrellas, selfie sticks, dangerous or hazardous items, laser devices, and any article that might be used as a weapon and/or compromise public safety. Any person in possession of such items will be refused entry to the ground.

Matchday property store

This is situated on the East Stand Concourse at the south end of the stadium and it is only to facilitate motorcycle and push bike helmets, which are not allowed to be taken into the stadium. It will be open from three hours prior to kick off and will close 60 minutes after the final whistle.

Safe Standing (Barrier/Rail Seating)

Safe standing in seated areas, it should be noted, is distinct both from persistent standing in seated areas, and from safe standing in conventional terraced standing accommodation. At Stamford Bridge in the Away Supporter Sections standing Supporters are protected from the risks of forward movement by the installation of suitably designed independent barriers in front of each seat, or by the provision of a suitably designed seats that incorporates barriers.

PROHIBITED ITEMS

Prohibited items:

The following articles must not be brought into the ground. Any person in possession of such items will be refused entry to the ground.



NO BAGS LARGER THAN
A4 (100 X 200 X 300 MM)



NO BABY BUGGIES
OR PRAMS



NO VIDEO RECORDING
EQUIPMENT



NO LARGE
LENS CAMERA



NO SMOKING INC.
E-CIGARETTES & VAPES



NO DRINKING
GLASSES



NO GLASS BOTTLES OR
PLASTIC BOTTLES IN
EXCESS OF 500ML



NO CANNED
DRINKS



NO DARTS, KNIVES
OR WEAPONS



NO FIREWORKS
OR FLARES



NO GAS OR SMOKE
CANISTERS



NO TOOLS



NO AIR HORNS
OR MUSICAL
INSTRUMENTS



NO FLAG POLES
OR STICKS



NO UMBRELLAS



NO PERSISTENT
STANDING



NO RATTLES



NO SELFIE STICKS

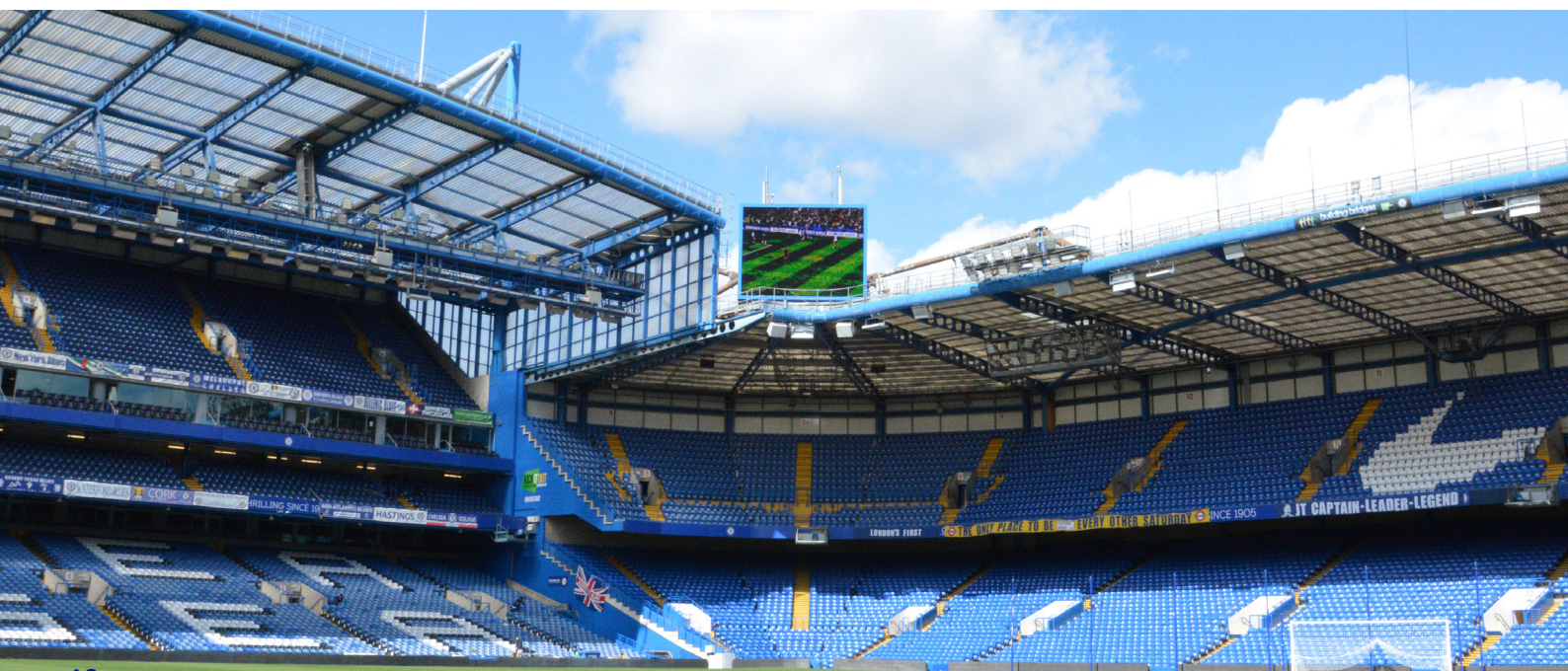
BIG SCREEN MESSAGES

Fans can submit messages to us by simply posting on social media using the #cfcmatchday hashtag on the morning of the game. As well as birthday and welcome posts, fans will be able to share photos alongside their messages and have their pictures shown on the Big Screen as well!

A selection of the best 50 messages will be shown on the screen 25 minutes before kick-off and 10 minutes into half-time. Please note this service will only be available for Premier League matches. Messages will not be shown at Champions League and Cup games.

FLAGS & BANNERS

There is only a limited amount of space to display banners and flags within the Stadium and they must therefore be no larger than 80cm in depth and 250cm in width. Banners and flags must not obstruct the view of others, cover advertising signs or cause a safety hazard. Banners and flags must not display any abusive or threatening words, images, political statements or be deemed unacceptable. Flag poles are not allowed. All banners and flags must carry a Fire Safety Certificate.



DISCRIMINATION & ABUSE

Ground Regulations specifically outlaw the use of threatening behaviour, foul or abusive language and discriminatory abuse, chanting or harassment relating to age, disability, gender reassignment, race, religion and belief, sex or sexual orientation.

Chelsea FC takes all forms of discriminatory behaviour very seriously and believes all forms of discriminatory chanting, including antisemitism, homophobic, biphobic and transphobic chanting to be abhorrent behaviour that has no place in football.

The club continues to work very closely with the football authorities and organisations such as Kick It Out to combat discrimination and make the attendance at football matches as enjoyable for everyone as it should be.

If you hear it, report it. During the Match text **88777** or **07894 93 77 93**, with stand, row, seat number, description of the offender and incident. After the Match call **0207 386 3355** or email reporthate@chelseafc.com.



VISITING SUPPORTER REFRESHMENTS

ALL BARS AND KIOSK ARE CASHLESS

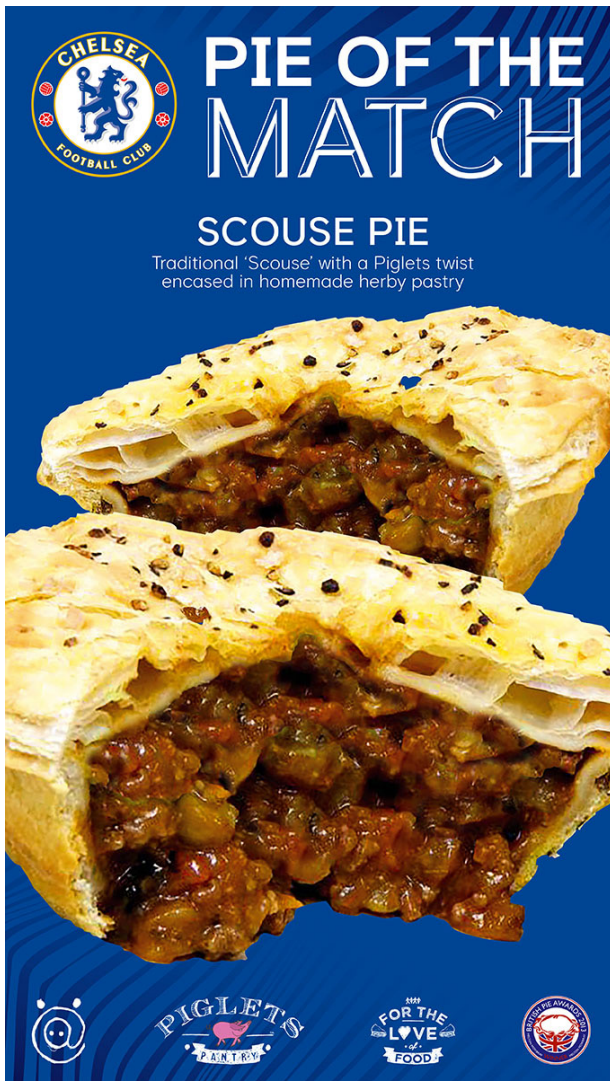
HOME FROM HOME

We want visiting supporters to feel at home when they come to Stamford Bridge. We understand this is a big day out. Many local bars do not allow visiting team fans but we encourage and welcome all ticket holders to arrive early. We have a fantastic range of food and drink offers available to suit all palates and wallets...

PIE OF THE MATCH

Visiting supporters will often be given the opportunity to try out a custom pie offering in the form of our 'Pie of the Match'.

Delectable flavours produced with either the away supporter or time of year in mind.



A SELECTION OF FOOD ITEMS AVAILABLE

Hot Dog

Smoked beechwood frankfurter served in a top sliced white bread roll.

Chicken Wrap

Indian chicken wrap with mixed salad and masala mayo sauce.

Spicy Potato & Cauliflower Pie (V)

A seasoned spicy potato and cauliflower pie. Vegetarian friendly.

EAT RIGHT & GLUTEN FREE OPTIONS

Responding to fans requests for a gluten-free option, we have a limited number of gluten-free wraps and cakes for sale.

We realise the importance of 'eating right' and are proud to offer you our tasty range of wraps.

They are made on-site by our culinary team, delicious, low in salt and each under 500kcal.

MATCHDAY PROGRAMME

Packed with exclusive interviews, pictures and all the information you need for a matchday here at Stamford Bridge, the matchday programme is the perfect souvenir for any supporter. Programmes can be purchased from many vendors around the stadium and the Megastores, and is priced at **£3.50**.

CHELSEA FC MATCHDAY BETTING

This season we will have match day betting kiosks situated around Stamford Bridge for fans to place bets prior to kick off.

- Supporters may collect their winnings in the following ways:
- In cash at future home fixtures by presenting their coupon at any betting kiosk inside the stadium.
- Via BACS transfer through BD Stadia by visiting claimmybet.co.uk/payment.
- Via post by sending their coupon to the late pay department address on the reverse of the coupon.

LOST PROPERTY

Any property found within the stadium after the match will be made available the next working day. If you believe you have misplaced or lost a personal item while at a Chelsea FC venue, please complete the following form www.chelseafc.com/en/tickets---membership/matchday-information0/general-admission/lost-property.

FEEDBACK

Providing excellent customer service is important to all our staff and is exactly what you should expect to receive. Once you have visited us please let us know your feedback either by emailing supporter.services@chelseafc.com or by sending a letter by post to:

Supporter Services
Chelsea Football Club
Stamford Bridge
Fulham Road
London
SW6 1HS

EMERGENCY CONTACT WRISTBANDS FOR FAMILIES

Emergency contact wristbands for families visiting Stamford Bridge.

A new initiative has been launched at Stamford Bridge for a specially designed children's wristband that will assist if families become separated or children become lost. It will also be introduced at Kingsmeadow, the home venue for Chelsea Women games.

The voluntary scheme will allow parents/carers to complete emergency contact details on the inside of the wristband which will assist club staff in reuniting families quickly and safely.

The wristbands will be available on site on both matchdays and non-matchdays and can be collected from various venues at the stadiums. They are only usable for that day's visit.

STAMFORD BRIDGE HISTORY

Stamford Bridge's capacity now stands at **40,341**, having been completely transformed from its early days as an athletics stadium, prior to our foundation in 1905.

Built in a huge oval shape, the stadium has undergone considerable reconstruction in the last 25 years, with only the old Shed wall remaining from the original structure. It can be seen outside the Megastore and ticket office. In the 1990s, the Shed End and North Stand were both renovated and turned into all-seater areas alongside the huge East Stand, which opened in 1974, while the modern West Stand was completed in 2001.

CONTACT US

Chelsea Football Club
Stamford Bridge
Fulham Road
London
SW6 1HS

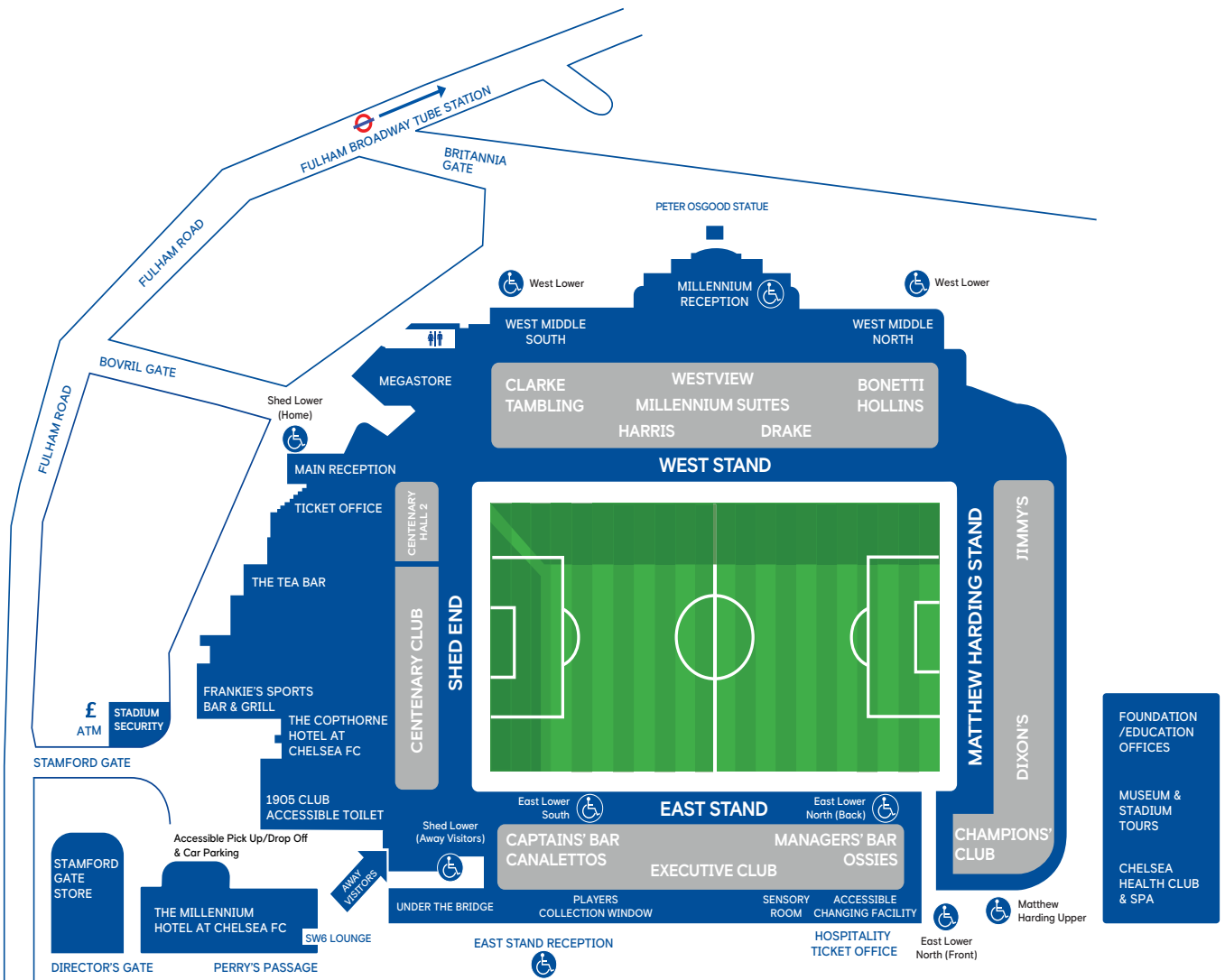
General Enquires: 0371 811 1955

International number: 0044 207 386 9373

Email: enquiries@chelseafc.com



STAMFORD BRIDGE MAP



For more information about hospitality at Chelsea please visit chelseafc.com/clubchelsea

chelseafc.com



**THE PRIDE
OF LONDON**