

SUPPORTER MATCHDAY GUIDE





UEFA WOMEN'S EUROPEAN QUALIFIER

ENGLAND V FRANCE

FRIDAY 31ST MAY 2024, KO 20:00

MEN'S INTERNATIONAL MATCH

ENGLAND V BOSNIA & HERZEGOVINA

MONDAY 3RD JUNE 2024, KO 19:45

Whether you're a regular visitor or this is your first time, you can look forward to a warm North East welcome at St. James' Park.

In this supporter matchday guide, you'll find all the important information you need before your arrival, helping you to plan your matchday and answer any questions you might have.

The FA, England and Newcastle United FC look forward to seeing you soon!



UEFA WOMEN'S EUROPEAN QUALIFIER

ENGLAND V FRANCE

FRIDAY 31ST MAY 2024, KO 20:00

Sarina Wiegman's squad will have their first-ever trip to St. James' Park, Newcastle on Friday 31 May (8pm kick-off BST, live on ITV4) when they host France as part of their defence of the UEFA European Women's Championship.

This fixture is an all-ticket event and tickets are still available to purchase [HERE](#).



MEN'S INTERNATIONAL MATCH

ENGLAND V BOSNIA & HERZEGOVINA

MONDAY 3RD JUNE 2024, KO 19:45

The Three Lions' summer send off for UEFA EURO 2024 will begin at St. James' Park as England men host Bosnia & Herzegovina on Monday 3 June (7.45pm kick-off BST, live on Channel 4).

This fixture is an all-ticket event and tickets are still available to purchase [HERE](#).



TAKE PART IN THE PRE-MATCH LIGHT SHOW

LIGHT UP THE TOON FOR THE LIONESSES

On **Friday 31st May** for the England v France game, you can take part in the pre-match light show using your mobile phone, which will transform the stadium into a symphony of light and sound!

To be part of this illuminating spectacle, all you have to do is download the CrowdFX app by scanning the QR code on the right-hand side.

The light show will start at 19:50hrs, so make sure you have the app open when prompted by our pitch side announcer inside the stadium.

COME ON ENGLAND!



TRAVELLING TO ST. JAMES' PARK



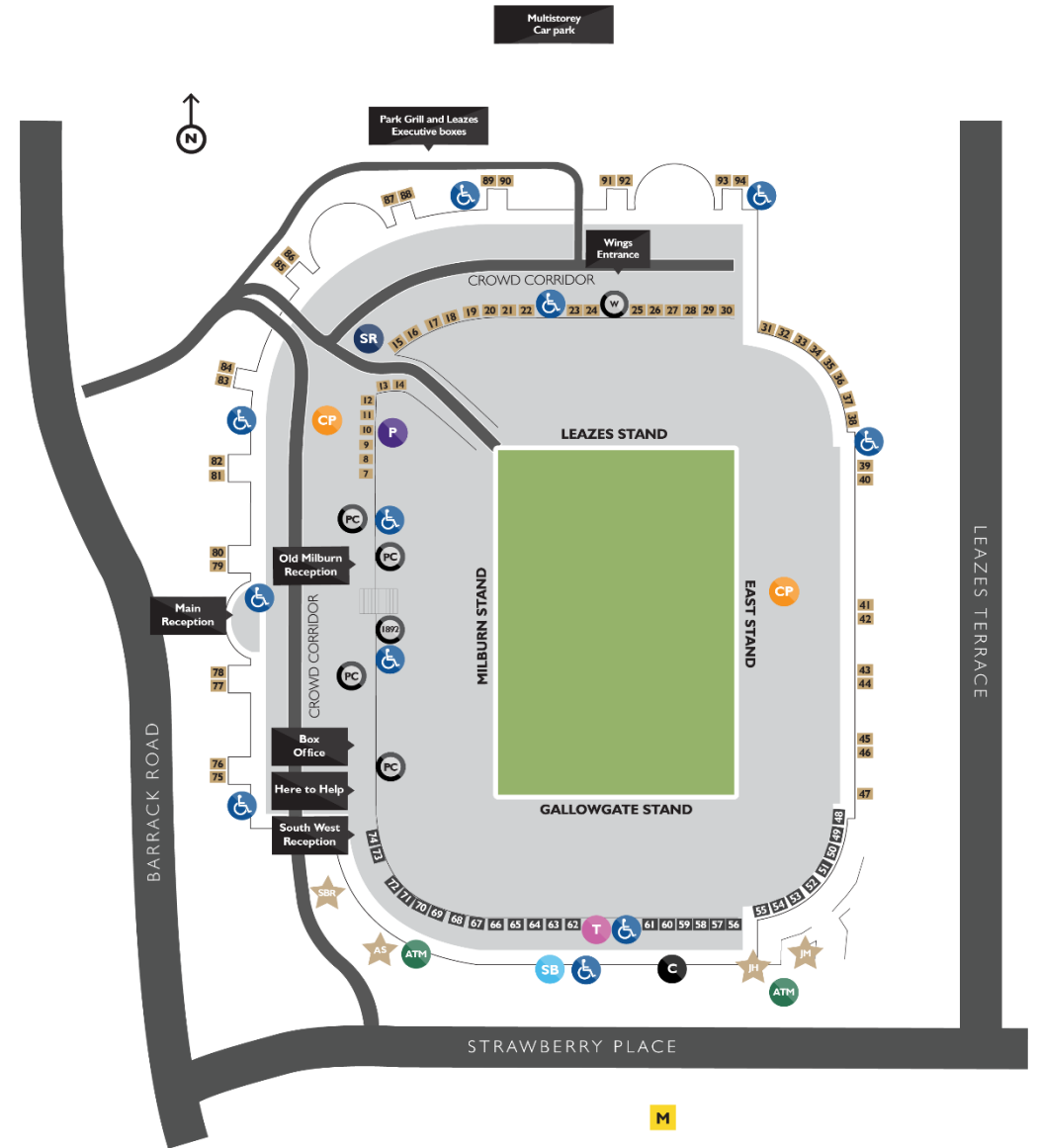
STADIUM MAP

ST. JAMES' PARK
 STRAWBERRY PLACE
 NEWCASTLE UPON TYNE
 NE1 4ST

- Main Reception** For access to hospitality suites and Milburn Stand executive boxes. (Except The Rooftop, Park Grill, South West & Leazes Boxes, Wings)
- South West Reception** For access to The Rooftops and South West Corner boxes
- Old Milburn Reception** Access for staff and officials only
- 7** Ground level turnstiles
- 74** Upper concourse turnstiles
- Park Grill and Leazes Executive boxes**
 - Park Bar & Grill
 - Leazes executive boxes
- PC** Platinum club entrance
- 1892** Bar 1892 entrance
- W** Wings entrance

- Accessible entrance
- SB** Shearer's Bar
- C** Club store
- ATM** Cash machine
- T** Pre-paid ticket collection
- CP** Changing Places Toilet
- P** Prayer Room
- SR** Sensory Room
- M** St James Metro station

- Sir Bobby Robson statue
- Joe Harvey plaque
- Jackie Milburn statue
- Alan Shearer statue

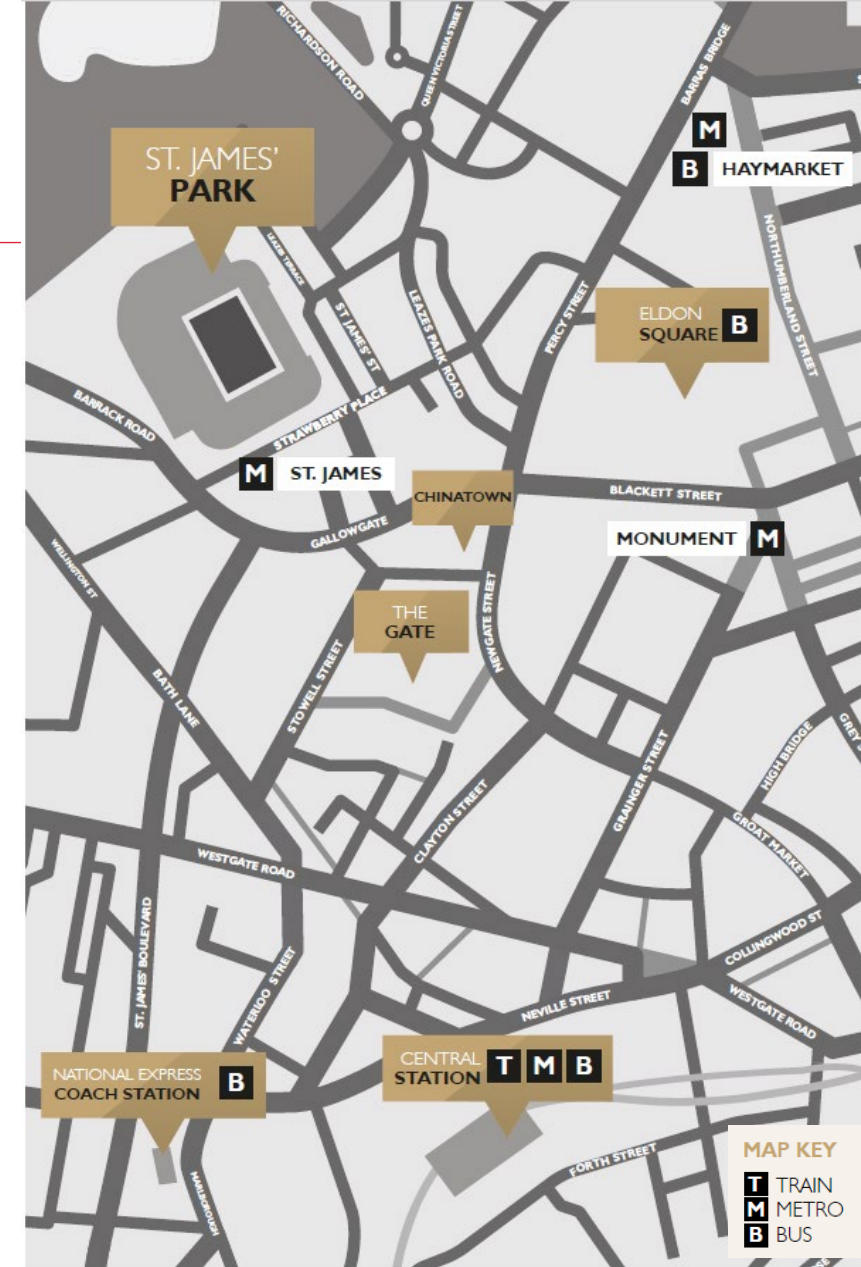


TRAVELLING TO ST. JAMES' PARK

Located in the city centre, St. James' Park is one of the most accessible and well-connected football grounds in the UK by different travel modes including ample public transport options from the Metro, National Rail, Bus and coach options!

The best way to travel to St. James' Park is to make use of the Tyne & Wear Metro network. The stadium is within easy of reach of St. James and Monument stations for quick, direct links to/from Newcastle city centre, and the Metro is connected to many Park & Ride sites across the city.

The stadium is also very accessible on foot – just a 10-minute walk into the city centre for Newcastle Central rail station, and the city's major bus stations.



ROAD CLOSURES

There are a number of road closures in and around St. James' Park on matchday as follows:

Pre match:

From 2.5-hours before Kick-Off

- Strawberry Place
- Leazes Terrace

During the match / post-match:

From half-time onwards (until clear of spectators):

- Strawberry Place
- Leazes Terrace
- St. James' Street
- Leazes Park Road (between Percy Street and Strawberry Place)
- St. Andrew's Street
- Leazes Lane

There is **no supporter parking at the stadium**, so spectators are encouraged to avoid driving to the stadium on matchday. Please make use of the public transport links in and around Newcastle to get to / from St. James' Park stadium.

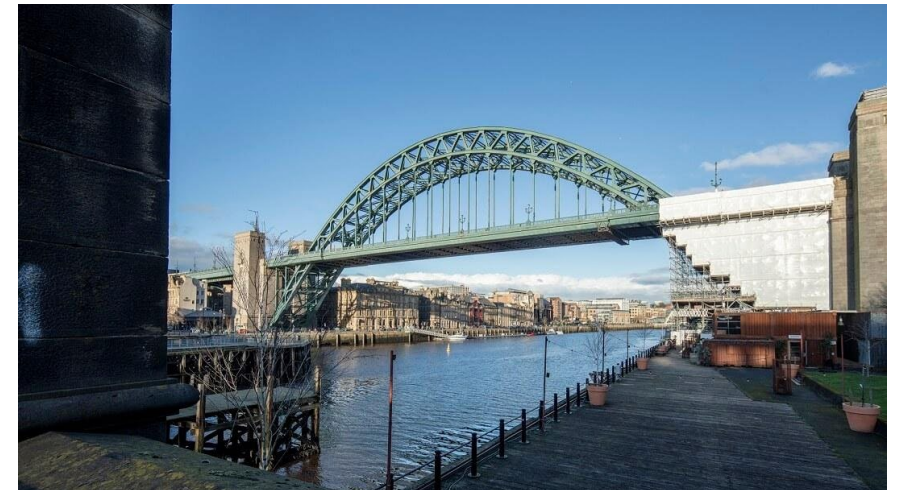


ROADWORKS

There are **major roadworks** taking place in Newcastle at the moment to restore the Tyne Bridge. Works include a reduction from 4 to 2 lanes of traffic – one northbound, one southbound - for a minimum of two years.

As such, if you are planning on travelling by car on matchday – **please plan ahead to make your journey easier** and ensure you arrive to Newcastle and the stadium in plenty of time.

Congestion is expected on all approaches to the Tyne Bridge from both Newcastle and Gateshead sides. As such, **public transport is strongly advised** for travel on matchday, and it is strongly recommended that you **utilise the Metro Park & Ride sites listed [here](#)** and travel via Metro services for direct links to St. James' and Monument stations – just a 5-minute walk to the stadium.



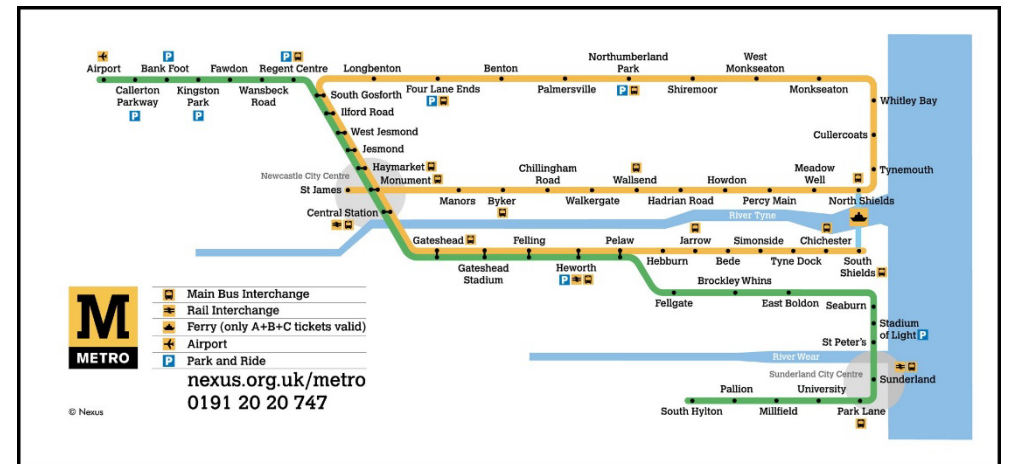
PARKING & CAR TRAVEL

Accessible parking only is available at the stadium for supporters on matchday. If you are a Blue Badge Holder, please contact 0191 201 8666 to book an accessible parking space. Spaces are limited and reserved on a first-come, first serve basis.

There is no other supporter parking available at the stadium, however, there are lots of opportunities to utilise Newcastle's network of Park & Ride sites across the city! The following Park & Ride sites are available on the metro network at a cost of just £1.20 parking per day, and free after 19:00:

- [Bank Foot](#) – 11-minute Metro ride to St. James' Park
- [Four Lane Ends](#) – 11-minute Metro ride to St. James' Park
- [Northumberland Park](#) – 30-minute Metro ride to St. James' Park
- [Regent Centre](#) – 9-minute Metro ride to St. James' Park
- [Stadium of Light](#) – 25-minute Metro ride to St. James' Park
- [Heworth](#) – 60-minute Metro ride to St. James' Park

Check out [Nexus](#) for more information!



There are also ample parking locations across Newcastle's city centre, within reasonable walking distance of the stadium. Please check out Newcastle City Centre's parking [webpage](#) for more details.



CAR TRAVEL - CONTINUED

MetroCentre – Park & Shuttle

Newcastle's MetroCentre is also operating a Park & Shuttle system on matchday. Supporters can park at the MetroCentre and either use matchday shuttle buses* direct to the stadium or travel one stop from the Metrocentre rail station to Newcastle Central rail station!

For directions, timetables and additional information, please visit [GoNorthEast](#). Shuttle bus services will run from KO-3 until 2-hours post-match.

Taxis

There are taxi services available throughout the city, with major taxi ranks located at Newcastle Central station and transport interchanges. The nearest taxi rank to St. James' Park is situated 2-minutes walk away, opposite the entrance to Chinatown.

** Please be mindful that due to restoration road works on the Tyne Bridge, shuttle services may take longer than usual on matchday.*



PUBLIC TRANSPORT – METRO TRAVEL

St. James' Park is a **public transport destination**, and we strongly recommend using public transport to reach the stadium on match day.

Metro

St James' Park is served by the Tyne & Wear Metro system; well connected with direct and frequent metro services across Newcastle city centre, airport and major transport interchanges and destinations. The closest stops to the stadium are St. James' Metro station and Monument station – each within a 5-minute walk away!

- **St. James' station** is on the yellow line for links into Newcastle city centre including Newcastle station, and Heworth, Northumberland Park and Four Lane Ends Park & Ride sites.
- **Monument station** is served by both the Green and Yellow lines for additional links to Newcastle International Airport, Regent Centre, Stadium of Light and Bank Foot Park & Ride sites.

With enhanced services post-match and free travel for children under 11, supporters are strongly encouraged to travel via these services. Metro fares start from £1.80 single and £2.90 all day with Pop Pay As You Go on Google Pay or smart card. Please visit www.nexus.org.uk/metro to plan your travel in advance!



PUBLIC TRANSPORT – RAIL TRAVEL

St. James' Park is a **public transport destination**, and we strongly recommend using public transport to reach the stadium on match day.

Rail

Why not travel by train on matchday? St. James' Park is within a 10-minute walk of Newcastle Central rail station, which is located on the East Coast Mainline with connections to destinations including York, London Kings Cross, Edinburgh Birmingham New Street and Liverpool Lime Street. The station is well-served by Lumo, LNER and Northern rail services for your UK travel. Lumo is an all-electric train service too – so why not travel in sustainable style!

Newcastle Central rail station is also just one stop away from the MetroCentre rail station for any supporters looking to Park & Rail in the city centre on matchday!

Please check National Rail's [webpage](#) to plan your return journey in advance- and keep up-to-date with real-time travel updates.



PUBLIC TRANSPORT – BUS / COACH TRAVEL

As well as great metro and rail connections, St. James' Park is directly accessible by bus or coach.

Bus

Newcastle has two major bus stations for local and regional services – Haymarket, for services towards Northumberland and the North, and Eldon Square for services towards County Durham and the South. Both are located on Percy Street, only a 5-minute walk from St. James' Park! Check out [Nexus](#) for more information.

Coach

National Express bus station is located on St James Boulevard (just a 5-minute walk to the stadium, follow St James' Boulevard north to Strawberry Place). Spectators can book individual coach travel via the [National Express](#) website, which offers point to point services from across the UK for spectators travelling to St. James' Park Stadium.

[Megabus](#) and [Flixbus](#) are also great coach options with connections across the UK, on John Dobson Street (also a 5-minute walk to the stadium, follow New Bridge Street West, Blakett Street and Gallowgate).

Please book your bus and coach return travel in advance and keep up-to-date on your journey on matchday.



AT THE STADIUM



KEY TIMINGS

UEFA WOMEN'S EUROPEAN QUALIFIER

ENGLAND V FRANCE

FRIDAY 31ST MAY 2024



HOSPITALITY DOORS OPEN

Supporters should check their tickets for hospitality opening times as they vary.

GENERAL ADMISSION TURNSTILES

18:30

TEAM WARM-UPS START

19:15

PRE-MATCH SHOW STARTS

19:50

TEAMS WALKOUT

19:53

NATIONAL ANTHEMS

19:55

KICK-OFF

20:00

MEN'S INTERNATIONAL MATCH

ENGLAND V BOSNIA & HERZEGOVINA

MONDAY 3RD JUNE 2024



HOSPITALITY DOORS OPEN

Supporters should check their tickets for hospitality opening times as they vary.

GENERAL ADMISSION TURNSTILES

18:15

TEAM WARM-UPS START

19:00

PRE-MATCH SHOW STARTS

19:35

TEAMS WALKOUT

19:38

NATIONAL ANTHEMS

19:40

KICK-OFF

19:45



AT THE STADIUM

Each stand is signposted around the stadium but if you need further assistance, the stewards will be very happy to assist you.

WHAT TIME DO TURNSTILES OPEN?

General admission turnstiles in all areas of the stadium open 90 minutes before kick-off. If you are a hospitality guest, please refer to your ticket for opening times.

AT THE TURNSTILES

To enter the stadium, you'll need to scan your ticket in the ticket reader at the turnstiles indicated on your ticket.

If you need support, please speak to the nearest steward who will be able to assist you.

RESTRICTED BAG POLICY

No bags larger than A4 (10x20x30cm) will be permitted and there is no bag drop facility available at St. James' Park.

FINDING YOUR SEAT

Stewards will be located at strategic points in the seating deck to assist you in finding your allocated seat.

STAIRS OR LIFT?

Most seats are on lower levels and easy to access on foot. If you are seated on level 7, there are 140 steps and 14 landings on the way up to your seat. If you would like to use a lift, please speak with one of the stewards at the turnstiles who will be happy to direct you to the nearest one.

LOCAL HEROES

In addition to the knowledgeable stewards, you'll also find a team of Local Heroes located around the ground and at the 'Here to Help' hub located near the Sir Bobby Robson statue.

The matchday helpers are on hand before kick-off to offer a warm welcome to St. James' Park and provide any guidance you require to enhance your visit.

WELLBEING OFFICERS

The Club offer a team of Wellbeing Officers every matchday, who offer effective safeguarding & wellbeing, accessibility, equality, diversity and inclusion (EDI) support service for all those persons.



AT THE STADIUM

LEVEL 7

There are 140 stairs and 14 landings up to Level 7 seating. If you have any access requirements or are concerned about the climb, please use the nearby lift. Please ask one of our friendly stewards who will be very happy to direct you.

CONTACTLESS PAYMENTS

Contactless payments are encouraged at kiosks in the concourse. Cash is accepted at a limited number of locations. There is a Barclays ATM at the South West corner of St. James' Park. A free-to-use cash machine is also located at the Tesco Express store directly opposite the stadium on Barrack Road.

PROGRAMMES

Official match day programmes will be available to purchase from sellers located on the external perimeter of the Stadium before and after the match. Programmes will not be available to purchase inside the Stadium or the Club shop.

TOILETS

St. James' Park concourses offer all the conveniences you would expect, including multiple accessible toilets and two Changing Places facilities (located in East Stand & Milburn stand respectively).

These facilities can be opened with a radar key, please contact your nearest steward for assistance.

SAFETY AND SECURITY

For security reasons, your bags will be searched at the stadium. The stadium does not allow large bags or suitcases. Glass bottles, weapons or pyrotechnics are banned from the stadium. Full terms can be found in the ground regulations [HERE](#).

If you plan to travel via a private fan coach, please contact the club's safety and security office on planning.for.newcastle.football@northumbria.police.uk. We will be happy to advise you on suitable drop-off points.

MEDICAL REQUIREMENTS

If you need to bring medication or other medical equipment, please e-mail disabilitysupport@nufc.co.uk to make us aware.

MULTIFAITH REFLECTION SPACE

If you require a quiet space to reflect or prayer we offer a space on level 3 in the Milburn Stand. To access this facility please speak to your nearest steward or Wellbeing Officer.

ANYTHING ELSE?

If you have any further questions, you can check the FAQs at www.nufc.co.uk/faqs. Alternatively you can ask the friendly Local Heroes on the day for any more information or advice.



ACCESSIBILITY



INFORMATION FOR SUPPORTERS WITH DISABILITY ACCESS REQUIREMENTS

ACCESSIBLE TICKETING INFORMATION

Should you be looking to purchase accessible tickets for this fixture, we kindly ask that you follow this process:

We ask that you please send us your supporting documentation by email to POD@Wembleystadium.com

Please note: We accept photocopies of Disability Living Allowance, PIP or an original letter from your GP or hospital. We do not accept Blue Badge permits as proof.

IMPORTANT: If you have previously purchased tickets with us and already have a customer number, you do not need to send in your supporting documentation again. If you cannot remember your customer number, we can look it up when you call.

Once you have sent your supporting documentation you can call the team on 0800 093 0824 to purchase tickets.

For disability access information relating to St James' Park please [click here for their Access Statement](#).

Please note that we have sold out of all ambulant disabled tickets but we do have a limited amount of wheelchair access tickets available.

STADIUM ACCESS

Around the stadium footprint, there are two access ramps to support approaches to and from various gradients and topographies. These access ramps are located in the South East corner of the stadium and in the Crowd Corridor. Both ramps provide access to the South Stand walkway from street level.

There are other key features of the stadium that visitors should note. The 'Crowd Corridor' is a covered walkway runs under the length of the West and North. Visitors are urged to be mindful that whilst the walk way is accessible it can become congested, particularly immediately before and after the game or event.

The corridor itself is wide and gently sloped for most of its length but is very steep at the lower end near the junction with Strawberry Place (south end of the ground).

Supporters with access requirements, with a ticket that requires them to navigate the corridor are advised to consider the potential difficulties associated with navigating the lower (steeper) part of the corridor. To avoid this area, an alternative route can be accessed by travelling along the South Stand walkway, which in turn, can be reached by both access ramps described below or by taking the lift located on street level of the south stand.



ACCESSIBLE ENTRANCES

There are 10 accessible entrances located around the stadium. These are located as follows:

ENTRANCE	TYPE	LOCATION
Accessible entrance 1	Lift	Milburn Stand
Accessible entrance 2	Lift	Milburn Stand provides access to Bar 1892
Accessible entrance 3	Lift	Glass Atrium Reception, Milburn Stand
Accessible entrance 4	Lift	Milburn Stand provides access to Platinum Club. There is a separate lift to Platinum Club by the entrance near to Stadium Security
Accessible entrance 5	Lift	Milburn Stand
Accessible entrance 6	Lift Ground	WINGS Exit gate N16
Accessible entrance 7	Lift	Located in Leazes Stand, provides access to Park Grill etc.
Accessible entrance 8	Lift	Leazes Stand adjacent to turnstiles 93-94
Accessible entrance 9	Ground	Located in the East Stand adjacent to turnstile 39. Accessed via ground level access
Accessible entrance 10	Lift Gallowgate Walk Way	In between the club shop and Nine Bar on Strawberry Place Exit Gate S43

There are also accessible entrances at exit gates N16 and S43. The above are the main lifts used by supporters with a disability to access the stadium on a match day, however there are a number of other lifts that could be used.



WHEELCHAIR USERS

The current capacity of St. James' Park is 52,305 of which 234 seats are allocated as wheelchair spaces.

Newcastle United has accessible viewing areas for wheelchair users in all stands and offers viewing positions in both elevated and pitch side locations.



View from Level 7 viewing platform



Gallowgate (South) stand viewing area



Leazes (North) stand viewing area



ACCESSIBILITY FOR SUPPORTERS

ACCESSIBLE AND AMENITY SEATING

In addition to the wheelchair spaces available there are also dedicated accessible and amenity seats available for supporters to use. Accessible seats are denoted by having very few steps and generally flat access routes associated with them whilst amenity seats also offer additional leg room. The location of these seats is spread right across the stadium with positions available in all four stands.

SENSORY ROOM / VIEWING AREA

The sensory room is designed to create a safe therapeutic space, to promote resilience and recovery. The sensory room is located next to an internal viewing area, assigned specifically to those using the sensory room. This is now **SOLD OUT**.

ASSISTANCE DOGS

Assistance dogs are welcomed within the stadium and water bowls will be provided if required. However, visitors wishing to bring an assistance dog to a game must contact the club in advance of the purchasing their ticket(s) to ensure the seats they wish to purchase are suitable for accommodating assistance dogs, contact us for more information at unitedasone@nufc.co.uk.

CORPORATE HOSPITALITY

There are a number of facilities located in the vicinity of corporate hospitality areas including accessible toilets (alternatively sited), changing place toilets and a sensory room. All corporate hospitality areas are also accessible via three large, spacious lifts. So that the Club can ensure disabled supporters enjoy the best corporate experience possible, it does ask that supporters with access requirements attending matches and events as a corporate guest notify and communicate with the Club in advance of their visit.

FOOD AND DRINK

Supporters with accessing requirements who have difficulties accessing food and drink kiosks, and do not have a personal assistant with them, can have order requests delivered to their seat. Kiosk members of staff actively patrol the accessible seating areas during the first half of all games and fans are encouraged to contact such staff members to place their orders. In the event this opportunity is missed or not possible, fans should contact their nearest steward.

AUDIO DESCRIPTIVE COMMENTARY

To support fans with visual impairments, the Club currently offers audio commentary and headsets. These seats are located in the North East corner of the stadium. Supporters can bring their own headsets if they wish or the club can provide these and jack-plug adapters are available on request from nearby stewards. As seats in this area are limited in number, supporters may also bring their own radios or portable internet devices to listen to match commentary on. Please contact a steward if you require a headset receiver for the commentary.

DAB RADIOS

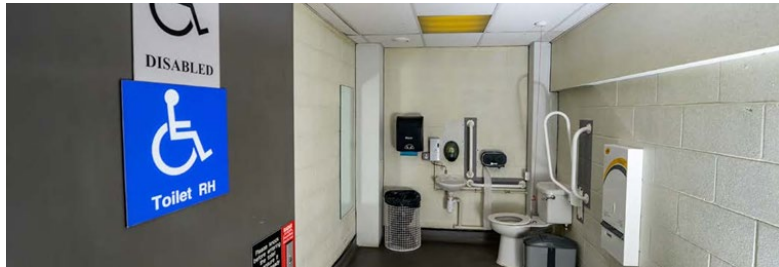
The Club have a limited number of DAB Radios are available on request. Nearby safety stewards will be happy to assist in the supply and tuning of radios and internet streaming devices. Supporters must book radios in advance by contacting the EDI Coordinator, Carly Sinclair at unitedasone@nufc.co.uk.



TOILETS

Accessible toilets are located near the seating areas for disabled fans. They are RADAR key operated and have an alarm fitted to floor level. All are located within 30 metres of the seating deck and are alternatively sited with left- and right-hand transfer spaces. A breakdown of accessible toilets and their locations are seating areas is as follows:

AREA	TYPE
East Stand	Next to Access 7, Access 8, Access 9 & Access 10
Leazes Stand (North stand)	Level 3 North, Level 5 North, Level 6 North, Level 6 Park Grill, NE Corner next to bait room, North Stand Access 4 & 8, WINGS
Gallowgate Stand (South stand)	Gallowgate Restaurant, Level 3 South, Level 6 South, SE Corner opposite the electrician workshop, South Stand Access 6, 10 & 12
Level 7 Milburn & Leazes	Level 7 lift 1, opposite stairs 2, 3, 4, 5, 6, 7, 9 & 10
Milburn Hospitality	Level 4 North, Level 4 South, Level 6 Magpie Club, Level 2 Four Corners, Level 2 Foundation



CHANGING PLACES

In addition to the accessible toilets there are two changing places facilities, for those whose needs are not met by accessible toilets. They are located:

- East Stand – Ground floor, near to access 9
- Level 7 Milburn – Next to lift 5

Each Changing Places toilet provides:

- A height adjustable adult-sized changing bench
- A tracking hoist system, or mobile hoist if this is not possible
- Adequate space in the changing area for the disabled person and up to two personal assistants
- A centrally placed toilet with room either side
- A screen or curtain to allow some privacy
- A safe and clean environment
- Wide tear off paper roll to cover the bench
- A large waste bin for disposable pads
- A non-slip floor



TICKETING



TICKETING

Both England fixtures are all-ticket events and must be purchased in advance.

Physical tickets will be in use and in the event that supporters do not receive their ticket(s) please contact <https://help.wembleystadium.com/support/home>

Please refer to your match ticket for your turnstile/entrance opening time.

If you need any further assistance on match day, you can visit:

- The Ticket Office - located in the Milburn Stand, is open from 3pm and closes at half time. For all general ticket enquiries.
- Local Heroes - 'Happy to Help' Hub located near Sir Bobby Robson Statue – supporter assistance hub for any matchday

Children are permitted inside the stadium, but everyone must have a ticket and children aged 14 and under must be accompanied by a responsible adult. In ticket plus areas (Bar 1892 & Platinum), children under 16 must be accompanied by an adult



RESTRICTED BAG POLICY



RESTRICTED BAG POLICY

To make St. James' Park safe for everyone, there are restrictions on what you can bring into the stadium.

No bags larger than A4 (10x20x30cm) will be permitted and all bags will be searched on entry.

We regret to inform you that there are no areas to store luggage and/or pushchairs at St. James' Park during matchday.

If you need to bring medication or other medical equipment, please e-mail disabilitysupport@nufc.co.uk to make us aware.



PROHIBITED ITEMS



PROHIBITED ITEMS

THE FOLLOWING ARTICLES MUST NOT BE BROUGHT WITHIN THE GROUND.

Any person in possession of such items will be refused entry to the Ground.

Banners/Flags

The national flag of any team not competing in the respective match at the Stadium on the day of entry must not be brought into the Stadium.

There is only a limited amount of space to display banners and flags within the Stadium and they must therefore be no larger than 150cm 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.



THANK YOU

