

TOOLKIT DOCUMENT TK7

Document description:	Away match travel guide
Document type:	Checklist/Information sheet
Handbook section:	SLO tasks, matchday-related activities, page 33

UEFA comments

Visiting supporters need information about travel arrangements, as well as about the city and stadium they will be visiting. This can be provided both by the host city or club, and by the visiting associations and clubs, via websites and printed information sent out with match tickets or vouchers. With the introduction of Article 35, this is a task that can sensibly be assumed by SLOs.

Most visiting fans want to avoid causing offence or getting into trouble with the authorities. Travelling supporters need information about the stadium, city or country they are visiting. Therefore, they need to know about the host city's local customs and practices, including rules of conduct, food and alcohol regulations and local bye-laws. For European and international matches, they also need general information about any visa requirements, restrictions on imports and exports, currency units, food prices, drinking water quality, taxi and public transport fares, parking, accommodation, meeting points etc.

They also need specific information relating to the match venue: distances and means of transport between the various arrival points (i.e. the station, airport or port), the city centre and the stadium. They will also need a map of the stadium that shows the various sectors, access routes and designated parking areas.

Inevitably, some visiting fans will get into difficulties and therefore need to know how and where to get assistance. There may be individuals who lose their ticket, passport or travel documents. Therefore, websites and information leaflets should include contact details for the SLO team. For matches abroad, details of emergency contact points for visiting fans and the address and telephone number of their country's local embassy or consulate should be provided.

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Away match travel guide checklist

Away match travel guides are a useful tool for providing supporters with as much information possible about the stadium and the city they are visiting to watch a match. They can take various forms, ranging from glossy brochures to simple printouts. Various communications channels can be used to deliver travel guides to supporters:

- Club website
- Email newsletter
- Text message
- Match programme
- Supporter message boards and websites
- Social media (Facebook, Twitter, etc.)
- Handouts, leaflets
- Stadium announcements

Information that is typically provided includes:

- SLO contact details
- Fans embassy contact details and emergency numbers (international/European matches)
- Stadium information (address, opening times, location of away section)
- Transport information (directions, maps, public transport, parking)
- Ticket information
- Information on hospitality events being staged for supporters
- Information on the city/tourism information
- Information from the local consulate/embassy (international matches)
- Restrictions on what can be taken inside the stadium (e.g. fan material, bags, cameras)
- Do's and don'ts (alcohol consumption, local bye-laws, customs, etc.)
- Safety and security information

Informing supporters about what they may take inside the stadium, for example, can help to prevent potential conflict situations before they arise rather than having to deal with them once they have occurred.

Example 1 - Away match travel guide, Barcelona v Arsenal



***SUPPORTERS ARE ADVISED TO USE LES CORTS OR MARIA CRISTINA ON THE GREEN LINE TO ACCESS CAMP NOU**

***ARSENAL FAN ZONE**

Barcelona welcomes Arsenal Football Club on the occasion of the Champions League match with Barça on 8 March 2011.

Barcelona is a friendly city that receives millions of tourists and visitors, and it has strong ties with the world of sport, having been the seat of important sports events. Consequently, we have a great deal of experience in the organisation of large celebrations.

In Barcelona we believe in peaceful coexistence and showing respect for public spaces. You should know that there are certain community standards that apply to everyone, both the people who live here and our visitors. The city puts a great deal of effort into the organisation of sports events, in economic terms, as regards cleaning, logistics, replacement of street furniture, and in social terms with reference to maintaining the quality of the city's streets and public spaces and upholding respect for them.

We have drawn up a series of measures so that **WHATEVER KIND OF MATCH, THE CITY WON'T CLOSE**. We remind you that the event is in the football stadium, not in the city.

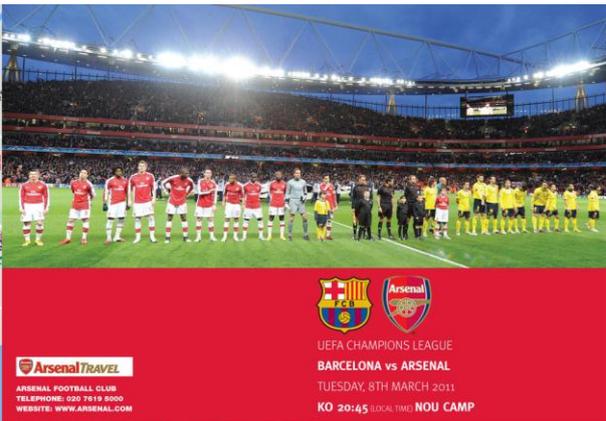
We inform you that the following behaviour is forbidden: consumption of alcoholic drinks in the street, public urination, and any type of behaviour that may disturb the peace, such as noisy or vandalistic behaviour. Likewise, spending the night in city squares or on beaches is also forbidden, and also having and selling in the street.

So that you can stay while you are waiting for the match start, and to avoid large crowds of supporters, we have set up a "FANZONE" at the Olympic Port area specifically for supporters where you will find a whole range of entertaining, recreational and open-air activities.

We hope you enjoy your stay in Barcelona. Don't forget fair play in the football stadium and in the city, as a sign of mutual respect.

For further information see: www.bcn.cat/championsleague

Barcelona City Council.



UEFA CHAMPIONS LEAGUE
BARCELONA vs ARSENAL
TUESDAY, 8TH MARCH 2011
KO 20:45 LOCAL TIME NOU CAMP

***BRITISH CONSUL & FECO INFORMATION**

The British Consulate General is open to the public from 08:30 to 13:30 Monday to Friday. However, the office is manned until 16:00hrs.

The Consulate's telephone number from 08:00hrs and 16:00hrs is: **0034 932 566000**. In case of an emergency outside office hours, on weekends or Bank Holidays, please call **0034 912 146476**.

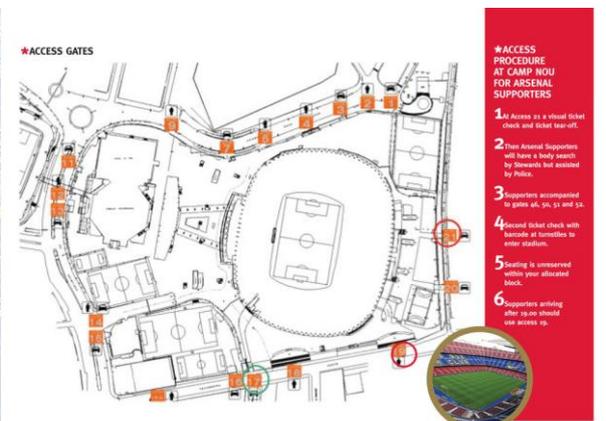
For more detailed information, consultate details and regular updates, please check the Foreign and Commonwealth Office (FCO) Travel Advice for Barcelona at www.fco.gov.uk/beattheball.

We recommend that you register on LOCATE: <https://www.locate.fco.gov.uk/locateportal/> before travelling. LOCATE is the FCO's online registration system. It allows the consular staff to assist you more quickly and effectively in case you need help whilst travelling abroad.

FCO TRAVEL ADVICE
know before you go
fco.gov.uk/travel

***FCO ADDRESS**
British Consulate General
Diagonal 477
Poblenou 13
08036 Barcelona

***THE INFORMATION SOURCED WAS CORRECT AT THE TIME OF GOING TO PRINT. WE WOULD ADVISE ALL SUPPORTERS TO VISIT THE TRAVEL SECTION OF ARSENAL.COM FOR THE LATEST AND MOST UP TO DATE COPY OF THIS INFORMATION SHEET WILL APPEAR SHOULD ANY CHANGES HAVE BEEN MADE. *ALL TIMES SHOWN ARE LOCAL WHICH IS ONE HOUR AHEAD OF THE UK. *LOCAL CURRENCY IS THE EURO.**



***ACCESS GATES**

***ACCESS PROCEDURE AT CAMP NOU FOR ARSENAL SUPPORTERS**

1. Access as a valid ticket check and ticket scan-off.
2. Once Arsenal Supporters will have a body search by stewards not assisted by Police.
3. Supporters accompanied to gates 46, 50, 51 and 52.
4. Second ticket check with stewards at barriers to enter stadium.
5. Seating is announced within your allocated block.
6. Supporters arriving later may not be able to use access 19.

***SUPPORTERS MESSAGE FROM FC BARCELONA**

FC Barcelona would like to extend its warmest welcome to all Arsenal supporters. We hope your visit to Camp Nou will be a memorable experience and take this opportunity to inform you of a few guidelines to ensure your safety and security in the Stadium.

Please read these Regulations & Security Instructions carefully!

All supporters will undergo an extensive body search prior to entering the stadium. Your cooperation with the stadium security personnel is highly appreciated.

It is forbidden to introduce or exhibit banners, posters, flags or any other form of visual support which uses symbols or emblems that may be an incitation to violence or scuffle in the stadium. (The club's stewards will be obliged to remove these at once.)

It is forbidden to introduce any kind of weapon or object that can be thrown and that could potentially be used as a weapon. Any person who tries to introduce such objects (including drums, trumpets, megaphones, or any other large object) will be refused entry into the stadium. Small foldable umbrellas are authorised however conventional umbrellas with pointed tip or golf umbrellas will not be allowed in for safety reasons.

It is forbidden to enter any flag or banner that comes on a pole. Should this be the case the entry of such banners/flags will only be authorised if the pole is taken out and left behind.

There are no official deposits or similar arrangements available for leaving any object in the stadium therefore supporters are informed not to bring any objects with them that could risk being refused entry into the stadium. If any forbidden object is brought on the trip, supporters are highly advised to leave these at their hotel or on the bus to not risk having to leave them open entry.

Introduction or sale of alcoholic beverages in the stadium is forbidden.

Any recipient a spectator may wish to bring into the stadium must fulfil the following conditions of rigidity and volume and have the cap removed before entering the ground. (Cuplets/Bottles can be no more than 0.5 litres and should be made of soft plastic). Blinging torches, fireworks or any pyrotechnic artefacts into the stadium is strictly forbidden. Anyone trying to enter such items will have their ticket confiscated and will be refused entry to the ground. We remind all spectators that it is against the law to bring such items into a sporting arena and infringers will be severely punished. Anyone who makes use of pyrotechnic artefacts inside the stadium compound risks a heavy fine and a jail sentence. If a firework,

Beating light or torch is lit inside the stadium compound, Police will intervene and arrest any person linked to such an infringement.

It is also forbidden to bring into the stadium any object that could be considered a fire hazard (jugs of toilet paper, large paper posters/banners etc...) or that is too large to ensure the security of the spectators in the stadium.

In addition to the above guidelines supporters must respect the following: It is not allowed to throw any type of object between the various sectors of the stadium nor between spectators. Supporters should aim to be at Access Gate 21 by 18:00. Supporters will be allowed to enter the stadium to go to their seats with 15 minutes before the start of the game. Please note that this access closes at 19:00 and is used exclusively as an access to the parking for FC Barcelona Members in cars with a valid parking pass.

Any supporter who did not make it on time to enter through Access 21 will be able to enter through any access gate to the stadium perimeter along with the rest of the FC Barcelona supporters as of 19:15 when the stadium gates open to general public.

We recommend however that the supporters who arrive after 19:00 to make their way directly to Access 19 which is the closest to the gates 46, 50, 51 and 52 which are the entrance formation reserved for the visiting team supporters in access of their seating area.

Our experience shows that visiting supporters who arrive after 19:30 will have to queue longer to get into the stadium as the FC Barcelona supporters are also entering the stadium at that time. Body search is compulsory and will take as long as required to make sure that all visiting team supporters are searched thoroughly prior to entering the stadium. Supporters who decide to turn up later than the recommended time to go out of Access 19 risk missing Kick-off. In past UEFA Champions League games, spectators arriving last minute have not been able to enter their seating area until 15-30 minutes after kick-off.

During the control at the stadium gates, any person who is considered to be drunk or under the influence of alcohol or drugs, can be refused entry or can be removed from the premises if causing disturbance on-site.

Be prepared for delays leaving the stadium. Supporters will be asked to remain in the stadium for an amount of time after the conclusion of the match. Please be patient with authorities and listen out for updated stadium announcements made in English.

Supporters will be escorted from the stadium via access 1 in the direction of Maria Cristina Metro station or to four operated airport transfers.

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Example 2 - Away match information sheet, Greuther Fürth v FC Ingolstadt 04

Information from the FC Ingolstadt 04 SLO team

Away game in Fürth

On Friday, 19.8.2011, we play Greuther Fürth at 6pm.

Contact person for information

Simone Abel

Tel.: 0841/88 55 71 44

Mobile: 0151 55 13 15 21

Email: sa@fcingolstadt.de

Stadium address

Trolli ARENA, Laubenweg 60, 90765 Fürth

Arriving by road

North/East:

A3 to the Fürth-Erlangen intersection, then continue on the A73 towards Fürth as far as the Poppenreuth turn-off.

West/East:

A6 to the Nürnberg-Süd intersection, then continue towards Fürth. At the Nürnberg-Hafen Ost intersection continue towards Nürnberg-Zentrum. Continue on the Frankenschnellweg (A73) until the Poppenreuth turn-off. Follow the signs to the car park for visiting fans.

South:

Leave the A9 at the Nürnberg-Feucht intersection and follow the A73 towards Fürth/Nürnberg as far as the Nürnberg-Hafen Ost intersection. Continue towards Nürnberg-Zentrum. Continue on the Frankenschnellweg (A73) until the Poppenreuth turn-off. Follow the signs to the car park for visiting fans.

<http://www.greuther-fuerth.de/stadion/ro...na/anfahrt.html>

Car parks

Visiting fans can use the IKEA car park, which can be reached via the A73 (Fürth-Poppenreuth turn-off). The visitors section at the Trolli ARENA is just a short walk away via Hans-Vogel-Strasse, Dieselstrasse, Alte Reutstrasse and Laubenweg.

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Arriving by rail

Train:

Depart Ingolstadt central station at 1604. From Fürth central station, take bus numbers 173, 174, or 177 and get off at the Friedhof stop. From there it is a short walk onto Laubenweg. At home games that attract large crowds, special bus services are laid on from the central station to the Trolli ARENA.

Buying tickets

The ticket office for away fans opens at 4.30pm. The visitors section opens at 4.30pm.

Information on ticket prices in the visitors section can be found here:

<http://www.greuther-fuerth.de/tickets/tageskarten.html>

Away fans buying tickets for areas other than the visitors section should make sure they do not purchase tickets for the standing areas in the North Stand (Sections 2, 3, 12 and 4), as they will be refused admission here.

Fan material

Permitted

- Fence banners

Not permitted

- Hand-held flags
- Two-pole banners
- Megaphones
- Drums

Special actions such as section banners or tifo must be registered with Fürth's SLO team via us no later than six days before the game. Each case will be assessed to determine what can be allowed in accordance with the safety and security situation, making every effort to accommodate the wishes of the away fans.

Greuther Fürth would like to emphasise that pyrotechnics may not be taken inside the Trolli ARENA! Anyone caught in possession of pyrotechnics at the turnstile security checks will be will not be allowed inside the ground and will also receive a two-year stadium ban.

Bags/rucksacks

Away fans are able to deposit items such as rucksacks in the entrance area for a fee of 50 cents. Belt bags may be taken inside the ground.

Cameras

Pocket cameras may be taken inside the Trolli ARENA, though professional photography equipment (single-lens reflex cameras, etc.) and video cameras are forbidden.