



LCFC

**KING POWER
STADIUM**

Visiting Supporters Guide

Updated: June 2019



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Large font, braille and audio copies are available on request by emailing disability@lfc.co.uk



Welcome to Leicester

Thank you for choosing to visit King Power Stadium

This guide has been created to help you get the best experience from King Power Stadium and the city of Leicester. In this guide, you will find information on:

- How to find King Power Stadium
- Parking at and around King Power Stadium
- Visiting supporter areas (including concourses)
- King Power Stadium ground regulations
- Things to do in Leicester – including attractions, bars and restaurants

Should you require further assistance or information, the Club's Supporter Liaison and Disability Access Officer can be contacted via help@lfc.co.uk - or by calling **0344 815 5000 (Option 4)**.


You can also get in touch on Twitter through the handle [@lfcchelp](https://twitter.com/lfcchelp)



How To Find Us



There are several modes of transport available to fans travelling to King Power Stadium.

 **CAR** - The M1 and M69 Motorways interchange at Junction 21 (M1), where you should exit and follow the signs for the City Centre via the A5460. After three miles, turn right onto Upperton Road, follow the road down until you get to the Liberty Statue Island and take the fifth exit down Western Boulevard. You will then see King Power Stadium on your right-hand side.



TRAIN - Leicester Train Station is roughly 1.2 miles from King Power Stadium. This equates to an approximate five-minute car journey or up to a 45-minute walk.

To walk from Leicester Train Station, exit the station, cross London Road at the traffic lights, turn left and follow the road to King Power Stadium around to the right. Keep the Central Ring Road (Waterloo Way) on your left as the path separates from the road, staying on this path as it crosses New Walk. The path then re-joins the pavement, where Nelson Mandela Park will now be in view. Turn right onto Lancaster Road and walk through the park, heading for the crossings by the public toilets. Cross Welford Road and turn left, following the road around (passing Morrisons supermarket) to King Power Stadium.

For more information on travelling to King Power Stadium by train, visit the following pages:

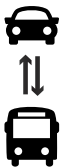
www.nationalrail.co.uk

www.eastmidlandstrains.co.uk

www.trainline.co.uk



BUS - A number of bus services run from Leicester City Centre to King Power Stadium, stopping on Aylestone Road, which is a five-minute walk from King Power Stadium. Most buses in Leicester are low floor vehicles, meaning they can be lowered to pavement level once the bus has stopped. Buses all include wheelchair spaces. For details on bus routes to Leicester, visit travelineeastmidlands.co.uk



PARK & RIDE - There are three Park and Ride sites in Leicester, operating from 7am until 7pm, Monday to Saturday. Users of the Park and Ride services can park for free at the sites.

For full details, including prices of Park and Ride services in Leicester, visit www.leicester.gov.uk/transport-and-streets/travelling-by-bus/park-and-ride



PLEASE NOTE: When walking around the local area on a matchday, please stick to the pedestrian footpaths and avoid walking in the road – even if the pavement appears congested. This is particularly important on Aylestone Road and Narborough Road with the amount of fast-moving vehicles passing.

Details of known road closures throughout the season will be communicated via the Club's media channels at the earliest opportunity.

Cycle Park

Leicester City are proud to promote all forms of 'green' travel. As such, the Club encourages local supporters to utilise the cycle park by cycling to King Power Stadium.

Supporters travelling to King Power Stadium on bike can use the Club's cycle park free of charge. The facility offers 20 spaces on a first come, first served basis. Cyclists should enter via Car Park B and show their match ticket on arrival.



Car Parking

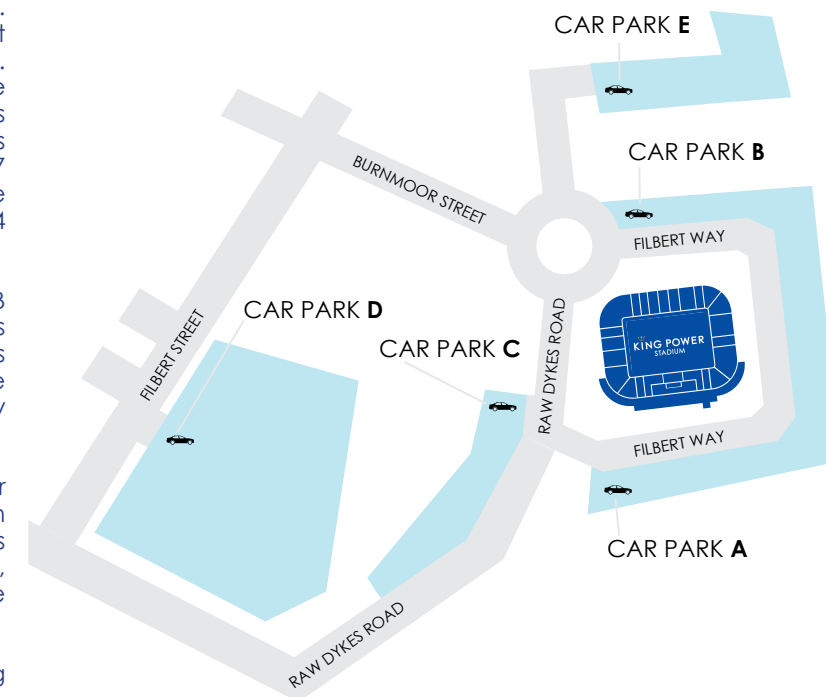
For visiting supporters driving to King Power Stadium, the Club advises arriving in plenty of time in order to enjoy your stay. Several of the roads surrounding the stadium close at least 30 minutes prior to kick-off to allow for pedestrian access. The roads reopen once the game has kicked-off, but close again at least 20 minutes prior to the final whistle. All roads reopen up to 45 minutes after the final whistle. Parking is available on the Club's Filbert Street car park, priced at £17 per car. These spaces need to be pre-booked before the day of the match by calling the City Sales Centre on 0344 815 5000 (Option 1).

The Club also has seven spaces available in Car Park B and three available in Car Park C, situated on Raw Dykes Road, for visiting supporters with disabilities. These spaces will be sent to the visiting Club prior to the fixture and are priced £10 per car. Please book these in advance, as they won't be available on the day of the game.

Within the surrounding area, there are a number of car parking options, including parking on Freemans Common Business Park (LE2 7SQ). Many independent car parks in this area are run in aid of a Multiple Sclerosis Therapy Centre, at a cost of £4 / £5 per car, with all proceeds going to the charity.

For further details on car parking in close proximity to King Power Stadium, please visit leicester.gov.uk/transport-and-streets/parking-in-leicester/where-to-park

No street parking is available around the stadium vicinity, although there are a number of signposted multi-story cars parks available as you move closer to the city centre.



Welcome to King Power Stadium

WELCOME TO
KING
POWER
STADIUM
HOME OF



Visiting supporters are accommodated in the corner of the North and East stands – all seats have unrestricted views. Visiting supporters can access their area through turnstiles 40 to 49 (dependant on ticket allocation) up to 90 minutes before kick-off. The accessible entrance is at turnstiles 42-43.

Leicester City are committed to ensuring visiting supporters' trips to King Power Stadium are enjoyable. As such, visiting supporters will be greeted with:

- A special welcome and thank you for travelling to King Power Stadium
- Kiosk staff in the concourse wearing visiting Club colours when serving

Within the concourse, supporters will also find a number of food and drink counters, male and female toilet facilities, and facilities for supporters with disabilities (more details on page 11).

Outside King Power Stadium, visiting supporters can purchase a range of food and drink from catering vans, which are situated around the ground, while programmes can be purchased from mobile vendors.

In the corner of the North and West stands, visiting supporters will find the Foxes Fanstore where they can purchase a range of official Leicester City merchandise. Opposite the corner of the West and South stands, supporters will find the Remembrance Garden. This facility is available to all fans as a special place to remember their loved ones.



Accessing the Stadium

The turnstiles which you can access the visiting section through will be clearly shown on the bottom of your match ticket. When at the turnstile, place the ticket with the barcode first and facing upwards into the scanner. Once the green light shows, enter the stadium; if a red light shows please speak to the nearest steward. The access turnstile for supporters with disabilities is 42-43, next to gate E17.

Multi-faith prayer room

King Power Stadium houses its own multi-faith room. For more information, or to be taken to the multi-faith room, please speak to your nearest steward or customer liaison officer.

Nearest Cashpoint

The nearest cashpoint is located at Morrisons Supermarket (LE2 7LT) on Freemans Park, just off Aylestone Road, roughly a 10-minute walk from the stadium. King Power Stadium also offers cashless tills, whereby supporters can use contactless cards at all kiosks in the concourse.

Visiting Supporters Pub

The designated pub for visiting supporters is The Counting House (LE2 7LH) on Freemans Park, just off Aylestone Road (also a 10-minute walk from King Power Stadium). Food is served within the pub.

Here to Help Staff

Here to Help staff, present on all matchdays, are able to direct visiting supporters to various areas of King Power Stadium, while also providing directions to Leicester Train Station and other external locations. If you wish to find out more prior to a fixture, please email help@lfc.co.uk



Information for Supporters with Disabilities

LCFC are committed to providing services and facilities for supporters with disabilities. On matchday, there is a dedicated stewarding team to help these supporters make the most out of the matchday experience.

If you have any queries prior to your trip, please contact the Club's Supporter Liaison and Disability Access Officer, Jim Donnelly, on 0344 815 5000 (Option 4) - or via disability@lfc.co.uk

Other facilities available for supporters with disabilities include:

- **Audio descriptive service:** Designed for supporters with visual impairments, a specially trained team provides an account of all the matchday action. This service from the LCFC DSA (Disability Support Association) is free* to use for supporters, who can listen to the action through headsets available from the matchday staff entrance an hour and a half before kick-off. Headsets should be returned to the same location after the match.

**Failure to return the headset will incur an £80 fee – with deposit details taken on collection of the headset.*

- **Catering:** Available in every stand throughout King Power Stadium, with level access provided to all food counters (between 77cm – 109cm in height). Stewards are able to provide assistance with ordering food and drink, while plastic cutlery and cups are available with all purchases. Please speak to a member of staff.

• Accessible Toilets:

VISITOR SECTION - 19

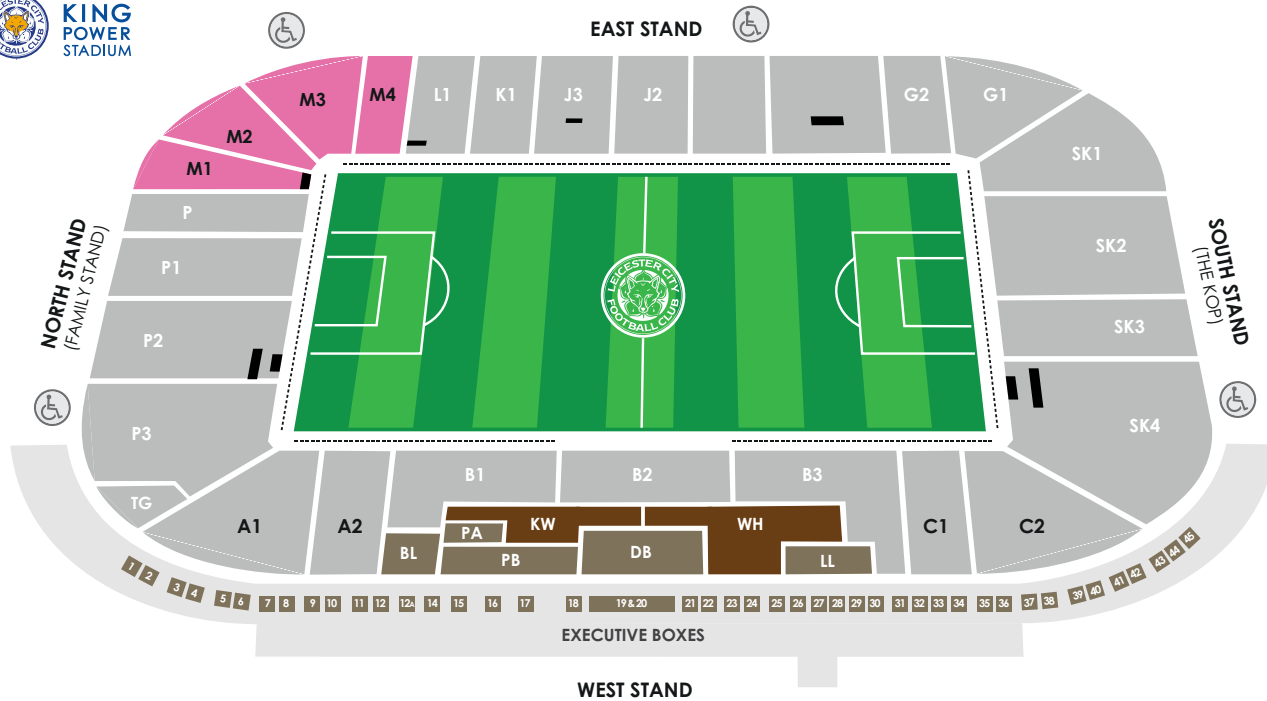
- The accessible toilet is 25m (27yd 1ft) from the nearest designated seating, located along the East Stand concourse next to the pitchside entrance V41
- A RADAR key is required for the accessible toilet, which can be obtained from a steward
- The width of the accessible toilet door is 2ft 10in
- The dimensions of the accessible toilet are 5ft 3in x 9ft 6in
- There is a dropdown rail on the transfer side and an emergency alarm in the cubicle

VISITOR SECTION - 20

- The accessible toilet is 25m from the nearest designated seating, and is located along the Visitors Section concourse
- A RADAR key is required for the accessible toilet, which can be obtained from a steward
- The width of the accessible toilet door is 2ft 10in
- The dimensions of the accessible toilet are 5ft 1in x 7ft 5in
- There is a dropdown rail on the transfer side and an emergency alarm in the cubicle

Find out more about facilities at King Power Stadium for supporters with disabilities by reading the Club's Supporter Accessibility Guide. This can be found on LCFC.com

Visiting Supporters



TG THE GALLERY BL BANKS LOUNGE PB PRESS BOX PA PLAYERS AREA DB DIRECTORS BOX KW KEITH WELLER LOUNGE WH WALKERS HALL LL LEGENDS LOUNGE

ENTRANCES FOR SUPPORTERS WITH DISABILITIES PITCHSIDE ACCESSIBLE AREA ACCESSIBILITY AREAS

Ground Regulations

All supporters are reminded that they are subject to the terms and conditions of the Club's Ground Regulations, which can be found on LCFC.com

A list of prohibited items within King Power Stadium can be found opposite.

If you experience any form of harassment, discrimination or bullying at King Power Stadium, please email help@lcfc.co.uk or call **0344 815 5000 (Option 4)**.

If you experience a hate crime, please speak to your nearest steward. You can also report a hate crime by texting **'FOXES'**, followed by your message, seat details and the nature of your concern to **60066**.

WELCOME TO
LCFC KING POWER STADIUM

We hope you enjoy your visit, thank you.



Access to the stadium may be denied if you refuse to be searched by our officials.



NO SMOKING
Please keep our stadium smoke free, including the use of electronic cigarettes.

PROHIBITED ITEMS

These items are not permitted inside the stadium:



KNIVES/DARTS



PYROTECHNICS/EXPLOSIVES



AIR HORNS



WEAPONS



DANGEROUS/HAZARDOUS ITEMS



LASER DEVICES



BOTTLES



GLASS



DRINK CANS



POLES



MUSICAL INSTRUMENTS

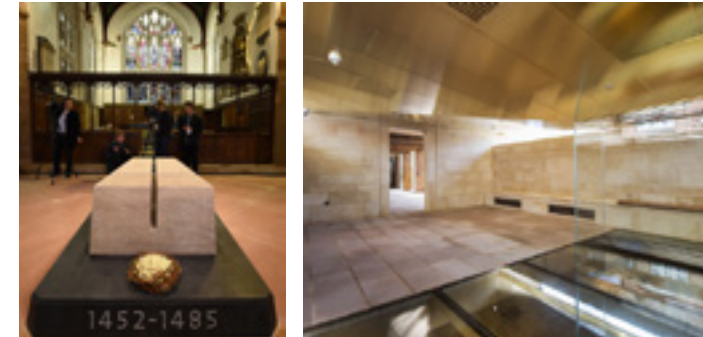


UMBRELLAS



Things to do in Leicester

Leicester is a unique city and a wonderful place to visit. There are plenty of visitor attractions to enjoy pre and post-match, while Leicester's vibrancy also makes it perfect for a weekend stopover.



King Richard III visitor centre

Discover the fascinating story of the search for King Richard III at the Visitor Centre. Utilising great storytelling, stunning design and interactive technology, the centre tells the story of the King's life and death, and reveals one of the greatest archaeological detective stories ever told.

Visitors can also explore the historic Guildhall and visit the reinterred King's tomb at Leicester Cathedral.

Weblink: kriii.com



World cuisine

A past winner of the Curry Capital of Britain award, Leicester has a mouth-watering range of Indian restaurants, amongst other world cuisine. Combine your visit with a meal out to savour the city's offerings.

Weblink: www.visitleicester.info

National Space Centre

Set on the outskirts of the city centre, the National Space Centre boasts six interactive galleries, the UK's largest planetarium, and a 42m high Rocket Tower! This award-winning attraction is truly and out of this world experience - so why not make the trip as part of your visit.

Weblink: spacecentre.co.uk



Contact Us

If you have any enquiries before, during or after your visit to King Power Stadium, please do not hesitate to contact the Club via the following methods:



Leicester City Football Club
King Power Stadium,
Filbert Way, Leicester, LE2 7FL



For supporter feedback/Help email:
help@lfc.co.uk



0344 815 5000 (Option 4)



Supporters with disabilities
can email via:
disability@lfc.co.uk

Reporting a hate crime: If you are reporting a hate crime, please text 'FOXES' followed by your message, seat number and the nature of your concern to 60066.

