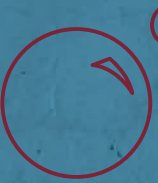
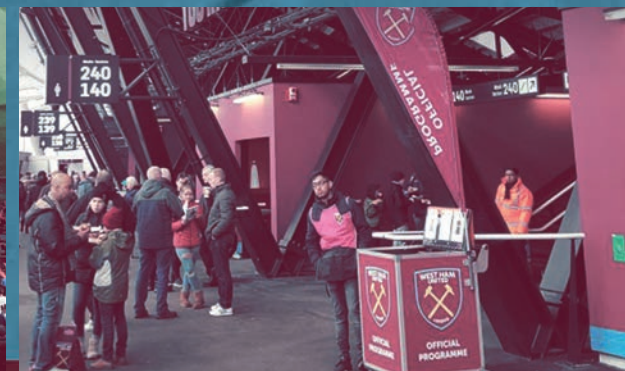
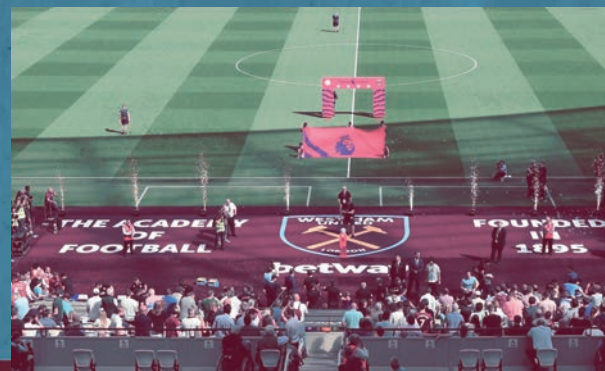
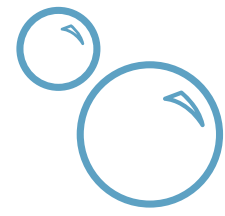


# WEST HAM UNITED

## VISITING SUPPORTERS GUIDE 2019/20







# VISITING SUPPORTERS GUIDE 2019/20

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# WELCOME TO WEST HAM UNITED

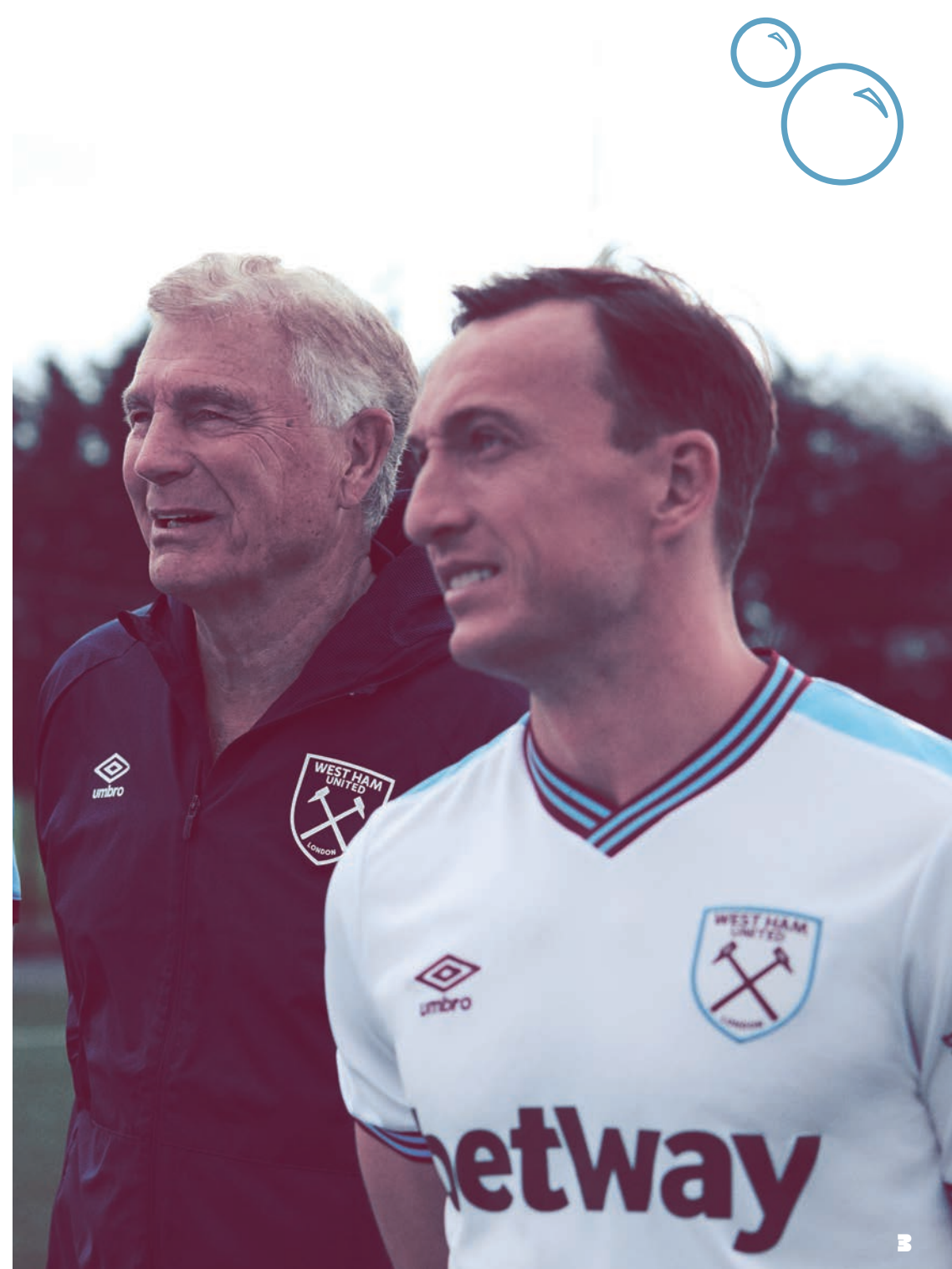
Whether you have visited before or you are coming to your first match here at London Stadium, our Visiting Supporters' Guide has been created to ensure you have all the information you need for a great experience.

## In this guide you will find information on:

- Getting to London Stadium
- In and around London Stadium
- Away section
- Accessibility
- Matchday information
- Safety and security
- Food and drink

If you require any further information or assistance, contact our Supporter Services team who will be happy to help via email at [supporterservices@westhamunited.co.uk](mailto:supporterservices@westhamunited.co.uk) or Twitter @WestHamHelp

We look forward to welcoming you at London Stadium.





# GETTING TO LONDON STADIUM

**London Stadium is just a short walk from five stations and is well served by local bus routes. We also provide an Accessible Shuttle Bus service on matchday for supporters who require assistance to and from the Stadium.**

## **By train or tube**

Stratford station is served by

- London Underground Jubilee and Central lines
- Docklands Light Railway (DLR)
- National Rail services operated by Greater Anglia and c2c
- London Overground

Stratford International station is served by

- Docklands Light Railway (DLR)
- Southeastern High Speed 1 services

Stratford High Street and Pudding Mill Lane station are served by

- Docklands Light Railway (DLR)

Hackney Wick station is served by

- London Overground

More information is available at [www.tfl.gov.uk](http://www.tfl.gov.uk) or [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

## **By car**

As London Stadium is a green stadium and a public transport destination, we are unable to offer public car parking. We would advise that supporters arrive via the many public transport routes available. However, visiting supporters wishing to book accessible parking on matchday, can contact [accessibility@westhamunited.co.uk](mailto:accessibility@westhamunited.co.uk) for further advice.

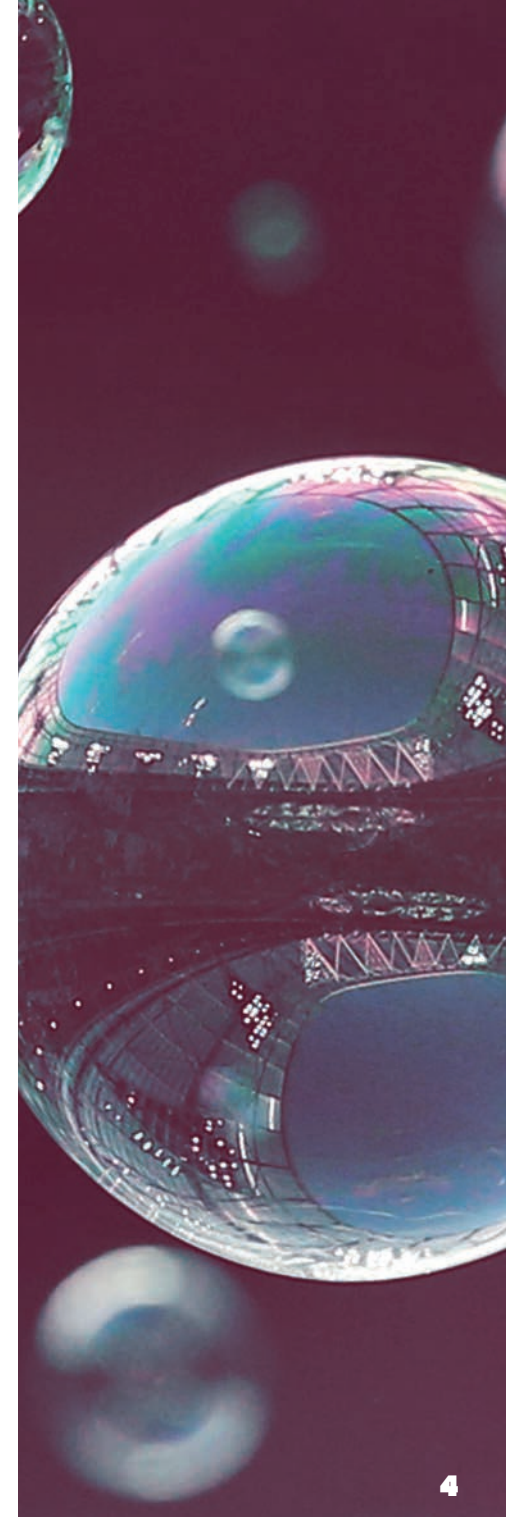
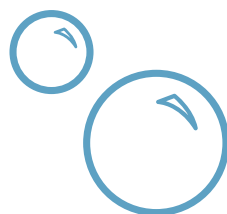
## **By bus**

Stratford Bus Station and Stratford City Bus Station are located in close proximity to Stratford Station

Buses that run to these stations are numbers: 25, 86, 97, 104, 108, 158, 241, 257, 262, 276, 308, 425, 473, D8.

## **By coach**

The location of the Visiting Supporters coach park will be communicated between the clubs in the week leading up to the game. The Club provides an Accessible Shuttle Bus service to and from the stadium for any supporters with access requirements. To enquire about using the shuttle bus service contact [accessibility@westhamunited.co.uk](mailto:accessibility@westhamunited.co.uk)



# Hackney Wick



## VISITING SUPPORTERS AREA

Following the match, the area in black is a designated visiting supporters area. Stewards and SLO's are at hand to assist with directions to onward destinations including local transport hubs, the visiting supporters coach park and the accessible shuttle bus stop.

# Queen Elizabeth Olympic Park

# Westfield Stratford City

# Stratford

- Closed paths
- Shuttle Bus pick up points
- B5 Bridge numbers
- Turnstile numbers
- Coach Park
- Bag search points
- Ticket Offices
- Stadium Store

Turnstile Entrance	Closest Bridge
A B C	B3
D	B4
E F G	B5
E F G H J	B1
A B C J K	B2

**FOR FURTHER INFORMATION VISIT [WHUFC.COM/HELP](http://WHUFC.COM/HELP) OR @WESTHAMHELP**



# HERE TO HELP

**As part of our ongoing commitment to providing all supporters with a great matchday experience, a dedicated team of matchday Supporter Liaison Officers (SLOs) are stationed at key points around the stadium, on hand to help and assist with any queries or concerns you may have.**

The SLOs are positioned both inside and outside the stadium, welcoming supporters as they arrive for the match and are present after the game to wish you a safe journey home.

The SLOs are clearly identified by their bright blue West Ham United uniform. We have also introduced four static information points, found opposite turnstiles G, H, J and D where SLOs can be found en route to the stadium, on the stadium island at four supporter information points, on the concourse and in the visiting section.

The team of SLOs consist of individuals who have combined experience and expertise in football stadium operations, crowd safety, ticketing and supporter liaison, along with a knowledge and understanding of West Ham United supporters, the local area and visiting supporters.

We want to hear from you, so please speak with a member of the SLO team to provide us with your feedback. All feedback is important to us as it helps us to improve our facilities and services for all supporters.



# VISITING SUPPORTERS SECTION

## Arrival

The visitor entrance is located at Turnstile D. If you have any enquiries while outside the stadium please visit our dedicated visitor supporters tent directly opposite. Visiting supporters are advised to arrive via Bridge 4 where there is lift access to Turnstile D.

All away ticket collections are available at window 5 of our North Stand Ticket Office, close to Turnstile J. Should you need to arrange to collect your tickets on matchday, you would need to contact your club directly in advance. Opening hours of the North Stand are from two hours before kick-off until every visiting supporter has been assisted.

## Once inside the stadium

In our visiting supporters section, supporters have the option to purchase hot and cold drinks and an array of food including nachos, hot-dogs and pies. There is an assortment of confectionery items available.

There is also a dedicated programme seller on the concourse.

## Post-match

The area outside of turnstile D (away turnstiles) is exclusively available to away supporters after the match. This zone is in place for the safety of all supporters and to enable all supporters to leave the Stadium via designated walking routes to public transport hubs and the visiting supporters' coach parking.

Lift access is available directly outside the visiting section on Bridge 4 onto Marshgate Lane, this is a 10 minute walk to Pudding Mill Lane station, and the coach park, or you can continue straight on Sidings Street, Stewards and SLO's are at hand to assist with directions to onward destinations including local transport hubs, the visiting supporters coach park and the accessible shuttle bus stop.





# ACCESSIBILITY INFORMATION

**At West Ham United Football Club, promoting access, equality and inclusion are at the heart of our values and we are unequivocally committed to providing a fully inclusive, accessible and equal experience for all supporters and visitors to London Stadium.**

## **Accessible Shuttle Bus service**

There is a dedicated shuttle bus positioned in the visiting supporters coach park to assist supporters with access requirements in getting to and from the stadium. The shuttle bus will arrive at Bridge 4 situated close to the visiting supporters entrance with lift access available to the podium. For further guidance, contact your Club's Disability Access Officer or email [accessibility@westhamunited.co.uk](mailto:accessibility@westhamunited.co.uk).

## **Visiting Supporters Car Parking**

As a designated green stadium, the Club has provision for 49 accessible parking spaces, including six bays for visiting supporters. Any visiting supporters wishing to book accessible parking on matchday, can contact [accessibility@westhamunited.co.uk](mailto:accessibility@westhamunited.co.uk) for further advice.

## **Accessible Viewing Areas**

There are 24 wheelchair accessible viewing spaces available at an elevated level to visiting supporters for Premier League matches. Easy Access and Amenity seats (EAA) are located in the general admission seating areas.





# ACCESSIBILITY INFORMATION

## Accessible toilets

All accessible toilets are gender neutral, fitted with RADAR locks and can be found on all levels close to accessible viewing areas. If you require assistance in unlocking an accessible toilet, please ask the nearest Supporter Liaison Officer, Disabled Supporter Assistant or Steward Supervisor, who will be happy to help.

## Access to Main and North Ticket Office

The Main ticket office is located to the south of the stadium, opposite turnstile E and alongside the Stadium Store. All 20 windows are external, with level access around the Ticket Office and the queuing system is managed on matchday. All windows are fitted with hearing induction loops and audio microphones, with four low-level counters at windows 1, 2, 19 and 20. An electronic calling system with sound and digital display can be used to manage the queue during peak periods.

The North Ticket Office is located externally at the north side of the Stadium, between turnstiles J and K, with level access. There are five windows all at low-level height, fitted with hearing induction loops and audio microphones.

## Disabled Supporter Assistants and Supporter Liaison Officers

The Club now has 20 Disabled Supporter Assistants and 50 Supporter Liaison Officers on a matchday who will be delighted to assist you. DSAs and SLO Area Managers are all skilled in up-to-date disability awareness training, with some also trained in Signature Level 101 British Sign Language. We want to provide the best service and experience possible for all supporters at London Stadium, so please do talk to us! All feedback to the Club is gratefully received.

Should you have any questions ahead of your visit to London Stadium, our Accessibility team will be more than happy to offer expert advice and guidance. Please contact them on [accessibility@westhamunited.co.uk](mailto:accessibility@westhamunited.co.uk), or 0333 030 0174 Opening hours: Monday to Friday, 09:00 - 17:00.





# MATCHDAY INFORMATION

## Food and drink

### A variety of food and drink options are available

Block 117 – draught beer, soft drinks and confectionary

Block 118 – a Wicks Manor sausage in a soft brioche roll and a vegetarian offer of Nachos. Pre-poured bottled beer and soft drinks can also be purchased

Block 119 – a selection of pies are available here, including a vegetarian option. Draught beer and soft drinks can also be purchased

All products are advertised on the TV screens throughout the concourse area. Please note that all alcoholic bottled drinks have to be decanted and all kiosks will close ten minutes into the second half.

For any specific dietary requirements or allergen information, please speak to our catering staff who will be able to advise on ingredients. - See our catering map for more information

## Cash machine

The nearest cash machine/ATM facility is available on the Olympic Park outside of the Podium Café and ArcelorMittal Orbit. Please note all internal food kiosks take credit/debit cards and Apple/Android Pay - See map

## Programmes

There is an external programme seller outside the visiting supporters entrance at Turnstile D, as well as a large marquee selling programmes outside the Stadium Store at Turnstile F.

## Ticket Office

All away ticket collections are available at window 5 of our North Stand Ticket Office, close to Turnstile J. Should you need to arrange to collect your tickets on matchday, you would need to contact your club directly in advance. Opening hours of the North Stand are from two hours before kick-off until every visiting supporter has been assisted

## Multi-faith rooms

Please speak to a member of staff, who will be willing to escort you to a prayer room. Two prayer rooms are located in our West Stand





# GROUND REGULATIONS

**The safety and security of all supporters is of paramount importance to us and we are committed to ensuring that everyone has a safe and enjoyable experience while they are at London Stadium.**

**Flags and Banners:** London Stadium upholds the highest standards of health and safety. Flags are not generally confiscated, however the obstruction of gangways, access routes, exits and entrances, health and safety signage and stairways is strictly forbidden. In the event of an emergency, all access and exit points must be clear.

In addition, please note that any articles that could potentially be used as a weapon and/or compromise public safety are strictly prohibited.

For any enquiries about flags or banners email [supporterservices@westhamunited.co.uk](mailto:supporterservices@westhamunited.co.uk)

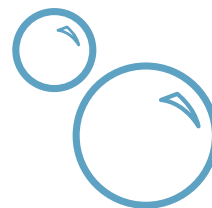
**Smoking:** Smoking inside London Stadium is strictly forbidden and will result in ejection from the Stadium. The use of e-cigarettes is also forbidden within the stadium.

## Reporting an incident

West Ham United Football Club has a zero tolerance policy towards abuse or anti-social behavior in any form. To report an incident or a concern on matchday please notify the nearest steward or use our SMS reporting service on 07860404069. All text messages are treated in the strictest confidence and, for our staff, it is better to monitor the situation as it is happening and to be able to take action at the time of it occurring.

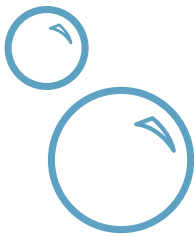
For further details on Ground Regulations, Safety and Security at London Stadium, please visit:

<http://www.london-stadium.com/plan-your-visit/safety-and-security>.





# THINGS TO DO AROUND LONDON STADIUM



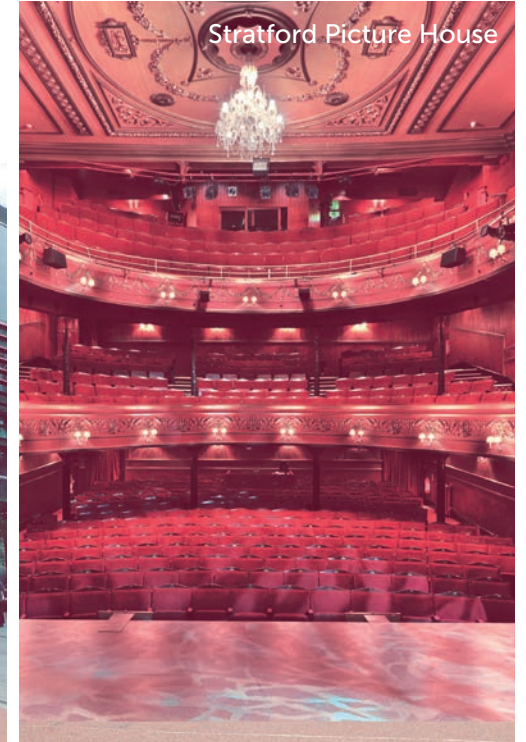
ArcelorMittal Orbit



Westfield Shopping Centre



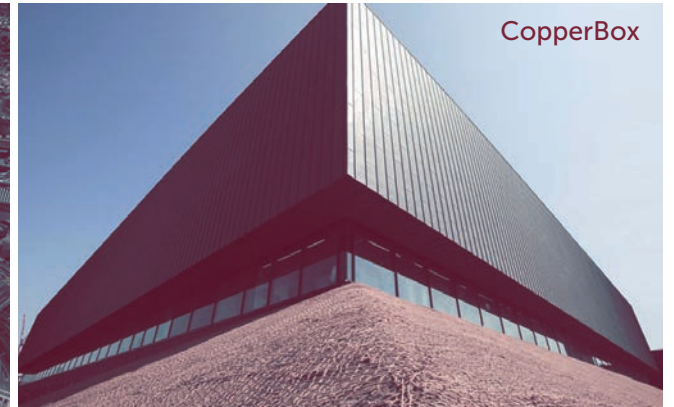
Stratford Picture House



Queen Elizabeth Olympic Park



CopperBox





# CONTACT INFORMATION

## Accessibility

Email: [accessibility@westhamunited.co.uk](mailto:accessibility@westhamunited.co.uk)

Tel: +44 (0) 333 030 0174

## Supporter services

Address: West Ham United FC Supporter Services, London Stadium, Queen

Elizabeth Olympic Park, London, E20 2ST

Email: [supporterservices@westhamunited.co.uk](mailto:supporterservices@westhamunited.co.uk)

Twitter: [@WestHamHelp](https://twitter.com/WestHamHelp)

## Ticket office

Email: [ticketoffice@westhamunited.co.uk](mailto:ticketoffice@westhamunited.co.uk)

Tel: 0333 030 1966 (Option 3)

All opening hours are from Monday to Friday from, 09:00 - 17:00.

