



AWAY FAN GUIDE

2013/14



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WELCOME TO STAMFORD BRIDGE



This away fan guide has been designed to help you get the most from your visit. Whether you're a Chelsea supporter or an away fan, 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. Now we have several on-site restaurants, two hotels and a spa, all of which as a visiting supporter you are welcome to use.

This guide contains all the information you need to ensure you have a great away 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. Whatever the result, 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 around the stadium which apply Monday - Saturday.

Public transport

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

By tube or train

The closest tube station to the stadium is Fulham Broadway on the District Line. Take a train to Earls Court and change for Wimbledon-bound trains. Boarding ramps are available at Fulham Broadway. There are two Overground stations near Stamford Bridge, the closest being West Brompton. The second station, which is about a 15-minute walk from the stadium, is Imperial Wharf. These are both on a direct line to Clapham Junction among others. Fulham Broadway tube station have introduced a manual boarding ramp system to improve access for wheelchair users on and off the tube, the station also has lift access.





GETTING TO STAMFORD BRIDGE

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 from 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.

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 1.5 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 is difficult very close to the ground.

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 difficult very close to the ground.

Road closures

Please note that Fulham Road between Harwood Road and Hortensia Road closes one hour 30 minutes 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 open at kick-off and then close again at half-time until one hour after the end of the match.

Coach park

There is a limited area for away supporter coaches in Imperial Road. Spaces have to be reserved via the visiting club and in conjunction with Chelsea Football Club. Chelsea traffic marshals will be able to direct supporters to the ground which is approximately a five minute walk. If there are less than 10 visiting supporter coaches then they will normally, and with the agreement of the police, be relocated during the match to outside the ground in Fulham Road between Stamford Gate and Britannia Gate.

Useful websites: [Tfl.gov.uk](https://www.gov.uk) | [Nationalrail.co.uk](https://www.nationalrail.co.uk) | www.theaa.com



CHELSEA MERCHANDISE

As well as the main Stadium Megastore, the Stamford Gate Store and additional mobile merchandise units-located near Stamford Gate and Britannia Gate are also open on matchdays. Opening times may vary for these units but usually open three hours before kick-off.

Store Opening Times*

Matchday Saturday 9am - 6pm

Matchday Sunday 11am - 5pm

Midweek matches: 9am - 7:45pm

**the store is closed after kick-off, and re-opens after the game for up to one hour.*



CHELSEA MUSEUM

The Museum is located behind the Matthew Harding Stand (North Stand) next to the Chelsea Club. The Museum is open on selected match-days but Stadium Tours are not available. For more information please call 0871 984 1955.

Museum and Store Opening Times

The Museum is open Monday-Sunday; 9:30am-5pm with the last entry at 4pm. The last entry on matchdays is one hour before kick-off. The Museum is also closed the day of and the day before any European fixture.





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:

Special shirts

Our staff in the away end will be wearing special t-shirts, featuring a well-known chant and legend from your club. Don't hesitate to ask the staff if you would like one of the t-shirts to take home with you.

Entertainment

Whether a brass band, samba dancers or street performers, there's always something on hand to entertain supporters outside the West Stand on matchday.

Game Makers

Our Chelsea Game Makers will be on hand to welcome you to Stamford Bridge when you arrive. Dressed in distinctive green adidas tracksuits, they have a wide variety of roles on matchday: from welcoming supporters; escorting visitors to their gate and taking photos. Should you need any assistance, don't hesitate to ask one of our Game Makers.





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 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).

Ticket office opening times

Matchdays Saturday 3pm or earlier kick off	9am – Half-time
Matchdays Saturday 12:30pm kick off	9am – Half-time
Matchday Saturdays 5:30pm kick off	11am – Half-time
Matchday Sundays 3pm or earlier kick off	9am – Half-time*
Matchday Sundays 4pm kick off	10am – Half-time*
Midweek matches 7:45pm/8pm kick off	9.15am – Half-time

Away matchday sales

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

Upgrades and downgrades

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

Touting

Ticket touts operate close to the ground and customers are warned not to be tempted to purchase tickets from such sources. Purchasers of such tickets will not be allowed entry. Away tickets can only be supplied by the opposing club or via official sources.





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 on window seven at the ticket office.

Disabled car parking

We have five accessible disabled parking spaces (not all located at the stadium) that can be booked approximately 28 days before a matchday on a first come first served basis. To make a booking please call our disability office on 020 7915 1950 between office hours.

Commentary for disabled Supporters

Partially sighted supporters can collect a free earpiece. These earpieces can be collected from window seven on a matchday.

Opening Times

The disability office opening times are the same as the ticket office.

Radar keys

All disabled toilets are fitted with Radar Keys. We advise supporters to bring their own key with them. However stewards do have Radar keys.





MILLENNIUM & COPHORNE HOTELS

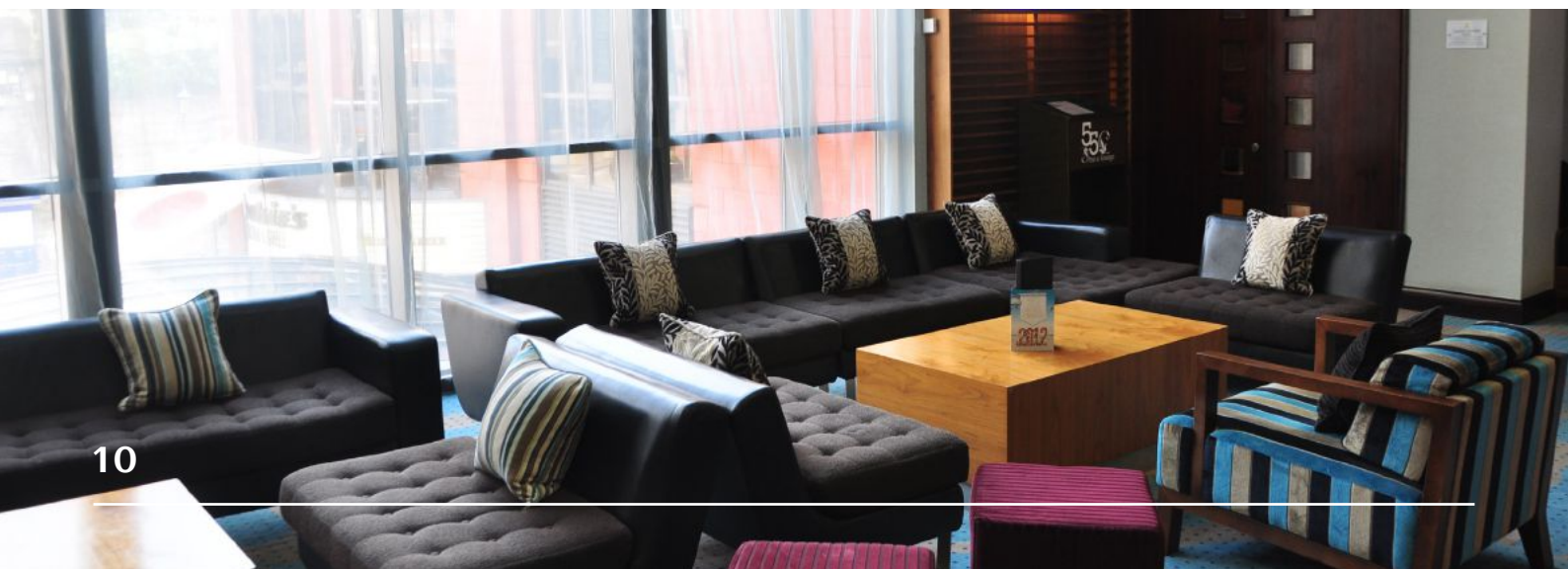
Millennium & Cophorne Hotels are situated at Stamford Bridge, and combine a unique location with style and luxury. The perfect place to stay to make your away visit complete. Between them, the hotels offer 281 guest rooms. The four-star Cophorne Hotel offers 160 guest rooms and the 55 restaurant; the four-star deluxe Millennium Hotel houses 121 guest rooms and suites. Both hotels offer Club Lounge benefits while the Millennium Hotel features the Delta 360° Lounge, sponsored by Delta Air Lines.

To reserve your room over a match weekend please call 020 3479 3565 or book online at: www.millenniumhotels.co.uk/millenniumcophornechelseafc



CHELSEA CLUB

The Antara Spa located within the Chelsea Club behind the Mathew Harding (North) Stand, is open on matchdays and offers a wide range of luxury spa treatments. To make an appointment, call 020 7915 2200 or visit www.thechelseaclub.com for more information.





RESTAURANTS

There are two restaurants at Stamford Bridge which are located next to the hotels and they are both open on matchday. It is always advisable to book well in advance to guarantee a table. In both Frankie's Sports Bar & Diner and Marco Grill, we only have set menus available on matchdays.

Marco restaurant

The opening times for Marco, depends on the kick-off time. For more information please call 0207 915 2929. Bookings can only be made over the phone. The restaurant is always open after the game for post-match dining or drinks.
www.marcogrill.com

Frankie's Sports Bar & Diner

Frankie's opens every day at 12 noon. The only time it will open earlier is for early kick-offs when it opens at 10am. For more information please call 0207 957 8298. Bookings can only be made over the phone.

Frankie's is open throughout the whole game, so guests can watch any home game in there if they don't have a ticket.
www.frankiessportsdiner.com





TURNSTILES AND GROUND REGULATIONS

Turnstiles usually open two hours prior to kick-off for weekend matches and one hour and 30 minutes prior to kick-off for evening matches.

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.

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

We want all customers to be able to enjoy their visit and support their team in a safe and secure environment. To help achieve this for the benefit of all customers Chelsea Football we ask 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.

Readmittance

Customers are advised we have a strict no readmittance policy.

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 www.chelseafc.com

Prohibited items

The following articles must not be brought into the ground - knives, fireworks, smoke canisters, air horns, flares, weapons, dangerous or hazardous items, laser devices, bottles, glass vessels, cans, poles 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.

Persistent Standing

We ask that all supporters remain seated in their designated seat and do not block aisles.





BIG SCREEN MESSAGES

We have two large screens within the stadium that play the match live and show highlights and statistics. We are also able to show a limited amount of big screen messages.

We allow a maximum of 15 words per message and these will be shown at the bottom of the screen during the match. This service is free of charge and can be requested by away fans by emailing bigscreen@chelseafc.com



CASH MACHINES

There is one cash machine located on-site next to the security office by the main gate. There are also cash machines at Fulham Broadway.





HOME FROM HOME REFRESHMENTS

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 & drink offers available to suit all palates and wallets...

Hot Food

Here is an example of some of our menus sold within the away section of the stadium.

Please note menus can change and are subject to availability.

Eat Right

We realise the importance of "eating right" and are proud to offer you our tasty new range of wraps and noodle hot pots. All made on-site by our culinary team, delicious and under 500kcal.

Hat-trick of gourmet treats

This season our food offer is aiming for the golden boot at Chelsea FC. We have a number of new treats available outside the ground to warm you up and tantalise the taste buds before the game. You can expect to see traditional fans favourites, in a new attacking formation, with a street-styled theme. Be adventurous and go for The Special One.

HOME FROM HOME

FOOD

Chicken & Mushroom Gastro Pie	4.80
Real Steak Gastro Pie	4.80
West Cornwall Pasty Co.	4.80
Traditional Pasty	
Cheese & Onion Pasty	
Tandoori Chicken Wrap	4.60
Lamb Kofta Wrap	4.60
Hot Dog	4.20
Confectionery	from 1.40
Sahasras Nuts	3.20

DRAUGHT BEERS

Singha Pint	5% ABV	4.20
Express Tokens		
Single Beer Pint / Hot Dog Token		4.20
5 Beer Pint / Hot Dog Tokens		20.00

ALE

London Pride	500ml 4.7% ABV	4.60
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WINE

White Wine Bottle	187ml 12% ABV	4.80
Red Wine Bottle	187ml 12.5% ABV	4.80

COLD DRINKS

Mineral Water	500ml	2.20
Coca Cola Soft Drinks	500ml	2.40
Lucozade Sport	500ml	2.60

HOT DRINKS

2.20

Hot drinks only available for UEFA matches

Draught beer half pints available upon request.
No sale of alcohol permitted for UEFA matches.
Express beer tokens can only be purchased prior to kick off.



REFRESHMENTS

Vouchercloud 50/50 offer

For the best value for money pint in town, if you arrive at Stamford Bridge within 50 minutes of gates opening you can take advantage of up to 50% off soft drinks, hot dogs and beer.

Singha beer pint £2.50, hot dog £3 or any coca cola or hot drink only £1 via Vouchercloud.

Beer tokens

We sell beer tokens within the concourse areas, from most bars and from our Singha promotion staff. A token costs £4.20 or five tokens cost £20. Take your tokens straight to the front of the bar for quick service (express queue). Beer tokens are only valid for the specific matchday.

Keep an eye out for our flyers or download via www.vouchercloud.com





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 visiting supporter. Programmes can be purchased from many vendors around the stadium, the Megastores and is priced at £3.



MATCHDAY BETTING

Matchday betting

We have many betting kiosks situated around the stadium for fans to place bets. Away fans can collect their winnings online by visiting www.ClaimMyBet.co.uk/Chelsea and enter the details along with the unique coupon number.

There are four other options for collecting winnings once the match is over:

- online at www.sportingbet.com/claim-chelsea
- in cash by presenting their coupon at a future game
- via BACS transfer through BD Stadia (www.claimmybet.co.uk/payment)
- via post by sending their coupon to the Late Pay Dept in Leeds (address on slip)



LOST PROPERTY

Lost Property

Any property found within the stadium after the match will be made available on the next working day. Please contact our customer support team.



FEEDBACK

Providing excellent customer service is important to all our staff and in the vast majority of cases is exactly what you will receive. Once you have visited us please let us know your feedback either by emailing customer.services@chelseafc.com or by sending a letter by mail to:

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



CONTACT US

Chelsea Football Club
Stamford Bridge,
Fulham Road,
London,
SW6 1HS

General Enquires: 0871 984 1955* (UK)

calls cost 10p per minute plus network extras

International number: +44 207 386 9373

Email: enquiries@chelseafc.com



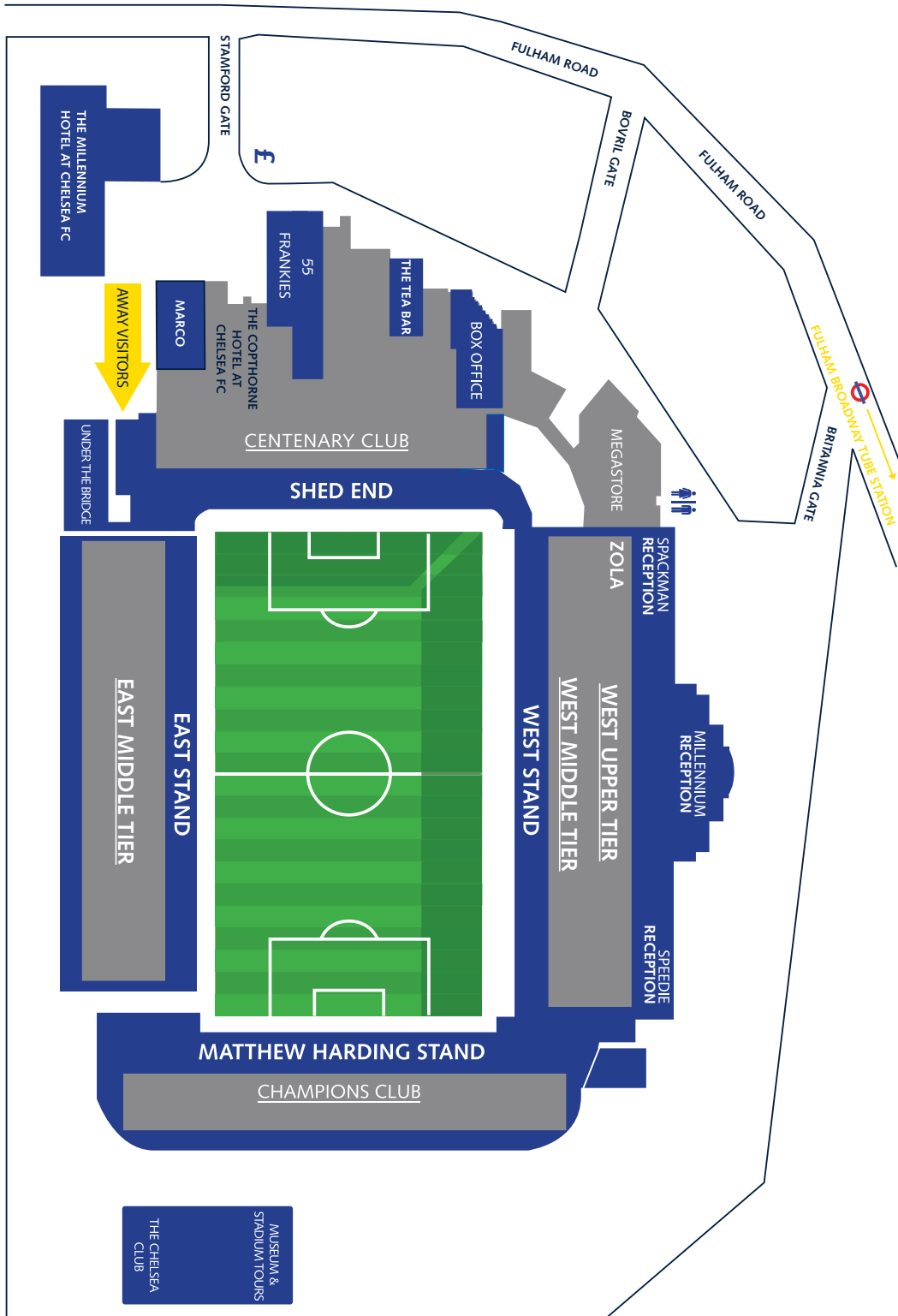
STAMFORD BRIDGE

The current capacity stands at 41,623 and the ground has gone from being a huge oval shape to four sides close to the pitch. There is almost no part of the current stadium that has not markedly changed in the past 20 years with only the huge old Shed wall remaining from the original stadium which can be seen opposite the Megastore and ticket office.





MAP



The background is a solid dark blue color. Overlaid on this are several large, overlapping, organic shapes in a lighter shade of blue. These shapes resemble stylized waves or flowing liquid, moving from the top right towards the bottom left. The shapes have smooth, curved edges and create a sense of motion and depth through their layering.

[CHELSEAFC.COM](https://www.chelseafc.com)