

**ALWAYS
AHEAD
OF THE
GAME**



VISITING

SUPPORTERS

GUIDE



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A WELCOME FROM THE CHAIRMAN

Thank you for choosing to visit Emirates Stadium. On behalf of everyone at Arsenal Football Club, I look forward to welcoming you to north London.

This guide is intended to help you make the most of your trip. It provides information on travel to and from the stadium, the away area at the ground and refreshments.

We hope that you find these pages useful and wish you a safe and memorable trip to Emirates Stadium.

Sir Chips Keswick
Chairman, Arsenal Football Club



GETTING TO EMIRATES STADIUM

THE EMIRATES IS ONE OF THE MOST ACCESSIBLE STADIUMS IN LONDON
AND IS SERVED BY A WIDE RANGE OF RAIL AND BUS NETWORKS.

BY TUBE AND RAIL

King's Cross is the main connecting station for national rail and many underground lines. The following stations are within a 15-minute walk of Emirates Stadium:

- Arsenal (Piccadilly Line)
- Finsbury Park (Victoria Line, Piccadilly Line, Great Northern Rail)
- Highbury & Islington (Victoria Line, North London Line, Great Northern Rail)

Please note that Holloway Road station will be exit-only before and after Arsenal first-team matches, with pre-match eastbound trains not stopping. Drayton Park is closed on matchdays.

To plan your journey, [CLICK HERE](#)

BY CAR/COACH

We advise supporters not to drive to Emirates Stadium, where possible. The ground is situated in a mainly residential area with an extensive Event Day Parking Scheme in operation. Any cars parked illegally will be towed away. For full details on match day parking restrictions, [CLICK HERE](#)

Leave the M1 at Junction 2 and go onto the A1, following the signs for City (Central London). Keep going on the A1 for around six miles, until you see Holloway Road Tube Station on your right. Take the next left at the traffic lights into Hornsey Road and the stadium is about a 1/4 of a mile further down this road.

Coaches booked through the visiting club are able to park adjacent to Emirates Stadium or in Finsbury Park, a ten-minute walk away. Supporters looking to arrange independent coach travel to Emirates Stadium should [CLICK HERE](#)



INFORMATION FOR DISABLED SUPPORTERS TRAVELLING TO EMIRATES STADIUM

**IF YOU WISH TO TAKE THE TRAIN - CALEDONIAN ROAD
IS THE NEAREST STATION WITH STEP FREE ACCESS.**

PARKING

There are no parking facilities inside the stadium aside from a limited amount of matchday parking for Blue Badge holders. These spaces must be booked in advance. Please contact your club for full details.

Some on-street parking is also available for Blue Badge holders either in dedicated Blue Badge bays or vacant residents' bays. Please note some of the Blue Badge bays in the area are specifically for the use of a designated local Blue Badge holder.

We would advise you to arrive in the vicinity more than two hours before kick-off. Please remember to clearly display both your Blue Badge and clock. For further information on street parking in the area, [CLICK HERE](#)



THE AWAY SECTION AT EMIRATES STADIUM

UPON ARRIVAL

The Away Supporters' Area is located in the South East corner of Emirates Stadium. Turnstiles open two hours prior to kick-off.

FOOD AND DRINK

Refreshments are available in the Away Supporters' Area at Emirates Stadium from 6.30pm ahead of evening games, and two hours ahead of afternoon matches. There is an 'Early Bird' special on offer up to 45 minutes before kick-off, where you will be able to purchase a pie and pint/large soft drink for £5. There are no cash machines inside Emirates Stadium so if you wish to purchase refreshments you are advised to bring cash. Queues to pay by card are sometimes significantly longer. ATM machines can be found by the Tesco on Drayton Park and next to The Arsenal Highbury House store on Drayton Park.

NO SMOKING

There is a no smoking policy at and around Emirates Stadium including the podium level surrounding the stadium and the car parks.

NO READMITTANCE

We operate a strict no readmission policy and there will not be an opportunity to leave and re-enter the stadium.

FAN INFORMATION TEAM

If you need assistance at any time, please approach a member of our Fan Information Team wearing high visibility jackets, located around the podium level.

TICKET TOUTING

Tickets for the matches held at Emirates Stadium must be purchased from the opposing club only, subject to their qualifying sales criteria. Tickets purchased through other means may not be valid. Arsenal Football Club accepts no liability for tickets purchased through unofficial channels. We are unable to provide you with alternative tickets should you purchase in this manner, regardless of the price paid. You will be referred to the opposing club at such times a fraudulent ticket is presented and we may also refer the details to London Metropolitan Police.





THINGS TO DO AROUND EMIRATES STADIUM

AWAY SUPPORTERS TRADITIONALLY CONGREGATE IN DRAYTON PARK BEFORE AND AFTER GAMES AND THERE ARE PUBS, RESTAURANTS AND CAFÉS IN THIS AREA THAT ARE VERY WELCOMING TO VISITING FANS.

Please note that some pubs in and around Emirates Stadium restrict access to away supporters on matchdays. You should also be aware that the area is a Controlled Drinking Zone on a matchday. For full details, [CLICK HERE](#)

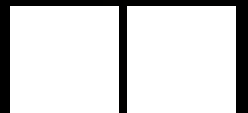
Islington has a wide range of attractions for supporters looking to make the most of their visit to North London. For full details, [CLICK HERE](#)

For information on hotels in the Islington area, [CLICK HERE](#)

Central London is only 30 minutes away by tube.

THE TOP TEN THINGS TO DO IN THE BOROUGH OF ISLINGTON

THE TOP FIVE THINGS TO DO IN ISLINGTON



EMIRATES STADIUM

SECURITY

GROUND REGULATIONS

Away supporters play a key part in making the atmosphere at Emirates Stadium what it is, and you are welcome to bring flags and banners to the ground, as long as they meet the club's safety requirements. They must not exceed 1m in height or width, and be displayed on a pole no thicker than a pencil. Please note that the club reserves the right to turn banners away on the grounds of offensive content. See the [GROUND REGULATIONS](#) for more details.

You are also welcome to bring refreshments – snacks and soft drinks brought in small plastic bottles or flasks – to Emirates Stadium. Please note that alcohol cannot be brought into the ground.

Please note that for all matches at Emirates Stadium you are subject to the terms and conditions of the [GROUND REGULATIONS](#), as well as the rules and regulations of the relevant competition.

For information on our ticketing terms and conditions, [CLICK HERE](#)

TURNSTILE ENTRY

For security purposes, supporters will be searched when entering Emirates Stadium. These thorough searches will be carried out by Arsenal Football

Club security, and search dogs may be present at the turnstiles. Any supporter found with prohibited items in their possession may be arrested. A list of items that are prohibited in the stadium can be found on page 10

LOST PROPERTY

If you become aware that you have lost something during your visit to Emirates Stadium, please contact your nearest steward. The stewards will ask for details of the lost item and will verify whether something of that description has been handed in.

If you become aware that you have lost something after the game, please email STADIUM@ARSENAL.CO.UK providing details of the item lost, where you were sitting and daytime contact details. If the item is found or handed in, we will contact you to make arrangements to return it.

YOUNG FANS' WRISTBANDS

Upon request, stewards will provide parents with young children with a security wristband. This enables parents to write down their contact details and in the event that the child gets lost, we can help to locate their parents with ease.

SEE SOMETHING, SAY SOMETHING

Anti-Semitic, Racial and Discriminatory chanting of all kinds is offensive to Home & Away supporters alike and will not be tolerated. If you witness any form of offensive chanting at the match, you can report it to a matchday steward or use our 'See Something, Say Something' service by texting "FOUL" to 67777 together with a description of the incident. We are proud of the diverse nature of our team, our supporters and wider community and thank you for your support, enjoy the game.

EXAMPLE TEXT TO 67777:

FOUL (DESCRIPTION OF INCIDENT) BLOCK **, ROW **, SEAT ***



PROHIBITED ITEMS

SUPPORTERS ARE ENCOURAGED TO ARRIVE EARLY TO ENABLE SUFFICIENT TIME TO PROCEED THROUGH SECURITY CHECKS, AND TO ONLY BRING ITEMS THAT ARE ESSENTIAL. PLEASE SEE OUR PROHIBITED ITEMS.

WHAT CAN I BRING INTO EMIRATES STADIUM?



SMALL COMPACT CAMERAS
(MUST BE ABLE TO FIT IN A POCKET)



NON-OFFENSIVE FLAGS OR BANNERS (2M X 1M OR LESS)
(NO STICKS OR POLES AND MUST MEET FIRE REGULATIONS)



SMALL FOLD UP UMBRELLAS



CLEAR PLASTIC BOTTLES
(500ML OR LESS)



SMALL BAGS OR BACKPACKS
(MUST BE ABLE TO FIT UNDER YOUR SEAT)



CRUTCHES OR WALKING AIDS
(IN ORDER FOR US TO ENSURE THAT YOUR VISIT IS AS SAFE AND SMOOTH AS POSSIBLE, AND YOUR SEATS ARE SUITABLE FOR YOUR NEEDS, PLEASE EMAIL DISABILITY@ARSENAL.CO.UK OR STADIUM@ARSENAL.CO.UK PRIOR TO ATTENDING THE GAME)



WHAT CAN'T I BRING INTO EMIRATES STADIUM?



ALCOHOL



CANNED DRINKS



DRINKING GLASSES



GLASS BOTTLES



GLASS VESSELS
(E.G. PERFUME)



SOLID CONTAINERS OR FLASKS



PLASTIC BOTTLES IN EXCESS OF 500ML



AIR HORNS



BABY BUGGIES OR PRAMS



VIDEO RECORDING EQUIPMENT



LARGE LENS CAMERAS



POLES OR STICKS
(INCLUDING SELFIE-STICKS)



FLAGS OR BANNERS LARGER THAN 2M X 1M OR OF AN OFFENSIVE NATURE



KNIVES OR WEAPONS



LARGE BAGS OR SUITCASES
(INCLUDING CABIN BAGS)



UMBRELLAS
(EXCEPT SMALL FOLD-UP UMBRELLAS)



FIREWORKS OR FLARES



SMOKE OR GAS CANISTERS



LASER PENS



TOOLS



MUSICAL INSTRUMENTS



DAINGEROUS OR HAZARDOUS ITEMS



EMIRATES STADIUM IS A NO SMOKING STADIUM, THIS INCLUDES THE USE OF ELECTRONIC CIGARETTES AND VAPORISERS



MEET OUR SUPPORTER LIAISON OFFICER AND DISABILITY ACCESS OFFICER

OUR STAFF ARE ON HAND TO HELP YOU MAKE THE MOST OF YOUR VISIT TO EMIRATES STADIUM. IF YOU HAVE ANY ENQUIRIES ABOUT YOUR TRIP IN ADVANCE, PLEASE CONTACT OUR SUPPORTERS' LIAISON TEAM:

For any general enquiries, the Arsenal Contact Centre can be reached on 020 7619 5000 or ASK@ARSENAL.CO.UK

For matchday enquiries only, please call 0207 619 5003.

Opening Hours: Monday – Friday (except Bank Holidays) 09.30 – 17.00 and on matchdays up until half-time.



MARK BRINDLE

Supporters' Liaison Officer

Mark Brindle Supporters' Liaison Officer 020 7704 4949 - mbrindle@arsenal.co.uk



ALUN FRANCIS

Disability Liaison Officer

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