WEMBLEY
CONNECTED BY EE

BE MATCH-READY!

EVERYTHING YOU NEED TO KNOW ABOUT YOUR VISIT TO WEMBLEY STADIUM CONNECTED BY EE

AVFC

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MANCHESTER 18 94 CITY

CARABAO CUP FINAL

SUNDAY MARCH 1, 2020
KICK-OFF 4.30PM

Carabao Cup
EFL

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MANCHESTER CITY ARE ON FOR A HAT-TRICK OF FINAL WINS. ASTON VILLA, WINNERS OF THE FIRST LEAGUE CUP BACK IN 1961, COULD MAKE THIS THEIR SIXTH TROPHY.

Make sure you don't miss a second of the action by reading this guide to Wembley.

It will help you get in and out of the stadium more easily, and everything in between. We want you to enjoy the spectacle while we take care of everything else.

BE MATCH-READY!









10 TOP TIPS

1

Check out our restricted bag policy before leaving home (see Section 05);

2

Please be ready for enhanced security and ticket checks, including one when you reach the stadium perimeter;

3

Arrive at least one hour before kick-off;

4

Wembley Stadium is a public transport destination. Please plan your journey for before and after the game. Please visit www.tfl.gov.uk for up-to-date travel information;

5

Don't miss out on everything the area has to offer, including the two teams' fanzones (see Section 03);

6

Remember, food and drink concessions at Wembley Stadium are mainly cashless;

7

If you need any help on the day, speak to a member of our Customer Engagement Team, or one of our friendly stewards, who will be happy to help;

8

For further information, click here to visit our guest portal;

9

Follow @wembleystadium on Twitter for live updates;

10

...and don't forget your ticket!

KEY TIMINGS

MAKE THE MOST OF EVERY MINUTE

12:30 PM

TICKET OFFICE OPENS

1:30 PM

HOSPITALITY DOORS OPEN

2:30 PM

GENERAL ADMISSION TURNSTILES OPEN

3:40 PM

TEAMS WARM UP

4:30 PM

KICK-OFF

6:15 PM

SCHEDULED MATCH FINISH

But if it's a draw at 90 mins, there will be 30 mins extra time and then penalties to decide the winner.

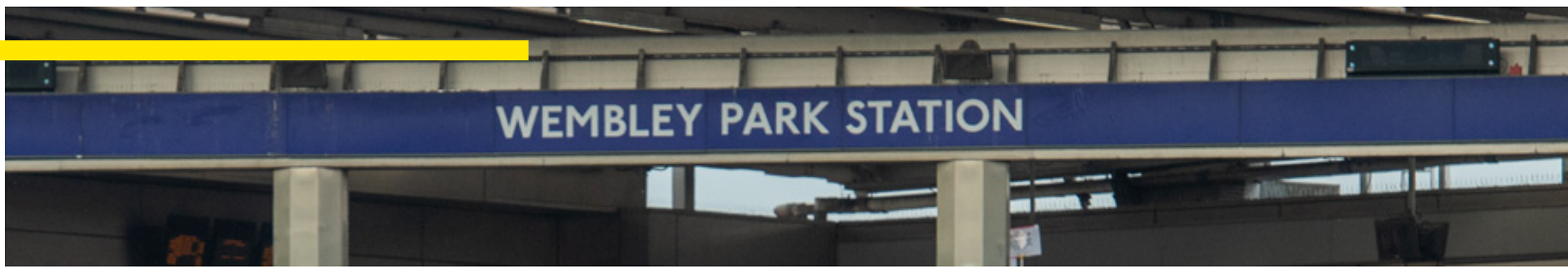
02

TRANSPORT

Wembley Stadium is a public transport destination. It's quicker – and greener – to use public transport to get here.

For more details on all the above and to use our 'sofa-to-seat' service to plan your journey, click **here**.

There are no planned closures for Sunday March 1, but please check before you travel.



CAR PARKING

Please note, car parking is very limited. Any available spaces must be booked in advance at **Wembley Official Parking**. Blue Badge parking can also be booked via the above link.

UNDERGROUND

Wembley Park Station:
- Metropolitan Line;
- Jubilee Line.

Wembley Central Station:
- Bakerloo Line.

OVERGROUND

Wembley Central Station:

- Watford Junction to Euston Line

NATIONAL RAIL

Wembley Stadium Station:

- Chiltern Railways.

Wembley Central Station:

- Southern and West

COACH

National Express links Wembley to over 55 locations nationwide and drops you off right next to the stadium.

Visit National Express

BUS

The stadium is serviced by numerous bus routes.

www.tfl.gov.uk



03

FANZONES

Each finalist has its own dedicated fanzone.
These are shown on the map below.

There's food, drink and music in both fanzones.
They are both open from 11.00AM - 3.30PM.



Aston Villa: Events Pad, **which is here**

Manchester City: Arena Square, **which is here**

04 TICKETING

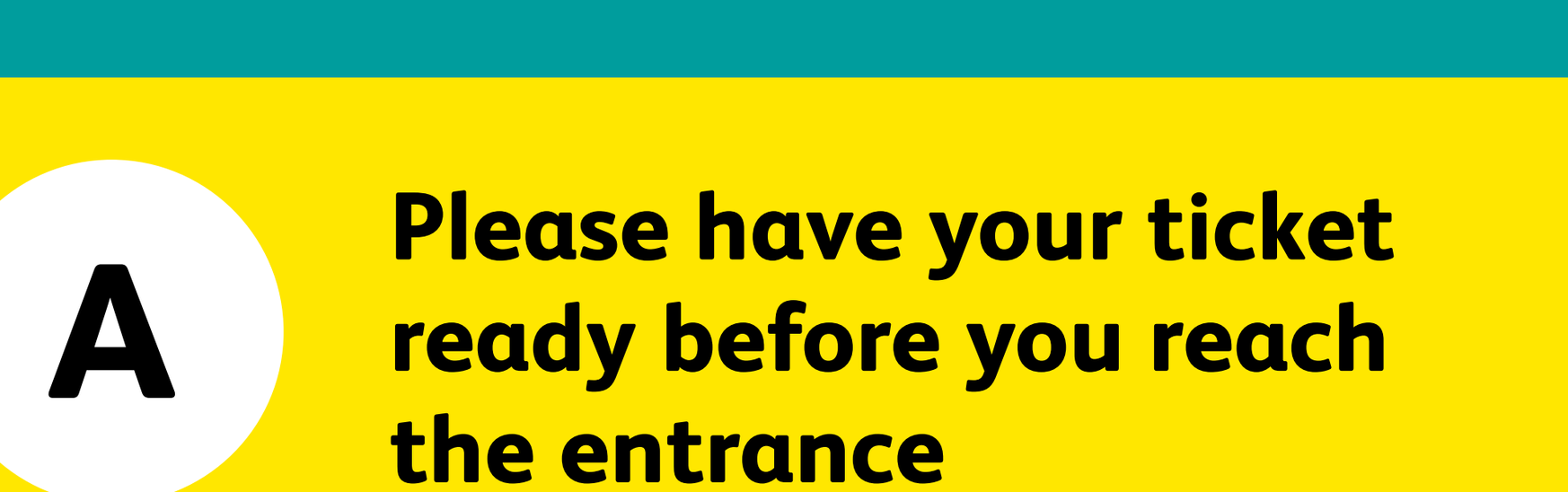
YOUR TICKET(S) AND HOW TO USE THEM

To find the correct turnstile, please follow signs for the colour zone highlighted on your ticket. Have your tickets ready at the turnstile. You will need to scan the barcode to gain entry.

Please ensure the ticket barcode is facing upwards in the scanner.

A

Please have your ticket ready before you reach the entrance



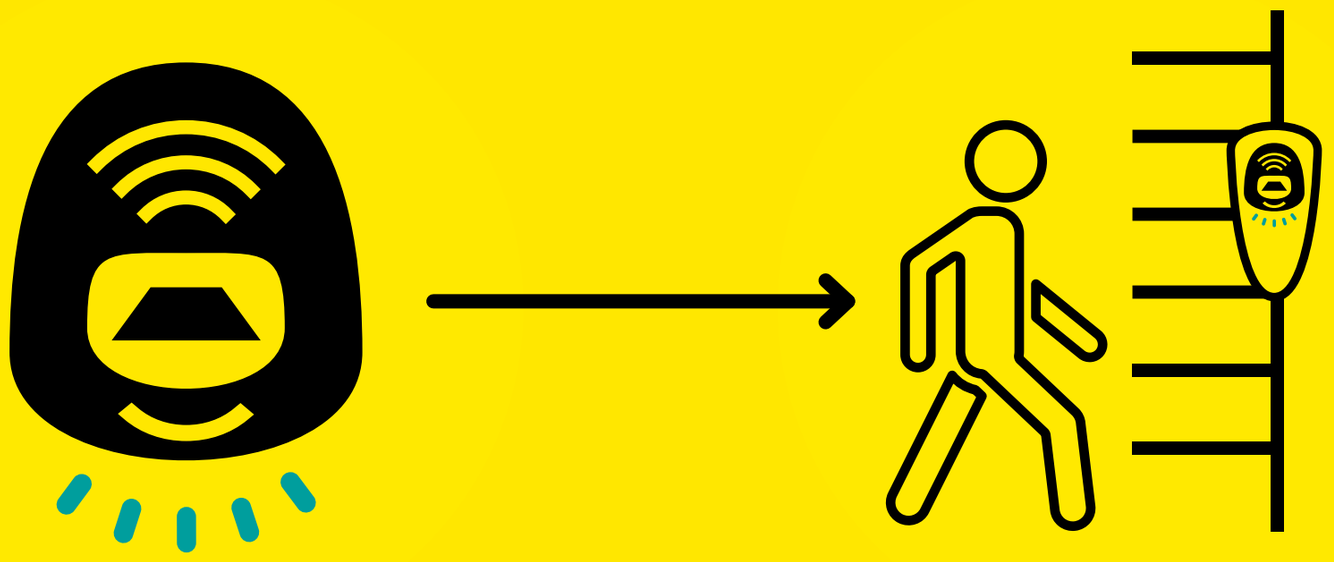
B

Insert your ticket face up into the scanner



C

When the green light flashes, push the turnstile and enter the stadium





05

SAFETY & SECURITY

YOUR SAFETY IS OUR PRIORITY

Help us by:

- Arriving at least one hour before kick-off so we can complete security check in time.

- Follow our bag policy: you can bring in a bag the size of A4 paper or smaller. Larger bags **cannot** be brought in. If for any reason (medical) you require a bag that does not adhere to this policy, please contact us prior to the event by clicking **here**.

- Be ready for extra security checks on your way to the stadium – have your tickets and bags ready to show to our security staff.



- Remember children under the age of two are not allowed in the stadium. Children under the age of 14 must be accompanied by an adult over the age of 18.

- Do not bring cameras with interchangeable lenses.

- Please note persistent standing is not permitted within the stadium seats during the match. We kindly ask all supporters to abide by this rule and respond to the safety instructions from the stewarding team so everyone has an enjoyable experience.

- Football is for all. We show zero tolerance to any discrimination, harassment or abusive behaviour.

If you witness any anti-social behaviour then please report it safely and anonymously to us by:

TEXTING HELP TO 66566



Prohibited items

For everyone's safety some items are not allowed into Wembley (e.g. large golf umbrellas). In particular:

- Food is **NOT permitted**;
- Only empty, clear, plastic bottles 500ml or less **ARE permitted** into the venue;
- All other bottles (glass, aluminium etc.) are **NOT permitted**;
- As stated on the previous page, bags larger than A4-size are **NOT permitted**.



WEMBLEY WELCOMES

Our Customer Engagement Team are on hand to make sure you have a great Wembley experience.

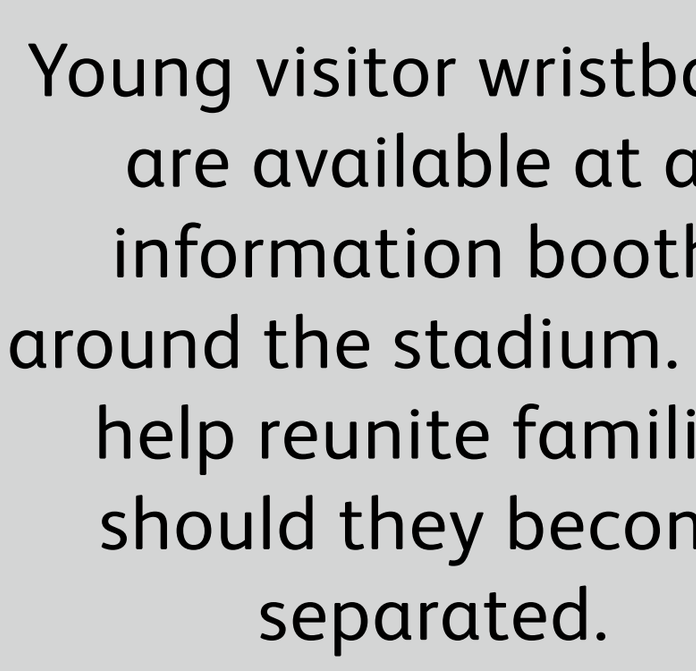
They can be found at information booths to help answer questions and provide young visitor wristbands (see below). You'll recognise them by their bright red uniforms.

YOUNG PEOPLE

Young visitor wristbands are available at all information booths around the stadium. They help reunite families should they become separated.

RE-ENTRY

If you leave the stadium, re-entry is not permitted. Please see a safety steward if you need to leave before the exit gates are open.



NO SMOKING

No smoking or vaping is permitted inside the stadium.



07

ACCESSIBILITY

WEMBLEY IS FOR ALL

If you have any access requirements and need more information, visit:

help.wembleystadium.com

or call us free on **0800 093 0824**.

If you need assistance during your visit, please seek out our **Customer Engagement Team.**

We offer different forms of assistance, including a wheelchair pick-up/drop-off system to help you make your way around the stadium, and to and from your seat.

We also offer audio-descriptive commentary. Headsets can be collected from any of our guest information points.

An accessible shuttle is provided from Wembley Park Tube station to the stadium.

This is in operation from 1.00PM – 8.15PM

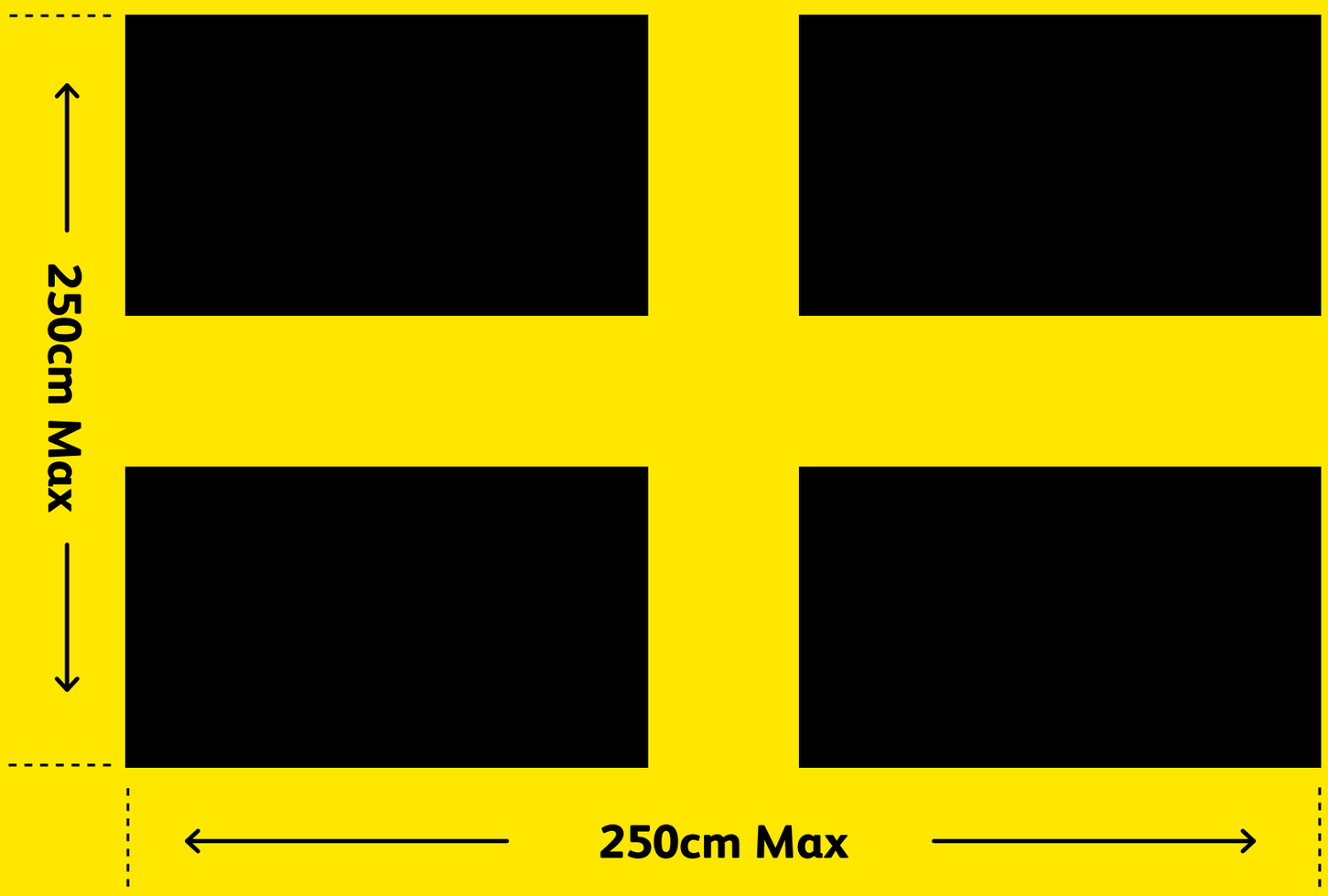
08

FLAGS & BANNERS

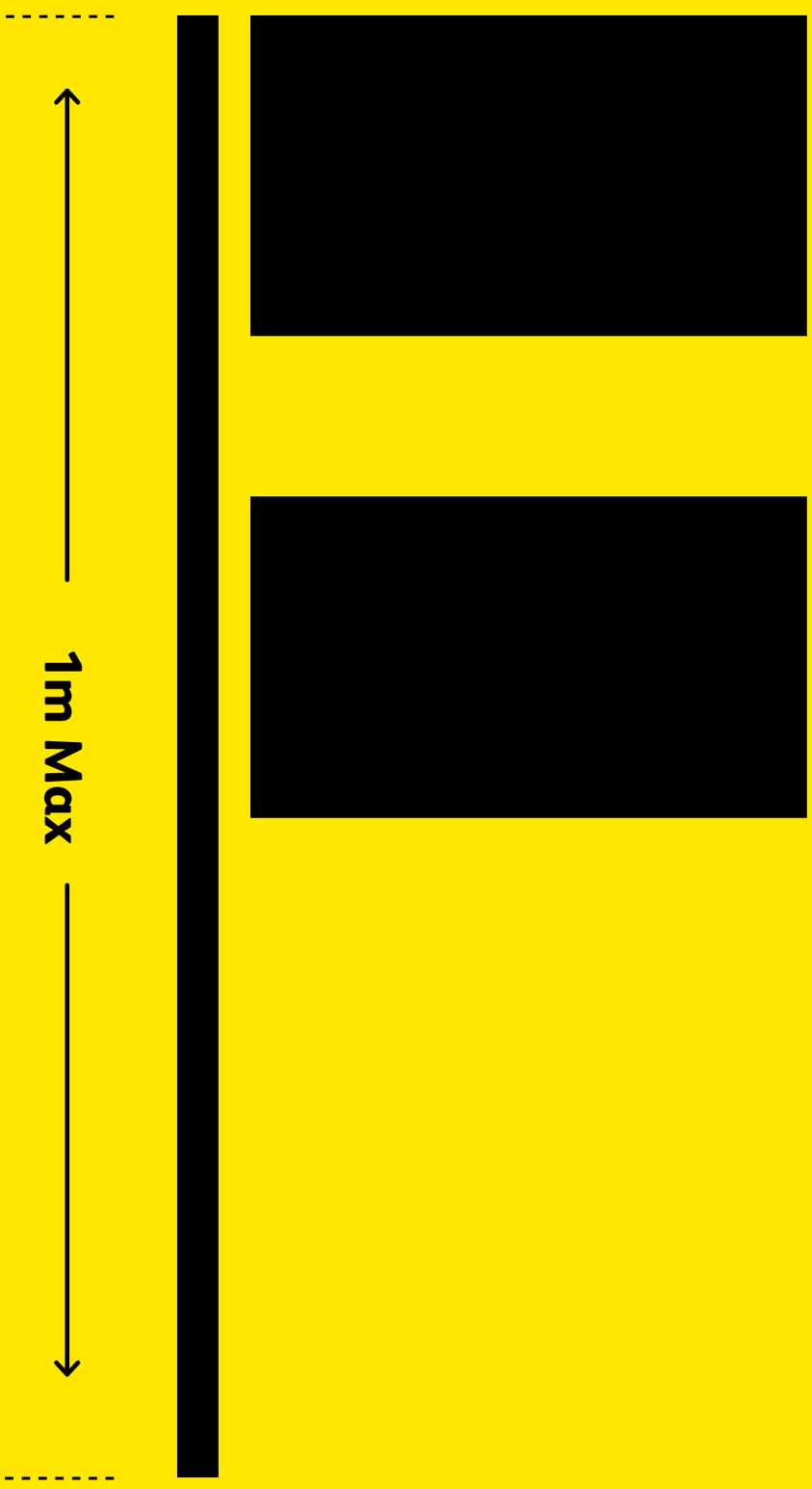
GIVE US A WAVE!

Flags and banners that meet these dimensions are welcome:

FLAGS



FLAGPOLES



PLEASE BE AWARE

- No advertising or abusive language allowed;
- Flag poles must be wood or plastic, under 1m long & 1cm diameter;
- Metal flag poles are prohibited.

For larger flags or banners please request permission **using the form here**.

Sorry, but if we think a flag or banner is causing an issue during the match it may be removed.

09

RETAIL



SHOW YOUR SUPPORT!

Commemorate your visit to Wembley by taking home football kits, souvenirs and matchday programmes. These are available to buy:

OUTSIDE

At various Official Merchandise kiosks

WEMBLEY

INSIDE

Levels 1, 2 and 5 of the stadium

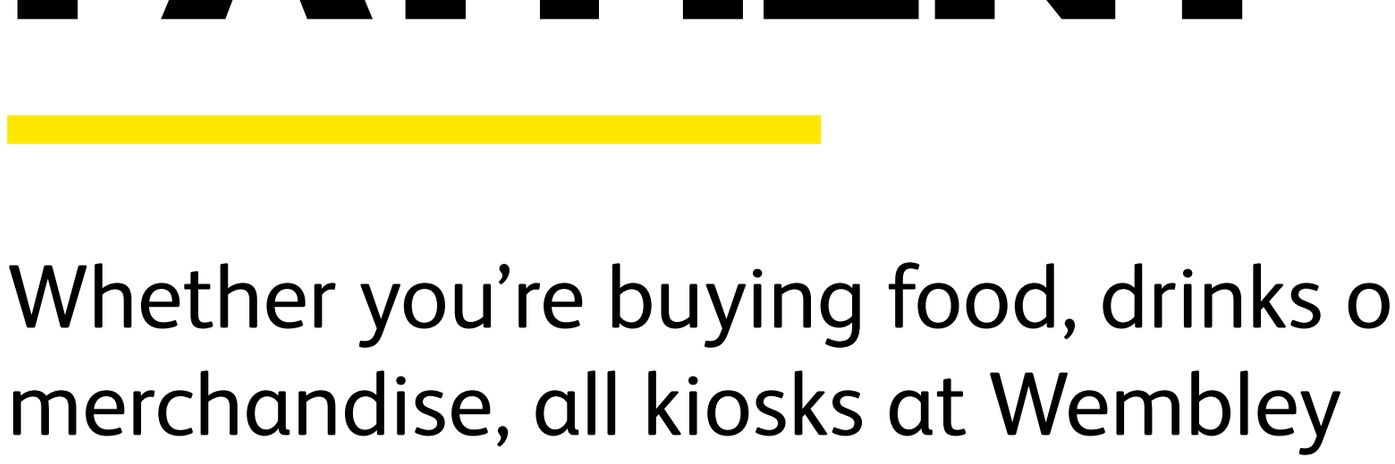
WEMBLEY

PAYMENT

10

Whether you're buying food, drinks or merchandise, all kiosks at Wembley Stadium accept contactless and smart pay payments. Few kiosks accept cash.

THE ADVICE IS GO QUICKER, GO CASHLESS.



11

ALCOHOL

Alcohol is sold in the stadium. However:

- You can only drink alcohol bought in the stadium;
- You can only buy four drinks at a time;
- You cannot drink alcohol in the seating area or anywhere else in sight of the pitch.
- We apply ‘Challenge 25’, so please bring ID.

FOOD & DRINK

12

You’ll find an extensive and tasty range of food and drinks inside the stadium.

We will always accommodate dietary requirements, so please alert our catering management team so we can meet your needs.

Please be aware:

Free water refill stations can be found at these locations:

LEVEL 1: Blocks 111, 115, 121, 124, 134 and 142.

LEVEL 2: Blocks 212 and 241.

LEVEL 5: Blocks 521, 532, 548 and 552.

17

13

STADIUM TOURS



Wembley doesn’t just come to life on matchdays.

The award-winning Wembley Stadium Tour lets you explore behind-the scenes at the UK’s largest sports and entertainment venue. We take you deep into the heart of the stadium – to those areas usually reserved for the biggest names in sport and music.

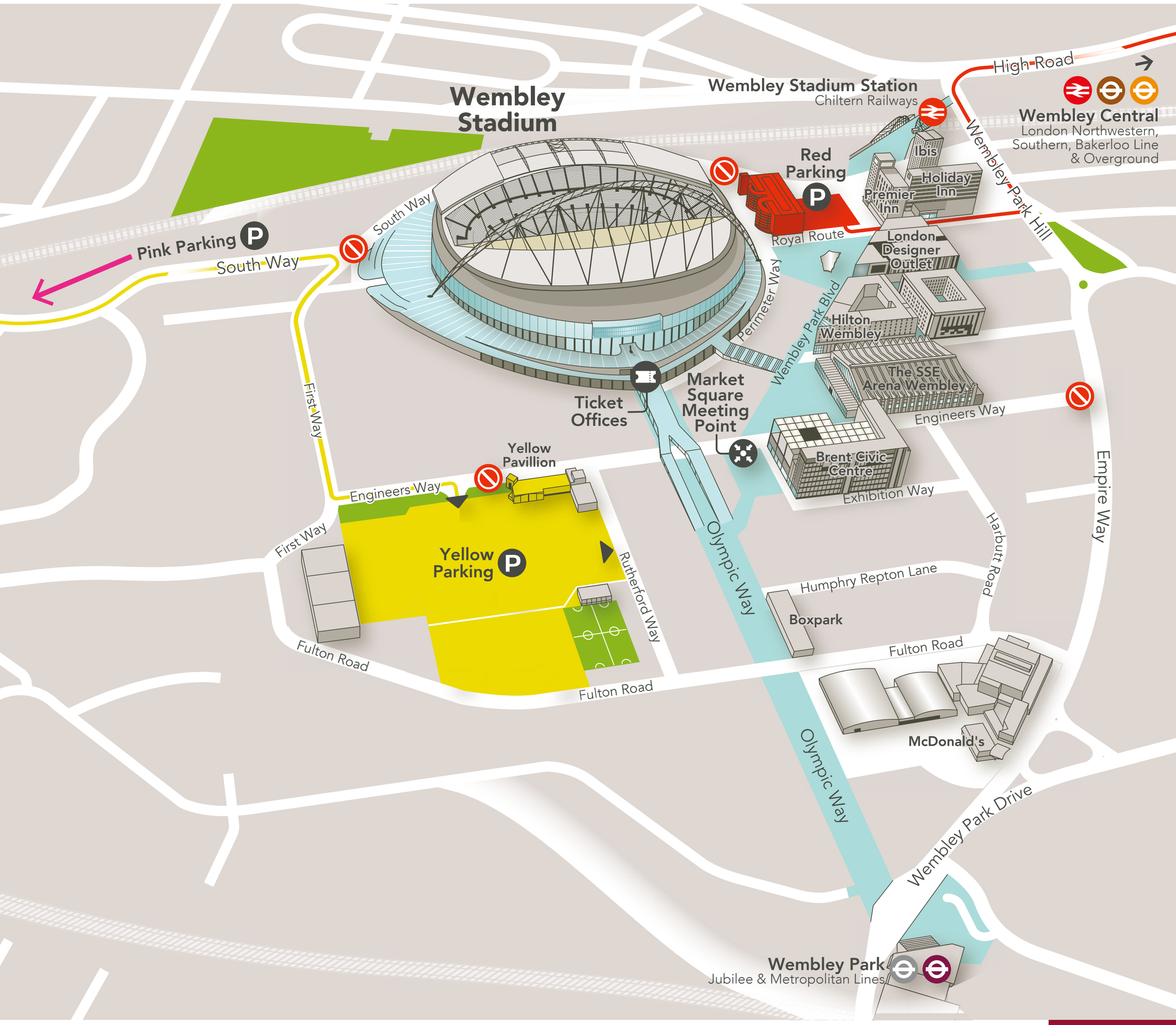
Bring your ticket (from any event) and enjoy a **20% discount**.

To book online, click **here**.



WEMBLEY STADIUM MAPS

THE STADIUM AND ENVIRONS



WEMBLEY STADIUM MAPS

TURNSTILE ENTRANCES

