

**DERBY
COUNTY
FOOTBALL
CLUB**



VISITING SUPPORTER'S GUIDE.


PRIDE PARK STADIUM

EST. 1884

WELCOME

On behalf of everyone at Derby County Football Club, I look forward to welcoming you to Pride Park Stadium for your forthcoming fixture.

This guide is intended to help you get the best experience possible on your visit to the home of Derby County by providing useful information that will assist you in finding your way to, in and around Pride Park Stadium. It will also provide you with important information about various features of your matchday experience such as parking provisions, catering information and our flag and banners policy.

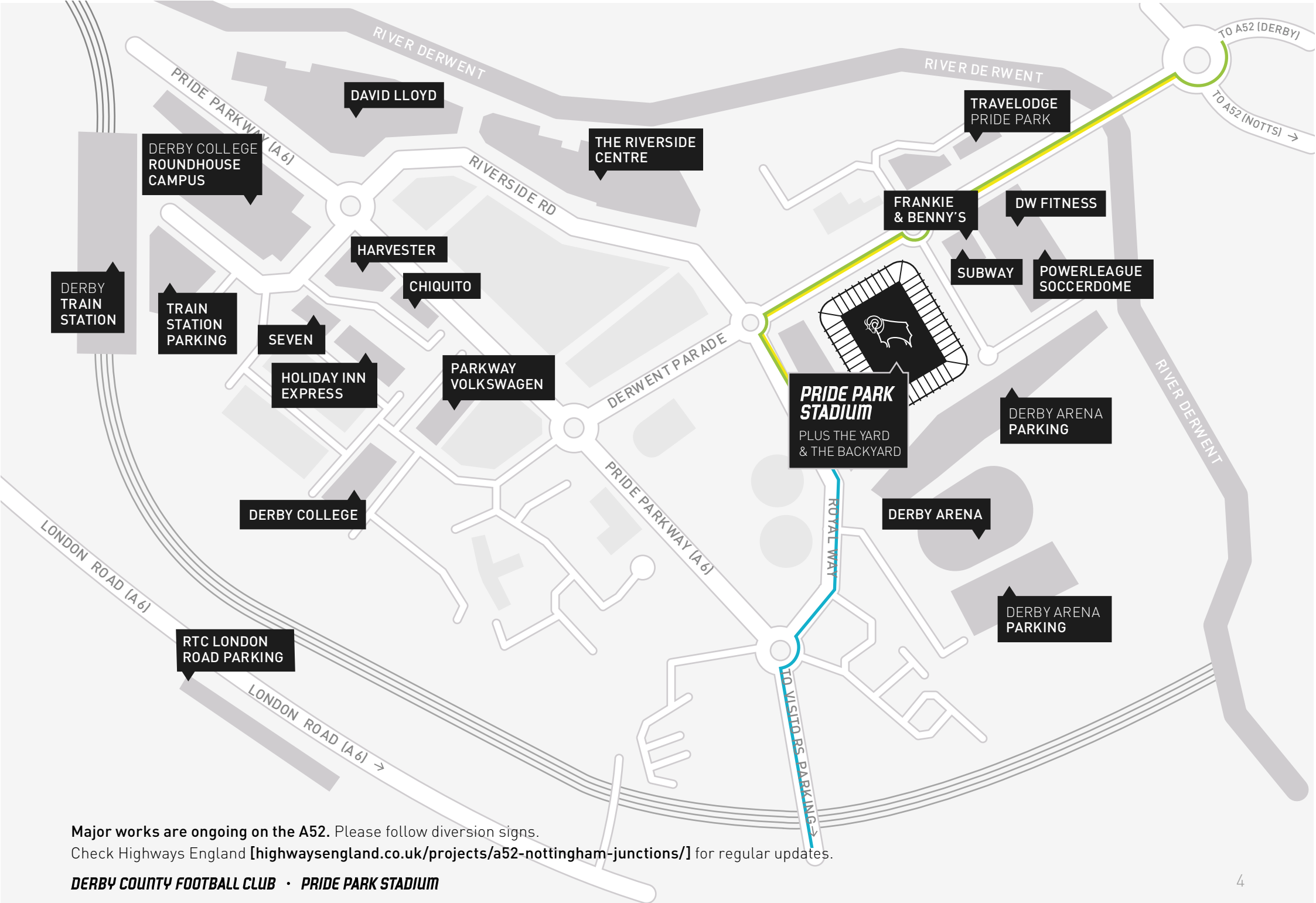
We hope you find these pages useful and wish you a safe and memorable trip to Pride Park Stadium.

**Grace Vivian - Supporter Liaison Officer
& The Supporter Services Team**



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Major works are ongoing on the A52. Please follow diversion signs.
Check Highways England [[highwaysengland.co.uk/projects/a52-nottingham-junctions/](https://www.highwaysengland.co.uk/projects/a52-nottingham-junctions/)] for regular updates.

STAYING OVER?

If you are staying over in Derby for the night, you may wish to make a booking with one of our partner hotels. We have outlined a description, the distance from the stadium and also relevant contact details for each of the hotels.

Jurys Inn

2.3 miles from Pride Park Stadium

Jurys Inn Derby is ideally located in the Cathedral Quarter which is bursting at the seams with heritage and culture. The hotel is only a 4 minute drive from Pride Park Stadium, making it a convenient place to stay pre or post-match.

Website - www.jurysinn.com

Telephone – **01332 621 000**

Morley Hsayer Golf Course

6.8 miles from Pride Park Stadium

The short 9-hole Tower Course and the superb 18-hole Championship length Manor Course provide opportunities for golfers of all abilities to practise their game or play competitively. Combined with the Driving Range, The East Midlands Golf Academy, purpose-built Pavilion which is home to the golf shop, Spike Bar, Syndicate Room and Pavilion Suite, Morley Hayes offers everything a company or golfer could wish for.

They are a Pay & Play course and also offer a Lifestyle Membership. Tee times are available at all times throughout the year, for great golf all year round.

Website - www.morleyhayes.com

Telephone – **01332 780480**

PLAN YOUR TRAVEL

With as many as 33,000 people trying to get to Pride Park Stadium on a matchday we are very conscious of the clubs impact on the environment, as well as the disruption caused by a matchday on Pride Park for some of our neighbours.

When making your journey to Pride Park Stadium we therefore ask you, wherever possible, to consider travel options that will help us to reduce local traffic jams and inconsiderate parking around the stadium.

Rail services to Derby - East Midlands Trains

www.eastmidlandstrains.co.uk

East Midlands Trains operates high-speed trains to and from London and regional train services across the East Midlands and South Yorkshire. You can also book all UK train tickets through the East Midlands Trains website ensuring your arrival at Pride Park Stadium is quick and comfortable. As Derby Train Station is only a 10 minute walk from Pride Park Stadium and Derby City Centre why not take a train and leave the car at home?

Matchday Bus Services to Pride Park

Local bus travel is a great way of reducing the traffic around the stadium on matchday and with a stop located directly outside the stadium it prevents you having to walk from the Away car park to Pride Park Stadium. Please visit the following links for information about local bus travel.

www.transportdirect.info

www.derby.gov.uk

www.trentbarton.co.uk

www.arrivabus.co.uk

Car-Sharing with as many fellow visiting supporters as possible

www.footballcarshare.com for information

Sharing your car journey is a great way of getting to Pride Park Stadium, and DCFC is keen to promote it as a way of travelling to the stadium because:

- Sharing fuel and parking charges reduces the cost of travelling to matches.
- More people arriving in fewer cars reduce demand for matchday parking spaces around Pride Park Stadium and limits post-match traffic congestion.
- Travelling with 4 or more people is an efficient use of your car, reducing emissions.

Taxi Services in Derby - Albatross Cars

Telephone - **01332 345343**

Mobile - **07380305375**

www.albatrosscars.com

Albatross Cars is the biggest taxi company in the midlands with a fleet of 450 vehicles. They have standard saloon vehicles as well as wheelchair vehicles and the largest fleet of minibuses in Derbyshire. Albatross Cars offer best value for money. They are 20 percent cheaper than our main competitors.

GETTING TO PRIDE PARK

BY CAR:

For up to date travel information please visit www.bbc.co.uk/travel/derby.

Directions from the South (M1)

Exit the M1 at Junction 25 and follow the A52 West towards Derby.

Remain on the A52 for 5½ miles until you reach the junction for Pride Park.

Follow the exit slip road to the Wyvern Way roundabout and once there go straight on (2nd exit) to join Derwent Parade.

Go straight on (second exit) at the first roundabout you reach, which is next to the stadium, and turn left (first exit) at the second roundabout you reach – onto Royal Way.

The Toyota West Car Park is the first turning on your left.

Follow the [green line](#) on the Map (page 4)

Directions from the North (M1)

Exit the M1 at Junction 28 and follow the A38 South towards Derby.

Remain on the A38 until the roundabout with the A61 (Signposted Derby A61), where the brown football signs will direct you along the A61 towards Pride Park Stadium.

Remain on the A61 until the Pentagon Island roundabout where the signposts will direct you onto the A52 towards Nottingham and Spondon.

Take the first exit from the A52 (signposted for the Wyvern Centre) and follow the slip road until you reach a roundabout. At the roundabout take the second exit (right turn) along Wyvern Way.

Follow Wyvern Way until you reach the next roundabout and take a left onto Derwent Parade.

Go straight on (second exit) at the first roundabout you reach, which is next to the stadium, and turn left (first exit) at the second roundabout you reach – onto Royal Way.

The West Car Park is the first turning on your left.

Follow the [yellow line](#) on the Map (page 4)

Directions from the West (A50)

Travel along the A50 dual carriageway until you reach Junction 2 (signposted A6, Derby), where you should exit from the A50 and head north along the A6.

At the first roundabout you come to, turn left (second exit), following signs for Away Supporters and the Moorways Centre.

Follow the road until you reach the Raynesway roundabout and turn right (second exit) along the A6 (London Road), signposted for the City Centre.

Remain on the A6 (London Road) heading in the direction of Derby City Centre until you reach a roundabout.

Turn right at the roundabout (third exit) heading along Harrow Street towards Pride Park on the A6.

At the traffic lights continue straight on towards Pride Park, heading along Pride Parkway and over the railway bridge.

At the roundabout turn right (third exit) into Royal Way. The West Car Park is the third turning on your right.

Follow the [blue line](#) on the Map (page 4)



GETTING TO PRIDE PARK

BY AIR:

If you are travelling to Pride Park Stadium from abroad then we salute your commitment! East Midlands airport is our nearest airport just 13 miles to the South of Derby and is easy to get to by most forms of transport.

The quickest and cheapest way to get from the airport to Pride Park Stadium is via the Skylink bus which runs between the airport and Derby Railway Station Forecourt (the closest stop for Pride Park Stadium) every 30 minutes during the day and hourly at night.

The journey takes less than 30 minutes and costs £3.20 for an adult single. Further details on the Skylink bus service from Derby are available online at www.eastmidlandsairport.com.

THINGS TO DO NEAR DERBYSHIRE

If you're staying over in Derby and looking to make the most out of your stay, you may wish to take advantage of some of the great services which our partners offer around Derbyshire and surrounding counties.

THE YARD / THE BACKYARD

The Yard 01332 821001

The BackYard 01332 821092

Visit our very own in house restaurant, The Yard and all day coffee shop, The BackYard.

SHOWCASE CINEMAS

www.showcasecinemas.co.uk

0871 220 1000

After the match, why not take in a film at Showcase Derby Cinema de Lux which is located in Intu Derby in Derby City Centre. With 12 screens and Sony 4k digital projection you'll be sure to enjoy the film almost as much as the football.

COSMO DERBY

www.cosmo-restaurants.co.uk

01332 295 300

Cosmo Derby will take you through different countries and cultures by providing over 150 carefully prepared fresh dishes. Cosmo Derby is located in Derby City Centre and only a 7 minute drive from Pride Park Stadium. Book a table now through their website or give them a call.

NUFFIELD HEALTH AND DAVID LLOYD LEISURE.

Nuffield Health 01332 287900

David Lloyd Leisure 0345 129 6784

For those fitness fanatics, our partnership with local leisure providers means you can always endure a workout before the game!

MORLEY HAYES GOLF COURSE

01332 780480

The short 9-hole Tower Course and the superb 18-hole Championship length Manor Course provide opportunities for golfers of all abilities to practise their game or play competitively. Combined with the Driving Range, The East Midlands Golf Academy, purpose-built Pavilion which is home to the golf shop, Spike Bar, Syndicate Room and Pavilion Suite, Morley Hayes offers everything a company or golfer could wish for.

They are a Pay & Play course and also offer a Lifestyle Membership. Tee times are available at all times throughout the year, for great golf all year round.



AWAY FAN PARKING

Parking for away supporters is provided at the Derby Conference Centre on London Road (A6), which is located at DE24 8UX about a 10-15 minute walk from Pride Park Stadium. **There is space for 200 vehicles**, and the charge is **£5 per car**. As you come into Derby you can follow the brown road signs for away supporter parking which will guide you towards the Conference Centre.

YOUR MATCH TICKETS

Your match tickets will tell you lots of vital information which will help you find your way on matchday. Please see the annotated diagram on the following page which explains what the different parts of the match ticket mean. If you have any queries please do not hesitate to contact ticket.office@dcfc.co.uk.

QUERIES: If you require ticketing assistance in advance of the day of the game please contact your own ticket office for advice. If you have any ticketing queries on the day of the game prior to entering the stadium, away fans are advised to visit the away ticket office located next to the away turnstiles.

Any other ticketing queries, such as directions to your turnstile or your seat and queries regarding stadium regulations/terms and conditions should be directed towards our stewarding team who will be on hand outside Pride Park Stadium.



YOUR MATCH TICKETS EXPLAINED

MATCH TICKET PRICES

Clearly labelled are the prices of tickets available for the specific fixture

SEAT DETAILS

Turnstile - tells you which turnstile bank to enter Pride Park Stadium. These are clearly labled on the outside of the stadium.

Stair - tells you, inside Pride Park Stadium, use the stairwell on your ticket to make your way in to the seating bowl.

Row - the row where your seat is located.

Seat - the number of your seat. Please only sit in the correctly numbered seat.

FIXTURE DETAILS

Details of the fixture, date and kick off time, plus the competition that the fixture is being played for.

BARCODE

Your unqiue bar code should be used to access Pride Park Stadium. When you arrive to your specific turnstile please insert the barcode in to the mouth of the reader. The light on the turnstile should flash green and you should be able to walk through the turnstile. Should the light flash red please see the nearest steward.



Derby County vs Opposition
Sky Bet Championship 08/09/2019 Kick-off 15:00 [Turnstiles open 90 minutes before]

**Young Adult - £30**

Toyota West Stand Upper Block B
Turnstile South West Corner
Stair 58
Row WW
Seat 268

Mark Smith
Fan ID: 30029661
Transaction ID: 13109265

Ticket Office Opening Hours: Monday - Friday: 10am - 4pm | Saturday: 10am - 3pm | Sunday: Closed.
Email: Ticket.Office@ddcf.co.uk | Phone: 0871 472 1884 | Twitter: @ddcftickets

DISABLED AWAY FANS INFORMATION

At Derby County we take our responsibilities towards disabled supporters very seriously. We recognise that disabled supporters may need assistance to fully enjoy the matchday experience and offer a variety of reasonable adjustments.

Please note, all reasonable adjustments are subject to qualification and availability. For more information, please contact:

Emma Drury

Disabled Liaison Officer

emma.drury@dcfc.co.uk

08714721884 (option 1)
01332 667528

PERSONAL ASSISTANT / ESSENTIAL COMPANION

We provide free PA/Essential Companion tickets to supporters that need support from another person to be able to enjoy the match-day experience to the same standard as all supporters (subject to qualification).

WHEELCHAIR SPACES

Wheelchair users are accommodated on either the South East Corner Platform, or the front row of the South East Corner Lower tier.

Disabled supporters not requiring wheelchair access should stipulate their seating requirements at the time of purchase to ensure appropriate seating is provided (subject to availability). Seating locations are subject to change based on Pride Park Stadium seating configuration for certain matches.

ACCESSIBLE ENTRANCES / WHEELCHAIR ACCESS

We have accessible entrances for wheelchair users and supporters who have mobility problems that offer ground level access.

MATCH-DAY COMMENTARY (VIA HEADSETS)

Supporters that are blind or partially sighted can request a headset from the nearest steward to allow them to listen to match day commentary (subject to availability).

ASSISTANCE DOGS

Any supporter wishing to attend Pride Park Stadium with an assistance dog needs to contact the Disabled Liaison Officer on 0871 472 1884 (option 1) or via email at emma.drury@dcfc.co.uk, so that we can ensure the appropriate match tickets are allocated and adequate arrangements have been made (subject to availability).

DISABLED AWAY FANS INFORMATION

ACCESSIBLE TOILETS

Please note that we have accessible toilets located in each stand concourse area and these are clearly signed. Should you require assistance, please seek advice from the nearest steward. All accessible toilets operate using a 'radar' key system. We would advise you to bring your 'radar' access key with you.

CATERING FACILITIES

We have catering facilities located within the 'away' concourse area of the stadium, however, these serving counters located in this area are high level counters. The Club makes reasonable adjustments to enable disabled spectators to access the catering facilities by instructing one of our dedicated stewards to monitor the areas in which wheelchair users are located to ascertain whether any additional help is required.

CAR PARKING

The Club has a dedicated car parking area for away disabled supporters (Blue Badge Holders) and for supporters who have temporary mobility restrictions, e.g. broken leg. This area of parking is located within 100 yards of the away seating area (South East Corner).

Spaces are allocated on a first come first served basis (please be aware that you will be asked to show and display your Blue Badge) and must be booked no later than 24 hours before the match. Please contact Emma Drury on 0871 472 1884 (option 1) or you can email emma.drury@dcfc.co.uk to book your space.

SHUTTLE SERVICE

The Club operates a free shuttle service using buggies to transfer supporters who require extra help from our car parks. This service runs up to kick-off and resumes again after the final whistle, although supporters should note that due to congestion, the shuttle service may suspend operation for a short period of time for the safety of all our supporters.

AT PRIDE PARK STADIUM

The away supporters section of Pride Park Stadium is located in the South East Corner Stand. This section is clearly signposted around the stadium but please speak with our stewarding team or Matchday Supporter Liaison Officers (MSLO's) if you need assistance in finding your way.

When you arrive at Pride Park Stadium there are a number of outlets of information available to you. Firstly our stewarding team are strategically located in their high visibility uniforms on hand to give assistance with any questions which you may have, they have a high knowledge of local amenities and stadium access – if they do not know a piece of information they will endeavour to find someone that does.

Our designated MSLO's will be on hand to deal with any of your queries too. Look for their blue Fans First jacket!

AWAY TICKET OFFICE

The Away Ticket Office is located outside the South East Corner Stand; this is open on matchdays to answer any queries or to assist any problems which you may have. For directions, please speak with our stewarding team who will direct you accordingly.

ATM

Upon arrival to the stadium you may need to withdraw cash from an ATM; luckily we have one built into the stadium. This ATM is located on the North East external corner and is next to the DCFC Megastore. The next nearest ATM is at Sainsbury's Wyvern.

THE MEGASTORE

The Megastore is situated at the North East corner of Pride Park Stadium and is open for business 7 days a week – including matchdays, giving you the perfect opportunity to shop whenever you are at the ground.

Monday to Saturday: **09:00 - 17:00**

Sunday: **10:00 - 16:00**

Evening fixtures: **9am - Kick off**

COUNTDOWN TO KICK-OFF

Please be advised that the following timescale is relative to a 3pm kick off. Times will be adjusted for other kick off times.

- 10:00** The Ticket Office presented by Seat Geek opens
- 10:30** Toyota West Stand Reception opens
- 13:30** Away Ticket Office / Collection opens
- 13:30** Turnstiles open for entry into the stadium
- 13:30** Pre-match entertainment
- 14:10** Players pre-match warm up
- 14:53** Teams emerge from the Tunnel
- 15:00** Kick-Off



CONTENTS

Our catering teams provide a wide range of food, soft drinks and alcoholic beverages prior to kick-off and during half time.

Ask the friendly staff at our kiosks about meal deal options which can help save some money on the food and drinks at Pride Park Stadium.

For more information please contact cateringfeedback@dcfc.co.uk

ALCHOLIC DRINKS

Carling Pint	£4.60
Marston's Pedigree Pint	£4.60
Carling PET 500ml	£4.60
Kingstone Press Apple 500ml	£4.60
Kingstone Press Berry 500ml	£4.60
Red Wine 187ml	£4.90
White Wine 187ml	£4.90

SOFT DRINKS

Coca Cola 500ml	£2.80
Sprite 500ml	£2.60
Water 500ml	£2.00
Fruit Shoot 200ml	£1.50
Coke Zero 500ml	£2.60
Fanta Zero 500ml	£2.60

HOT DRINKS

Tetley Tea	£2.50
Dowe Egberts Coffee	£2.50
Hot Chocolate	£2.50
Bovril	£2.50

CRISPS

Walkers Salt & Vinegar Crisps	£1.70
Walkers Cheese & Onion Crisps	£1.70
Walkers Ready Salted Crisps	£1.70
Quavers	£1.70

CONFECTIONERY

Mars Duo	£1.80
Twix Extra	£1.80
Minstrels Grab Bag	£2.90
Malteasers Grab Bag	£2.90
Skittles Grab Bag	£2.90

HOT FOOD

Mom's Hot Dog	£3.80
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PUKKA PIES

All Steak	£4.00
Meat & Potato	£4.00
Chicken Balti	£4.00
Veg Tikka	£4.00

MEAL DEALS

Pie & Pint	£7.00
Hot Drink & Chocolate	£3.40

FURTHER INFORMATION

RE-ADMITTANCE

There is no re-admittance to the stadium if you leave prior to the end of the fixture. We do however make allowances for smoking within a specific cordoned area – for further information on where to go to smoke please speak to our stewarding team who can direct you accordingly.

TERMS AND CONDITIONS

Please visit www.wearederby.com/ticket-office/useful-information/ for information regarding opening times and contact, terms and conditions and other useful information. If you have any questions regarding our terms and conditions, do not hesitate to contact ticket.office@dcfc.co.uk.

BAG POLICY

Derby County Football Club has updated its policies for admitting bags and outside refreshments into Pride Park Stadium.

Bags must be no larger than **45cm x 30cm x 15cm**, and are subject to search. There is no on-site storage facility for oversize bags. Supporters are reminded that bringing refreshments into the stadium is prohibited unless a supporter has dietary or sustenance requirements because of a registered medical condition.

Additionally, supporters must be a minimum of 18 years old to purchase and / or consume alcohol at the stadium. Photo ID may be requested to determine proof of age.

FLAGS AND BANNER POLICY

Derby County want to encourage an exciting atmosphere at its games and encourages all fans to bring flags, banners and large 'Surfing' flags- but these must adhere to the guidelines set by the Club in tandem with the Stadium's safety team as stipulated below:

- The Club reserves the right to refuse to allow flags, surfers or banners to be displayed particularly if content is considered to be offensive, discriminatory, defamatory or inflammatory.
- Any item that the Club or any of its employees believe could potentially be used as a weapon and/or compromise public safety.
- Any item above the area of 60cm x 100cm must be flame retardant and have a fire safety certificate to prove so, provided in advance of matchday.
- The flag pole should be no bigger than 7mm in diameter and 1 metre in length, The flag pole material should ideally be plastic and rounded/ covered at the end.

- Flags should be presented to stewards prior to entry to the Stadium where they will be inspected in accordance with this list and approved prior to entry.
- The Club reserves the right to confiscate any flags brought into Pride Park Stadium which were not approved by stewards prior to entry.

Please contact Nigel.Wood@dcfc.co.uk for more information.

FURTHER INFORMATION



CUSTOMER SERVICE TEXT ALERT

On match days you can report any incident of racist, homophobic and discriminatory abuse or antisocial behaviour at the Pride Park Stadium directly to match control.

Text your concern by using the keyword "DCFC" to 60670, providing as much information as possible including the Stand, Row and Seat Numbers and Names or descriptions where possible.

WE ARE DERBY

EST. 1884

MATCHDAY REPORTING

On match days we host a text service which enables supporters to inform the control room in confidence of any issue that may be spoiling their enjoyment of the match. We encourage fans to report any incidents of racist, homophobic and discriminatory abuse or antisocial behaviour.

KICK IT OUT APP

You can report an incident of discrimination via the Kick It Out app which can be used on iPhone and Android devices. Download the product from the Apple Store or Google Play.

KICK IT OUT
TACKLING RACISM & DISCRIMINATION

CLUB CONTACTS

SUPPORTER LIAISON OFFICER

GRACE VIVIAN

Grace.Vivian@dcfc.co.uk

DDL: 01332 667516

Tel: 0871 472 1884

Mob: 07841 478656

SUPPORTER SERVICES TEAM

slo@dcfc.co.uk

Tel: 0871 472 1884

DISABLED SUPPORTER LIAISON OFFICER

EMMA DRURY

emma.drury@dcfc.co.uk

DDL: 01332 821044

