



MENS FIRST TEAM MATCHDAY

VISITING SUPPORTERS GUIDE

TO ST MARY'S STADIUM
AND THE SURROUNDING
CITY OF SOUTHAMPTON

CONTENTS

WELCOME TO ST MARY'S STADIUM	3
HOW TO GET HERE	4
TICKETING	9
ACCESSIBILITY	12
YOUR MATCHDAY	13
GROUND REGULATIONS	15
PROHIBITED ITEMS	17
CONTACT US	18

WELCOME TO ST MARY'S STADIUM

We'd like to welcome you to St. Mary's Stadium, which is located in the city of Southampton.

Ahead of your visit to us, please take the time to carefully read through the key information to make the most of your experience with us.

If you have any questions or any specific requirements, please contact our Supporter Services Team via the contact details below.



[https://www.southamptonfc.com/
en/contact-us-opening-hours-
southampton-fc](https://www.southamptonfc.com/en/contact-us-opening-hours-southampton-fc)



supporterservices@saintsfc.co.uk



02380 711 980



Southampton Football Club

St. Mary's Stadium
Britannia Road
Southampton
Hampshire
SO14 5FP

HOW TO GET HERE...



SHUTTLE BUS SERVICES

Southampton Football Club run a dedicated Shuttle Bus Service from two different locations for all home and away supporters – Southampton Central Train Station and Town Quay. The service starts 2 hours before kick-off for all first team matches and runs every 10-15 minutes, depending on traffic. Contactless payments are accepted.

<https://travelmayflower.co.uk/shuttle-buses>



ADDITIONAL BUS SERVICES

To get to St Mary's Stadium, hop on the [Bluestar 3](#), [Bluestar 16](#), or [Bluestar 18](#) which stops on Britannia Road, a short walk from the stadium. You can also catch the [Bluestar 7](#), stopping at City College, which is also a short walk from the stadium.

Head to the Bluestar website to see timetables and plan your route: [Bluestar website](#)

Southampton City Council has set up a tool to help you plan your travel too, called [My Journey Planner](#).

 **TRAIN**

Southampton is served by Southampton Central Railway Station, which is approximately a mile from the stadium – roughly a 20-minute walk.

The train station has staff available 24/7 and there are help points on every platform. There is a cash machine at the train station, as well as refreshment facilities, toilets, pay phones and shops. The station is fully accessible to wheelchair users 24 hours a day.

You can contact the Customer Service Centre on: **0345 6000 650**

 **COACHES & MINIBUSES**

There's free parking for visiting supporters who are travelling either by official supporter's coaches, private coaches or minibus on Britannia Road. Please note that although Britannia Road is restricted by a road closure 1 hour and 30 minutes before kick-off you can still gain access to this area.

To book a space for an away coach or minibus, please contact lee.grist@hampshire.police.uk

 **TAXI [LOCAL COMPANIES]****Radio Taxis:**

+44 (0) 2380 666 666

West Quay Cars:

+44 (0) 2380 999 999



DRIVING

Southampton Football Club advise visiting fans not to travel by private car into the surrounding areas of Southampton. Due to parking restrictions operating on a matchday we recommend making use of public transport wherever possible. However, if you do choose to drive to St Mary's Stadium you can make use of a local City Council car park:

<https://www.southampton.gov.uk/travel-transport/find-and-plan/find-parking>



VOI SCOOTERS

Southampton is now served by Voi scooters, allowing you to travel in a more sustainable way around the city. The scooter bay is located at the rear of the stadium behind the Kingsland Stand. If you would like to use these scooters you can download the App via:

[Voi on the App Store \(apple.com\)](https://apps.apple.com/gb/app/voi/id1481111111)

Full information can be found via:





<https://www.voiscooters.com/city-guides/southampton/>

MULTI-STOREY CAR PARKS:

1. Westquay Shopping Centre
SO15 1ST
2. Ocean Village
SO14 3TL
3. Bedford Place
SO15 2DB
4. Grosvenor Square
SO15 2UA
5. West Park Road
SO15 1FZ
6. Marlands
SO15 1BA
7. Eastgate
SO14 3HB



KEY:

-  Stadium Event Day
No Loading
Restrictions
-  Stadium Event Day
Road Closed –
No Loading
Restrictions
-  Stadium Event Day
Road Closed –
No Loading
Restrictions.
Blue Badge Parking
Only.
-  **voi.** VOI Scooter parking
locations



MOTORCYCLES & CYCLING

Motorcycles and Cycling section to the following: 'Cycling is a quick and reliable way to get around Southampton on matchdays. Most of the city is less than a 20-minute ride from St Mary's Stadium. For some, arriving by motorcycle is also a good option.

There are FREE parking facilities at St Mary's stadium.

The motorcycle bays can be found alongside the bike sheds at the North end of the Kingsland Stand which can be found at the rear of the stadium. Please park in the Motorcycle bays provided and not in the bike shed.

Please note, if you're traveling by motorcycle you should enter via the stadium's North Car Park only and liaise with security on entry. Due to the volume of spectators around the stadium, we ask that you walk your motorcycle in. Road closures will be in place from 90 minutes before kick-off so entry after this will be denied. These closures will remain in place until about 20-minutes after the final whistle.



TICKETING

UPON ARRIVAL

The away turnstiles and Ticket Office are located on the north side of the stadium, between the Itchen and Northam stands. Visiting supporters can use turnstiles K, L, or M to access the away stand. The turnstiles will be opened 90 minutes prior to kick-off.

We have a process in place to make entry to St. Mary's for home and away fans as smooth and safe as possible.

When attending a match at St Mary's, we advise approaching the stadium via Britannia Road and entering through our entrance next to the North Car Park.

Please refer to the map on the right to see the area of the North Car Park that will be affected and the direction you should be following.



TICKETING

COLLECTIONS

Duplicate ticket requests will only be fulfilled if the information is sent to us, via email, from the visiting club's ticket office. If a supporter misplaces their ticket, they must contact their own club who will authorise and inform Southampton's Football Club's ticket office.

Duplicate tickets will not be issued without authorisation from a representative of the visiting club.

Duplicate tickets will be available to collect from Ticket Office 3, the visiting supporters' Ticket Office up to 3 hours before kick-off until 15 minutes into the match.

TOUTING INFORMATION

Match tickets obtained via unauthorised sources (other than via the club) are not valid. If you pay more than the face value of a match ticket or have bought a match ticket(s) from a tout or an online ticket agency such ticket will be invalid and you are likely to be refused entry or ejected from the stadium.

The unauthorised sale of football tickets is a criminal offence under UK law.

Southampton Football Club and/or any registered ticket agent will only sell match tickets for Southampton Football Club matches at face value plus any administration charge.

UPGRADING TO HOSPITALITY

If you're a Home or Visiting supporter and wish to upgrade your ticket/s to hospitality, please contact our Matchday Hospitality Team on **02380 727 768** or hospitality@saintsfc.co.uk.

If you have any questions regarding tickets please call our Ticket Office on **02381 780 780** or email tickets@saintsfc.co.uk.



ACCESSIBILITY

For information on accessibility at St. Mary's Stadium, please view our Access Statement [here](#):

If you are an away fan and require an accessible parking space at St Mary's Stadium, please contact the away team to book a space.



YOUR MATCHDAY

CATERING

Southampton Football Club’s official catering provider, Gather & Gather, offer a wide variety of local produce on a matchday, within our concourses.

3 hrs before KO	The Halo opens
2 hr 30 mins before KO	Hospitality opens
1 hr 30 mins before KO	Turnstile opens
1 hr 30 mins before KO	North and South car park shuts & road closures put in place
20 mins after FT whistle	Car parks re-open & road closures lifted

FAITH SPACES

We’ve created a quiet space at St Mary’s for visitors of faith to use when joining us at the stadium. Whether you’re here on a matchday, for a corporate event or any other reason, you’re welcome to book the Multi-Faith Space ahead of your visit. If you’d like to book, complete the form [here](#).

If you have any questions or feedback, please email Supporter Services on supporterservices@saintsfc.co.uk

VILLAGE HOTEL, EASTLEIGH

Work out, Stay, Meet & Play at 33 locations across the UK – comfy rooms, huge TVs showing Sky TV and nifty gadgets come as standard, but there's so much more to the hotels than their bedrooms. Guests can enjoy a state-of-the-art Health and Wellness Club with a fully kitted out gym, extensive fitness classes and large indoor pool; the Pub & Grill offers live sports, alongside delicious food and drink options; and not forgetting the Starbucks available at all locations. Work and meet in VWorks coworking space, with flexible space and membership options across the UK.

Find out more at www.VillageHotels.com

CASHLESS STADIUM

St. Mary's Stadium is now completely cashless and therefore we do not take any cash payments. We accept all major debit and credit cards and mobile payments, such as Apple Pay and Google Pay.



GROUND REGULATIONS

SFC REPORT

At Southampton, we have a zero tolerance approach to any form of discrimination, bullying, victimisation or harassment.

It is vitally important to the Club that everyone feels welcome at St Mary's Stadium. This means that we will take the strongest possible action to eliminate any form of discrimination from our stadium.

If you are the victim or a witness to such behaviour we ask that you text 'SFCReport' to 60060 with a description and location of the incident, at the time of the incident. Please provide as much detail as possible.

If you wish to expand on the details you have provided about the offence, please email supporterservices@saintsfc.co.uk

This may include specific seat details if applicable, descriptions of persons involved, and exact words and phrases wherever possible. We recommend that you save the number to your phone and text discreetly to help us challenge bad behaviour at St Mary's. Supporters are also encouraged to report any behaviour that they are not comfortable with to any of our stewards or other staff. All reported concerns will be investigated appropriately and confidentially.

EVACUATION PROCESS

In the event of an emergency, please carefully follow the instructions that are announced over the tannoy system and the directions of our stewarding team.

BANNERS/FLAGS

There is only a limited amount of space to display banners/ flags within the stadium. Banners/ flags above 1 metre square will not be accepted unless they have a fire certificate to say they are safe. Banners above 3 metres square have to be pre-arranged with the Safety Officer and may be refused. They must not obstruct the view of others, cover advertising signs or cause a safety hazard. Banners/ flags must not display any abusive or threatening words, images or political statements.

Please contact our Supporter Services Team with any enquiries via:

supporterservices@saintsfc.co.uk

BAG POLICY

All bags will be subject to a search prior to entry and must be small enough to fit under your seat, without causing any obstructions to the walkways.

If you need a larger bag for medical reasons, please contact our Supporter Services Team via supporterservices@saintsfc.co.uk

PROHIBITED ITEMS

Southampton Football Club reserves the right to confiscate any other items that they deem potentially unsafe or dangerous.

PERSONS IN POSSESSION OF ANY OF THE ITEMS LISTED BELOW WILL BE REFUSED ENTRY INTO THE GROUND.
YOUR SAFETY IS OUR PRIORITY



ALCOHOL



ALL TINNED ITEMS



ALL GLASS CONTAINERS



PLASTIC CONTAINERS
(OVER 500ML)



POLES/
STICKS



KNIVES/
WEAPONS



PYROTECHNICS



TOOLS



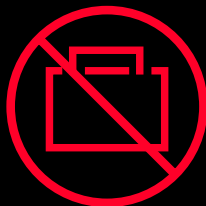
CAMERA &
CAMCORDERS



LAPTOPS &
TABLETS



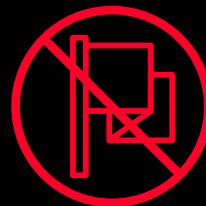
AIR HORNS



BAGS/
SUITCASES
OVER 40CM X 35CM
X 19CM



LASER PENS



BANNERS
OVER 2M OR OF AN
OFFENSIVE NATURE



AEROSOLS

CONTACT US

Supporter Services

T: 02380 711 980

E: supporterservices@saintsfc.co.uk

Ticket Office

T: 02381 780 780

E: tickets@saintsfc.co.uk

Southampton Matchday Hospitality

T: 02380 727 768

E: hospitality@saintsfc.co.uk

The Club Shop

Stadium: 02380 711 973

E: customerservices@saintsfc-store.co.uk

Main Reception

T: 02380 727 700

E: reception@saintsfc.co.uk

Saints Foundation

T: 02380 711 950

E: foundation@saintsfc.co.uk

Accessibility

T: 02381 711980

E: accessibility@saintsfc.co.uk



Southampton Football Club

St Mary's Stadium,
Britannia Road,
Southampton,
SO14 5FP

Supporter Services

T: 02380 711 980

E: Supporterservices@saintsfc.co.uk

www.southamptonfc.co.uk

www.facebook.com/southamptonfc

www.twitter.com/southamptonfc