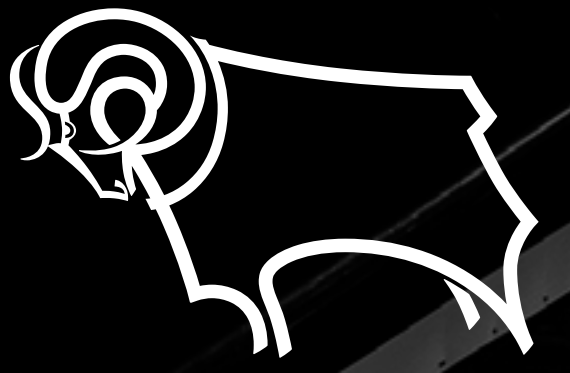


**DERBY  
COUNTY  
FOOTBALL  
CLUB**



# **AWAY SUPPORTER GUIDE**



**RAMS TV**



**HOME OF THE RAMS**

**PRIDE PARK STADIUM**

**EST. 1884**



# *WELCOME*

**On behalf of everyone at Derby County Football Club,  
we look forward to welcoming you to Pride Park Stadium.**

This guide contains all the information you need to ensure you have a great matchday experience, including parking provisions, catering information and much more.

If you have any specific enquiries ahead of your visit, please do not hesitate to contact us at [slo@dcfc.co.uk](mailto:slo@dcfc.co.uk).

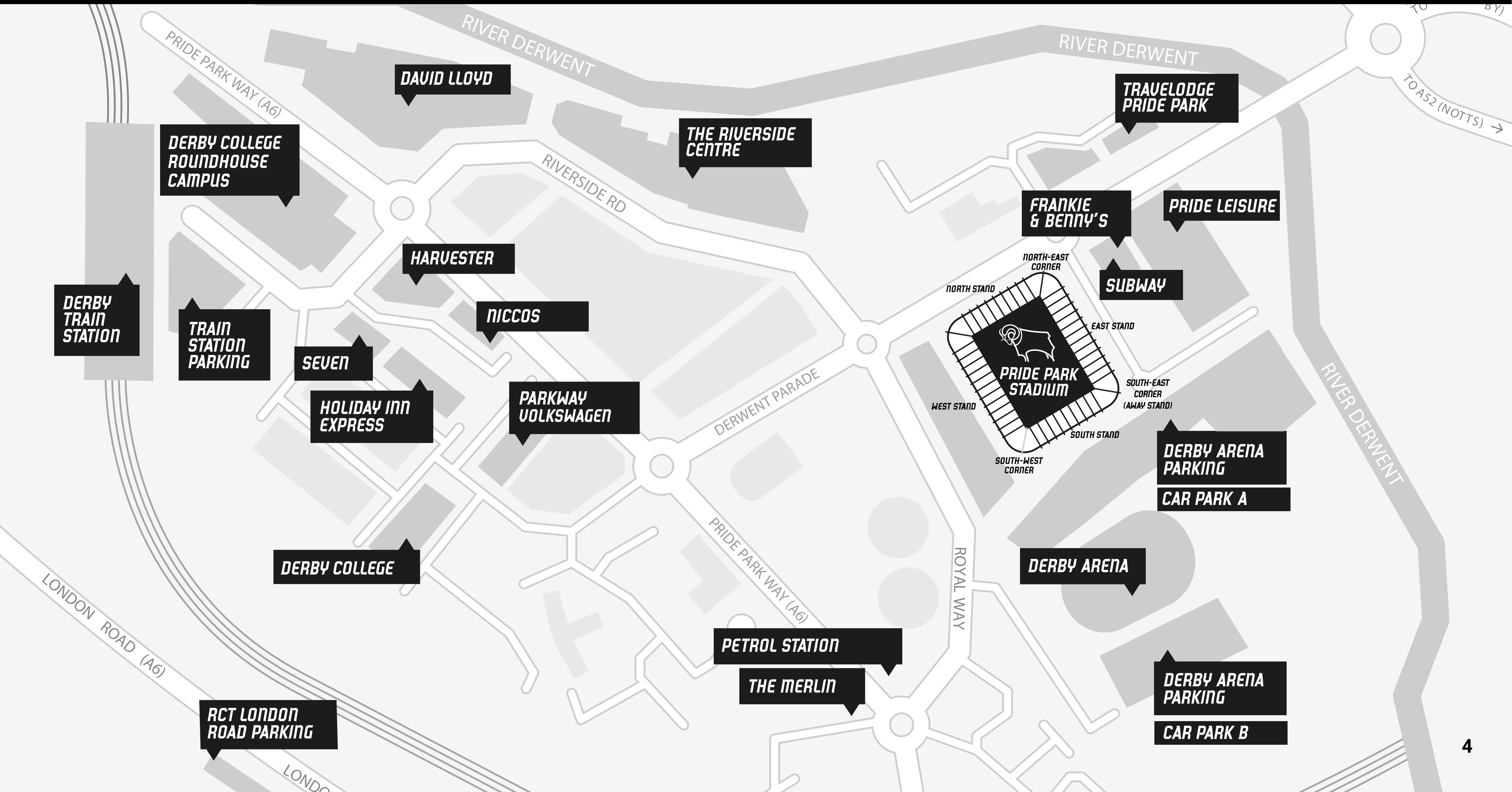
We look forward to welcoming you to Pride Park Stadium and wish you an enjoyable and memorable matchday experience!

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# STADIUM MAP



# ***IMPORTANT INFORMATION FOR ALL VISITORS TO PRIDE PARK STADIUM***

## ***Breach of Ground Regulations/Ticketing Terms & Conditions***

All visitors to Pride Park Stadium must behave in accordance with the EFL's Ground Regulations and Derby County Football Club's conditions of issue of home/away tickets, Membership and Season Tickets (links directly below).

[Ground Regulations](#)

[Ticketing Terms & Conditions](#)

## ***Reporting Incidents/Concern***

We recognise that most supporters come to Pride Park Stadium to watch a football match without experiencing abusive or indecent language and gestures, and unruly behaviour from others.

Discrimination of any kind including shouting, chanting or actions such as racist, sectarian, homophobic, sexist, or anti-disability behaviour, is unacceptable.

If you experience or witness any of the above, please ask one of the matchday stewards to report the incident or your concerns, enabling us to act accordingly.

For more information on how to report an incident or your concerns, please visit our dedicated webpage [click here.](#)

## ***Matchday Text Service***

On a matchday at Pride Park Stadium, you can report incidents or concerns directly to Derby County Match Control. Start your text with **DCFC**, then type your message and send to **88440**. Please include as much information as possible, including the stand, row, and seat details of where the incident or your concern occurred.



## ***Complaints Policy***

The club will seek to respond to all complaints within 10 working days of receipt. Thereafter complaints will, if appropriate, be subject to internal investigations.

Complaints should be made either via email to [slo@dcfc.co.uk](mailto:slo@dcfc.co.uk) or in writing to:

**Supporter Liaison Officer**  
**Pride Park Stadium,**  
**Pride Park**  
**Derby**  
**DE24 8XL**

If you are not satisfied with the club's response, you may contact the Independent Football Ombudsman (IFO). However, the IFO has no authority to deal with any complaints until you have contacted the club.

**Independent Football Ombudsman**  
**Premier House**  
**1-5 Argyle Way**  
**Stevenage**  
**Hertfordshire**  
**SG1 2AD**

To view our full Complaints Policy please [click here](#)



## ***Kick It Out App***

You can also 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 Store.



## ***Traffic Exclusion Zone/Resident Parking Zones***

In the interest of pedestrian safety, a traffic exclusion zone is imposed around Pride Park Stadium on matchdays. It is in operation from 90 minutes prior to kick off and up to 60 minutes after the final whistle with precise timing dependent upon traffic and pedestrian movement on Derwent Parade and Royal Way.

Resident parking zones are in operation on matchdays with parking fines issued if contravened. The club advises supporters, where possible, to use official car parks.

Please refer to the map below for more information.



## ***Matchday First Aid Medical Provision***

There are two St John Ambulance medical rooms located at Pride Park Stadium on matchdays. These are in the Northwest corner of the lower concourse and in the Southwest corner of the lower concourse. Matchday stewards are first aid trained and senior matchday stewards are trained in how to use a defibrillator which is located within the Security Office adjacent to the Toyota West Stand Main Entrance.

## ***Medication***

Please email [slo@dcfc.co.uk](mailto:slo@dcfc.co.uk) or call **01332 667528** if you need to bring essential medication into Pride Park Stadium.

## ***Flag Policy***

Obviously, the club wants an exciting atmosphere at Pride Park Stadium and encourages all supporters to bring flags and banners, however these must adhere to our guidelines.

The club reserves the right to refuse flags or banners to be displayed, particularly if:

- The content is considered offensive, discriminatory, defamatory or inflammatory
- Any part of the flag or banner could potentially be used as a weapon or compromises public safety
- Any item above the area of **600mm x1000mm** must be flame retardant and carry a fire safety certificate provided in advance of matchday
- The flagpole should be no bigger than **7mm** in diameter and **1000mm** in length
- The flagpole material should be plastic and rounded covered at each end

- Flags and banners should be presented to a matchday steward prior to entry where they will be inspected for compliance with the guidelines
- The club reserves the right to confiscate any flags or banners not approved



## ***Supporter Matchday Advice***

- Although wearing a face mask is no longer mandatory, please consider others around you in relation to COVID-19
- Please continue to use the hand sanitising stations around Pride Park Stadium
- Always follow the guidance of Stewards
- Most of all...enjoy the game!

## ***Away Supporters in Home Areas***

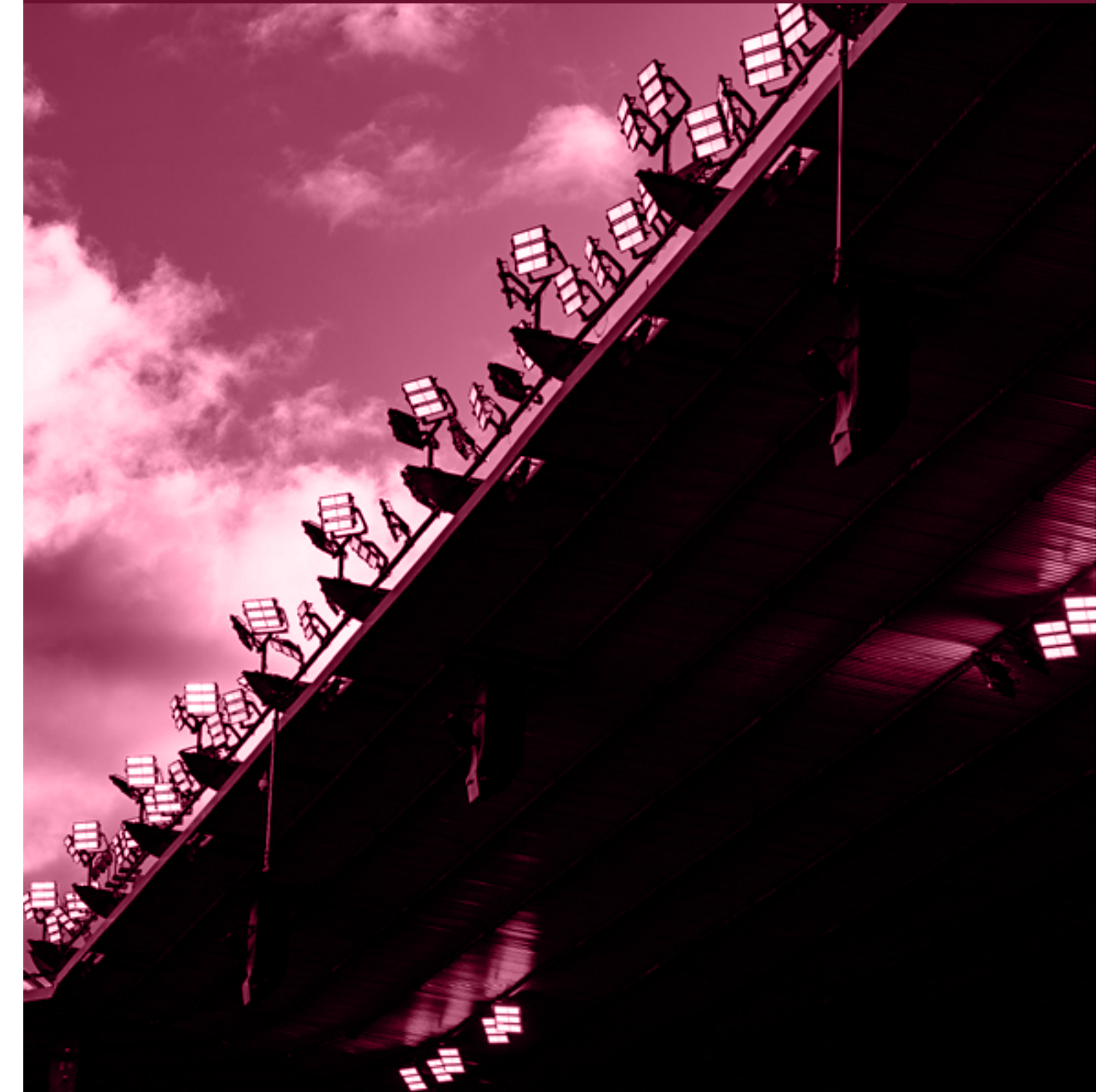
Any visiting supporters identified in home areas of Pride Park Stadium will be ejected from the stadium.

## ***Re-Admittance***

There is no re-admittance to the stadium if you leave prior to the end of the fixture.

## ***Cashless***

Apart from external catering vendors, Pride Park Stadium is a cashless environment accepting only contactless, debit card and credit card means of payment.





# STAYING OVER?

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

## ***Leonardo Hotel***

Leonardo Hotel, 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. The hotel has 213 spacious, well-lit bedrooms and offers several bedrooms suitable for wheelchair access.

Wheelchair accessible rooms have been designed to the highest specifications and include:

- Lowered beds for easy transfer from a wheelchair to the bed
- Wide doorways
- Sufficient floor space to manoeuvre
- Fully accessible bathrooms, with roll-in shower, lower sink, grab rails and pull cords

Throughout the hotel, additional accessibility features include:

- Accessible toilets in public areas
- Lifts to all floors

[Click here to view their Access Statement.](#)

**Website** - [www.leonardohotels.co.uk](http://www.leonardohotels.co.uk)

**Telephone** - 01332 621 000

## ***Morley Hayes***

A luxury haven in the Heart of Derbyshire Morley Hayes offer luxury rooms and lavish suites; the perfect place to relax and unwind after a long day.

The hotel is conveniently located; just a short drive from the M1 and A38 sitting equidistant from Derby and Nottingham and is a 15-minute drive to Pride Park Stadium.

Morley Hayes Hotel has 32 rooms including executive rooms, family rooms, and a range of suites. Each boasts its own private terrace or balcony where you can look out onto the famous parkland golf course and take in spectacular views of the Derbyshire countryside. The breath-taking scenery outside is matched by beautiful interiors, complete with all the facilities that you would expect from a 4\* hotel, including luxury bathrooms, wheelchair accessible showers, satellite TV, Wi-Fi with high-speed internet access and Electric Vehicle Charging points for your car.

Following a refreshing night's sleep in one of their wonderfully comfortable beds, you can start the day with a delicious cooked-to-order Derbyshire breakfast.

Car parking is also available on site.

**Website** - [www.morleyhayes.com](http://www.morleyhayes.com)

**Telephone** - 01332 780480

# MATCHDAY TRAVEL

With as many as 32,000 people trying to get to Pride Park Stadium on a matchday, we are very conscious of the club's impact on the environment, as well as the disruption caused by matchdays on Pride Park for some of our neighbours. When making your journey to Pride Park Stadium we encourage supporters to travel by public transport and avoid travelling by car if possible; this will help us to reduce local traffic jams and inconsiderate parking around the stadium.



## ***By Car***

Sharing your car journey is a great way of getting to Pride Park Stadium, and Derby County is keen to promote it as a way of travelling to the stadium for the following reasons:

- 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.

For more information on car sharing, please visit, [www.footballcarshare.com](http://www.footballcarshare.com)

For up-to-date travel information please visit Derby traffic conditions - incidents & roadworks ([traffic-update.co.uk](http://traffic-update.co.uk))

## ***By Rail***

East Midlands Railway 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 Railway website ensuring your arrival at Pride Park Stadium is quick and comfortable. Derby Train Station is the closest train station to Pride Park Stadium and is approximately a 14-minute walk (0.8 miles) and the shortest route on foot is as follows:

- Walk east on Roundhouse Road
- Turn right to stay on Roundhouse Road
- At the roundabout, take the 1st exit onto Pride Park Way/A6
- At the Roundabout, take the 1st exit onto Derwent Parade
- At the roundabout, take the 1st exit onto Royal Way
- You have reached Pride Park Stadium

For more information, please visit [www.eastmidlandsrailway.co.uk](http://www.eastmidlandsrailway.co.uk)

## ***By Bus***

Local bus travel is a great way of reducing the traffic around Pride Park 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](http://www.transportdirect.info)

[www.derby.gov.uk](http://www.derby.gov.uk)

[www.trentbarton.co.uk](http://www.trentbarton.co.uk)

[www.arrivabus.co.uk](http://www.arrivabus.co.uk)

For further travel options, information, and directions, please visit our [Matchday Travel Page](#).



# ***YOUR MATCH TICKETS***

Your match tickets provide vital information, which will help you find your way on matchday. Please see the annotated diagram on the following page, which explains what the various parts of the match ticket mean. If you have any queries, please do not hesitate to contact the Ticket Office via email on [\*\*ticket.office@dcfc.co.uk\*\*](mailto:ticket.office@dcfc.co.uk)

If you require ticketing assistance in advance of the day of the game, please contact your own club's Ticket Office for advice.

If you have any ticketing queries on the day of the game prior to entering the stadium, away supporters are advised to visit the Away Ticket Office located next to the away turnstiles, which is on the southeast corner of the ground.

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.

## ***Duplicate Ticket Requests/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 Derby County. Duplicate tickets will not be issued without the authorisation of the visiting club. If duplicate tickets are arranged, they will be available to collect from our Away Ticket Office, located at the Southeast corner of the stadium, from 1 hour and 30 minutes, prior to kick-off on the day of the game and only on the production of valid photo ID.

## ***Hospitality***

ClubDCFC has a long tradition of dependability and delivery with a touch of class; this ethos is reflected in our matchday hospitality at Pride Park Stadium.

We strive to provide a range of options to suit most tastes whilst providing memories that last much longer than 90 minutes.

Away Supporters are welcome in our hospitality areas and if you would like more information, please email [\*\*hospitality@dcfc.co.uk\*\*](mailto:hospitality@dcfc.co.uk).



# YOUR MATCH TICKET EXPLAINED

When you arrive to your specific turnstile, please insert the barcode into 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.

**DATE AND KICK-OFF TIME**  
15/08/2023 15:00:00

**OPPOSITION**  
Derby County v Oxford United

**YOUR FAN ID**  
Ticket Office  
Fan ID : 30923970

**AGE BAND**  
Adult

**BAR CODE (SCAN ON ENTRY)**  
014026132118337538534165

**TICKET PRICE**  
£24.00  
Transaction ID: 14678833

**YOUR TURNSTILE**  
SEATGEEK  
PRIDE PARK STADIUM  
Bags must be no larger than 45cm x 30cm x 15cm and are subject to search.

**YOUR SEAT**  
Turnstile 9-12

**YOUR ROW**  
Stair 78

**YOUR STAIRWELL**  
Row 9

**YOUR STAND**  
Toyota West Stand Upper Block P

Turnstiles open 90 minutes before kick-off

Date & KO time subject to change

Children aged 15 and under must be accompanied by and sat with an Adult aged 18 years or over

# ***DISABLED SUPPORTER 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. Please contact your club's Ticket Office to ensure that the appropriate reasonable adjustments are allocated to you.

## ***Personal Assistant Tickets***

We offer complimentary PA/Essential Companion tickets to supporters that need support from another person to be able to enjoy the matchday experience to the same standard as all supporters (subject to qualification), Please contact your own club's Ticket Office for further information.

## ***Wheelchair Spaces***

Wheelchair users are accommodated on the Southeast Corner Elevated Wheelchair Platform, or the front row of the Southeast Corner Lower tier (AA row).

**Wheelchair space locations are subject to change based on Pride Park Stadium seating configuration for certain matches.**

## ***Easy Access Seating***

Disabled supporters that require easy access seating must stipulate their seating requirements at the time of purchase to ensure appropriate seating is provided (subject to availability). It is recommended for those disabled supporters requiring easy access seating to purchase tickets on either AA, BB, or CC rows, as these rows have minimal steps (no more than 3 steps up).

**Seating locations are subject to change based on Pride Park Stadium seating configuration for certain matches.**

## ***Accessible Entrances***

We have accessible entrances available on a matchday for away disabled supporters and it is recommended that you use Gate S; this entrance is located at the South-east corner of the stadium (please see map on page 16)

## ***Audio Descriptive Commentary***

An audio descriptive commentary service will be available for the 23/24 season for blind or partially sighted supporters.

Please contact the Disability Team on **01332 667528** to reserve a headset/receiver no later than 24 hours prior to the fixture date (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 **01332 667528** or via email at **disability.access@dcfc.co.uk**, so that we can ensure the appropriate match tickets are allocated and adequate arrangements have been made (subject to availability).

## Accessible Toilets

Accessible toilets can be found in each stand concourse area, and these are clearly signposted. 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.

We offer a range of food and drinks in each concourse.

## Accessible Car Parking

The club has a dedicated car parking area at Pride Park Stadium for away disabled supporters (Blue Badge Holders only) - at a cost of £10 and this area of parking is located within 100 yards of the away seating area in the Southeast Corner. Spaces are allocated on a first come first served basis and please be aware that you will be asked to show and display your Blue Badge. These must be booked no later than 24 hours prior to the match. Please contact the Derby County Ticket Office, on **01332 667528** to book your space (subject to availability).




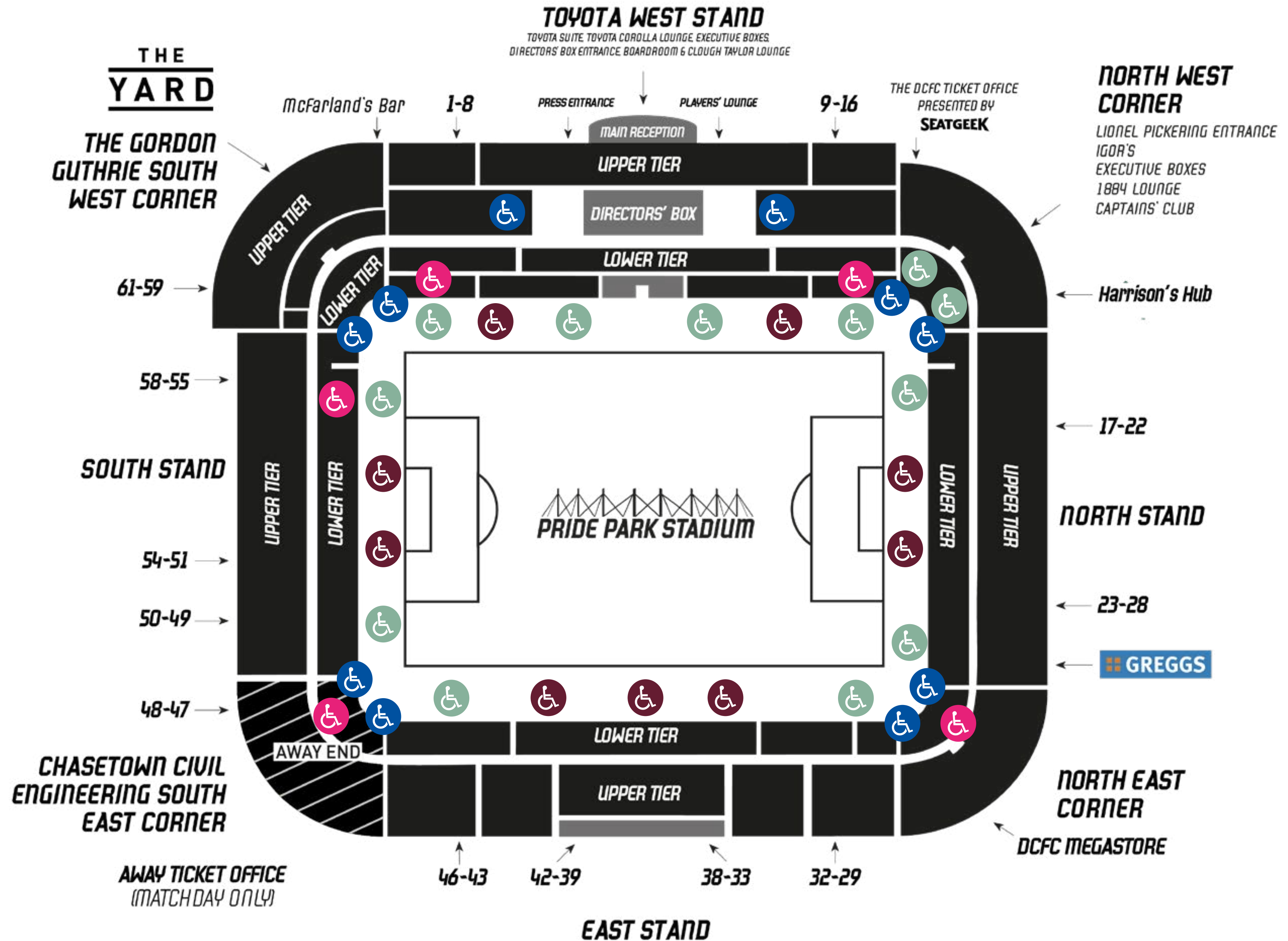
## Shuttle Service

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



# MATCHDAYS: ACCESSIBLE FACILITIES & SERVICES

-  ACCESSIBLE TOILETS
-  ELEVATED PLATFORM WHEELCHAIR SPACES
-  PITCHSIDE WHEELCHAIR SPACES
-  EASY ACCESS SEATING
-  ACCESSIBLE ENTRANCES





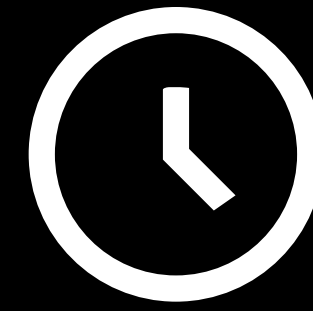
# REFRESHMENTS

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.

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.

For more information, please contact [cateringfeedback@dcfc.co.uk](mailto:cateringfeedback@dcfc.co.uk)





# *COUNTDOWN TO KICK-OFF*

Every matchday is different and games can be played on any day of the week with different Kick-off times. Timings depend on many factors including time of Kick-off, date and fixture.

The following timings illustrate the typical activities and timings for a Saturday home matchday with a Kick-off 3pm:

**6 HOURS TO KICK-OFF:** DCFC MEGASTORE OPENS



**5 HOURS TO KICK-OFF:** TICKET OFFICE PRESENTED BY SEATGEEK OPENS



**4.5 HOURS TO KICK-OFF:** TOYOTA WEST STAND MAIN RECEPTION OPENS



**1.5 HOURS TO KICK-OFF:** TURNSTILES OPEN AND PRE-MATCH ENTERTAINMENT STARTS



**1 HOUR TO KICK-OFF:** TEAM NEWS ANNOUNCED



**50 MINUTES TO KICK-OFF:** PLAYERS' PRE-MATCH WARM-UP STARTS



**7 MINUTES TO KICK-OFF:** TEAM EMERGE FROM TUNNEL



**KICK-OFF:** LATE TURNSTILES NOW IN OPERATION (ONE PER STAND)

# GENERAL MATCHDAY INFORMATION

## Need Help or Assistance

If you need assistance in finding your way around Pride Park Stadium there are a few outlets of information available to you.

Firstly, our stewarding team are strategically located in their high visibility uniforms 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 Matchday Supporter Liaison Officers will also be on hand to deal with any of your queries too; look for their blue 'Fans First' jacket!

## Away Supporter 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 £8 per car. As you come into Derby you can follow the road signs for Away Supporter parking which will guide you towards the Conference Centre



## Away Turnstile Location

Our away turnstiles are located at the South-east corner of the stadium (see map below) and will open from 1 hour and 30 minutes prior to kick-off.



HOBGOBLIN SESSION IPA HOBGOBLIN SESSION IPA HOBGOBLIN SESSION IPA HOBGOBLIN SESSION IPA

# DCFC MEGASTORE

The DCFCMegastore is open seven days a week at Pride Park Stadium; Monday to Saturday from 9am – 5pm and Sunday 10am-4pm with Bank Holidays operating on Sunday hours.

The retail operation also offers online orders at [dcfcmegastore.com](https://dcfcmegastore.com). The online service is separate from the store. Currently there is no click and collect option available into store. All orders that require an exchange or refund must be sent back to the online store. Click the Help tab under Customer Service on the DCFCMegastore website for instructions on how to do this.

## Returns Policy

In addition to your statutory rights, items can be returned or exchanged within 30 days of purchase for a full refund or exchange of equivalent value, provided the item is still in its original condition and accompanied by an itemised receipt.

Personalised items are exempt from our returns policy and cannot be exchanged or refunded. Your statutory rights are not affected by our returns policy.

Please note that items purchased online cannot be returned to store. Please visit [dcfcmegastore.co.uk](https://dcfcmegastore.co.uk) for more information.

For refunds, please allow 5-10 working days for the amount to appear in your bank account. This time frame is dictated by your bank or card issuer and is outside of our control. Your refund will be credited to the same card with which you made your original purchase.

To visit the DCFC Megastore online please go to [dcfcmegastore.com](https://dcfcmegastore.com)



# THINGS TO DO IN DERBYSHIRE

If you are 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 offerings Derbyshire has to offer.

## ***Derbion Shopping Centre***

Derbion Shopping Centre offers a wide range of retail shops along with Food and Drink outlets and several entertainment options such as Hollywood Bowl and Showcase Cinema De Lux.

**Website** - [www.derbion.com](http://www.derbion.com)

**Telephone** - 01332 366282

## ***Morley Hayes Golf Course***

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.

Morley Hayes are a Pay & Play course and offer a Lifestyle Membership. Tee times are always available throughout the year, for great golf all year round.

**Website** - [www.morleyhayes.com](http://www.morleyhayes.com)

**Telephone** - 01332 780480



# CLUB CONTACTS

## ***Supporter Liaison Officer/Disability Access Officer***

Emma Drury DDL: 01332 667544

Email: slo@dcfc.co.uk

## ***Ticket office***

Telephone: 0871 472 1884 (Option 1)

Email: ticket.office@dcfc.co.uk

## ***Hospitality***

Telephone: 0871 472 1884 (Option 3)

Email: hospitality@dcfc.co.uk

## ***DCFCMegastore***

Telephone: 0333 011 0452

Email: dcfcmegastore@fanaticsretailgroup.com

## ***Lost Property***

If you have lost a personal item whilst at Pride Park Stadium, please email [security@dcfc.co.uk](mailto:security@dcfc.co.uk)

## ***RamsTV Streaming Support***

Email: derbytvsupport@streamamg.com

\*Important: 0871 numbers are charged at 13p per minute plus your phone company's access charge.



# *ENJOY YOUR VISIT*

We hope you have a great day at Pride Park Stadium!

We are very passionate about delivering the best possible match day experience for all supporters.

Supporter feedback, comments and suggestions are crucial in highlighting areas where we can enhance the matchday experience we offer, so we welcome your thoughts!

Please send any feedback regarding your matchday experience to [slo@dcfc.co.uk](mailto:slo@dcfc.co.uk)

