

WOLVES

Visiting Supporters Matchday Guide 2019/20

Molineux Stadium, Waterloo Road Wolverhampton WV1 4QR
wolves.co.uk | 0371 222 2220 (Telephone) | 0371 222 1877 (Ticket Office)



Welcome

On behalf of everyone at **Wolves**, we look forward to welcoming you to Molineux Stadium for your forthcoming fixture.

This guide is intended to help you get the best experience possible during your visit by useful information which will assist you in finding your way to, in, and around Molineux Stadium.

It will also provide you with important information about various features of your matchday experience such as parking provision, catering information and our flags and banners policy.

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



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Getting to Molineux



BY CAR:

Please find directions below. For up to date travel information, please visit www.theaa.com/route-planner/index.jsp.



By road from the north:
Exit M6 at junction 12. At island take third exit onto A5 for Wolverhampton. At the next island turn left onto A449. After six miles the A449 passes under the M54. Carry straight on and at the sixth island (Five Ways) take the third exit onto Waterloo Road. Molineux is one mile straight on.



By road from the south west:
Exit M5 at junction 2. Follow the signs for Wolverhampton on the A4123 for eight miles to the Ring Road. Turn left on Ring Road, following signs for Molineux. Take second exit at next two islands, pass Banks's Brewery and swimming baths on left and then turn left at next set of traffic lights. Molineux is 500 yards on the right.



By road from the south east:
Exit M6 at junction 10. Take A454 via Willenhall to Wolverhampton Ring Road. At first Ring Road island, take the fourth exit (A449 to Stafford). Straight on at next two sets of traffic lights. Filter right at third set of lights into Waterloo Road. Molineux is 500 yards on the right.



BY AIR:

Birmingham Airport is the nearest airport 50km / approx. 45 minute drive to Molineux

Birmingham Airport is our nearest airport just 50 kilometres from Wolverhampton and is easy to get to by most forms of transport. The quickest and cheapest way to get from the airport to Molineux Stadium is via train which runs between the airport and Wolverhampton Railway Station every 30 minutes during the day. The journey takes less than 30 minutes and costs around £5 for an adult single.



Plan Your Travel

With as many as 32,000 people trying to get to Molineux Stadium on a matchday, we are very conscious of the impact on the environment and our neighbours.

When making your journey to Molineux Stadium we 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 Wolverhampton

www.networkwestmidlands.com

Wolverhampton Train Station is the nearest train station
1.1km / 15 Minute walk to Molineux

West Midlands Trains operates high-speed trains to and from London and regional train services across the West Midlands.



Matchday Bus Services to Molineux

nxbus.co.uk/west-midlands
nationalexpress.com/

Wolverhampton Bus Station is the nearest bus station
1km / 12 Minute walk to Molineux

Buses to Wolverhampton are available from various locations across the West Midlands. Coaches to Wolverhampton are available from various locations across the UK.



Car-Sharing with as many fellow visiting supporters as possible

www.footballcarshare.com

Sharing your car journey is a great way of getting to Molineux Stadium and Wolves are keen to promote it as a way of traveling 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 Molineux Stadium and limits post-match traffic congestion.
- Travelling with 4 or more people is an efficient use of your car, reducing emissions.



Metro Services to Wolverhampton

networkwestmidlands.com

Wolverhampton St Georges is the nearest metro station
1km / 12 Minute walk to Molineux

West Midlands Metro runs from Wolverhampton to Birmingham and runs every 6-8 minutes during the day and every 15 minutes on evenings and Sundays.



Road Closures

Road Closure Information

A number of road closures around the stadium as part of spectator safety measures will affect supporters on matchdays. Please refer to the road closure map and information below for details.

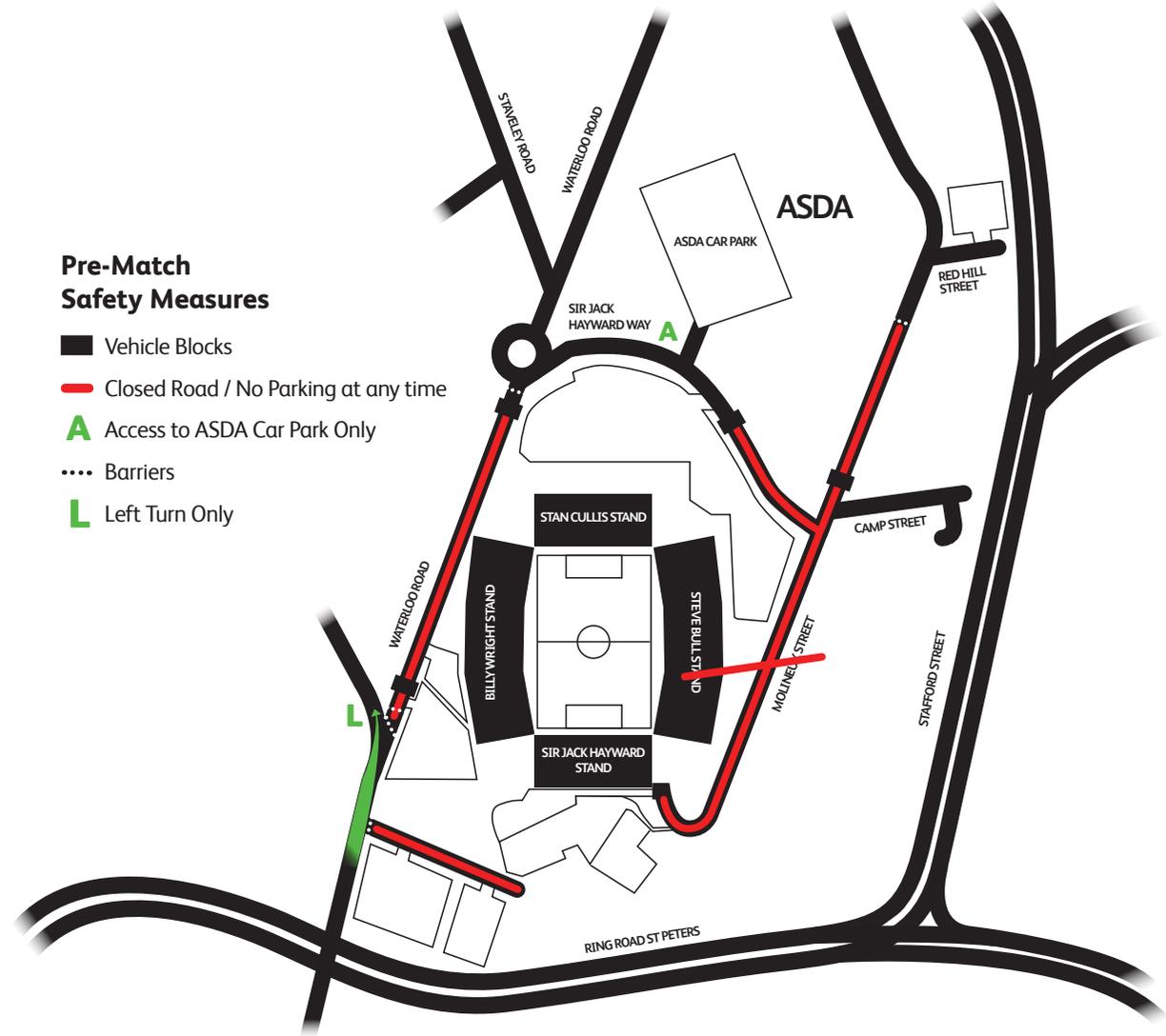
Waterloo Road

Will be closed from the roundabout leading to ASDA up to the traffic lights at Newhampton Road from 90 minutes before kick off up until a period at the discretion of the Matchday Safety Officer at the end of the game. (expected to be between 15 and 30 minutes).

Molineux Street / Sir Jack Hayward Way / Whitmore Hill

These roads will be closed as detailed on the map from one hour before kick off up until a period at the discretion of the Matchday Safety Officer at the end of the game (expected to be between 15 and 30 minutes).

When booking car parking spaces please refer to your ticket as to how these road closures will affect your entry and exit.



Car Parking at Molineux

Matchday parking is available for both home and away supporters at Wolverhampton Racecourse priced at £5 per car. Supporters can pre-book by visiting www.wolverhamptonracecourseparking.co.uk

There are also a number of private or council owned car parks around the stadium and city centre. For more information please visit www.wolverhampton.gov.uk/parking-and-roads/city-centre-car-parks



At Molineux Stadium

Molineux is an all seater stadium with a capacity of 31,700

Visiting supporters will be located in the Steve Bull stand lower tier (Blocks JL2 – JL10)

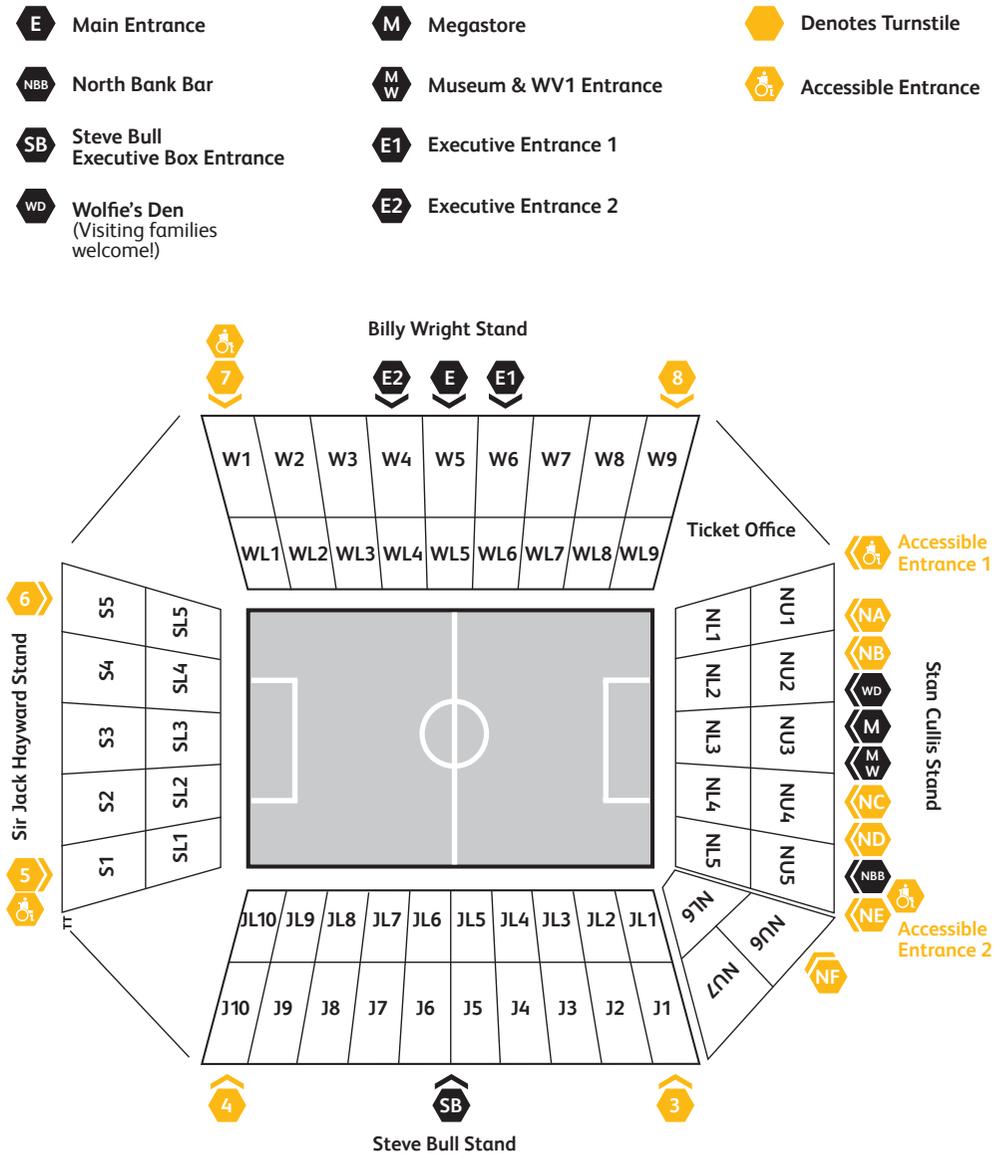
Turnstiles open 90 minutes prior to kick off

Supporters are advised to take their seats in plenty of time to ensure they do not miss any of the action

Accessibility stewards will be on hand at the turnstiles to provide assistance for any supporters who require it

On occasions visiting supporters may be located in the Stan Cullis stand (Blocks NU5, NU6, NU7 and NL5, NL6)

The ticket office and megastore open up until kick off on matchdays



Your Match Ticket

Your match ticket is your key to entry to Molineux. Please see the annotated diagram which explains what the different parts of the match ticket mean. If you have any queries please do not hesitate to contact help@wolves.co.uk.



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, please visit the ticket office.

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 Molineux Stadium.

Re-Admittance

There is no re-admittance to the stadium if you leave prior to the end of the match. 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 tickets.wolves.co.uk or the terms and conditions of purchasing a ticket with Wolves. If you have any questions regarding our terms and conditions, do not hesitate to contact help@wolves.co.uk.



Matchday

Countdown to kick-off!

Timings shown are for a 3:00pm kick-off and are subject to change.

- 09.00** Megastore opens
- 10.00** Ticket Office opens
- 11.00** Museum opens
- 12.00** Official car parks open
- 12.30** Ticket collection office opens
- 13.00** Hospitality areas open
- 13:30** Turnstiles open
- 15.00** Kick-Off
- 15.45** Half-Time
- 16:45** Full-Time

Facilities

Catering kiosks are available in all stands offering a choice of hot and cold food and drinks.

Molineux is a cashless stadium with all major credit / debit cards accepted in kiosks. The nearest ATM cashpoint is located at the Asda supermarket which is 200 yards from the visitors seating area.

Away Fan Pub

The Bluebrick
191 Broad Gauge Way,
Wolverhampton
WV10 0BA

The Bluebrick is a stylish chain pub serving classic international favourites, grill dishes & burgers and is the designated pub for away supporters and is a short walk from Molineux.

Access into Molineux

Away fans will use the accessible entrance in Steve Bull stand where a dedicated disabled steward will take you to your seats

Parking

Match by match parking – the Wanderer Car Park has 6 disabled spaces for away fans bookable via the visiting club before the game. These will not be available on the day.

Ground facilities

Molineux has low level counters at kiosks, hearing loops, audio commentary and a sensory room. We welcome guide and assistant dogs and can provide a bowl if needed. A full access guide can be downloaded at help.wolves.co.uk

For more information please contact the Disability Access Officer (details on the next page)



Supporter Services

#WolvesHelp

Wolves Help is the Wolves supporter services team who will be on hand to assist with all supporter enquires.

You can email Wolves Help on help@wolves.co.uk

The Wolves Help portal provides access to a range of important information to assist with your matchday experience. The portal can be accessed at help.wolves.co.uk

Here to Help assistants and friendly stewards will be available around the stadium on the day of the game and will be happy to assist with any problems.

Supporter Liaison Officer

Dave Wood
0371 222 1877

Disability Access Officer

Laura Wright
0371 222 1877

ONE PACK

Wolves welcome supporters of all backgrounds to Molineux and we aim to ensure that a safe and friendly environment is created for all fans.

Discriminatory and anti-social behaviour is not tolerated at Molineux and we urge all supporters to report any incidents to their nearest steward as soon as possible.

We also encourage fans to report any instances of discrimination using the Kick It Out app.



HANDS ON REPORTING!
THE NEW, FREE KICK IT OUT APP ALLOWS YOU TO REPORT ALL INSTANCES OF DISCRIMINATION ACROSS EVERY LEVEL OF THE GAME



 ATTACH PHOTOS AND VIDEO TO REPORTS

 REPORT SOCIAL MEDIA ABUSE

 REPORT CONFIDENTIALLY

 INFO@KICKITOUT.ORG  0800 169 9414  @KICKITOUT  FACEBOOK/KICKITOUTOFFICIAL  @KICKITOUT



Flags, Banners and Musical Instruments Policy

We know that many supporters like to display flags at football matches and we always aim to be as accommodating as possible.

Flags and banners are not generally confiscated, however the obstruction of gangways, access routes, exits and entrances, signage and stairways is strictly forbidden. In the event of an emergency we must have all access and exit points clear.

We reserve the right to confiscate flags or banners if they are very large or compromise public safety, obscure someone's view, advertising hoardings, a camera position or if they contain offensive, discriminatory or inflammatory messages.

Flags more than approx. 150cm in size at their widest or longest section and flagpoles longer than 1m will not be allowed.

Any articles that could potentially be used as a weapon and/or compromise public safety are strictly prohibited.

Permission must be sought, in advance, from the Facilities & safety manager to arrange the use of very large flags that are designed to be passed over people's heads* or banners** larger than 150cm at their widest. In these cases the flag or banner must be flame retardant and the organiser bringing the flag into the stadium will be required to submit, in advance, the relevant H&S certification. Such items will not be permitted if they contain abusive, inflammatory or political content.

*We cannot currently accommodate these large flags in the away supporter sections of the stadium.

** Subject to ticket allocation and available space.

Musical instruments are not permitted, this includes drums, wind, brass or string instruments, in addition to this bells, whistles and other items capable of emitting loud noises such as air horns and klaxons.

The only exceptions to the above are organised musical displays with written permission from the club or children's blow horns, which must be less than 30cm long and should be manufactured from card.

Prohibited Items

The following items cannot be brought in to Molineux Stadium:

- Pyrotechnics, flares and smoke bombs
- Knives, weapons (or items considered to be weapons)
- Air horns, loud hailers (megaphones) and musical instruments
- Large and/or golf umbrella or any item that may be used as a weapon and/or compromise public safety
- Professional recording equipment (audio and visual) or equipment that is deemed to be professional
- Bags larger than 40cm x 30cm x 18cm
- Food and drink This list is not exhaustive and further information is shown at the stadium entrances.

The complete Ground Regulations can be found at wolves.co.uk





CITY OF
WOLVERHAMPTON



With so much to do in Wolverhampton it's hard to know where to begin.

- Over 600 shops, bars, cafés & restaurants
- 2 indoor shopping centres
- Indoor & outdoor markets
- Theatres, cinema, art gallery, concert venues, clubs & hotels
- Ample parking
- Excellent public transport networks

For more information on attractions in and around Wolverhampton including theatre, concert halls, galleries, parks historic houses and much more, please visit www.wolverhampton.gov.uk



Wolverhampton Grand Theatre

www.grandtheatre.co.uk | 01902 429 212

The Wolverhampton Grand Theatre, commonly known as The Grand, is a theatre located in Lichfield Street, designed in 1894 by Architect Charles J. Phipps. It is a Grade II Listed Building with a seating capacity of 1200.



Wolverhampton Art Gallery

www.wolverhamptonart.org.uk | 01902 552 055

Located in the City Centre, Wolverhampton Art Gallery is a great balance between traditional fine art and modern. Cool down after exciting matchday and get to know the local art heritage.



Wild Zoological Park

www.wildzoo.co.uk | 0138 422 1500

Wild Zoological Park was born out of a dream to educate the public about different animals, poke holes in common misconceptions and to remove stigmas commonly associated with animals that aren't so cute and fluffy. Go and find out more.

