



FAN INFORMATION

Planning your Visit

Important information for fans attending Crystal Palace FC vs Liverpool FC

FA Premier League 9th December 2023 Kick Off: 12:30

Liverpool Football Club appreciates the dedication and loyalty of our travelling fans. Below is general advice and information which you may find helpful when planning your trip.

Given the current impacts on rail services, arising from industrial action being taken by ASLEF, we have received the following advice from Avanti West Coast, relating to services that will **not** operate on Saturday next (9th December).

'On our Liverpool route we have removed the last service to Liverpool – 20:12 Euston-Liverpool. This is the only service to be proactively removed from the Liverpool route for this day.'

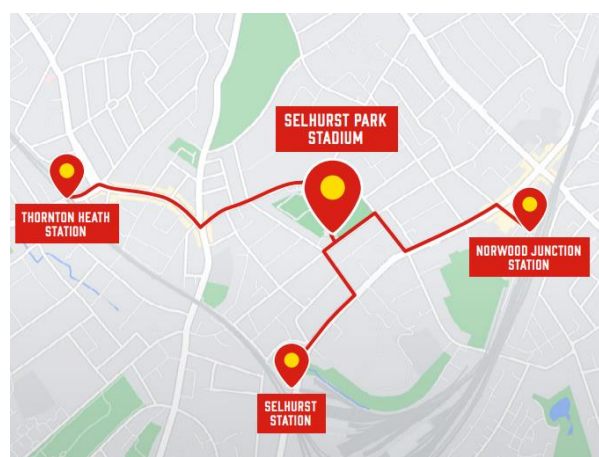
TRAVELING TO THE STADIUM

Crystal Palace F.C,
Selhurst Park,
Whitehorse Lane,
London,
SE25 6PU

Parking

There is no available parking at the stadium. There is no available parking at the stadium; there are strict parking regulations in operation on the streets immediately surrounding the stadium. Local parking enforcement will be in operation and supporters who do not adhere to the relevant restrictions run the risk of being issued with a fine along with the possibility of having their vehicle removed/relocated by Croydon Council.

The local authority have introduced a Healthy Neighbourhood scheme and three ANPR cameras will be in place to restrict vehicles using Holmesdale Road and Elm Park Road,



By train

The nearest stations to Selhurst Park are Selhurst, Norwood Junction and Thornton Heath, all of which are within 15 minutes' walk of the stadium. Selhurst and Thornton Heath stations have step free access to all platforms. Norwood Junction has step free access to Platform 1 for northbound stopping services only; there is no step free access to platforms 2-6. Full details of station facilities and train times can be found, along with a journey planner, by visiting <https://www.nationalrail.co.uk/>

By bus

Frequent bus services operate from all directions to the stadium. Full details including route maps and timetables are available, along with a journey planner, by visiting the TFL website <https://tfl.gov.uk/>



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The Prince George in Thornton Heath and the Selhurst Club in Selhurst, <https://www.selhurstclub.co.uk/> are the only local pubs that will allow away supporters

AT THE STADIUM



Stadium Entry

- Ahead of this fixture, the Club held a pre match meeting with Crystal Palace and LFC Supporters representation. Crystal Palace have listened to feedback from previous visits. To ensure a smooth and safe entry, they will provide additional measures for this fixture:
 - 80% of LFC tickets will be digital (NFC). We would urge you to ensure your ticket is downloaded on your phone, your phone is fully charged, and you allow additional time to enter the ground
 - A reduced number of coaches will be parked at Park Road to allow for more supporter space in the area
 - There will be a soft ticket check in operation and any screen shots of tickets will not gain access
 - In the event where there's ticket scanning issue, a member of the ticket office team will be on hand at the turnstiles to support
 - Additional stewarding will be in place to direct and communicate with supporters on the day
- Turnstiles **open two hours before kick-off**. Full searches are carried out by CPFC stewarding staff prior to entry and **supporters are urged to arrive at the stadium at least 45 minutes before kick-off in order to avoid delays upon entry**.
- Bag restrictions** Supporters can bring a bag/backpack (small enough to fit under their seat) into the stadium, subject to a full search at the turnstiles. Alternatively, luggage can be left for free at the Information Centre which is located at Entrance 9. The Information Centre is open from three hours prior to kick-off until 30 minutes after the final whistle. Uncollected items are taken to the Main Reception
- Early bird** offer Take advantage of our early bird offer, which is available **until 45 minutes before kick-off** and consists of burger or pie & beer for £7.50
- Banners/Flags – 2m x 1m in size will be permitted
- Selhurst Park operates a cashless stadium



FAN INFORMATION

Matchday

Important Matchday Information for our Disabled Supporters

Information for our Disabled Supporters:

1. Accessible parking There are 16 parking bays available to disabled supporters in the Sainsbury's car park which is located directly next to the stadium. These are available on a first come, first serve basis and can only be occupied on production of a valid blue badge.
2. There are dedicated Accessibility Hosts in all accessible viewing platforms and throughout the stadium who will be on hand to provide assistance, answer any questions you might have and ensure that you have a safe and enjoyable matchday at Selhurst Park. Our Accessibility Hosts are easily identified by their maroon tabards. Disabled WCs and changing places Accessible toilets are available throughout the stadium and there is a changing places facility near the accessible viewing platform in the Lower Holmesdale Road Stand. A smaller changing area with a drop-down table is available in the Main Stand.
3. A member of staff will visit you in your location to take your refreshments order and deliver it directly to you. Alternatively, there are bars and kiosks nearby with lowered sales counters and lap trays available for wheelchair users on request. Audio descriptive commentary Audio commentary is available throughout the stadium for supporters who are partially sighted or blind. Anyone wishing to use the audio descriptive commentary service should pre-book through dlo@cpfc.co.uk, however requests on the day may be accommodated subject to availability. Please inform our DLO or a nearby steward/Accessibility Host should you need to use this service on the day.

LFC & CPFC accessibility stewards as well as the SLO will be on hand to support you whilst at the match.



FAN INFORMATION

Useful contact information



Safety and Security

TACKLING ANTISOCIAL AND CRIMINAL BEHAVIOUR

LFC fully supports the strong measures introduced across football to tackle antisocial and criminal behaviour at home and away matches. Such behaviours include:

- Pitch incursions (individual and large-scale invasions)
- The possession or deployment of smoke devices or pyrotechnics
- Throwing objects
- Drug-taking
- Discriminatory behaviour

Whilst we recognise these behaviours are not representative of the vast majority of fans, they are not only illegal but also pose serious risks to the safety and matchday experience of everyone at the stadium. Any supporter found to engage in any such behaviours will be subject to the Clubs Sanction process and where appropriate will be reported to the local Police.

In addition to the above, Crystal Palace Football Club has committed to take an absolute zero tolerance approach to tragedy chanting.

A text alert system is in operation on a matchday which can be used for reporting incidents of abuse and antisocial behaviour and enables the Club to act on any information received in real time. The number to use is 07507 477 669. Supporters can remain anonymous, but should include as much information as possible, including the type of abuse or antisocial behaviour as well as the exact location and any distinguishing features. Any issues that are unable to be dealt with at the time will be followed up and investigated thoroughly by a CPFC staff member

Additionally, instances of online abuse and discrimination can be reported through LFC's Red Together reporting hub at <https://www.liverpoolfc.com/redtogether/reporting-online-abuse> or by using the Kick it Out app.

LFC STEWARDS AND SUPPORTER LIAISON OFFICER (SLO)

To assist those supporters who are attending the match, a team of LFC stewards will be present at the stadium. In addition, there is a dedicated fan support telephone number and an email address has been introduced which is available for travelling fans.

The SLO will be available for any urgent matters on the day and can be contacted on 0151 318 1040. This line will be opened from two hours before kick-off, till one hour after final whistle. Alternatively, you can email slo@liverpoolfc.com

Please follow @LFChelp on X for useful information on matchday.

On behalf of the Club we hope you have a safe and enjoyable trip to Selhurst Park