



# FAN INFORMATION

Planning your Visit



## Carabao Cup Final 2024 Chelsea FC v Liverpool FC Sunday 25th February 2024 kick-off 15:00

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.

## Important Information

Stadium Address: **Wembley Stadium, Perimeter Way, Wembley, HA9 0WS**

- Supporters are encouraged to use public transport when travelling to Wembley Stadium.
- Tickets for this fixture have **SOLD OUT**. **Anyone without a ticket should not travel to Wembley stadium**. All tickets are strictly non-transferable and are not available to distribute to other supporters. See ticket advice [here](#)
- Liverpool FC is using digital ticketing for all fans to access the Carabao Cup final at Wembley.
- These digital tickets are not NFC, but will still sit in the digital wallet of supporters' smartphones.
- Supporters will need produce their phone at the turnstile and scan their digital ticket, which contains a single-use barcode, to gain entry to the stadium.
- All LFC General Admission tickets have been sold by LFC. All LFC GA tickets are non-transferrable and are not available to distribute to other supporters. If you have not purchased your ticket from LFC, it is fake.
- Please watch [this video](#) which explains how to spot a genuine ticket versus a fake one and how to insert and scan your ticket correctly.
- All reports of ticket touting, or online ticket fraud, will be investigated in line with the Liverpool FC sanctions process. If a supporter has been found to have offered a ticket for sale online, this could result in a lifetime ban for that individual.
- Children (14 years and under) must be accompanied by an adult. Children under the age of two will not be permitted into the stadium.
- LFC fans are located on the East End of the Stadium and will use entrances A,B,C,D,E,F and G, Level 2 East.
- Accessibility Wheelchair bays will be situated on Levels 1, 2 and 5.
- LFC turnstiles are situated at the East Entrances.
- The game kicks-off at 3.00pm. General admission to the stadium will be available from 1.00pm. Please arrive early at the stadium to allow enough time for necessary security checks and bag searches.
- Please follow the wayfinding at Wembley to get you to the correct colour zone and entrance, and your match ticket will have a recommended specified entry time.
- Wembley operates a restricted bag policy - small A4 size bags will be allowed into the stadium. More information can be found here: <https://www.wembleystadium.com/plan-your-visit/stadium-guide/restricted-bag-policy>
- Flags & banners – you can bring flags / banners that measure up to 2.5m at its largest width and length. Permission is required in advance. More information on Wembley's Flag Policy can be found [here](#)
- Facilities and Catering - fans will find an extensive and tasty range of food and drinks inside the stadium. All food and drink kiosks accept card payment, which is the encouraged payment method within the stadium. Not all kiosks accept cash.



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### TRAVELLING TO THE STADIUM

Supporters are encouraged to plan their journeys in advance to avoid disappointment or delay to their travel. All those travelling by rail should plan to arrive at Wembley stations no later than one hour prior to kick-off, to allow sufficient time to walk to and enter the stadium.

Post-match, fans are asked to leave the ground promptly and avoid opting for the last train of the day. Please allow for longer journey times from Wembley Stadium to London Euston station due to crowd safety controls for safe station access.

Please check the National Rail Enquiries and TfL websites to plan your travel in advance and to be notified of real-time travel information and status updates on match day.

#### **Important information for those travelling by train (contactless payment is accepted on all public transports in London):**

- Avanti West Coast is urging fans intending to travel to the Carabao Cup Final by train to book in advance, as their services are expected to be extremely busy on both the Saturday and Sunday.
- Avanti West Coast will be running hourly services from Lime Street to Euston 0810, 0835, 0935 and 1043
- Fans can also use connecting services to Crewe and change there for a fast train down to London. Please note, London Northwestern tickets are not valid on Avanti West Coast services.
- A boarding system will be in place at Liverpool Lime Street so fans should arrive at the station in good time. Those with reservations will be boarded first. Those without will be asked to join a queue and boarded when reservation holders have taken their seats subject to capacity.
- Fans should look to join the service on which they are booked to travel.

Wembley Stadium benefits from easy access to three rail / London Underground stations. These are:

Wembley Stadium station  
Wembley Central station  
Wembley Park station

### **By Car**

Event day parking at Wembley Stadium is SOLD OUT. Any vehicles which haven't pre-booked will not be granted access to the stadium car parks. Customers are advised to park via the official car parks only.

Blue badge parking is available for ticketholders with accessibility needs and this can also be booked directly through the Wembley Official Parking website. For any further accessibility requirements, please review Wembley Stadium's Access Information page, or visit the Guest support portal.

### **By Coach**

National Express is the official coach partner to Wembley Stadium. National Express drop off at the stadium from over 50 locations around the UK making it the easiest and most convenient way to travel to Wembley. To book a National Express service for the Carabao Cup Final visit the National Express website or call 08717 81 81 81.



# FAN INFORMATION

## Matchday

## Important Information

### FAN ZONE:

Both teams have dedicated Fan Zone areas where supporters have the chance to join fellow fans to enjoy a drink, including alcohol, food and a DJ. They are an ideal place to soak up the pre-match party atmosphere

The **LIVERPOOL FC** Fan Zone is located on the East Concourse area of the stadium.

The fan zone will be open from 11.00 and stop serving alcohol one hour before kick-off at 2.00pm

Supporters will need to present a valid stadium ticket to enter the area which has a limited capacity. The stadium's bag policy (see below) also applies to anyone visiting the fan zone.

### LFC ALLOCATED BARS:

Venue	Address
Box Park	Olympic Way, Wembley Park, Wembley, HA9 0JT
The Blue Check	12 -13 Empire Way, Wembley, HA9 0RQ
Wembley Tavern	121 Wembley Park Dr, Wembley Park, HA9 8HG
Stadium Sports Bar	125 Wembley Park Dr, Wembley Park, HA9 8HQ
The Torch	1-5 Bridge Rd, Wembley Park, HA9 9AB
Crock of Gold	23 Bridge Road, Wembley, HA9 9AB

### No-street-drinking zone

Brent Council have enforced a no-street-drinking zone on Olympic Way and the surrounding area for **ALL** events at Wembley Stadium. This is part of the current Public Space Order Protection in place around the stadium on event days. More information on the order can be [found here](#).

Fans drinking on Olympic Way and the surrounding streets ahead of the Carabao Cup final will be asked to hand over their alcohol and enforcement action may be considered.

Supporters wanting alcohol before the game should head for the licensed bars or restaurants in the [area](#) or make their way to the dedicated fan zones outside the stadium.

**New for 2024** - On level one the stadium has introduced a new frictionless **Tap Bar**, allowing guests to access refreshments quicker and more conveniently.

The bar deploys the latest technology to enable customers to simply tap their card on entry, pick up what they need and then walk out – without the need to queue or pay at a dedicated paypoint.

Stay up to date with all the latest matchday information by following [@wembleystadium](#) on X (formerly Twitter).



# FAN INFORMATION

## Matchday

## Information for our Disabled Supporters

- Wembley Stadium is a welcoming and inclusive venue for all guests with access requirements. The stadium also provides a range of services for guests with specialist access requirements including a shuttle service from Wembley Park Station. More information can be [found here](#).
- Entrance is as per your ticket information.
- Information regarding travel and stadium facilities can be found via this link [Disabled Access \(wembleystadium.com\)](#)
- <https://www.wembleystadium.com/plan-your-visit/disabled-services-and-accessibility>
- Useful link to TFL access and avoiding steps document.

## Post Match

### Avanti Train Services:

- There are limited services back to Liverpool after the game, with just two scheduled departures from London Euston at 20:05 and 21:21.
- Fans can also travel back on the 20:30 Euston to Manchester, changing at Crewe for connections to Runcorn and Liverpool.
- With a journey time of around 60 minutes from Wembley to London Euston, fans are asked to leave the ground promptly and avoid opting for the last train of the day. Avanti West Coast services are due to depart Euston at 1842, 1942, 2039 and 2119.
- Any fans able to do so may want to consider extending their stay in London and return on the Monday morning when the trains will be less busy.
- For more details and tickets please visit [www.avantiwestcoast.co.uk](http://www.avantiwestcoast.co.uk) or National Rail Enquiries.



# FAN INFORMATION

Useful contact information



## Safety and Security

### TACKLING ANTISOCIAL AND CRIMINAL BEHAVIOUR

LFC is supporting strong measures across football to tackle anti-social and criminal behaviours within football grounds.

They include:

- entering the pitch without permission
- homophobic or tragedy chanting
- carrying or using smoke devices or pyros.

These are illegal, dangerous and have serious consequences. They have no place in the game. Anyone involved in these activities will be banned by the club and reported to the police.

Love Football. Protect the Game

If you witness any anti-social or discriminatory behaviour on the day, text HELP to 66566 or contact your nearest steward.

### 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 open from two hours before kick-off until one hour after final whistle. Alternatively, you can email [slo@liverpoolfc.com](mailto:slo@liverpoolfc.com)

Please follow the @LFChelp and @wembleystadium accounts on X (formerly Twitter).

**We hope you have a safe and enjoyable trip to Wembley**