



2019/20 VISITING SUPPORTERS' GUIDE TO
VITALITY STADIUM

AFTERNOON KICK-OFF



AFC BOURNEMOUTH FACTS

Ground: Vitality Stadium

Capacity: 11,364

Address: Dean Court, Kings Park, Bournemouth, BH7 7AF

Customer service telephone no: 0344 576 1910

Playing surface: 105m x 68.2m

Year opened: 1910

Shirt sponsors: M88

Kit manufacturer: Umbro

Home kit colours: Red and Black Stripes

Official website: afcb.co.uk

Twitter: @afcbournemouth

Facebook: [afcbournemouth](https://www.facebook.com/afcbournemouth)

Instagram: @officialafcb

MATCHDAY SUPPORT

When in the ground if you have any questions or need assistance please ask our friendly and welcoming Matchday Ambassadors or Supporter Services team, who will be positioned around the stadium.

There are also signed 'Here to Help' positions at the front of the main stand. AFC Bournemouth Stewards are positioned around the ground and can be recognised by their high visibility jackets.



PRE-MATCH BOURNEMOUTH

A large majority of trains arrive at **Bournemouth Central Train Station**, which is accessible to wheelchair users. Leave the station by the south exit (facing Asda) and turn left to head towards the main road. Turn left again and walk straight up Holdenhurst Road for around 25 minutes, until you reach a roundabout at which you turn right into Kings Park Drive. Vitality Stadium is on the left. For more information go to http://www.nationalrail.co.uk/stations_destinations/BMH.aspx

The **Yellow Bus** service is easily accessible from the train station. It can be picked up at Bournemouth Train station stop 6. You can get off at the Queens Park Hotel stop, which will be a total of 6 stops, then it will be a 5-minute walk, going along Ashley Road and then going through Kings Park. The Number 2 Yellow buses run from Bournemouth Square every 15 minutes from 10:30am onwards until 7:10pm. After this time, they then arrive every 30 minutes (Monday-Saturday). On Sundays the bus arrives every 27 minutes and 3 minutes to every hour. E.g. 09:27, 09:57, 10:27, 10:57 up until 18:27. After that at 7:10pm the bus arrives every hour e.g. 7:10pm, 8:10pm etc. Bournemouth Square has plenty of shops and places to eat and drink before heading to the ground. Adult tickets are priced at £4.20. To plan your journey or for more information go to bybus.co.uk.

Got a match ticket – get a discount with more bus! The **X3** service from Salisbury or Bournemouth runs every 30 minutes and can be caught at St Swithuns Roundabout, St Swithuns Road (and many other stops along the route), after a total of 7 stops you can get off at Kings Park. Their **m2** buses run every 7-10 minutes, so never too long to wait and drop off in Boscombe which is just a short walk to the stadium. If you ask for a **dayrider** you can **save £1** on their regular prices. The buses all have free wifi, USB chargers and accept contactless payments as well as cash. For up to date times and prices visit: morebus.co.uk

If you start your matchday experience in town, Bournemouth Pier is home to **Rock Reef**. The award-winning attraction offers a terrific range of thrilling family activities, including the Pier Zip: a dual racing zipline from the pier to the beach itself, cutting over the waves en route. For more information please visit rockreef.co.uk/

Hot Rocks Restaurant and Cocktail Bar is located next to Bournemouth Pier. Diners can enjoy freshly prepared food, whilst taking in the breath-taking views of the surrounding beaches.

Visit www.hotrocks.com



PRE-MATCH BOSCOMBE

The nearest train station to the stadium is Pokesdown for Boscombe, which is roughly a mile from the ground and around a 15 minute walk away. This station is not currently accessible for wheelchair users.

Exit the station and turn right down the main Christchurch Road (A35) for 400m and turn right into Gloucester Road. Follow signs for Kings Park to arrive at Vitality Stadium. For more information go to nationalrail.co.uk/stations_destinations/POK.aspx

This station is also served by the P2 and P3 Yellow Bus, which run up to every 20 minutes. You will get on at Pokesdown station and you will get off at Kings Park, heading in the Bournemouth direction, after a total of 6 stops. Alight at Ashley Road to get within 5 minutes of the ground. This service will also take you to Bournemouth (see above).

The m1/m2 More Bus service runs from Pokesdown Station and brings supporters closer to the stadium via Boscombe. All supporters with a valid match ticket can receive a £1 discount on dayrider tickets. All the buses are equipped with free wifi and USB charging facilities. To plan your journey or for more information go to morebus.co.uk/

Visiting Supporters are welcome in the Baxters and Mello Mello bars in Boscombe.

With direct access from Boscombe bus station and low cost easy parking, the Sovereign Shopping Centre offers high street names, various eateries and retail outlets as well as hosting a wide range of community events. For more information go to sovereignshoppingcentre.co.uk/

TAXIS

If you're looking at booking a taxi, all supporters can receive a 10% discount with PRC (Poole Radio Cabs) Streamline upon production of a valid match ticket. PRC Streamline take bookings 24 hours a day, 365 days a year so call 01202 37 37 37 to take advantage of this offer. Please note fares may vary on traffic going to and leaving the ground. They have the largest fleet available in Dorset and cover areas in Bournemouth, Poole, Christchurch and Wimborne. If you require travel to and from any airport for a fixed competitive rate, PRC are the company for you. PRC Streamline app can also be downloaded on apple <https://itunes.apple.com/us/app/streamline-warrens-taxis/id692742003?ls=1&mt=8> or on android <https://play.google.com/store/apps/details?id=com.cordic.streamlinewarrentaxis>



PARKING

Those travelling on official club coaches will arrive in the car park behind the Ted MacDougall South Stand. Congestion can cause delays when leaving the ground after the game.

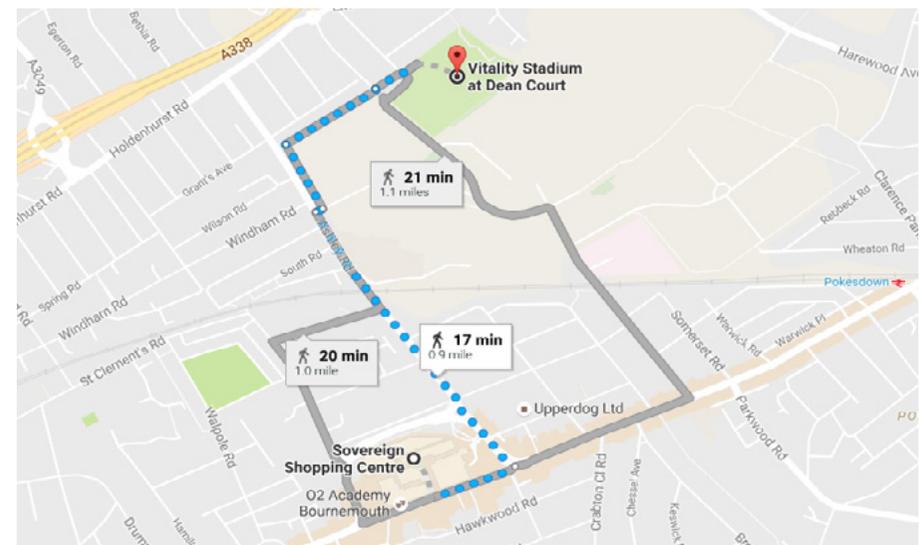
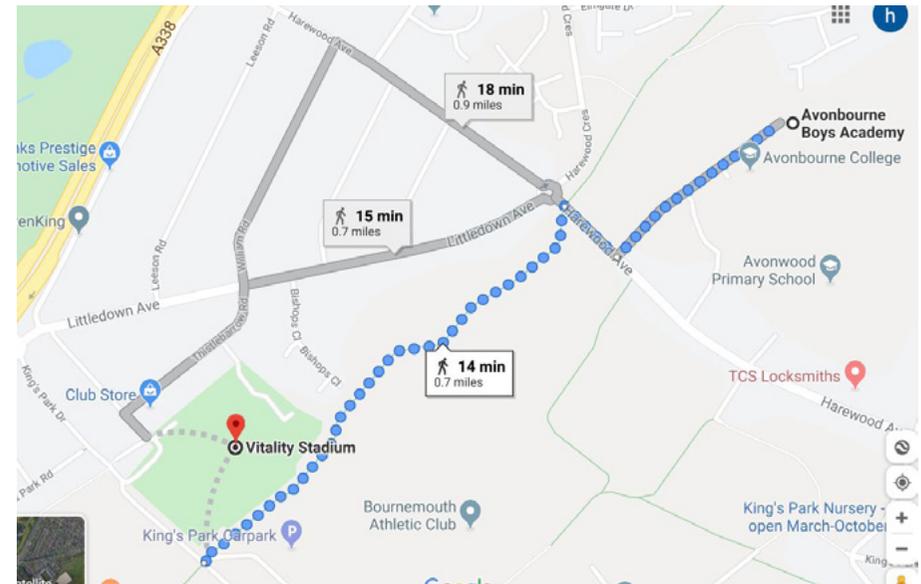
For free parking just a 10-minute walk from the ground, Avonbourne Boys Academy (Formerly Harewood College) is open from 11.30am – [here's a link on Google Maps](#). The club's allocated facility is located at the end of the drive, past the mini roundabout. If you are using a SatNav, please refrain from using the postcode and instead use 'Harewood Avenue'. **Please note this car park is locked 45 minutes after the full-time whistle. Users are asked to ensure they keep to the maximum speed limits displayed.**

Parking is also available to the south of the ground for just £1. When driving to the ground, follow the brown road signs with a football logo to get to Vitality Stadium. Supporters wishing to park at the ground are advised to arrive early as the car park usually reaches capacity around 75 minutes before kick-off. Supporters are likely to experience delays in leaving the car park after the final whistle. You can now leave via the south of the car park to exit the park along Gloucester Road and so miss the traffic along Kings Park Drive.

Alternatively, the Sovereign Shopping Centre on Christchurch Road, BH1 4SX, which is approximately a 15 minute walk from the ground – highlighted on the map – offers low cost easy parking (£2 for 4 hours), with 600 spaces. This parking facility has the advantage of being away from congestion and has cafés for food and snacks.

Residential roads adjacent to the stadium have parking restrictions and the club asks supporters to please be mindful of existing drive entrances and avoid parking illegally as this can cause particular problems for residents and is a safety hazard. Parking enforcement officers and Police will respond to residents' complaints and take action.

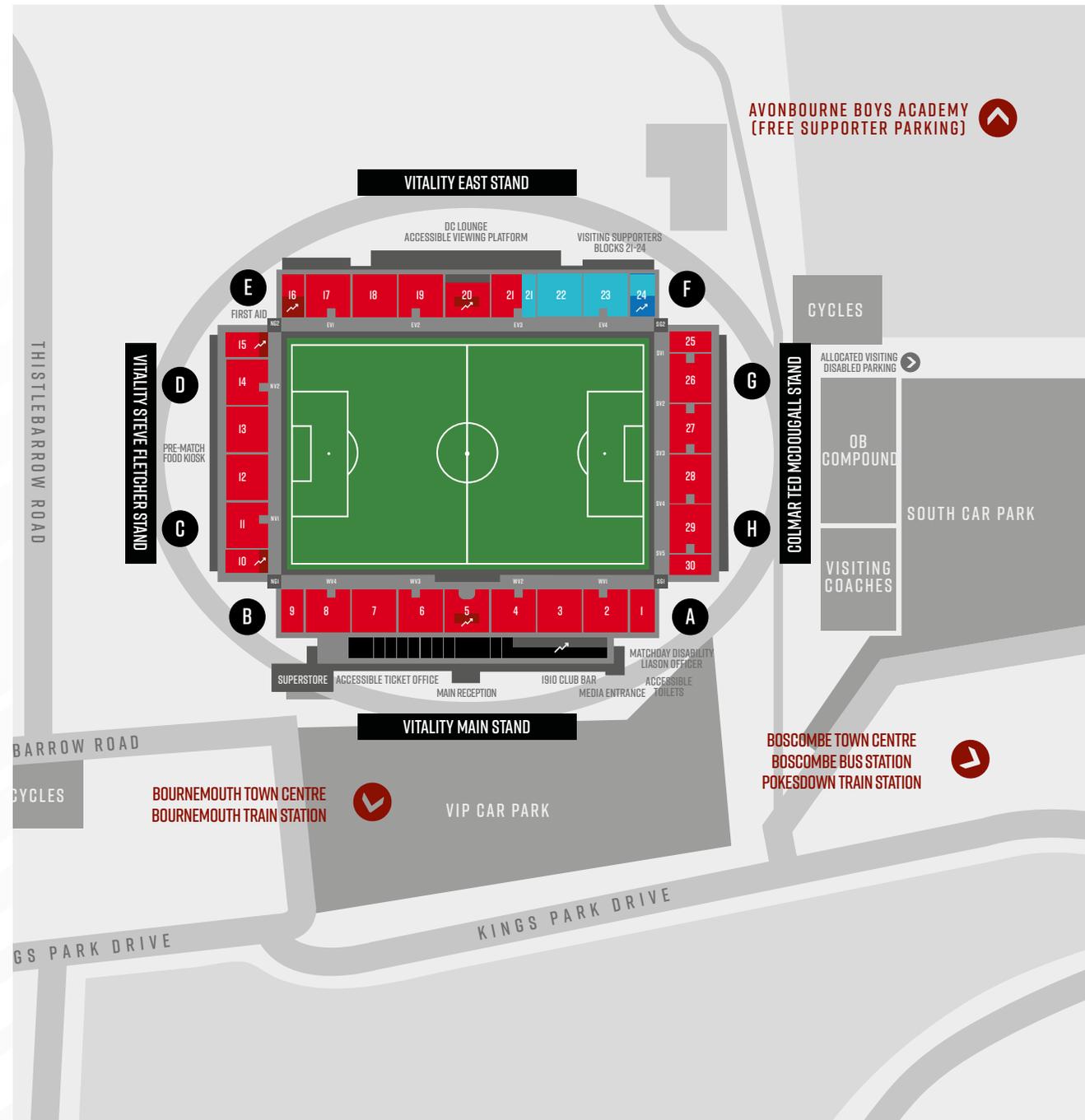
Please be aware specific sections of Kings Park are no longer available for Blue Badge holders, so please look out for council signage to this effect.



STADIUM PLAN

- Visiting Supporters are seated in Vitality East Stand Blocks 21-24 (Shown in Blue) and are accessed via Turnstile F.
- Supporters are required to adhere to the ground regulations;
<https://www.afcb.co.uk/for-fans/supporters-guides>
- In particular; supporters are reminded that it is a criminal offence to pass beyond the pitch side barriers.
- For your own safety standing is not permitted in seated areas. Please be respectful to your fellow supporters and sit in the seat allocated to you. Persistent standing may lead to ejection from the ground and a report to your club.
- AFC Bournemouth promotes a welcoming and friendly atmosphere at Vitality Stadium and any incidents of discriminatory or abusive behaviour may result in ejection from the ground.
- Please always follow the instructions of the Safety Stewards at all times.
- Visiting Supporters in home areas are likely to be ejected from the ground. If you are a visiting supporter with a home ticket, please contact the ticket office **0344 576 1910** or **tickets@afcb.co.uk**

At AFC Bournemouth we strive to make everyone's matchday inclusive and enjoyable, if you witness any abusive or discriminatory behaviour please try and speak to a steward on the day, alternatively use our confidential text line; **07968 980580**



SUPPORTERS WITH DISABILITIES

VIEWING POSITIONS

There are a variety of viewing positions for wheelchair users on Row A pitchside in all stands. There is also a raised viewing platform area on block 24 of the east stand in the visiting area. We ask that other supporters are mindful of fellow fans using wheelchairs and generally, it is important to keep the aisles, access and viewing lines clear at all times.

TICKET OFFICE WINDOWS

Please note there is a low counter at the ticket office window which is fitted with a hearing loop.

FOOD AREAS

We have low counters available at kiosks and concourses within the visiting supporters concourse

HEARING LOOPS

Portable hearing loops are situated in concourse areas, both ticket offices, superstore, reception, 1910 bar and in the hospitality area.

AUDIO HEADSETS

Visually impaired supporters are able to order a headset in advance of the game. Headsets can be booked in advance (free of charge) through contacting the ticket office, via phone by calling 0344 576 1910 (option one, option two) or by e-mailing disability@afcb.co.uk.

LOW COUNTERS

Low counters are available at the ticket office windows, the Superstore and throughout the concourses.



SUPPORTERS WITH DISABILITIES (CONTINUED)

SENSORY PACKS

The club and Community Sports Trust are delighted to be able to offer sensory packs for supporters with disabilities. The packs have been designed for supporters, particularly those with Autism who attend matches to make the matchday experience more accessible, comfortable and enjoyable for them.

The sensory pack comes in an AFC Bournemouth draw string bag and includes-

- Club branded mini soft football.
- Autism Awareness card and keychain, which can be shown to matchday staff and stewards to ask for assistance when in the ground, including a map of the stadium.
- Club-branded noise-cancelling headphones.
- Menu for concourse food which can be shown at the concourse to order.

Sensory packs need to be pre-ordered prior to matchday. This can be done by completing the following application form - <https://bit.ly/2M3Si8B>. Once ordered supporters will receive a confirmation e-mail, with the pack available for collection two hours prior to kick off from the DC Lounge at Vitality Stadium.

DC LOUNGE

Located within the East Stand, home and visiting disabled supporters are welcome to meet before the game and enjoy refreshments in our DC Lounge. As well as a TV showing Sky Sports/BT Sport, we host a matchday quiz so supporters can pit their wits against each other and team sheets get delivered approximately half an hour before kick-off too.

ACCESSIBLE TOILETS

Accessible toilets are available to use pre-match in the DC Lounge or in the press room lobby. A changing places toilet is also available on the corner of the main and south stand.

STADIUM SERVICES

ENTERING THROUGH TURNSTILES

Please bear in mind that for supporters' own safety, there will be 100% searches of every single supporter as well as bag searching/tagging. Please don't bring a bag unless you absolutely need to. Turnstiles at Vitality Stadium open 1.5 hours before Kick Off and supporters are asked to ensure they arrive at least 45 minutes prior to kick-off to avoid delays.

TOILETS

Prior to turnstiles opening, there are public toilets available to use in Kings Park. Alternatively, there are a number of public toilets in Boscombe (10 minute walk).

CASH MACHINE

A cash machine is located inside the AFC Bournemouth Superstore. Please note there is a £1.75 charge per use.

PAYMENT OPTIONS

Supporters can now pay by debit/credit card, contactless and Apple Pay all around the ground.

SUPERSTORE

Looking to take home a souvenir from your trip to Vitality Stadium? Supporters can do so from 9:00am on a matchday. The Superstore is located on the North West corner of the Vitality main stand and is open up until kick-off and then for 20 minutes after the match. The Superstore is also home to our trophy cabinet.

MOBILE MERCHANDISE

There are mobile merchandise outlets situated around the ground where supporters can purchase AFC Bournemouth merchandise as a convenient alternative to the Superstore.

MATCHDAY PROGRAMME

Remember to pick up your copy of our award-winning matchday programme to take home. These are on sale in the Superstore and around the stadium priced at £3.50.

PRE-MATCH FOOD KIOSK

Located midway on the outside of the Vitality Steve Fletcher North Stand, and usually open from 3 hours before kick-off, our food kiosk stocks our full range of hot food and drinks.

Our handmade pies are great and you should definitely try the burgers – made by our butcher to our own recipe and including our own, secret recipe sauce.

Own Recipe Burger / Cheeseburger £4.00

Homemade Pies £4.00

- Steak and Ale

- Chicken & Mushroom

- Curried Sweet Potato, Butternut Squash and Spinach (V)

Hot Dog £4.00

Make the most of our meal deals which is a pie, burger or hot dog, chocolate bar and a pint for £7 (not available in the south stand). You can have a soft drink instead for £6 for the bundle and both are available at any time during the game. The deal is also available at our North Stand Kiosk for £6.00 as the soft drink option is available only.

For further details and pricing please visit <https://www.afcb.co.uk/for-fans/supporters-guides>

STADIUM SERVICES (CONTINUED)

CHERRIES COMMUNITY DRAW

Make sure you get your Cherries Community Draw tickets in aid of the Cherries Community Fund- not only do you get the chance to win great cash prizes, but, as the proceeds go to support local projects, you have the opportunity to positively affect the lives of people in the local community. Sellers are positioned outside the stadium before the match and tickets are just £1 each. For more information on the Cherries Community Fund visit <https://www.afcb.co.uk/for-fans/cherries-community-fund-and-draw-results>

SMOKING

Vitality Stadium is a smoke free venue. Use of Cigarettes, Vaporizers or E-Cigarettes is not permitted inside the stadium. Supporters are not able to exit and re-enter the stadium for any reason.

JUNIOR FANZONE

The Junior Fanzone is located in the concourse under the Family Stand and is open 2.5 hours before kick-off. Supporters up to the age of 16 will be able to meet our very own club mascot Cherry Bear and enjoy a variety of pre-match entertainment including face painting, games, activities and competitions such as FIFA tournaments on XBOX 1, table tennis rallies and power penalties!

MEAL DEALS AND SELF SERVICE

Our meal deal is a pie, burger or hot dog, chocolate bar and a pint for £7 (not available in the south stand). You can have a soft drink instead for £6 for the bundle and both are available at any time during the game.

Also check out our information board to help you with potential queries such as food allergens and licensing information.

EAST STAND

This gets the afternoon sunshine when there are clear skies. We recommend therefore that you consider bringing sunglasses, cap and/or sun lotion for those hotter summer fixtures.

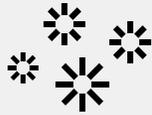
FEEDBACK

Here at AFC Bournemouth, we want to make your matchday experience as enjoyable as possible. If you've visited us recently, we'd like to know how we're doing with this objective and hear your thoughts and suggestions. Please e-mail at enquiries@afcb.co.uk

PROHIBITED ITEMS

YOUR SAFETY AND SECURITY AND THAT OF OTHERS IS PARAMOUNT TO US

Below is a list of what **CANNOT** be brought into Vitality Stadium:



Flares



Bottles, glass vessels, cans and flasks



Dangerous or hazardous items



Illegal substances



Explosives, ammunition and fireworks



Motor bike helmets



Laptops & tablets (audio & video recording devices)



Knives, blades or other weapons



Firearms



Laser devices



Smoke canisters



Air horns



Professional cameras & recording devices



Alcohol

Entry to the Stadium will be refused with any other articles deemed dangerous, hazardous or that compromise public health and safety. Any questions before the event please contact enquiries@afcb.co.uk or telephone 0344 576 1910.

THANK YOU | WE HOPE YOU ENJOY YOUR VISIT TO

VITALITY STADIUM

