



VISITOR SUPPORTERS GUIDE TO SELHURST PARK

2026/27

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GETTING TO SELHURST PARK

ADDRESS

**Crystal Palace FC,
Selhurst Park,
Whitehorse Lane,
London,
SE25 6PU**

PARKING

There is no available parking at the stadium.

Selhurst Park is situated at the heart of a residential area with 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 being issued with a fine along with the possibility of having their vehicle removed/relocated by Croydon Council.

Suitable parking spaces may be found by visiting driveway rental sites such as:

<https://www.justpark.com/>
<https://www.yourparkingspace.co.uk/>

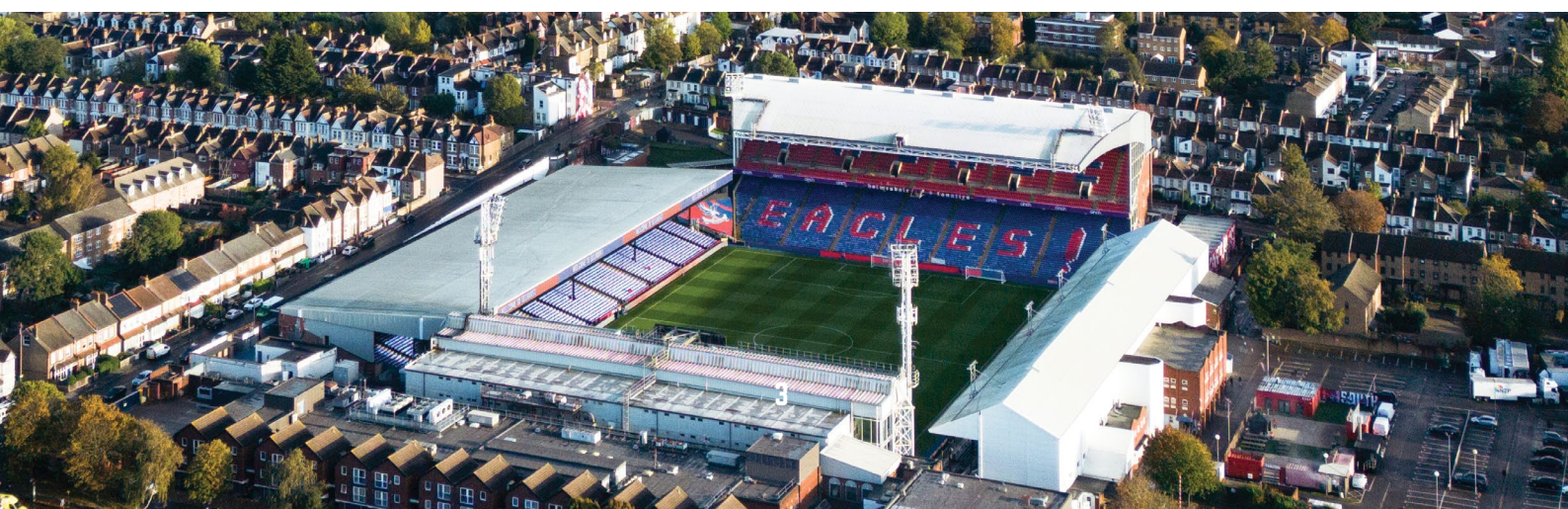
ACCESSIBLE PARKING

There are currently 10 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. Please contact DLO@cpfc.co.uk for more information.

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/>



GETTING TO SELHURST PARK

BY TRAIN

The nearest railway stations are Selhurst, Thornton Heath and Norwood Junction.

There are three train stations close to Selhurst Park:

- Norwood Junction (0.6 miles – 13 minute walk)
- Selhurst (0.7 miles – 15 minute walk), and
- Thornton Heath (0.8 miles – 19 minute walk).

All three stations are served by stopping services from both London Victoria and London Bridge or East and West Croydon stations. Norwood Junction is also served by the London Overground service via Canada Water and fast services from London Bridge.

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.

NORWOOD JUNCTION

- Step-free access to Ticket Office and platform 1 for northbound stopping services only (station staff assistance is available from first to last train everyday)
- Subway with steps to platforms 2 – 6
- Accessible WC on platform 1

A full list of station facilities can be found online at <https://www.southernrailway.com/travel-information/plan-your-journey/station-information/NWD/Norwood-Junction>

SELHURST STATION

- Step free access to all platforms with a long, steep access slope to Platform 1 for southbound services (station staff assistance is available from first to last train everyday)
- Occasional stops by some fast trains on platform 3 and 4
- Accessible WC on platform 1 (can be opened with a RADAR key)
- Bus stop within 25m with buses 75 and 157 to the nearby stop at Selhurst Road/Park Road

A full list of station facilities can be found online at <https://www.southernrailway.com/travel-information/plan-your-journey/station-information/SRS/Selhurst>

THORNTON HEATH

- Step-free access via lifts to all platforms (station staff assistance is available from first to last train everyday)
- Accessible WC on platform 2

A full list of station facilities is available online at <https://www.southernrailway.com/travel-information/plan-your-journey/station-information/TTH/Thornton-Heath>

GETTING TO SELHURST PARK

Taxi

There are no taxi ranks at these stations, but accessible taxis are available from East Croydon Station (2.2 miles), which is fully accessible.

Train Journey times - travelling from central London:

- Train Journey times - travelling from central London:
- London Victoria – Southern trains go directly to Selhurst station, followed by a short walk (40 mins total)
- London Bridge – Southern trains go directly to Norwood Junction station, followed by a short walk (30 mins total)
- London Waterloo – Take any South Western train to Clapham Junction, then a Southern train to Selhurst station, followed by a short walk (45 mins total)
- London Kings Cross – Take the Northern Line to London Bridge, then a Southern train to Norwood Junction station, followed by a short walk (50 mins total)
- London Euston – Take the Northern Line to London Bridge, then a Southern train to Norwood Junction station, followed by a short walk (50 mins total)

- London Paddington – Take the Circle Line to London Victoria, then a Southern train to Selhurst station, followed by a short walk (60 mins total)

Full details of station facilities and train times can be found, along with a journey planner, by visiting <https://www.nationalrail.co.uk/>

To identify the most suitable station for your travel please visit www.nationalrail.co.uk

If you require additional assistance or a ramp to board/disembark from the trains, please call **Southern Assisted Travel on 0800 138 1016**.

BY BIKE

We encourage supporters to cycle to the stadium when possible. Bicycle storage is available free of charge and is located in our main stadium car park and is available three hours prior to kick off.

Please note that, for safety reasons, e-bikes and e-scooters are not permitted within the footprint of the stadium.



ACCESSIBILITY



ACCESSIBILITY HOSTS

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.

Please note that drinking alcohol in view of the pitch is strictly prohibited and any supporter in possession of alcohol will be refused entry to the inclusion room.

REFRESHMENTS AND SERVICE TO SEAT

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.

ACCESSIBLE TOILETS AND CHANGING PLACES

Accessible toilets are available throughout the stadium and there is a changing places facility in close proximity to 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.

HEARING INDUCTION LOOPS

Selhurst Park has eight mobile induction loops, located throughout the stadium, that can be used by supporters who are able to switch their hearing aid to the 'T' setting.

INCLUSION ROOMS

We have a Sensory Room at Selhurst Park which is fully accessible and located beneath the Whitehorse Lane Stand.

There is a larger Inclusion Room, with a view of the pitch, located in the Holmesdale Road stand, but unfortunately is not accessible for wheelchair users because of its location.

Anyone wishing to use either room should pre-book through our Disability Liaison Officer, 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 one of these rooms on the day.

Sensory Packs are also available 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 once tickets to the game have been purchased.

Requests on the day may be accommodated subject to availability, please inform our DLO or a nearby steward/Accessibility Host if you require an ADC radio.

ACCESSIBILITY

GIVE VISION

We're delighted to offer GiveVision™ headsets to visually impaired supporters.

GiveVision™ is a wearable visual aid designed to enhance remaining sight, enabling users with sight loss to experience live events through their own eyes.

If you'd like to check if the headset is suitable for you, arrange a trial, or reserve one for your visit to Selhurst Park, please email dlo@cpfc.co.uk. A member of our accessibility team will be in touch as soon as possible.

EMERGENCIES

In case of emergency, our stewards/Accessibility Host will be on hand to direct you to safety. Please remain calm and follow their instructions.



STADIUM MAP



CONCOURSE MENUS

A range of snacks, alcoholic drinks and soft drinks are available in the away concourse at Selhurst Park, alongside a selection of hot food options. Please ask your server for information concerning allergens.

FOOD

Hot food options includes a selection of Willy's pies, hot dogs , chicken tender snack box and sausage rolls.

VEGAN AND VEGETARIAN

Vegetarian and vegan options are available, including Quorn and chips boxes. Please ask your server for information concerning allergens.

EARLY BIRD OFFER

An Early Bird Offer is available until 45 minutes before kick-off, offering a selection of food and drinks at a reduced price.

COMBO DEAL

Combo Deals are available at all food and drink concourses, offering great-value food and drink options ahead of kick-off. Please check the menu at your nearest concourse for details of the available combo Deal.

Please note that Selhurst Park is a cashless stadium. Food and drink kiosks accept card payments, as well as Apple Pay and Google Pay.

FOOD	
Willy's Beef & Westcombe Cheddar Pie (12 pieces)	£6.50
Willy's Roast Chicken Pie (12 pieces)	£6.50
Willy's Bombay Potato Pie (Plant Based) 🌱 (12 pieces)	£6.50
Sellhurst Sausage Roll (12 pieces)	£5.20
Roller Hotdog (12 pieces)	£6.00
Chicken Tender Snackbox (12 pieces)	£6.00
SWEET TREATS	
Pringles	£2.50
Rowntree's Randoms	£3.80
Kittkat/Yorkie/Polo Mints/Fruit Pastilles	£1.80
** Any Kilbuck's/Coke/Pineapple/Fruit Pastilles.	
COMBO DEALS	
Meal, Snack & Soft Drink	£10.00
Meal, Snack & Alcoholic Drink	£12.00
Pie & Pint	£11.50
Hot Drink & Sweet Deal**	£3.75
HOT DRINKS	
Tea/Coffee/Cappuccino	£2.75
Hot Chocolate	£2.75
Bovril	£2.75

DRINKS

Cools Lager Pint	24% £6.00
Cools Lager Half Pint	24% £3.00
Cold River Cider Pint	£6.50
Cold River Cider Half Pint	£3.25
Palace Ale Pint	£6.95
Palace Ale Half Pint	£3.50
Madri Exceptional Zero 0.0% Lager	0% £5.50
Absolut Vodka Can	1% £7.20
Bacardi Rum & Coke Can	1% £7.20
Jack Daniels Zero Can	1% £7.20
Bombay Sapphire Gin & Tonic Light Can	1% £7.20

Vinca Red Wine 187ml	10% £7.00
Vinca White Wine 187ml	10% £7.00
Vinca Rose Wine 187ml	10% £7.00
Vinca Sparkling Wine 200ml	10% £7.00
Coca Cola 500ml	£3.60
Diet Coke 500ml	£3.35
Coke Zero 500ml	£3.35
Fanta Zero 500ml	£3.35
Sprite Zero 500ml	£3.35
Oasis 500ml	£3.35
Water 500ml	£2.10
Red Bull 250ml	£3.80

We operate challenge
25 all drinks.
Please call your nearest
manager. All drinks
include 20% VAT at day.

Willy's Pies is a
non-alcoholic business.
Cash payments only.

ARRIVING AT SELHURST PARK

WHEN YOU ARRIVE

Our resident Mascots, Pete and Alice Eagle, will be out and about meeting supporters prior to kick-off and if you head to your seats early you will be able to watch players from both teams perform their pre-match warm up on the pitch.

FAN SUPPORT TEAM

Our fan support team are located at various points around the stadium and are on hand if you have any questions or need help with finding a specific location. They can be identified by their red coats.

BOX OFFICE

The main Box Office is located inside the main Club Shop which is on the corner of Whitehorse Lane next to Sainsbury's. Matchday opening times vary depending on kick-off.

Please note that the Box Office closes during the game and re-opens at the final whistle for 30 minutes post-match.

CLUB SHOP

Selhurst Park has a fully accessible Club Shop open on a matchday. The Club Shop is located on Whitehorse Lane by the car park entrance for Sainsbury's. We also have a pop-up shop for the 26/27 which will be located around

the ground on matchdays. There is also additional shirt printing located close to entrance 8 of the Whitehorse Lane stand.

BAG RESTRICTIONS

Supporters can bring a bag/backpack (A4 or smaller) 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. Please contact Customer Services for any uncollected items.

TURNSTILES

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.

ARRIVING AT SELHURST PARK

VISITING SUPPORTERS IN HOME AREAS

Visiting supporters seated in any of the home sections of Selhurst Park will be dealt with immediately and ejected from the stadium by our security team for their own safety.

FLAGS AND BANNERS

We will do our best to accommodate requests for flags and banners to be brought into the stadium, but there is limited space for them to be displayed.

Supporters wishing to bring a flag or banner should send their request to Clive Mitchell, clive.mitchell@cpfc.co.uk, along with a full description and photograph (where possible) at least seven days before the game.

Please note that large flags and banners will only be considered if accompanied by a British Standards zero spread of flames fire certificate.



SAFETY & SECURITY

SAFETY AND SECURITY

Sniffer dogs are positioned at every turnstile and supporters found to be in possession of illegal substance or pyrotechnics will be handed over to the Metropolitan Police.

The following acts are classified as offences under the Football (Offences) Act 1991:

- Throwing objects within the stadium without lawful authority or excuse
- Indecent/racist chanting
- Entering the playing area or any adjacent area where spectators do not have permission to be

Any supporter partaking in these acts will be passed to the Metropolitan Police for prosecution and, if convicted, is likely to receive a banning order.

CCTV

CCTV Cameras are situated throughout the stadium and body cams that have audio as well as visual recording capabilities are worn by some stewards for the purpose of supporter safety and crime prevention.

In addition, we have had the Dallmeier camera system installed which is capable of capturing and recording all incidents in fine detail, including items as small as coins being thrown, inappropriate gestures/behaviour, flares being lit and thrown, and acts of violence.

The image quality generated by this system is second to none leaving club officials, the police and CPS in no doubt over who the offenders are.

In the event of a criminal act being committed, footage/

still images captured by the club will be shared with the relevant authorities and may, subsequently, be used as evidence during court proceedings.

ABUSE AND ANTISOCIAL BEHAVIOUR

Crystal Palace F.C. is committed to promoting equality and diversity across the club including to its players, staff and supporters to ensure that all supporters have a safe and enjoyable matchday experience at Selhurst Park.

Racial/homophobic abuse, discriminating comments towards an individual/group of individuals and antisocial behaviour will not be tolerated. Supporters who are seen to be partaking in any of the above will be ejected from the stadium, may have their information passed to the police for prosecution.

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 or +44 7507 477 669 from an international number.

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.

SAFEGUARDING

KEEPING PALACE SAFE! – REPORT A SAFEGUARDING CONCERN

At Crystal Palace, our safeguarding mission is to provide a safe, positive, and enjoyable environment for everyone involved with the Club. We have a dedicated safeguarding team to provide advice and support, ensuring there are robust measures in place across all aspects of our Club and the Palace for Life Foundation.

But safeguarding is a role for everyone – we all have a duty to keep children, young people, and adults safe. Scan this QR code to quickly, safely and easily report worries, concerns or abuse. You can even do so anonymously. Alternatively, use the link below;



If someone is at risk of immediate harm you should always alert a member of Crystal Palace staff, ask for the Safeguarding Officer and emergency services immediately.

CHILDREN AND YOUNG PEOPLE

Only children over the age of 14 are permitted to attend a match alone.

Children 13 years of age and under must be accompanied by a responsible adult (18+).

Children under the age of two are not permitted to attend games at Selhurst Park unless written authorisation from the Matchday Safety Officer has been issued ahead of the game. All requests should be made via the following email

address: daniel.smith@cpfc.co.uk

Children over the age of two are permitted to attend games, but they must have a valid ticket.

LOST CHILDREN

During a home game at Selhurst Park, if a child is reported as missing or presents as lost, the Event Safeguarding Officer (ESO) will be informed and support the Safety Officer, Club Stewards and Security to attempt to locate the child or the parent/carer.

If the child or parent/carer is unable to be located, the Club Police Liaison Officer will be informed.

Supporters are encouraged to use wrist bands, which are available from the information point (located by Entrance 9), to detail contact numbers, which would assist with locating parents/carers if the child becomes separated or lost.

SEARCHING OF U18'S

The decision to conduct searches of U18's will be made by the Safety Officer.

Protocols and the process of searching children should promote mutual respect to and from all parties.

Someone is deemed a child up to their 18th birthday. Where the Safety Officer has determined searching of U18 is necessary, the Event Safeguarding Officer will be contacted by Stadium Control to attend.

CASHLESS

CASHLESS

To help reduce queues, food and drink outlets inside Selhurst Park are now cashless, so please remember to bring your debit or credit card to the game with you.

MULTI-FAITH ROOM

MULTI-FAITH ROOM

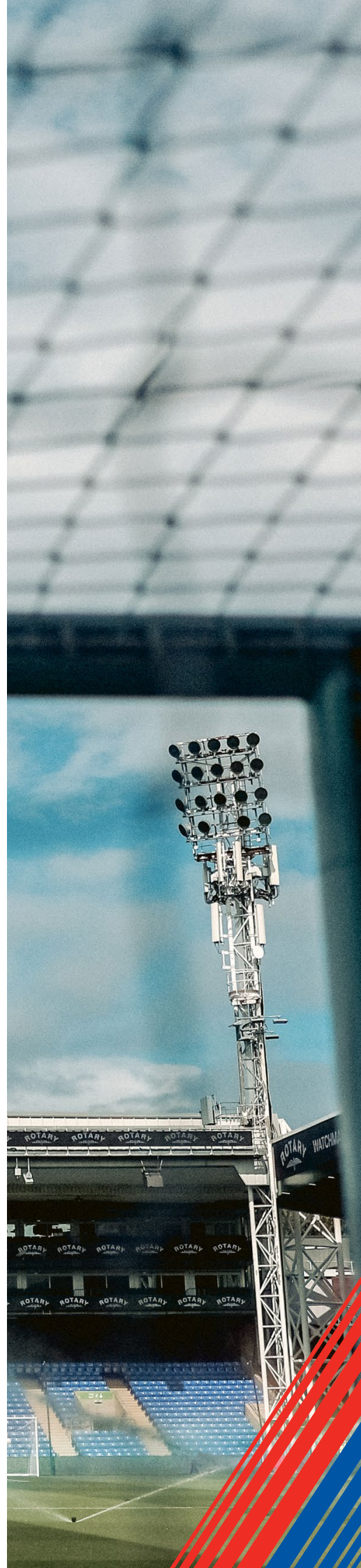
Where possible please let us know in advance of the game should you need to use our multi-faith room during your visit to Selhurst Park. Requests on the day should be made at the Information Point, which is located by Entrance 9, or by making yourself known to one of our matchday stewards, who will be able to assist.

MATCHDAY TIMELINE

(Based on a Saturday 15:00 kick-off)

09:00	Box Office & Club Shop open **	
12:00	Information Point open Speroni's Restaurant open 2010 Lounges open 1861 Lounge open Malcolm Allison Lounge open Executive Boxes and Legends Restaurant open	
13:00 TURNSTILES OPEN	Information Point open Speroni's Restaurant open 2010 Lounges open 1861 Lounge open Malcolm Allison Lounge open Executive Boxes and Legends Restaurant open	Turnstiles open Red and Blue Bar open Ticket reprint stations open
13:45	Team news announced	
14:20	Teams warm-up on the pitch	
14:45	Teams return to dressing rooms for final instructions Crystals dance on pitch	
14:50	Players prepare to return to the pitch	
15:00	kick-off Club Shop closes	
15:30	Box Office closes	
HALF-TIME	Half-time announcements (big screen & PA) Crystals perform on the pitch Half-time penalty shootout	
16:45	Final whistle Box Office and club shops reopen	
17:30	Information Centre closes	
17:45	Bars and lounges close Box Office and Club Shops close	

** Opening times may vary for Sunday and Bank Holiday fixtures



MATCHDAY PROGRAMMES

DIGITAL PROGRAMME

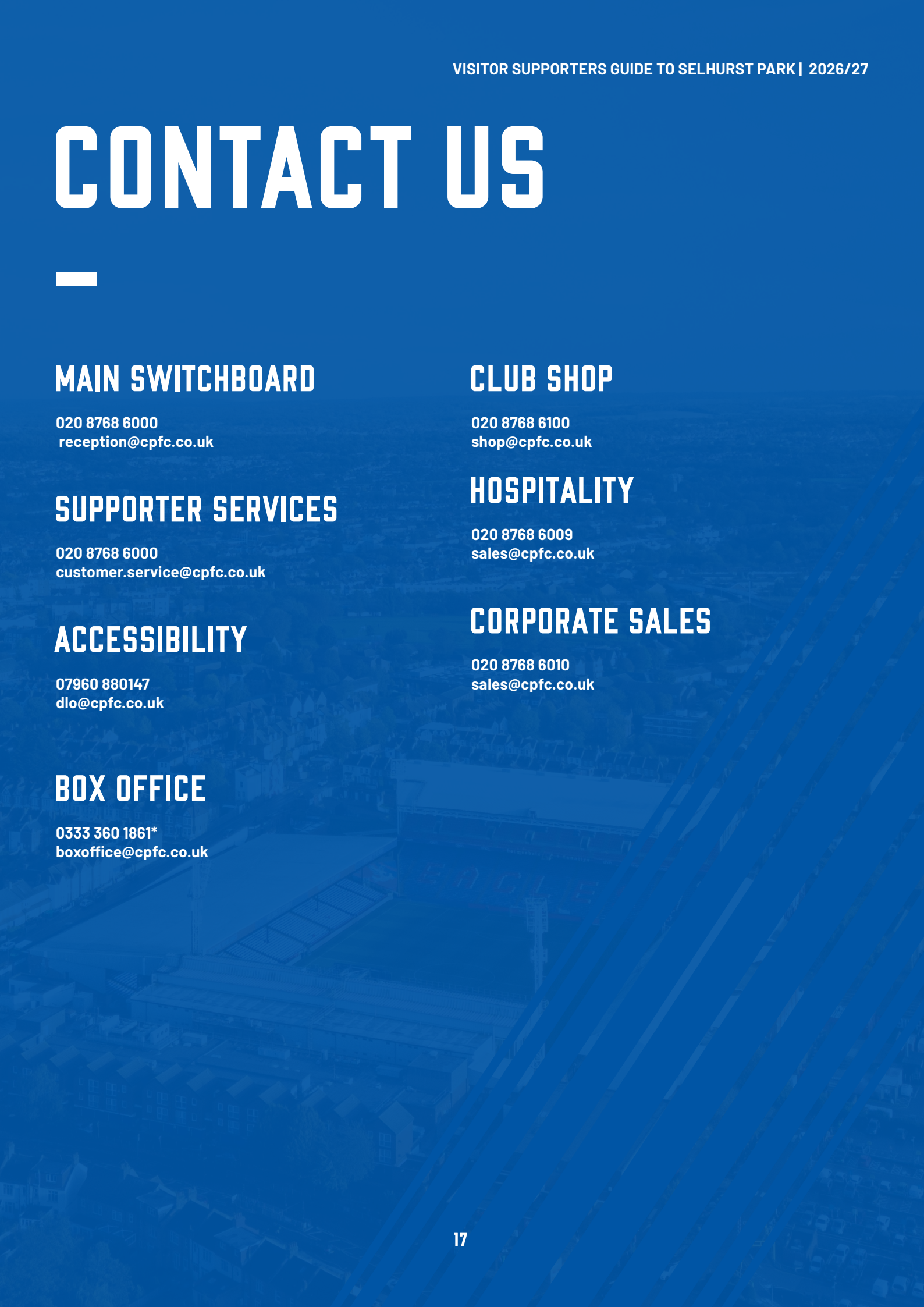
You can buy a digital version of the matchday programme which can be downloaded to your tablet or mobile device for just £1.99.

STADIUM

The matchday programme is available for £3.50 (for a standard Premier League issue; prices may vary by competition) at the Club Shop, and around the stadium on a home matchday.



CONTACT US



MAIN SWITCHBOARD

020 8768 6000
reception@cpfc.co.uk

SUPPORTER SERVICES

020 8768 6000
customer.service@cpfc.co.uk

ACCESSIBILITY

07960 880147
dlo@cpfc.co.uk

BOX OFFICE

0333 360 1861*
boxoffice@cpfc.co.uk

CLUB SHOP

020 8768 6100
shop@cpfc.co.uk

HOSPITALITY

020 8768 6009
sales@cpfc.co.uk

CORPORATE SALES

020 8768 6010
sales@cpfc.co.uk

