



KINGSMEADOW

MATCHDAY INFORMATION

2022-23

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WELCOME TO KINGSMEADOW

This Matchday information guide has been designed to help you get the most from your visit. Whether you're a Chelsea fan or a visiting supporter, we pride ourselves on providing everyone with a fantastic experience when they visit us. Kingsmeadow has been our 'home' since 2017, and it is an honour to finally call it our own and to share it with you.

This guide contains all the information you need to ensure you have a great day, including directions, special offers and much more. If you have any specific enquiries, please contact us at **enquiries@chelseafc.com**, and we will do our utmost to answer your query and make your visit more enjoyable. We look forward to welcoming you to Kingsmeadow and wish you a safe journey to and from the stadium.



GETTING TO KINGSMEADOW

Address:

Kingsmeadow

Jack Goodchild Way, 422A Kingston Road,
Kingston upon Thames, KT1 3PB

Getting there by road:



From outside London – M25

Junction 10, take the A3 northbound into London. At the exit for New Malden/Worcester Park, turn off and take the left turn into Malden Road (A2043) towards Kingston. Follow this to the next roundabout. Take the first exit into Kingston Road (A2043 still) and Kingsmeadow is one mile on the left.

From Central London – take the A3 out of London, exiting at New Malden/Worcester Park. Cross over the A3; and take the Malden Road (A2043) towards Kingston. Follow this to the next roundabout. Take the first exit into Kingston Road (A2043 still) and Kingsmeadow is one mile on the left.

There is no supporter parking available on site except 3 blue badge bays which can be booked through our access email: access@chelseafc.com.

Getting there by Public Transport:



Norbiton Rail Station

Kingston upon Thames, KT2 7QE

The nearest railway station is Norbiton which is about a 15-minute walk away. The station is served by South West Rail with trains from London Waterloo via Clapham Junction and Wimbledon.

Step-free category B station – there is step free access via ramps to both platforms. Interchange via a stepped subway.

Leave the station via the back exit (westbound platform 2) and take the first left onto Norbiton Avenue. At the end of the avenue, turn right on to Gloucester Road, and at the end of Gloucester Road turn left into Cambridge Road. The main entrance to Kingsmeadow is 400 yards down on the right.

When leaving station via the front exit (eastbound Platform 1), walk North towards Coombe Road, Turn Left go under the rail bridge then turn sharp left onto Norbiton Avenue at the end of the road turn right on to Gloucester Road, and at the end of Gloucester Road turn left into Cambridge Road. The main entrance to Kingsmeadow is 400 yards down on the right.

About Norbiton Rail Station:

- Staff help available – No.
- Boarding Ramp for train access – Yes (Guard on the Train).
- Step-free access coverage – No.
- Step-free access to ticket hall from street (Coombe Road) via Ramp.
- Step-free access from ticket hall to platform 1 via Ramp.
- Step-free access from platform 2 to street (Station Approach) via a 50 metre Ramp.
- A stepped interchange subway between platforms.
- Wheelchairs not available.
- ATM – No.

- Toilets – Yes (Located on Platform 1).
- Waiting Room – Yes (located on Platform 1).
- Car Park – Yes.
- Ticket Hall – Yes.
- London Zone Five.

By bus:

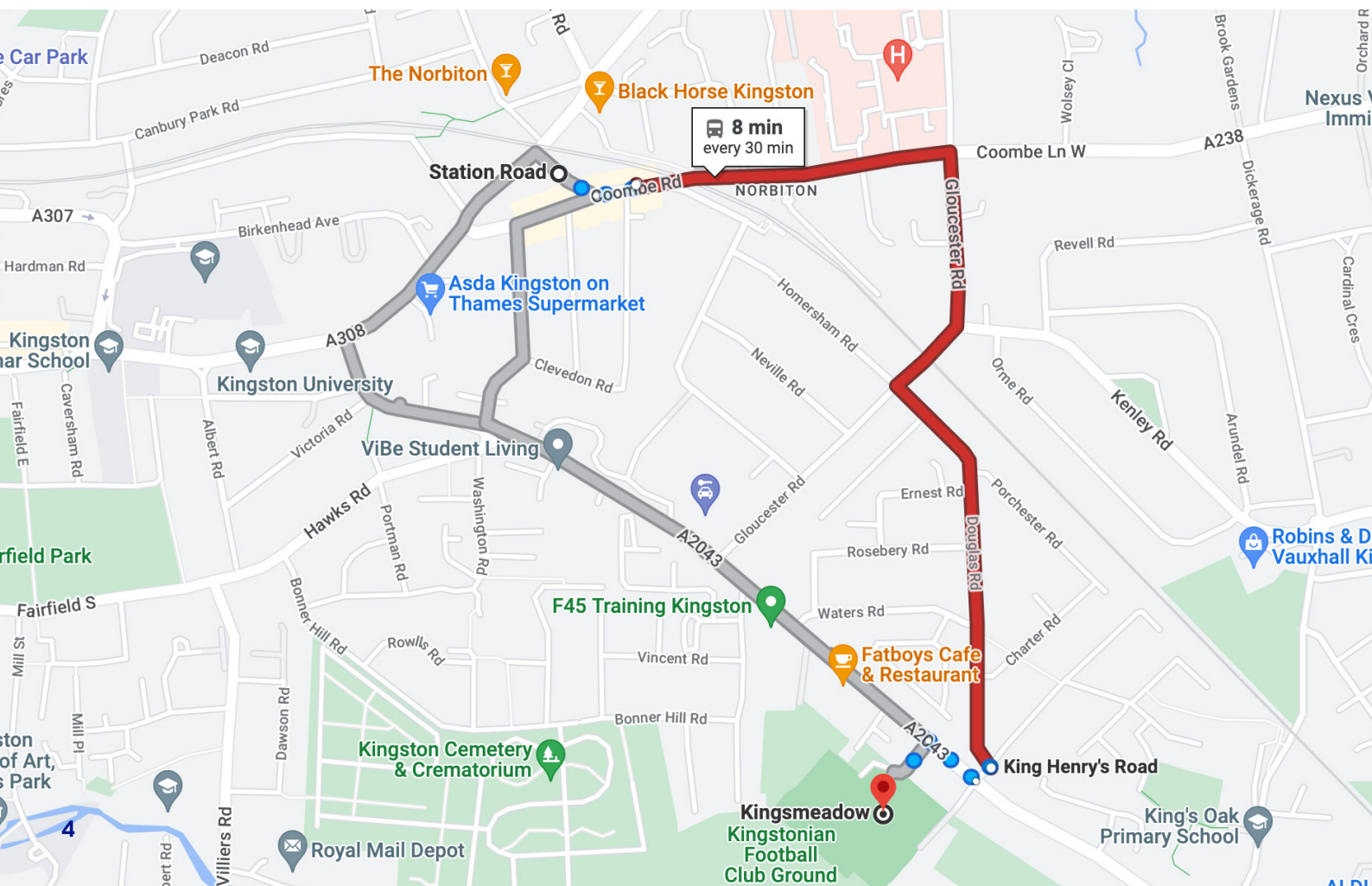


The following bus stops directly opposite to Kingsmeadow stadium.

No. 131 – Fairfield Bus Station (Kingsmeadow Stop C is 7 stops away) – Tooting Broadway.

Other buses that stop near Kingsmeadow.

No. K5 – Ham – Morden: Kingsmeadow stop J or hail and ride (Douglas Road or Kings Henry's Road).



AT KINGSMEADOW

Tickets

Tickets can be purchased at **www.chelseafc.com**. Match Tickets will go on sale approximately 30 days before the match. Tickets will be dispatched for all Home matches from approximately 18 days before the Match date. Tickets dispatched via print@home will be emailed to the lead supporter who made the booking. Tickets can also be purchased on matchday at the ticket office located in the northwest corner of the stadium (subject to availability) opening 90 minutes prior to kick off. Matchday tickets can only be purchased by credit/debit card. Photo ID will be required to collect/purchase tickets.

Supporters under the age of 14 must be accompanied with someone over the age of 18 and the tickets they have must be in the same are. We will not be able to relocate supports on the day of the game.

West and North stands are unreserved seating areas. South and East stands are both unreserved standing terraces. If supporters purchase tickets in the seated area and other tickets in the standing areas, they can only watch the fixture within the stand they have tickets for. They can not be relocated on the day of the game. We advise all groups to purchase tickets within the same area if they want to be seated/standing together.

Duplicate tickets

Supporters who DO NOT bring their Match Tickets with them or where the Match Tickets have not arrived must visit the ticket office on the day of the Match. A duplicate Match Ticket may be issued

at a cost of £5 per Match Ticket (if lost or damaged). Photographic proof of ID is required. Only the supporter in whose name the Season Ticket/Match Ticket was issued will be able to collect the replacement Match Ticket.

Safety and Security

Turnstiles usually open 2 hours prior to kick-off for weekend matches and 90 minutes prior to kick-off for evening matches. It is strongly recommended that you arrive in good time and that you are inside the stadium 30 minutes before kick-off. Please note that large numbers of supporters arriving late cannot have an expectation of making it into the stadium before kick-off.

Entry to the stadium

Please keep your ticket safe and take care not to damage, fold or otherwise deface the ticket as Chelsea Football Club will not accept responsibility if due to its condition entry cannot be obtained.

Supporters will be asked to show their match ticket for a visual inspection prior to being searched by stewards. Each ticket has a barcode and this is to be simply presented to the electronic reader at the turnstile. When the light goes green (amber for concessions), walk forward through the turnstile.

We want all supporters to be able to enjoy their visit and support their team in a safe and secure environment. To help achieve this, Chelsea Football Club asks supporters not to use foul and abusive language or behaviour. Discriminatory

behaviour of any sort is unacceptable and Chelsea Football Club will take firm action in such cases.

Chelsea FC operates a queuing procedure to co-ordinate and moderate the flow of supporters to the turnstiles in order to ensure a safe entry into the stadium. On arrival at the queuing system the following processes will occur: pre-entry ticket checks, body & bag search, electronic ticket scan and entry through turnstile. During these procedures it may be necessary to temporarily hold supporters at cordon points in order to achieve a safe and steady flow through to the turnstiles.

It is requested supporters avoid bringing bags where possible as enhanced searches may be taking place.

Fixtures

For all confirmed fixtures for the 2022/23 season please go **here**.

Merchandise

There is a small selection of Chelsea FC merchandise to purchase on site. The mobile shop is situated on your way in on Jack Goodchild Way and is only open for women's matchdays, approximately two hours prior to kick-off and up to one hour after the final whistle on the day of the match subject to availability.

Matchday Programmes

Packed with exclusive interviews, pictures and all the information you need about the Chelsea FC Women's team, the matchday programme is the perfect souvenir for any supporter. Programmes are available from our seller in the southwest external corner of the ground and subject to availability from our mobile shop.



West Stand Bar

A full bar in the West Stand operates on match day, with access only available to ticketholders in the West, South and East Home section.

Supporters can purchase hot dogs, pies and hot drinks from the bar area as well as a selection of spirits, wines and draught Singha beer, an ale, cider or stout option too.

Entry to the bar is based on a first-come and first-served basis.

Please note: Challenge 25 will be enforced in the bar area: Kindly have ID available for inspection (if requested).

Supporters are not permitted to drink alcohol in view of the pitch.

Catering locations will be open in line with gates opening.

Food & Beverage (Cashless)

Our supporter's choice of staple catering options will be available for most fixtures. This will include Burgers, chips, chicken strips, hot dogs and pies. Vegan options will also be available.

The menu offer is dependant on ticket sales and the catering locations open.

ON THE WING CHICKEN

Alcohol

Singha 5% ABV Pint/Half	5.45/2.80
Spitfire Lager 4% ABV Pint/Half	4.95/2.60
Orchard View Cider 4.5% ABV Pint/Half	4.95/2.60
Whitsable Pale Ale 4% ABV Pint/Half	4.95/2.60
Whitsable Stout 4.2% ABV Pint/Half	4.95/2.60
Nice Wine 11.5% 187ml	6.50
Spirit/Mixer 5%-6% ABV 250ml	7.00

Drinks

Soft Drinks	2.60
Hot Drinks	2.75
Mineral Water	2.50

Food

Hot Dog	5.45
Pie	4.40
Vegan Pie	4.40
Confectionary	1.65

SOUTH WEST (KT1 BURGER)**Food**

Cheeseburger	6.00
Vegan Burger	6.45
Chips	3.35
Cheesy Chips	3.80
Confectionery	from 1.65

Drinks

Soft Drinks	2.60
Hot Drinks	2.75
Mineral Water	2.50

Family Offers

3x Hot Drinks	8.00
3x Soft Drinks	7.50
3x Soft Drinks and 3x Confectionary Items	12.20

SE/NE (ON THE WING CHICKEN)**Food**

Pie	4.40
Vegan Pie	4.40
Chips	3.35
Cheesy Chips	3.80
Chicken and Chips	6.50
Confectionery	from 1.65

Drinks

Soft Drinks	2.60
Hot Drinks	2.75
Mineral Water	2.50

Family Offers

3x Hot Drinks	8.00
3x Soft Drinks	7.50
3x Soft Drinks and 3x Confectionary Items	12.20

Medical

In order to bring essential medication into the stadium – please email **access@chelseafc.com** in advance or call the disability line **0371 811 2012 (UK)** or **0044 207 915 1950 (International)** with details of medication and support you may require.

Emergency Contact Wristbands for Families

Emergency contact wristbands for families visiting Kingsmeadow Stadium. A new initiative has been launched that will assist if families become separated or children become lost. The voluntary scheme will allow parents/carers to complete emergency contact details on the inside of the wristband which will help assist club staff in reuniting families quickly and safely. The wristbands will be available on site on matchdays and can be collected from the Ticket Office. They are only usable for that day's visit.

PEEP

A PEEP is a Personal Emergency Evacuation Plan. It is an escape plan for individuals who may not be able to reach a place of safety unaided or in a satisfactory timeframe in the event of an emergency.

We advise supporters who may need additional assistance in the event of an emergency to complete this form in order to make our safety team aware of your personal needs.

Supporters who also have medical requirements can fill in this form to make our safety team aware of their needs.

For supporters who wish to complete a Personal Emergency Evacuation Plan (PEEP) <https://www.chelseafc.com/en/personal-emergency-evacuation-plan-peep-medical-requirements>

Hidden Disabilities Sunflower Lanyard Scheme

A Sunflower Lanyard will let us know if you may need some additional support.

What is a Sunflower Lanyard?

A Hidden Disability Sunflower Lanyard discreetly lets us know you have a hidden disability and may appreciate a little extra help when visiting Kingsmeadow.

How can I get a Sunflower Lanyard?

You can easily pick one up from the Ticket Office located at the corner West Stand/ North Stand. Alternatively, you can contact us at **access@chelseafc.com** and we will post one to your home.

Assistance Animals

Chelsea FC welcomes any supporters with an assistance animal. We do recommend advanced notification if you intend to attend a match with your animal.

If you can email **access@chelseafc.com** and provide us with the details of the match and name of the supporter attending.

We recommend that the animal is familiar with the stadium, if a separate visit is required to allow familiarisation, please e-mail **access@chelseafc.com** or call **0371 811 2012 (UK)** or **0044 207 915 1950 (International)** where arrangements can be made.

There is no dedicated relieving areas available.

Water bowls for assistance animals can be arranged, please contact us by email **access@chelseafc.com** or call **0371 811 2012 (UK)** or **0044 207 915 1950 (International)**.

Our Cashless Stadium

In common with many clubs across the country, Chelsea has decided to move towards a cashless stadium at Kingsmeadow. The change to card and mobile payments began last season.

A cashless Kingsmeadow will match expectations for how modern stadiums should operate, bringing the benefits of speed of service and cutting queue times

in all areas of the club operations on a matchday.

We appreciate the majority of our fans are already using cards to make their purchases at Kingsmeadow, so the impact of going totally cashless should not be very noticeable. You can use card, contactless card and mobile payments to make purchases for refreshments, merchandise and even programmes on the day.

Cash Machines

There are no cash machines located on-site. Should you still require one, there is a cash machine when you exit the stadium and turn left on Kingston Road.



Prohibited Items



NO BAGS LARGER THAN
A4 (100 X 200 X 300 MM)



NO BABY BUGGIES
OR PRAMS



NO VIDEO RECORDING
EQUIPMENT



NO LARGE
LENS CAMERA



NO SMOKING INC.
E-CIGARETTES & VAPES



NO DRINKING
GLASSES



NO GLASS BOTTLES OR
PLASTIC BOTTLES IN
EXCESS OF 500ML



NO CANNED
DRINKS



NO DARTS, KNIVES
OR WEAPONS



NO FIREWORKS
OR FLARES



NO GAS OR SMOKE
CANISTERS



NO TOOLS



NO AIR HORNS
OR MUSICAL
INSTRUMENTS



NO FLAG POLES
OR STICKS



NO UMBRELLAS



NO PERSISTENT
STANDING



NO RATTLES



NO SELFIE STICKS

Discrimination & Abuse

Ground Regulations specifically outlaw the use of threatening behaviour, foul or abusive language and discriminatory abuse, chanting or harassment relating to age, disability, gender reassignment, race, religion and belief, sex or sexual orientation.

Chelsea FC takes all forms of discriminatory behaviour very seriously and believes all forms of discriminatory chanting, including antisemitism, homophobic, biphobic and transphobic chanting to be abhorrent behaviour that has no place in football.

The club continues to work very closely with the football authorities and organisations such as Kick It Out to combat discrimination and make the attendance at football matches as enjoyable for everyone as it should be. If you hear it, report it.

During the Match text **88777** or **07894 93 77 93**, with stand, row, seat number, description of the offender and incident. After the Match call **0207 386 3355** or email **reporthate@chelseafc.com**.



FEEDBACK

Providing excellent customer service is important to all our staff and is exactly what you should expect to receive.

Once you have visited us please let us know your feedback either by emailing supporter.services@chelseafc.com or by sending a letter by post to the below address:

Supporter Services
Chelsea Football Club
Stamford Bridge
Fulham Road
London
SW6 1H

CONTACT US

General Enquires:
0371 811 1955

International number:
0044 207 386 9373

Email:
enquiries@chelseafc.com



KINGSMEADOW MAP

