



# **VISITING SUPPORTERS' GUIDE TO SELHURST PARK**

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# GETTING TO SELHURST PARK

Selhurst Park is situated in the heart of Selhurst and is well served by various forms of public transport.

## Address

Crystal Palace F.C.,  
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 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.

## 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/>

## 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 bike

We encourage supporters to cycle to the stadium when possible. Bicycle storage is available free of charge on request at the Information Centre, which is located by Entrance 9 and opens three hours prior to kick off.



# ACCESSIBILITY

## Fan Support Team and Accessibility Hosts

Our Fan Support Team are located at various points around the stadium and are on hand if you have any questions or are struggling to find your way around. They can be identified by their red coats and information pods.

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 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.

## 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 it 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](mailto: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.

## 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.

## Audio descriptive commentary

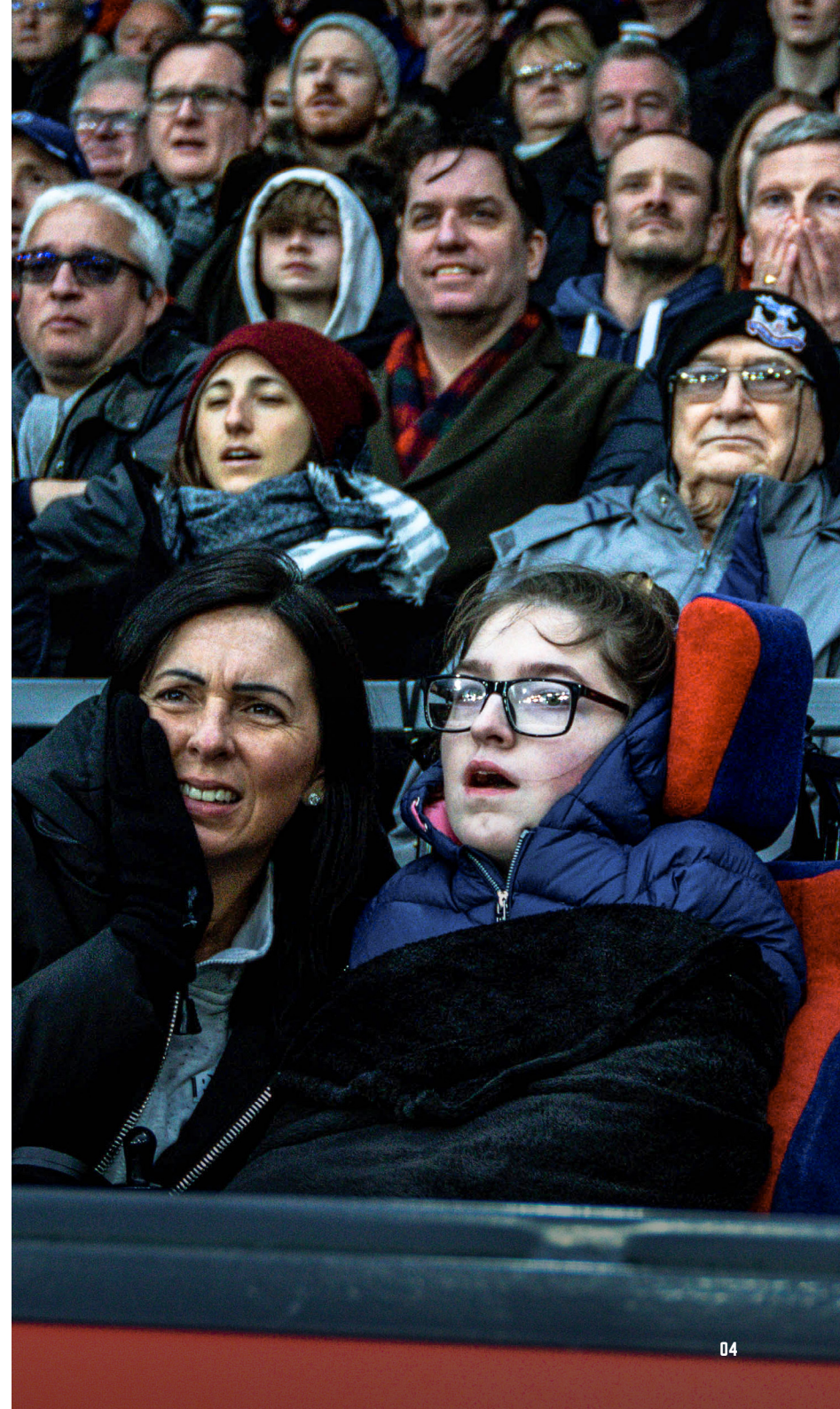
Audio commentary is available throughout the stadium for supporters who are partially sighted or blind.

Anyone wishing to use the audio descriptive commentary service should pre-book through [dlo@cpfc.co.uk](mailto: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.

## 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







# ARRIVING AT SELHURST PARK

## When you arrive

Once you arrive at Selhurst Park there are many things to do before you settle down to watch the match. There is a Fanzone in the main car park located by Entrance 10 which opens three hours before kick off and welcomes all supporters in possession of a valid matchday ticket.

There is also an opportunity for you to get an autograph/selfie from your favourite player, adjacent to the Information Centre, before they head off to the dressing room.

Our resident mascots, Pete and Alice Eagle, will also 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.

The Away Fanzone opens two hours before kick off and a variety of food and drink is available.

## 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.

## Ticket collections

If you need to collect your ticket or require a reprint, please get in touch with your own club prior to matchday so that they can advise our Box Office team in advance.

The visiting supporter Box Office opens approximately two hours prior to kick off and is located on the corner of Park Road and Holmesdale Road, by Entrance 4.

Please ensure that you bring the required ID as you will be unable to obtain your tickets without it.

## Club Shop

Selhurst Park has two fully accessible Club Shops open on a matchday. The main Club Shop is located on Whitehorse Lane by the car park entrance for Sainsbury's. We also have a shop in the Fanzone located directly outside Entrance 10, where there is also a shirt printing kiosk.

## 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.

## 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.



# FANZONE

For the ultimate pre-match experience, join us in the Fanzone before the game – located in the Main Car Park by Entrance 10. The Fanzone is fully accessible and open all supporters in possession of a valid matchday ticket.

## Entertainment

From three hours before kick-off, we offer a range of entertainment for all ages; including a resident DJ, the Crystals (our NFL style cheerleaders), interviews/ special guests and our Fanzone presenters running competitions with on the spot prizes to be won.

## Food

Alongside our regular food offering, the Fanzone’s food outlets feature an authentic barbeque with chefs cooking fresh food to order, such as jerk chicken burgers and wraps, kofta wraps and cheeseburgers along with gluten free and vegan options.

## Drink

We have a range of drinks available including Coke, Diet Coke, Fanta and water as well as tea, coffee, hot chocolate and Bovril. Along with our regular selection of alcoholic drinks, supporters are also able to enjoy a pint of San Miguel on draft whilst in the Fanzone.

## Cashless

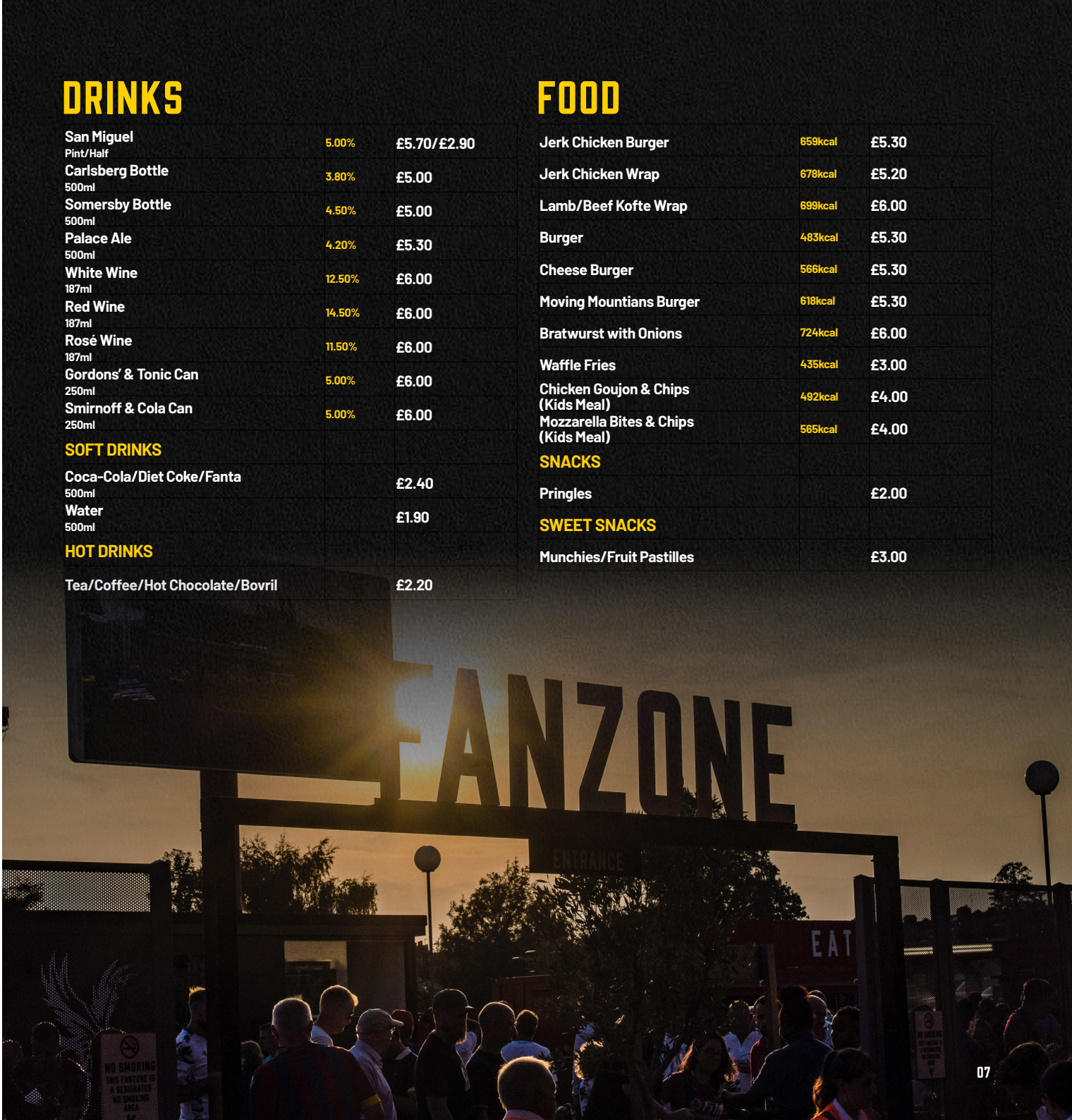
To help reduce queues, the majority of food and drink outlets inside Selhurst Park and the Fanzone are now cashless, so please remember to bring your debit or credit card to the game with you.

# DRINKS

San Miguel Pint/ Half	5.00%	£5.70/ £2.90
Carlsberg Bottle 500ml	3.80%	£5.00
Somersby Bottle 500ml	4.50%	£5.00
Palace Ale 500ml	4.20%	£5.30
White Wine 187ml	12.50%	£6.00
Red Wine 187ml	14.50%	£6.00
Rosé Wine 187ml	11.50%	£6.00
Gordons’ & Tonic Can 250ml	5.00%	£6.00
Smirnoff & Cola Can 250ml	5.00%	£6.00
SOFT DRINKS		
Coca-Cola/ Diet Coke/ Fanta 500ml		£2.40
Water 500ml		£1.90
HOT DRINKS		
Tea/ Coffee/ Hot Chocolate/ Bovril		£2.20

# FOOD

Jerk Chicken Burger	659kcal	£5.30
Jerk Chicken Wrap	678kcal	£5.20
Lamb/ Beef Kofte Wrap	699kcal	£6.00
Burger	483kcal	£5.30
Cheese Burger	566kcal	£5.30
Moving Mountains Burger	618kcal	£5.30
Bratwurst with Onions	724kcal	£6.00
Waffle Fries	435kcal	£3.00
Chicken Goujon & Chips (Kids Meal)	492kcal	£4.00
Mozzarella Bites & Chips (Kids Meal)	565kcal	£4.00
SNACKS		
Pringles		£2.00
SWEET SNACKS		
Munchies/ Fruit Pastilles		£3.00





## DRINKS

Carlsberg Pint/Half	3.80%	£5.70/ £2.90
Somersby Cider Pint/Half	4.50%	£5.00
Carlsberg Bottle 500ml	3.80%	£5.00
Somersby Bottle 500ml	4.50%	£5.00
San Miguel 0.0% 330ml	0.00%	£5.00
White Wine 187ml	12.50%	£6.00
Red Wine 187ml	14.50%	£6.00
Rosé Wine 187ml	11.50%	£6.00
<b>SOFT DRINKS</b>		
Coca-Cola/Diet Coke/Fanta 500ml		£2.40
Water 500ml		£1.90
<b>HOT DRINKS</b>		
Tea/Coffee/Hot Chocolate/Bovril		£2.20

## FOOD

Goddard's Steak & Ale Pie	503kcal	£4.50
Goddard's Chicken Balti Pie	543kcal	£4.50
Goddard's Vegan Pie	462kcal	£4.50
Sausage Roll	199kcal	£3.00
Vegan Sausage Roll	174kcal	£3.00
Burger	483kcal	£5.30
Cheese Burger	566kcal	£5.30
Bratwurst	648kcal	£6.00
<b>SNACKS</b>		
Pringles		£2.00
<b>SWEET SNACKS</b>		
Munchies/Fruit Pastilles		£3.00

## CONCOURSE MENU

We have a range of snacks, alcoholic drinks and soft drinks available throughout the stadium which use ingredients sourced from local suppliers. For the 2022/2023 season we have increased our food offering, including vegan and gluten free options, across all stands and encourage you to ask your server for any information concerning allergens.

### Food

A selection of hot food items are available for you to enjoy from the kiosks located in the away concourse.

### Vegan and gluten free

We have enhanced our selection of vegan and gluten free offerings with the following hot items now available throughout the stadium:

- Vegan curry
- Vegan curry loaded chips
- Vegan pizza
- Moving Mountains vegan burger
- Vegan sausage roll
- Goddard's vegan tuscan bean pie
- Chips (vegan & gluten free)
- Chicken tikka masala curry – without samosa (vegan & gluten free)

### 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.

### Meal deal

The meal deal is available at selected kiosks around the stadium and consists of burger or pie, crisps & soft drink for £8.50.

### Cashless

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



# 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 at the Club Shop and around the stadium on a home matchday.





## OFFICIAL CLUB SHOP

### Opening times – main store

<b>Monday to Friday (non-matchday)</b>	9am - 5:30pm
<b>Saturday (non-matchday)</b>	9am - 5:30pm
<b>Saturday (matchday)</b>	9am - 6pm (closed during the match)
<b>Sunday</b>	10am - 4pm

### Opening times – matchday store and shirt printing

Our Matchday Store and shirt printing kiosk (located in the Fanzone) both open three hours prior to kick-off, close during the match and re-open for one hour after the final whistle.

### Online shop

There are a whole range of club merchandise items, souvenirs and publications available from our online shop at <https://shop.cpfc.co.uk/>

### Mail order

Orders can be sent worldwide by ordering online or calling **020 8768 6100**. Charges apply for both standard UK and worldwide delivery.

Further details can be found online <https://shop.cpfc.co.uk/> or by emailing [shop@cpfc.co.uk](mailto:shop@cpfc.co.uk)

## CONTACT US

### Main switchboard

**020 8768 6000** | [reception@cpfc.co.uk](mailto:reception@cpfc.co.uk)

### Supporter services

**020 8768 6000** | [customer.service@cpfc.co.uk](mailto:customer.service@cpfc.co.uk)

### Accessibility

**020 8768 6000** | [dlo@cpfc.co.uk](mailto:dlo@cpfc.co.uk)

### Box Office

**0333 360 1861\*** | [boxoffice@cpfc.co.uk](mailto:boxoffice@cpfc.co.uk)

### Club Shop

**020 8768 6100** | [shop@cpfc.co.uk](mailto:shop@cpfc.co.uk)

### Hospitality

**020 8768 6009** | [sales@cpfc.co.uk](mailto:sales@cpfc.co.uk)

### Corporate sales

**020 8768 6010** | [sales@cpfc.co.uk](mailto:sales@cpfc.co.uk)

*\*Calls charged at local rate*



**ENJOY  
THE GAME**



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