



# MATCH DAY BUS

## Information on the Service

### What is the Matchday Bus Service?

The Matchday Bus service is specifically designed for Manchester City supporters who wish to travel to the Etihad Stadium for all men's team home games. The Bus scheme will offer 17 bus routes throughout Greater Manchester, Cheshire and Derbyshire during its trial period, which will run until the end of the 2023/2024 season.

### Who manages the Matchday Bus services?

The bus service is operated and managed by Transport for Greater Manchester on behalf of Manchester City.

### How much does the Matchday Bus service cost?

The price of your bus ticket will be based on how far away from the Etihad you are travelling. There will be two zones:

- Zone 1 tickets are £3 for a single, or £6 for a return
- Zone 2 tickets are £4 for a single, or £8 for a return

If you are not sure of your stop and whether it is in Zone 1 or 2, you can find more information on [beenetwork.com/man-city/bus-network](https://beenetwork.com/man-city/bus-network).

### Where does the Matchday Bus go?

The routes have been carefully planned based on where Manchester City supporters usually travel from to matches at the Etihad. Routes go as far east as New Mills, to Boothstown in the west, Radcliffe in the north and to Macclesfield in the south – as far out as a 20-mile radius from the ground stopping at 54 locations.

Detailed information about the stops can be found at: [beenetwork.com/man-city/bus-network](https://beenetwork.com/man-city/bus-network).

### Will the Matchday Bus scheme run every game?

Buses on the 17 routes will operate every matchday from the Manchester City vs Chelsea Saturday 17 February 2024 5:30pm KO until the end of the 2023-24 season. This includes all Premier League, European and Domestic Cup fixtures that are played at home (the Etihad Stadium).

### How often does it run?

One bus will operate on each of the 17 routes on a matchday. This one bus will take supporters to the ground on a designated timetable, based on the kick-off time for each fixture. The same bus will be there after the match to take supporters back to their stop of choice. Drop-off times after the



# MATCH DAY BUS

match will be based on the time that the match is estimated to finish. For details of the specific pick up and drop off times for your fixture, please visit: [beenetwork.com/man-city/bus-network](https://beenetwork.com/man-city/bus-network).

## Where are the bus stops? How can I find them?

To find a stop near you, please visit [beenetwork.com/man-city/bus-network](https://beenetwork.com/man-city/bus-network), select your nearest route from the 17 in the list, and take a look at the stops en-route.

You'll be able to recognise your bus stop, as it will feature the famous blue of Manchester City and will say 'matchday bus' on it.

## How much will the Matchday Bus service cost?

The price of your bus ticket will be based on how far away from the Etihad you are travelling. There will be two zones:

- Zone 1 tickets are £3 for a single, or £6 for a return
- Zone 2 tickets are £4 for a single, or £8 for a return

If you are not sure of your stop and whether it is in Zone 1 or 2, you can find more information at: [beenetwork.com/man-city/bus-network](https://beenetwork.com/man-city/bus-network).

## How do I pay?

You can pay for your ticket on the bus – tickets will not be available for pre-sale and cannot be bought online. You may be asked to show your ticket for the match upon entry.

You can purchase single or return tickets with cash or payment using a card/contactless device.

As these services are separate and not part of the wider Bee Network, there are no concessionary tickets (I.E. for those under 16) and no other tickets or passes will be accepted (I.E. AnyBus day/week/monthly tickets or Our Pass).

## Can I pre-book a place on the bus?

Tickets cannot be pre-booked, meaning they must be purchased on the bus via card or cash payments. One bus will operate per route, and there will be space for an average of 80 fans per bus. Spaces will be issued on a first-come-first-served basis.



# MATCH DAY BUS

## Ahead of travel

### 1. Where can I find the timetable?

Timetables are available for all routes and fixtures (with a confirmed kick-off time) on the Bee Network website at: [beenetwork.com/man-city/bus-network](https://beenetwork.com/man-city/bus-network)

### 2. If you book to go to the Etihad Stadium, are you guaranteed a return space?

Supporters who purchase a return ticket when travelling to the Etihad Stadium will be guaranteed a space on the return bus after the match.

### 3. Where is the pick-up/drop off at the Etihad Stadium?

Pick-up/drop-off will vary by route. Full details of the drop-off and pick-up points for each route are available on the Bee Network website at: [beenetwork.com/man-city/bus-network](https://beenetwork.com/man-city/bus-network)

### 4. Is there a navigation app of any sort?

Not at this stage.

TfGM are currently developing a real time app with routes and bus stops and bus live location. Once this is live, we will communicate this to supporters.

### 5. Is the capacity of the bus final? What happens if there's not enough space and some fans had to be left behind?

At this time – yes – capacity is final. We've worked out how many supporters we expect to use the buses, but we will be continually reviewing capacity, demand and whether there is scope for additional buses to operate on any particular route.



# MATCH DAY BUS

## Tickets and passes

### 1. Is a match ticket needed when getting on the bus? Do I have to show proof?

You may be asked to present a matchday ticket upon entry on the bus.

### 2. Is there a minimum capacity for the bus to run?

No - all buses will operate until the end of the season. A review will then take place to determine any changes required for the 2024-25 season.

### 3. How long does each journey take?

Journey times vary, dependent upon the route. Details of all journey times are available at: [beenetwork.com/man-city/bus-network](https://beenetwork.com/man-city/bus-network)

### 4. Can Metrolink passes bought on matchday/seasonal Metrolink pass be used for travel?

Metrolink tickets cannot be used on the Matchday Buses

### 5. Can I use other bus tickets and passes?

Bus tickets including but not limited to; Bee AnyBus, Bee Bus , Our Pass and any Operator own day/monthly passes are not valid on these services, except for the National Concessionary Travel Pass.

### 6. Can I buy a return ticket on one bus and use it on another?

No, tickets cannot be transferred. To avoid capacity issues, if you are not travelling home on the same bus, you will need to purchase a single ticket.

### 7. What if I lose/damage my ticket?

If you are travelling on one of the buses, please make sure that you keep your ticket safe, as if you lose your ticket, you will need to purchase a new one in order to travel.

### 8. How do I pay for a ticket? Cash or cashless?

All buses accept cash and contactless payments by card or mobile device.

### 9. Will images of tickets be accepted?

No - only the tickets printed by the driver will be accepted.



# **MATCH DAY BUS**

## **10. What is the refund policy?**

There's no refunds or exchanges on tickets, as the only way to buy tickets is on board if you are intending to travel.

## **11. If Manchester City play multiple games in a week (e.g. Premier League on a Saturday and Champions League on a Tuesday) can a fan pay for a weekly ticket for these matches?**

At this time, tickets can only be bought on a match-by-match basis on board the bus.



# MATCH DAY BUS

## On the bus

### 1. Are the buses wheelchair accessible? Can you provide assistance for fans with mobility requirements?

All buses will be wheelchair accessible, and assistance can be provided if needed – just let the driver or a member of staff know how they can help when you are ready to get on board.

### 2. What can I take on board the bus?

Bags can be taken on board the buses but cannot be left on the bus whilst you attend the match. Manchester City and TfGM will not be responsible for any loss or damage of belongings left on a bus.

Don't forget – if you are intending on taking your bag into the Etihad itself, please make sure that it complies with the Manchester City bag policy, which is available on [the Manchester City website](#).

### 3. Can I leave my bag on the bus while I go to the match?

For safety and security reasons, no items can be left on board. Manchester City and TfGM will not be responsible for any loss or damage of belongings left on a bus.

### 4. Are there toilets on the bus?

There are no toilets on the bus.

### 5. Are the buses 'policed' to stop fans abusing the ticketing system (i.e. seeing a bus goes back to Manchester centre and jumping on, in place of fan who has return ticket)?

All buses will have a member of staff to assist passenger loadings. Passengers with a return ticket will get priority.

### 6. Can I get on at a particular stop and get off at a different one on the way back?

Yes.

### 7. Will it be the same bus that I got on, as going home after the match?

Yes.

### 8. Do the buses wait outside the ground while the game is on or go elsewhere?

Buses will remain at their designated pick-up point ahead of the return trip, so the same bus will be in the same place that you were dropped off at, ready for the journey back.



## After travel

### 1. How do I make a complaint?

If there was something that wasn't quite right with your journey, please contact Transport for Greater Manchester by email at: [matchdaybus@tfgm.com](mailto:matchdaybus@tfgm.com).

### 2. I left an item on the bus, who do I contact to get it back?

If an item is left on the bus, please contact the operator as detailed below.

Route	Operator	Contact details
Match Day Bus 1: Houghton Green - Denton - Denton South - Dane Bank - Etihad Stadium	Stagecoach	<a href="#">Weblink</a>
Match Day Bus 2: Gee Cross - Hyde - Etihad Stadium	Stagecoach	<a href="#">Weblink</a>
Match Day Bus 3: Stalybridge - Dukinfield - Audenshaw - Etihad Stadium	Stagecoach	<a href="#">Weblink</a>
Match Day Bus 4: Heald Green - Cheadle Hulme - Cheadle - Etihad Stadium	Stagecoach	<a href="#">Weblink</a>
Match Day Bus 5: Rose Hill Marple - Marple - Romiley - Bredbury - Etihad Stadium	Stagecoach	<a href="#">Weblink</a>
Match Day Bus 6: Offerton - Stockport - Heaton Chapel - Reddish - Etihad Stadium	Stagecoach	<a href="#">Weblink</a>
Match Day Bus 7: New Mills - Disley - High Lane - Great Moor - Etihad Stadium	Swans	Call 0161 681 0999
Match Day Bus 8: Macclesfield - Tytherington - Bramhall - Etihad Stadium	Swans	Call 0161 681 0999
Match Day Bus 9: Flixton - Urmston - Lostock - Etihad Stadium	Stagecoach	<a href="#">Weblink</a>
Match Day Bus 10: Altrincham - Sale West - Ashton upon Mersey - Etihad Stadium	Stagecoach	<a href="#">Weblink</a>
Match Day Bus 11: Hale - Timperley - Brooklands - Sale Moor - Etihad Stadium	Bullocks	Call 0161 428 5265
Match Day Bus 12: Wythenshawe - Northenden - West Didsbury - Didsbury - Withington - Etihad Stadium	Stagecoach	<a href="#">Weblink</a>
Match Day Bus 13: Shaw - Royton - Chadderton - Broadway - Etihad Stadium	First	<a href="#">Weblink</a>
Match Day Bus 14: Oldham - Hollinwood - Failsworth - Etihad Stadium	Stagecoach	<a href="#">Weblink</a>
Match Day Bus 15: Middleton - Blackley – Etihad Stadium	Stagecoach	<a href="#">Weblink</a>
Match Day Bus 16: Radcliffe - Abraham Moss - Etihad Stadium	Tyrers	Please call 01257 480979 and choose option 4
Match Day Bus 17: Boothstown - East Lancs Road - Etihad Stadium	Tyrers	Please call 01257 480979 and choose option 4