



Away Fans

On behalf of everyone at Brentford Football Club, we look forward to welcoming you for your forthcoming fixture.

We want to provide the best possible matchday experience for all fans at Brentford Community Stadium. Ticketing queries should be directed to your own club's Ticket Office but if we can help with any other queries please get in touch.

supporterservices@brentfordfc.com
accessibility@brentfordfc.com

We advise away supporters to check www.brentfordfc.com for any important matchday information leading up to your visit. Brentford Football Club will communicate any information that will be useful to away supporters or may have an impact on their matchday experience directly to the visiting club.

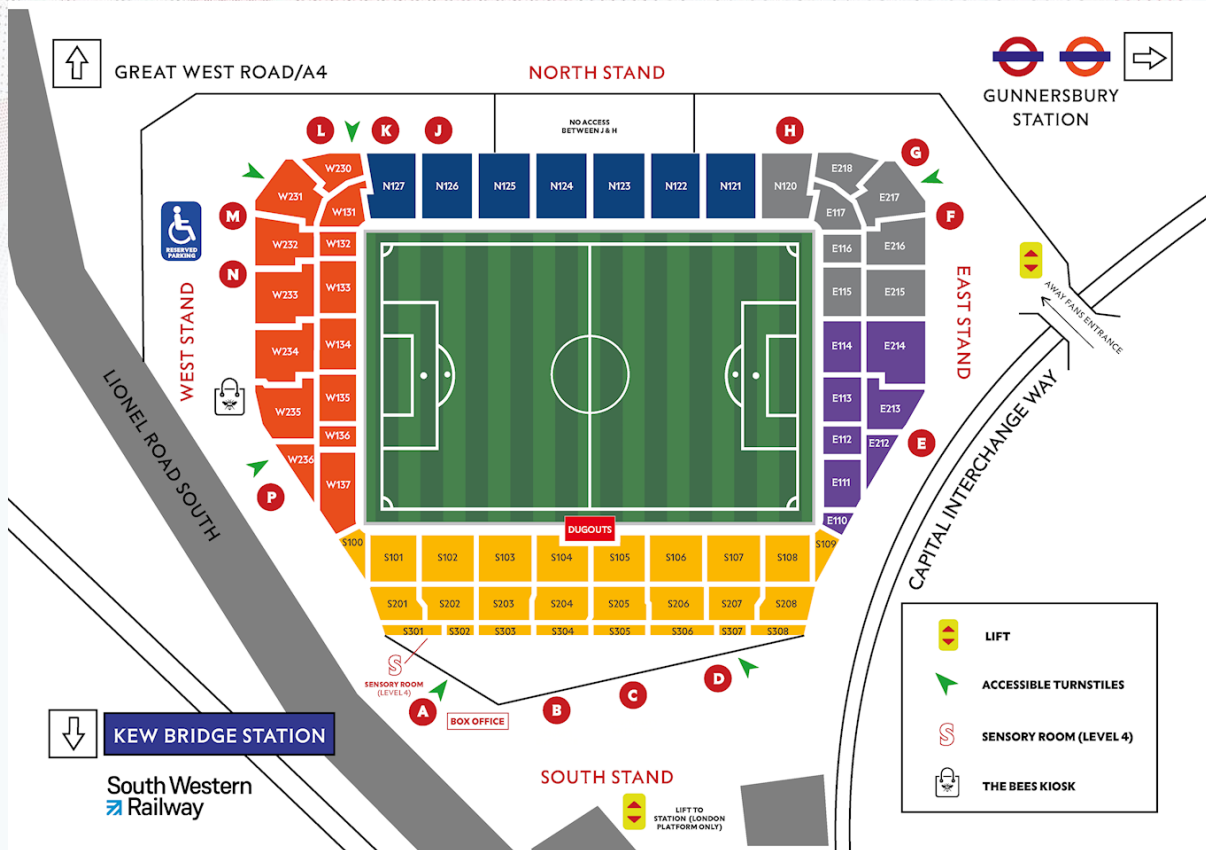
Welcome to Brentford Community Stadium

The address for the stadium is:
Brentford Community Stadium
Lionel Road South
Brentford
TW8 0RU

The best way to navigate to the stadium is by using what3words, a precise location tool that has given a separate three word location to every three square metres on the planet!

Click on the link to be taken to the what3words location map or input these 3 words into the free what3words app to navigate directly to your destination. What3words links with popular travel apps like Citymapper, Google Maps, Bing Maps to take you directly to the three metre square location.

Box Office: [///match.topped.with](http://match.topped.with)



Away allocation

Visiting supporters will be located in the East Stand (blocks N120, E117, E116, E115, E218, E217, E216, E215). Turnstiles open 90 minutes prior to kick-off. Fans are advised to take their seats in plenty of time to ensure they do not miss any of the match. Turnstile entrances for away supporters are H, G and F. For any Accessibility queries including more information on ambulant seating, please contact accessibility@brentfordfc.com.

If you require ticketing assistance in advance of the day of the game, please contact your own club's Ticket Office for assistance. If you have any ticketing queries on the day of the game prior to entering the stadium, please visit the Box Office at Brentford Community Stadium.

Any other matchday ticketing queries should be directed to our matchday stewards who will be located near to the turnstile entrances.

A stadium map is printed on the back of your match ticket.

Away coaches

All official away coaches must park on Capital Interchange Way, TW8 0EX which is adjacent to the away end turnstiles. If you have an accessible coach travelling or require any additional information, all contact should be directed to the Supporter Liaison Officer supporterservices@brentfordfc.com



Make use of public transport

There are eight stations located within a 20-minute walking radius of the stadium, so if you are planning to travel either by train or tube to the stadium, do please consider all of these and whether you can incorporate a healthy walk into your journey to the stadium.

For any supporters that require step-free public transport options, please contact us at accessibility@brentfordfc.com so that we can discuss and agree the best option for you.

Trains and underground

The nearest station, Kew Bridge, has one South Western Railway train every 15 minutes on matchday Saturdays (and up to four trains per hour on Sundays), with trains every 15 minutes on weekdays (up to 10pm, then every 30 minutes until the last train). Trains to the stadium from central London are from Waterloo station. Please note that Kew Bridge station is not step-free.

Brentford station is the nearest step-free station. Chiswick station is also less than 30 minutes' walk from the stadium on the same line.

Gunnersbury station is the nearest station offering both the District line underground and London Overground connections however the station is not currently opening until one hour after the final whistle. Fans should also note that during busy times, there may be a long wait to access Gunnersbury station as it has a small platform and access will have to be restricted when there isn't space to join the platform safely.





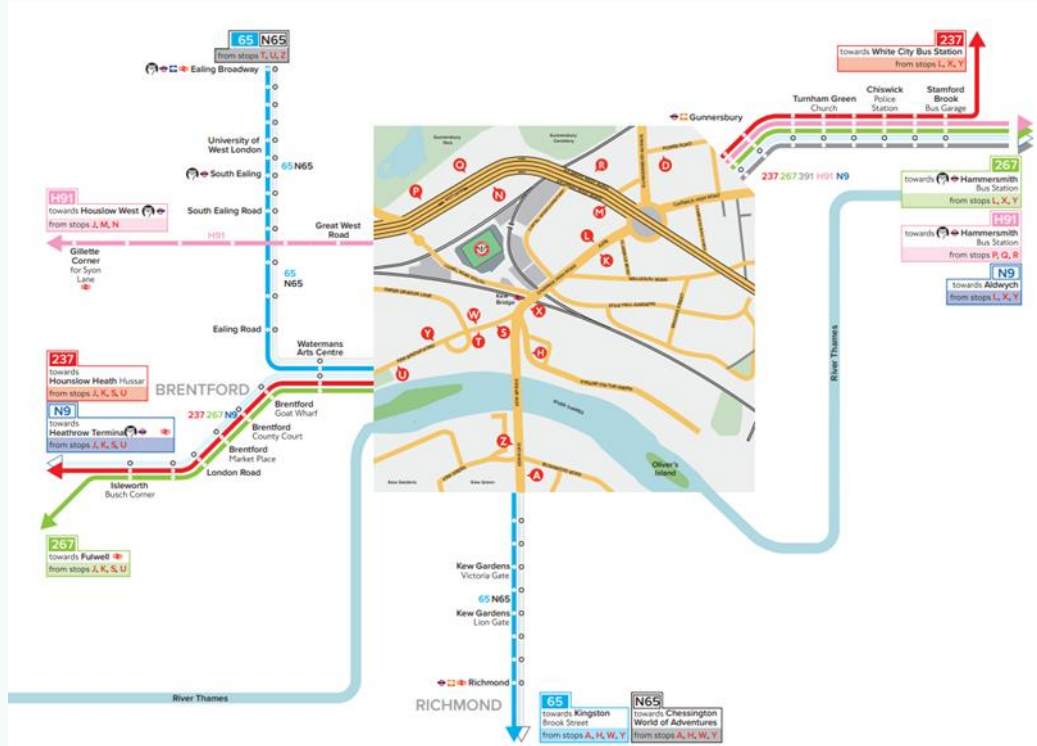
Other stations that fans should consider include:

- Kew Gardens – District line and London Overground
- Chiswick Park – District line
- South Acton – London Overground
- Acton Town – District and Piccadilly lines
- South Ealing – Piccadilly line

Buses

There are also a number of bus routes that serve the stadium including the 237, 267, 65, H91 and the 391 bus routes:

Fans are advised to check for the latest information about bus routes at tfl.gov.uk or via other travel management apps.



Parking

If you are not able to travel by public transport, fans can make use of our Chiswick Park site car park. The car park site is a 20-minute walk from the stadium.

You should be aware that Controlled Parking Zones will be in operation in residential streets near the stadium so you should not plan to park on nearby streets.

An extension to the Ultra Low Emission Zone (ULEZ) also came into operation from 25 October 2021 and many of the surrounding residential roads fall within that area. You can check the roads that are inside the ULEZ zone and whether your vehicle meets the emission standards [here](#). One of our official car parks, Chiswick Park, is located within the ULEZ so before booking a space here, you should check to see whether your vehicle meets the emission standards. (Vehicles that don't meet emission standards will be



charged £12.50 per day to drive inside the expanded ULEZ area and fines are charged for those that do not pay this tariff).

Our car parking partner Event Support Team (EST) is operating a number of matchday car parks on our behalf. These must be pre-booked and are available to book via the website below.

[Book your parking online](#)

If you are a blue badge holder, there will be shuttle buses in operation on match days which will transport supporters from the Chiswick Park site and drop off near to the away entrance on Capital Interchange Way.

Please note the shuttle will only be able to transport foldable wheelchairs. There is a discounted £10.00 charge for blue badge holders' spaces – your blue badge must be clearly displayed in your vehicle.

The shuttle will run every 30 minutes up until kick-off. If you require a shuttle timetable or more information, please contact accessibility@brentfordfc.com.

Re-admittance

There is no re-admittance to the stadium if you leave prior to the end of the match. Smoking or the use of e-cigarettes is not permitted anywhere across the stadium campus.

Matchday catering

There are a number of food and drink kiosks available around the stadium, with a wide range of options on offer (including vegetarian and vegan options) as well as both alcoholic* and soft drinks. All food counters have been designed at a height to make them fully accessible for fans in wheelchairs.

Brentford Community Stadium is a cashless venue. All major contactless debit and credit cards will be accepted, with chip and pin applying for purchases over £45. Mobile and wearable payment options including Apple Pay and Google Pay are also supported.

You can take food and soft drinks back to your seats but no alcohol is allowed in the seating bowl.

**Please note that alcohol is typically served in away areas but if we receive guidance that a fixture is high risk, we reserve the right not to serve alcohol for visiting supporters.*

Fan behaviour

As a Club we are committed to ensuring a welcoming and inclusive environment for all of our supporters, as outlined in our Diversity & Inclusion Policy which is part of our BeeTogether campaign.



If you witness or experience any behaviour in the stadium which you believe breaches our Diversity & Inclusion Policy or falls below the standard of behaviour that you would expect, we encourage you to report it as soon as possible.

Please report what you see or experience to any of our matchday stewards, or text “BFC followed by your message” to 62277 and our Operations team will be notified.

Alternatively, you can email report@brentfordfc.com at any time.

Away pubs

Pubs around the stadium generally welcome both home and away fans. If any changes are made ahead of the matchday, the visiting Club will be notified.

The Pilot or The Gunnersbury are recommended for fans travelling from Gunnersbury. The Express Tavern, One Over the Ait, The Bell & Crown, The Steam Packet and City Barge are the closest pubs to the stadium. The Cricketers, The Greyhound, The Coach & Horses and The Botanist are the closest to Kew Green and typically all welcome away fans. Please use the following link to see the pubs in the area:

<https://www.google.com/maps/search/pubs/@51.4852497,-0.2905813,16z>

What can I bring into the stadium?

We strongly advise supporters not to bring bags of any type into the stadium. If you do bring a bag, please be aware that it must be searched prior to entry.

For more information on what is permitted in the stadium, please refer to our Visiting the Stadium Guide - <https://www.brentfordfc.com/fans-and-community/visiting-the-stadium/#>



WHAT CAN I BRING INTO THE STADIUM?



Small compact cameras
(must be able to fit in a pocket)



Small foldup Umbrellas



Small Bags
10L or
34cm x 24cm x 11cm
13.5 x 9.5 x 4.5 inches



Non-offensive flags or banners
2m x 1m or less
(No sticks or poles and must meet fire regulations)



Clear plastic bottles of water 500ml or less



Merchandise purchased in Club Store carrier bags



Essential childcare items



Essential health related medication items



Crutches / Walking Aids
(for us to ensure that your visit is as safe and smooth as possible, and your seats are suitable for your needs, Please email us at accessibility@brentfordfc.com before attending the game)

WHAT CAN'T I BRING INTO THE STADIUM?



Alcohol



Canned Drinks



Laptops



Computer Tablets



Large bodied cameras



Drinking Glasses



Glass Bottles



Flags or Banners larger than 2m x 1m or of an offensive nature



Dark plastic bottles and/or dark liquid



Water in excess of 500ml



Air Horns



Baby Buggies
Prams



Video recording equipment



Smoke Gas Canisters



Umbrellas



Knives
Weapons



Large Bags or Suitcases



Fireworks
Flares



Tools



Poles or Sticks



Musical Instruments



Extra assistance

Accessible entrances

On arrival you will find designated accessible turnstiles and large passenger lift access to all wheelchair spaces.

Audio descriptive commentary

Headsets and transmitters are available where required and should be booked in advance by emailing us at accessibility@brentfordfc.com

Assistance dogs

We welcome assistance dogs at the stadium. Please inform us in advance at accessibility@brentfordfc.com

Concession counters

All food and drink counters around the stadium have been lowered for easier wheelchair access.

First Aid

There are First Aid locations clearly signposted around the stadium. In a medical emergency, fans should notify the nearest steward to mobilise one of the response teams to your location. There are also a number of defibrillators around the stadium to be used in the event of a cardiac arrest. Our First Aid rooms can also provide a quiet space in the event of a sensory overload for fans.

Leaving the stadium

Away fans will be discouraged from using Kew Bridge station post-match but any that do choose to use this station will have to walk round from Capital Interchange Way and up Lionel Road South to join the same queuing system as for home supporters.

FAQs and contacting us

A number of matchday FAQs can be found here: <https://www.brentfordfc.com/FAQs/>
Please visit our Visiting the Stadium guide for any more information on your visit: <https://www.brentfordfc.com/fans-and-community/visiting-the-stadium/#>

Away supporters can direct any enquiries regarding their visit to the Supporter Liaison Officer by contacting supporterservices@brentfordfc.com