



Visiting the stadium

We look forward to welcoming you to Brentford Community Stadium.

Football is truly nothing without fans and we want your experience at Brentford Community Stadium to be as enjoyable as possible.

It may be your first visit to the stadium but even if you have been to the stadium before, please do take the time to read through this information before you come to the ground so that your matchday experience runs as smoothly as possible.

supporterservices@brentfordfc.com
accessibility@brentfordfc.com

Tickets

Season Ticket Holders

If you are a Season Ticket Holder, you will have received your Brentford Season Ticket card prior to the start of the season and should bring this with you to all home matches to gain entry to the stadium.

Season Ticket Holders can use the Ticket Exchange to sell their ticket for home Premier League fixtures that they cannot attend. The Ticket Exchange will be switched on when the fixture is sold out. More details on how to use the Ticket Exchange are available on our [website](#).

If your Season Ticket card is lost or stolen at any point, please contact the Box Office.

Match Tickets for Members and Non-Members

Members and non-members with a Match Ticket must bring along either a printed Match Ticket or to be able to show a Match Ticket on your mobile phone. Under 14s must be accompanied by an adult aged 18 or over. (Please note: Members will not have their Match Ticket uploaded onto their Membership card). If you have any difficulty printing out your Match Ticket, the Box Office will be open on matchdays to assist but please do allow extra time to do this.



Box Office

The Box Office is located on Lionel Road South and will be open at the following times:

Non-matchdays

- Mondays, Tuesdays and Fridays from 10am to 5.30pm
- Closed on Wednesdays
- Thursdays from 10am to 7pm

Matchdays

- Saturdays/Sundays – 2.5 hours before kick-off up to half-time and then for 30 minutes after full time
- Midweek games – 2.5 hours before kick-off* up to half-time (**unless the game is on a Monday, Tuesday or Friday when the Box Office opens at 10am*)

The Box Office team can be contacted by phone on 0333 005 8521, Monday to Friday from 10am to 5pm and by email at tickets@brentfordfc.com

Planning your day

Ahead of your visit to the stadium, please ensure you:

Check for any travel updates and plan your journey

Remember to bring your Brentford Card if you are a Season Ticket Holder (or printed Match Ticket)

Bring along a form of contactless payment as the stadium is cashless

Leave any bags at home unless this meets the guidelines – see Accessing the stadium - what can I bring to the stadium?

Arrive early

Make the most of your matchday experience by arriving early and staying longer so you can soak up the atmosphere, grab a bite to eat and enjoy our pre-match entertainment.

You can enter the stadium in general admission areas from 90 minutes before kick-off and we really do encourage you to get to the stadium at least an hour before kick-off so that you avoid the busiest public transport times and leave enough time to clear security. (Premium areas will be open earlier and separate details will be provided to those fans).

Arriving early will also give you the opportunity to watch some of the excellent content and pre-match shows on our TV screens in the stadium concourses and on the giant screens in the stadium bowl.



Travelling to the 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](#)

Make use of public transport

For those that can, we would like to encourage you to either walk or cycle to the stadium. This will help to minimise the numbers of people travelling on public transport or driving to the stadium. There are more than 300 cycle parking spaces at the ground, located in the north-west and east corners of the stadium.

There are also 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.

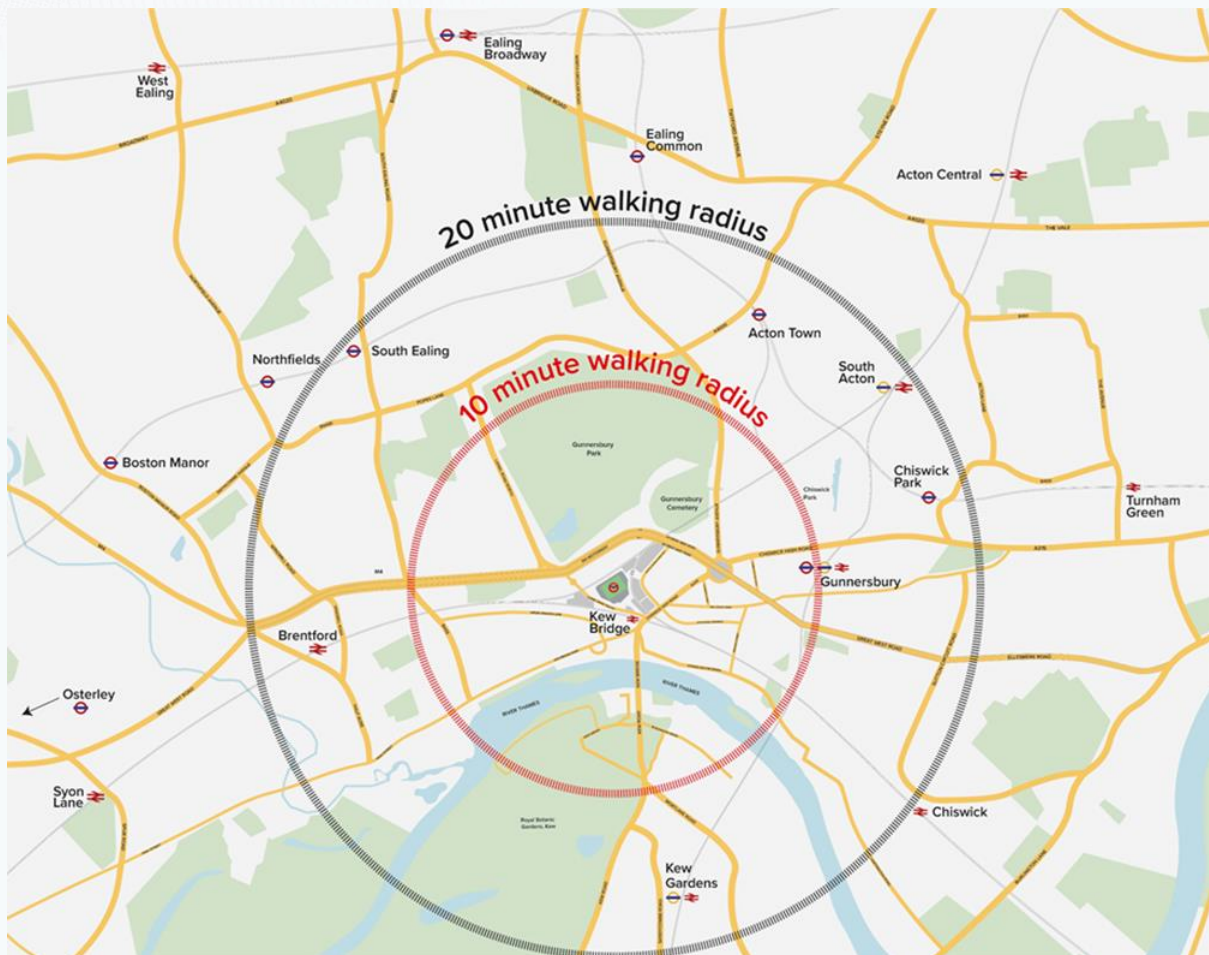
Trains and underground

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. We will provide as much information as possible on the length of any delays but fans may be advised to seek an alternative station, particularly on departure from the stadium or to wait until any crowds have eased.



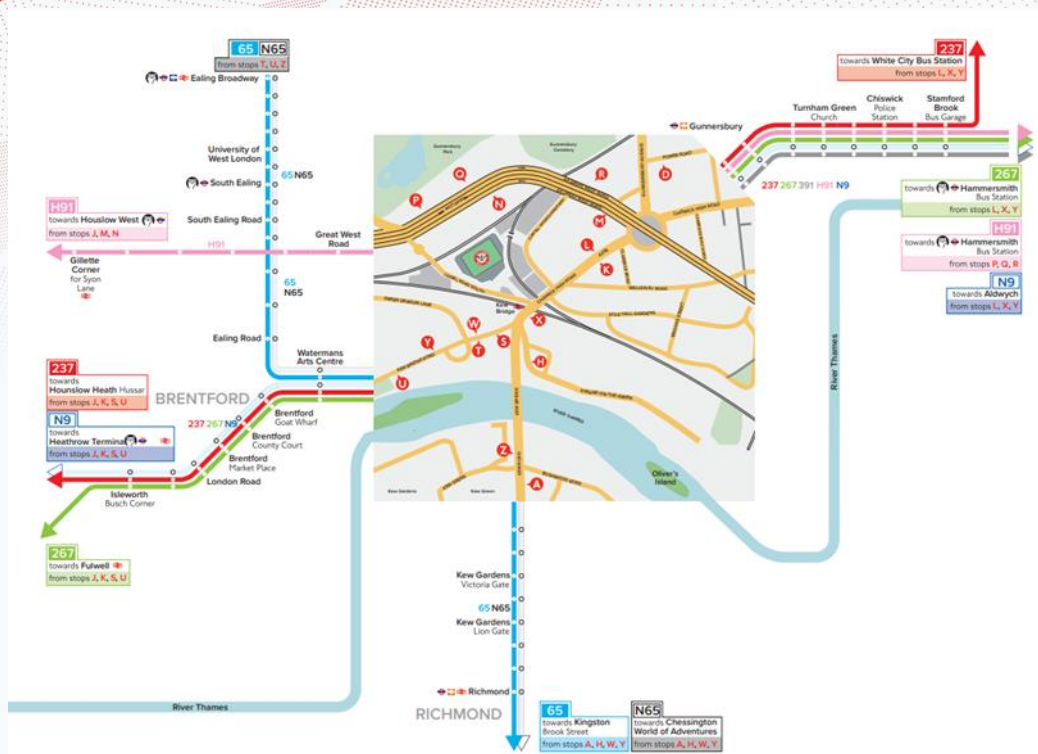
Other stations that fans should consider include:

- 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.



Car parking

If you are not able to travel by public transport, there are some organised car parking options available. 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](#)

Please do consider our local neighbours and avoid parking in residential streets.

Please note that additional car parking locations may be added once the initial car park are full so not all of the available locations will always appear at the start of the sales process. Please contact EST on 020 8194 0034 if you need any further details.



Disabled parking spaces

There are a small number of disabled parking spaces available to book at the stadium, located on Lionel Road South near to the entrance to the West Stand. Access to these car parks is via the Great West Road only (near the Bees Superstore) and is strictly controlled by stewards on matchdays. These spaces are available for disabled supporters to book online on a first come, first served basis and are released two weeks before each home fixture, at 6pm for a midweek game and the Friday evening at 6pm for weekend fixtures.

To book one of the onsite disabled parking spaces, supporters will need to follow these steps:

1. Log into your ticketing account
2. Click on the membership tab at the top of the page and scroll down to the bottom of the page to the "Disabled Stadium Parking - Blue Badge Holders only" section.
3. Click on the red "Buy" button on the right hand side. This will show any matches that are currently available and the space can then be selected and added to your basket. *(Note: if no spaces appear then they have sold out for that game or have not yet been released.)*
4. Proceed to pay for the space in your basket.
5. A confirmation email will then be sent for your payment and our Accessibility team will contact you before the fixture to confirm the location of your car parking space and provide further details.

Blue badge parking spaces are available at Chiswick Park where we have a mini-bus shuttle for those that need it. Our car parking partner Event Support Team (EST) operates this car park on our behalf. These spaces must be pre-booked and are available to book via the website below. Any wheelchair users should contact us at accessibility@brentfordfc.com so we can advise you on the best options for parking.

Please note the shuttle will only be able to transport foldable wheelchairs.

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

[Book your parking online](#)

Taxis/drop offs

There is no formal drop-off point on site at the stadium. The closest nearby road for drop-offs is on Capital Interchange Way. If you have difficulty walking the short distance from Capital Interchange Way, please contact us at accessibility@brentfordfc.com and we will try to assist you.



Stadium Map

The stadium map below shows key features include turnstiles, retail unit and other facilities.

Please note that all visiting supporters must access the ground via the railway bridge from Capital Interchange Way to the East Stand. Home fans can access the East Stand via Lionel Road South to Gate E or from Capital Interchange Way. There is no access between E and F for visiting supporters.



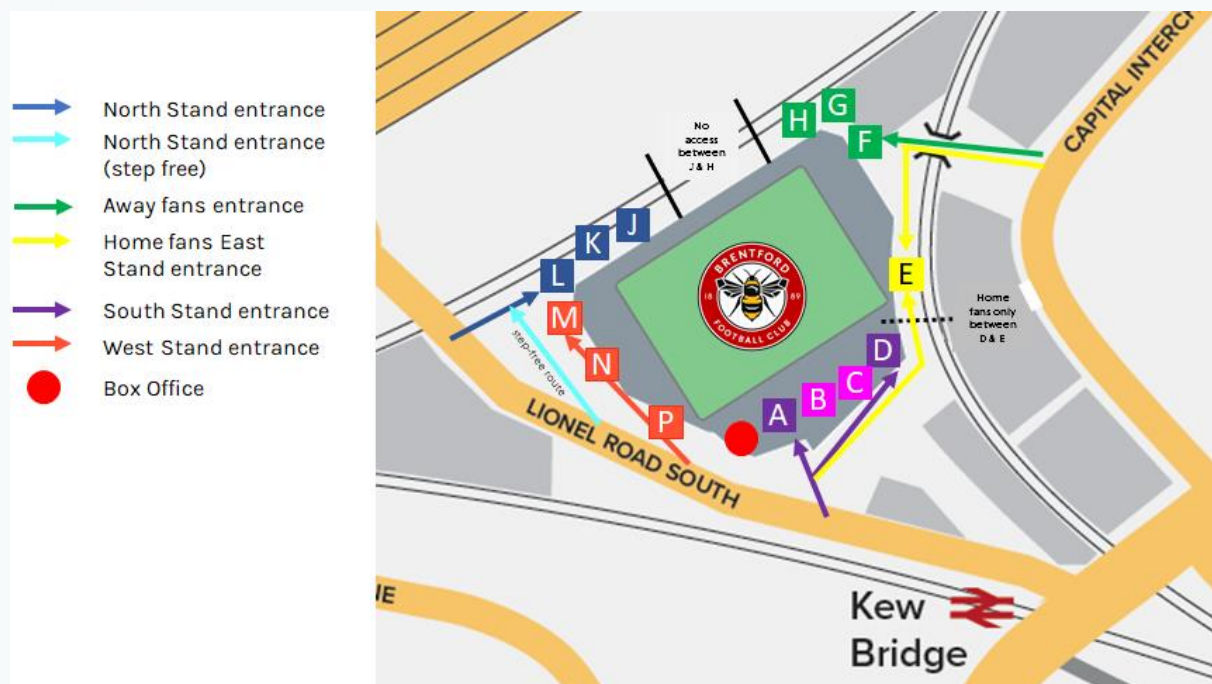


Entering the stadium

Need some help?

Here to Help staff will be available on the day to welcome you to the stadium and assist with any queries. Please help our stewards and be ready to participate in any ticket, ID or bag checks.

Please take note of the entry turnstiles for each of the stands and the access routes for each as shown in the diagram below:



Please note that Home fans in the East Stand can usually arrive and leave via Lionel Road South (unless the fixture has been deemed high risk by the police) but all Away fans should access the stadium via the bridge over the railway from Capital Interchange Way.

Going through the turnstiles

Turnstiles will work similar to those on the London Underground – you tap or scan your ticket and then walk through. Stewards will be on hand to help should there be any difficulties.

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 you will need to have it searched.



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



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

Food items are allowed into the stadium as long as they fit in a small bag. Large rucksacks will not be allowed but small backpacks can be brought into the stadium (for guidance, the maximum size allowed is a 10L rucksack, with dimensions 34cm by 24cm by 11cm (13.5 by 9.5 by 4.5 inches).

There are water fountains inside the stadium with a reusable cup system for those that don't want to bring along a small plastic bottle. Please note that any misuse of bottle lids as missiles will result in ejection from the ground and will risk a stadium ban. Sikh visitors to the stadium will be permitted access with a Kirpan, provided that the blade length is no more than four inches and it is safely secured in a sheath and concealed beneath clothing. Sikhs wearing a Kirpan are encouraged to declare it and undergo searches as required by stewards.



There is no left luggage service available at the stadium on matchdays and it is not possible to leave any suitcase, large holdall or pushchair/baby buggy anywhere at the stadium. Motability scooters can be brought into the stadium for fans sitting in wheelchair spaces but there are no other storage facilities available at the stadium.

Essential childcare items and health related medication items such as inhalers, epi-pens and blood sugar testing kits are allowed into the stadium. Please bring them in as small a bag as possible so that it is quick and easy to search at the turnstile.

For any larger items like crutches, please email details to accessibility@brentfordfc.com with details of the items so that we can ensure that security are aware in advance of the need to bring the items in.

All items will be searched on entry to the stadium.

Inside the stadium

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.

Retail options

The Bees Superstore is open 9am-6pm Monday-Saturday and from 10am-4pm on Sunday.

Matchday opening times vary depending on kick-off times.

Matchday programmes will be available to buy from dedicated sales positions around the stadium with cashless transactions in place.

Recycling

The Club is committed to minimising the environmental impact of all our activities. You can help us ensure all waste is recycling by simply choosing the right bin when you dispose of your rubbish and making use of our reusable cup scheme by placing your cup in the collection point after use.



Smoking

There is no smoking or use of e-cigarettes permitted anywhere across the stadium campus.

Stadium seating

SEAT DIMENSIONS			
NORTH STAND	EAST STAND	SOUTH STAND	WEST STAND
Seat Row Passing Space GA Seat: 315.6 mm GA Plus Seat: 315.6 mm	Seat Row Passing Space 315.6mm	Seat Row Passing Space GA Seat: 315.6 mm GA Plus Seat: 355.6 mm	Seat Row Passing Space 315.6 mm
Seating row depth 760mm	Seating row depth 760mm	Seating row depth 760mm	Seating row depth 760mm
Useful seat depth 362.5mm	Useful seat depth 362.5mm	Useful seat depth 362.5mm	Useful seat depth 362.5mm
Seat width 400mm	Seat width 400mm	Seat width GA Seat: 400 mm Media Seat: 400 mm Hospitality Dugout: 420 mm Other Hospitality: 470 mm	Seat width 400mm

Food and drink

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 and have accessible pay points.

Water fountains are also available around the stadium which provides a healthy, free option (and a way to avoid any queues!). You can bring in small non-glass clear bottles to refill at our water fountains or there is a reusable cup system in operation.

All bars and food outlets in the General Admission area will open two hours before kick-off, at the same time as the stadium opens. One kiosk will open in the West Stand lower section for around 20-30 minutes after the final whistle for some games, together with kiosks either side of The Dugout in the South Stand and The Dugout itself will also be open for at least one hour after the final whistle via Entrance B with the numbers strictly controlled by stewards on the door.

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



Contactless

Ways to pay

The stadium is fully cashless which delivers the following benefits:

Increased speed of service and shorter queue times.

A wide range of payment options including bank cards and mobile and wearable payment options.

Improved hygiene – staff won't be handling cash.

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.

If you have any questions on how the cashless stadium will work, please email us at enquiries@brentfordfc.com

Toilets

There are plenty of high-quality toilets available throughout the stadium, with an ambulant disabled toilet with extra space in each toilet block and separate accessible toilets, all of which are clearly signposted.

Tell us about your special occasion

Matchday dedications for your loved ones

If you have a matchday message you would like to be read out by Peter Gilham, please email enquiries@brentfordfc.com at least 48 hours prior to a matchday.

Entries should include a photograph (at your discretion) and messages no more than 15 words.

Please note, space is limited and messages are facilitated on a first come first served basis. Messages are read out at half time so please make sure you're in the stadium bowl to hear the message. We cannot guarantee all messages will be included.

Programme feature

If you'd like a special feature in the Message Board section of our matchday programme, please email programme@brentfordfc.com.

Please include a photograph (at your discretion) and a message of no more than 35 words.

Please note, space is limited and messages are facilitated on a first come first served basis. We cannot guarantee all messages will be included.



Extra assistance

Accessible facilities

Our stadium is fully compliant with the Accessible Stadia Guide and exceeds standards in many areas.

The stadium has accessible seating in all areas of the stadium and wheelchair spaces in the South, East and West Stands.

Wheelchair spaces have been designed flexibly to allow wheelchair users to sit with personal assistants, subject to availability.

Full details on all facilities can be found in our Access Statement on the Club website.

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.

Changing Places

There are two Changing Places toilets for those with complex care requirements – one in the West Stand and one in the South Stand. (Please contact us in advance if you need access to the Changing Places toilets at accessibility@brentfordfc.com)

Sensory Room

We have a dedicated Sensory Room in the South Stand which has been designated for fans with sensory impairments to assist their matchday experience. Spaces in the Sensory Room will be allocated on a match-by-match basis. Please email us at accessibility@brentfordfc.com



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.

Attending with children

The dedicated Family Area is located in the North Stand however we will strive to ensure that all areas in the stadium are welcoming for families.

All supporters who attend the stadium must have a ticket – including babies in arms.

All children under the age of 14 must attend with a responsible adult. If you become separated from your child, please notify the nearest steward immediately. Please also inform your child that they should approach a steward in the event that they become separated from you.

There are a number of Baby Changing facilities located around the stadium, all clearly signposted.

There are no facilities within the stadium for storing pushchairs or buggies.

Lost property

Any lost property will be taken to the Box Office. Please contact us at enquiries@brentfordfc.com or call 020 8847 2511 (Option 1) with any enquiries from 9am to 5pm Mon-Fri.

Leaving the stadium

Here to Help staff and stewards will be on hand post-match to provide travel updates and help with directions.

Food and drink outlets will not currently be open post-match.

If you want to use Kew Bridge station after the game, you should note that the main entrance will be “exit only” for at least one hour after a game so all fans should enter the station via the new underpass, directly onto the eastbound platform. Fans wanting to travel westbound can then walk across the pedestrian bridge to the other platform.

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.

Please note: Gunnersbury station is currently operating as "exit only" for around one hour after the final whistle. The next nearest London Overground station is South Acton and the next nearest District line tube station is Chiswick Park or alternatively Acton Town provides both the District and Piccadilly lines.



Please take note

Emergency evacuation

In the unlikely event that we should have to evacuate the stadium, please adhere to the advice given by front line staff and on our public address system.

Camera/video cameras policy

Any photography and filming of the pitch is forbidden during the match.

I'm in town for a few days, what is there to do nearby?

Local area

If you arrive early, there are plenty of things to do to make visiting Brentford a great day out, all within walking distance. Please check opening times with the attractions below directly before travelling.

Kew Gardens

[Kew Gardens is world-famous](#) for its historic glasshouses, magnificent vistas and precious specimen trees, not to mention royal buildings, the Pagoda, beautiful woods and great places for children to have fun. Kew Gardens is approximately 0.6 miles from the stadium.

Syon Park

[Syon House is the last surviving ducal residence](#) complete with its country estate in Greater London. Take a look around the Duke of Northumberland's London home, view the magnificent State and Private Apartments and enjoy the spectacular Great Conservatory and 40 acres of gardens. Syon Park and Gardens is approximately 1.8 miles from the stadium.

Boston Manor House and Park

[Boston Manor House, one of west London's lesser-known gems](#), a fine Jacobean manor house built in 1623. Set back from Boston Manor Road in Brentford, the three-storey building is situated in parkland containing a lake and ancient cedar trees. Today, the park has ornamental lawns and has a small pond, tennis courts, a basketball court and a large children's play area. Boston Manor Park is approximately 1.8 miles from the stadium.

Musical Museum

[The Musical Museum contains one of the world's foremost collections](#) of self-playing musical instruments. From the tiniest of clockwork music boxes to the Mighty Wurlitzer the collection embraces an impressive and comprehensive array of sophisticated reproducing pianos, orchestrions, orchestrelles, residence organs and violin players. The Musical Museum is 0.3 miles from the stadium.



London Museum of Water and Steam

[Discover the story of London's water supply](#) and experience stationary water pumps in steam at the London Museum of Water & Steam. Explore the exciting new waterworks interactive gallery, prepare to get wet in the new outdoors Splash Zone, watch the engines come to life every weekend, take part in hands-on family activities, or relax in Stokers Café, complete with comfy sofas and a play table for children. The Museum is located 0.1 miles from the stadium.

I still have questions, where can I get help?

We've taken some time to pull together a range of frequently asked questions which you can find [online here](#). If you still need help, please send us an email or give us a call and we'll do our very best to help. All our contact details can be found [online here](#).