



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

Healthy Neighbourhood Scheme

Please note that portions of Selhurst fall under the Local Authority's Healthy Neighbourhood Scheme. As part of this initiative, three ANPR (Automatic Number Plate Recognition) cameras have been installed to manage traffic on Holmesdale Road and Elm Park Road. Croydon Council will impose a £100 fine on any vehicle operating in these areas without the appropriate permit.

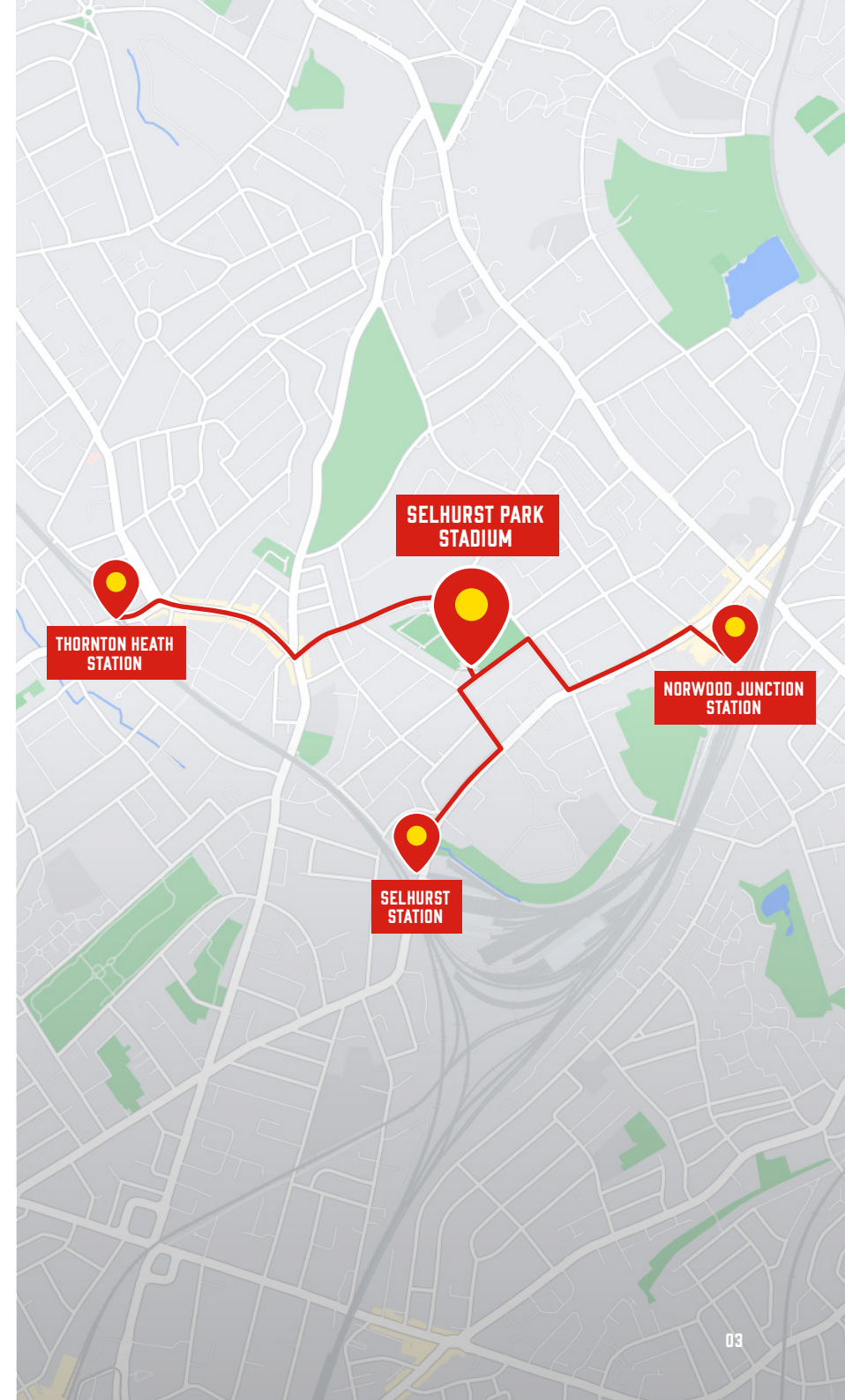
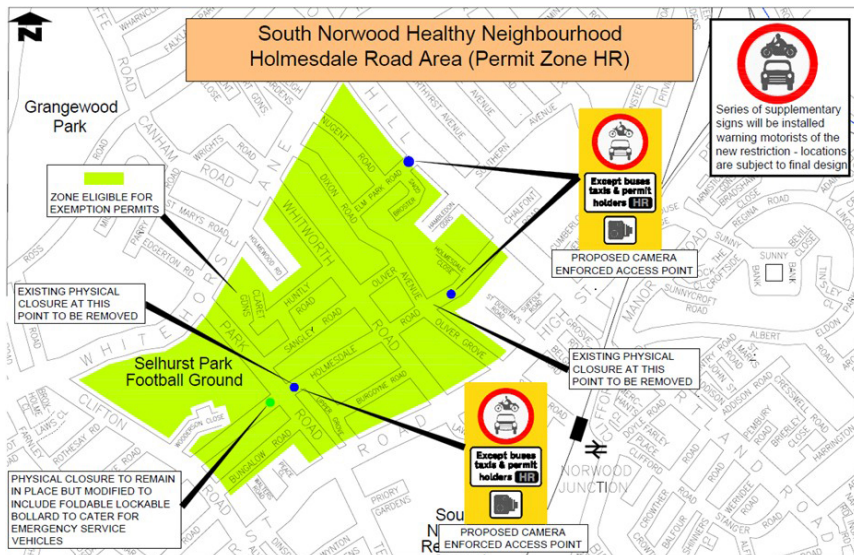
Parking

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 railway stations are Selhurst, Thornton Heath and Norwood Junction.

There are three train stations close to Selhurst Park:

- Norwood Junction (0.6 miles - 13 minute walk)
- Selhurst (0.7 miles - 15 minute walk)
- Thornton Heath (0.8 miles - 19 minute walk)

All three stations are served by stopping services from both London Victoria and London Bridge or East and West Croydon stations. Norwood Junction is also served by the London Overground service via Canada Water and fast services from London Bridge.

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.

Norwood Junction

The nearest railway stations are Selhurst, Thornton Heath and Norwood Junction

- Step-free access to Ticket Office and

platform 1 for northbound stopping services only (station staff assistance is available from first to last train everyday)

- Subway with steps to platforms 2-6
- Accessible WC on platform 1

A full list of station facilities can be found online at <https://www.southernrailway.com/travel-information/plan-your-journey/station-information/NWD/Norwood-Junction>

Norwood Junction

The nearest railway stations are Selhurst, Thornton Heath and Norwood Junction

Selhurst Station

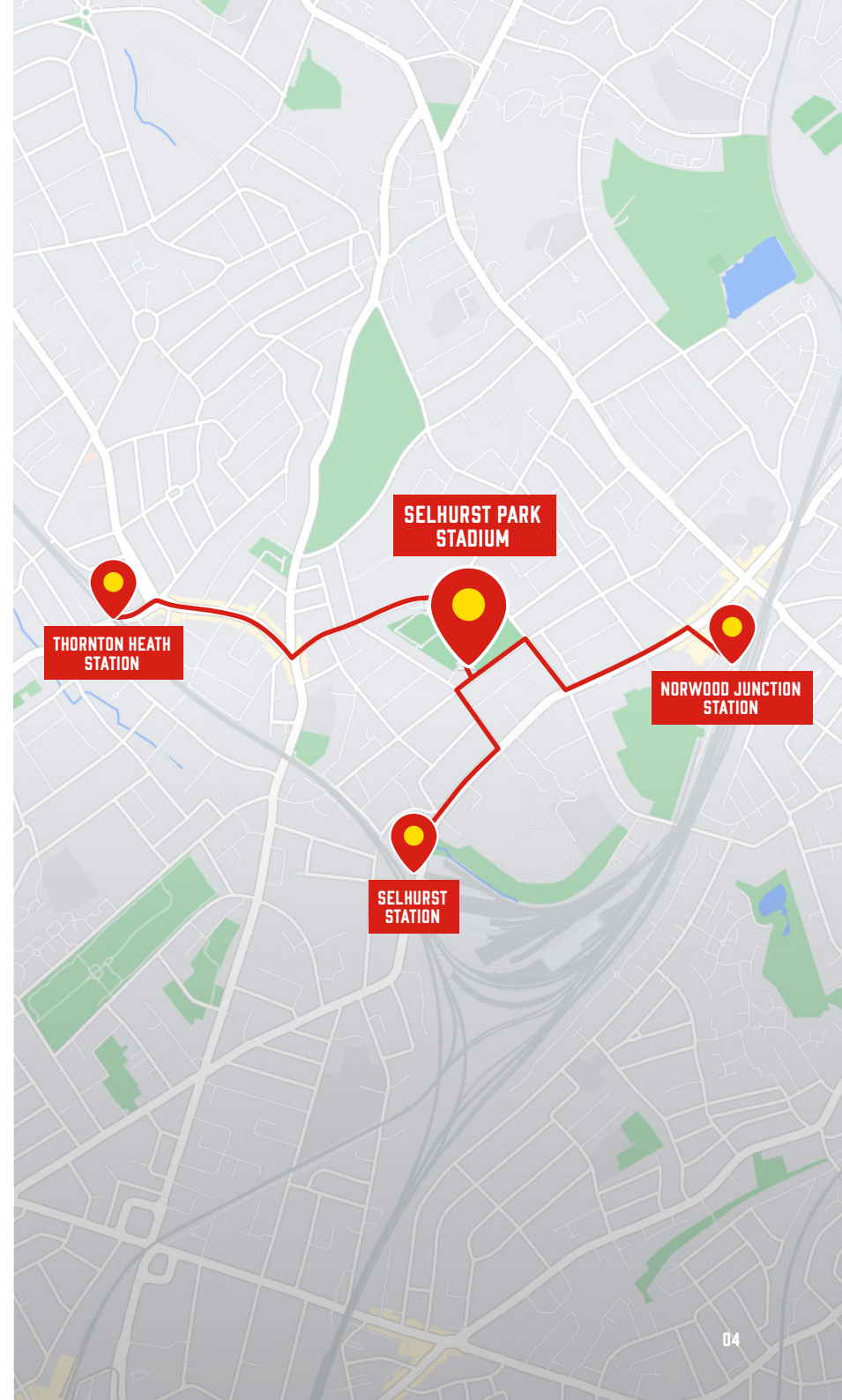
- Step free access to all platforms with a long, steep access slope to Platform 1 for southbound services (station staff assistance is available from first to last train everyday)
- Occasional stops by some fast trains on platform 3 and 4
- Accessible WC on platform 1 (can be opened with a RADAR key)
- Bus stop within 25m with buses 75 and 157 to the nearby stop at Selhurst Road/Park Road

A full list of station facilities can be found online at <https://www.southernrailway.com/travel-information/plan-your-journey/station-information/SRS/Selhurst>

Thornton Heath

- Step-free access via lifts to all platforms (station staff assistance is available from first to last train everyday)
- Accessible WC on platform 2

A full list of station facilities can be found online at <https://www.southernrailway.com/travel-information/plan-your-journey/station-information/TTH/Thornton-Heath>



There are no taxi ranks at these stations, but accessible taxis are available from East Croydon Station (2.2 miles), which is fully accessible.

All three stations are served by stopping services from both London Victoria and London Bridge or East and West Croydon stations.

Train Journey times - travelling from central London:

- London Victoria – Southern trains go directly to Selhurst station, followed by a short walk (40 mins total)
- London Bridge – Southern trains go directly to Norwood Junction station, followed by a short walk (30 mins total)
- London Waterloo – Take any South Western train to Clapham Junction, then a Southern train to Selhurst station, followed by a short walk (45 mins total)
- London Kings Cross – Take the Northern Line to London Bridge, then a Southern train to Norwood Junction station, followed by a short walk (50 mins total)
- London Euston – Take the Northern Line to London Bridge, then a Southern train to Norwood Junction station, followed by a short walk (50 mins total)
- London Paddington – Take the Circle Line to London Victoria, then a Southern train to Selhurst station, followed by a short walk (60 mins total)

Full details of station facilities and train times can be found, along with a journey planner, by visiting <https://www.nationalrail.co.uk/>

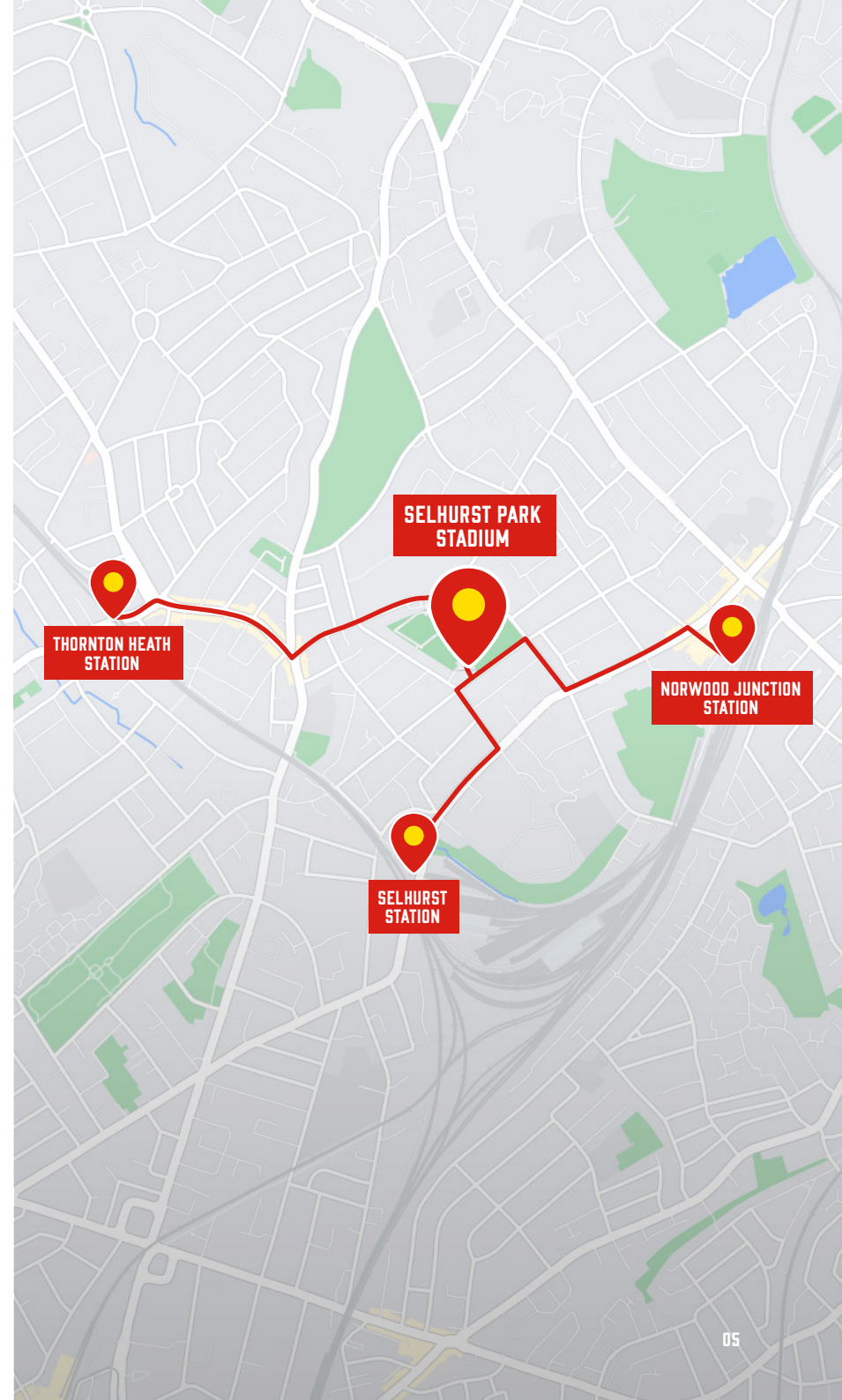
To identify the most suitable station for your travel please visit www.nationalrail.co.uk

If you require additional assistance or a ramp to board/disembark from the trains, please call Southern Assisted Travel on 0800 138 1016.

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.

Please note that, for safety reasons, e-bikes and e-scooters are not permitted within the footprint of the stadium.





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, 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, 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 families with young children 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.

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.

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.

Turnstiles

Turnstiles open two hours before kick-off. Full searches are carried out by CPFC stewarding staff prior to entry and supporters are urged to arrive at the stadium at least 45 minutes before kick-off in order to avoid delays upon entry.

Visiting supporters in home areas

Visiting supporters seated in any of the home sections of Selhurst Park will be dealt with immediately and ejected from the stadium by our security team for their own safety.

Flags and banners

We will do our best to accommodate requests for flags and banners to be brought into the stadium, but there is limited space for them to be displayed.

Supporters wishing to bring a flag or banner should send their request to Ben Collins, ben.collins@cpfc.co.uk, along with a full description and photograph (where possible) at least seven days before the game.

Please note that large flags and banners will only be considered if accompanied by a British Standards zero spread of flames fire certificate.



SAFETY AND SECURITY

Prohibited items

The following items are prohibited at Selhurst Park.



Sniffer dogs are positioned at every turnstile and supporters found to be in possession of illegal substance or pyrotechnics will be handed over to the Metropolitan Police.

The following acts are classified as offences under the Football (Offences) Act 1991:

- Throwing objects within the stadium without lawful authority or excuse
- Indecent/racist chanting
- Entering the playing area or any adjacent area where spectators do not have permission to be

Any supporter partaking in these acts will be passed to the Metropolitan Police for prosecution and, if convicted, is likely to receive a banning order.

CCTV

CCTV Cameras are situated throughout the stadium and body cams that have audio as well as visual recording capabilities are worn by some stewards for the purpose of supporter safety and crime prevention.

In addition, we have had the Dallmeier camera system installed which is capable of capturing and recording all incidents in fine detail, including items as small as coins being thrown, inappropriate gestures/behaviour, flares being lit and thrown, and acts of violence.

The image quality generated by this system is second to none leaving club officials, the police and CPS in no doubt over who the offenders are.

In the event of a criminal act being committed, footage/still images captured by the club will be shared with the relevant

authorities and may, subsequently, be used as evidence during court proceedings.

Abuse and antisocial behaviour

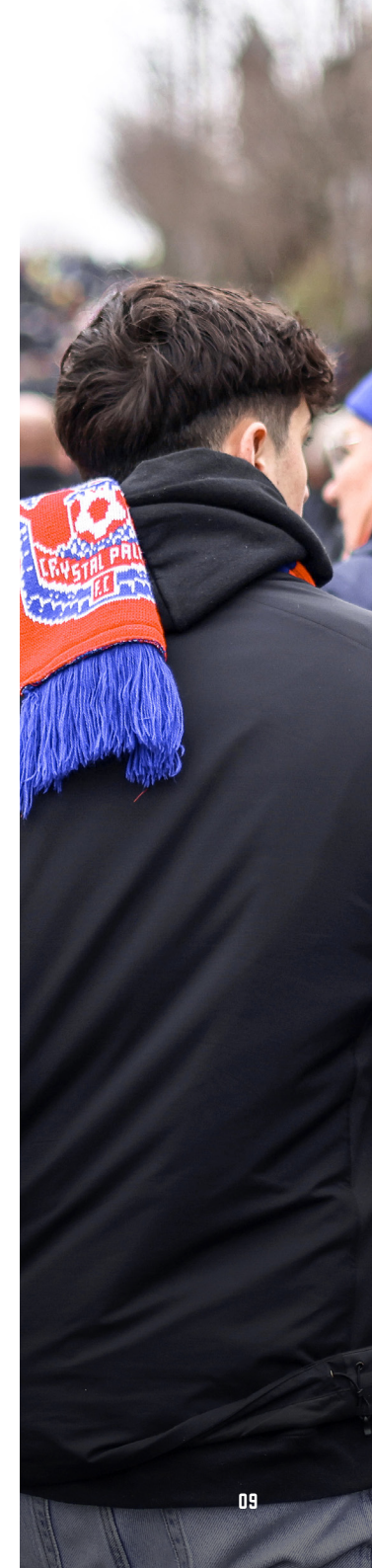
Crystal Palace F.C. is committed to promoting equality and diversity across the club including to its players, staff and supporters to ensure that all supporters have a safe and enjoyable matchday experience at Selhurst Park.

Racial/homophobic abuse, discriminating comments towards an individual/group of individuals and antisocial behaviour will not be tolerated. Supporters who are seen to be partaking in any of the above will be ejected from the stadium, may have their information passed to the police for prosecution, face having their Membership/Season Ticket suspended for a period of time or be issued with a banning order.

A text alert system is in operation on a matchday which can be used for reporting incidents of abuse and antisocial behaviour and enables the club to act on any information received in real time. The number to use is 07507 477 669 or +44 7507 477 669 from an international number.

Supporters can remain anonymous, but should include as much information as possible, including the type of abuse or antisocial behaviour as well as the exact location and any distinguishing features.

Any issues that are unable to be dealt with at the time will be followed up and investigated thoroughly by a CPFC staff member.





SAFEGUARDING

Children and young people

Children over the age of two years are welcome to attend Selhurst Park with parents or carers to watch a match.

Children over the age of 14 years can attend a match unaccompanied.

On Match days there is an Event Safeguarding Officer (ESO) who will be available to manage any arising incidents or concerns.

The visiting club will advise CPFC's Disability Liaison Officer and Event Safeguarding Officer of any supporters travelling to the game that may require additional safeguarding measures to be implemented.

Lost children

During a home game at Selhurst Park, if a child is reported as missing or presents as lost, the Event Safeguarding Officer (ESO) will be informed and support the Safety Officer, Club Stewards and Security to attempt to locate the child or the parent/carer.

If the child or parent/carer is unable to be located, the Club Police Liaison Officer will be informed.

Supporters are encouraged to use wrist bands, which are available from the information point (located by Entrance 9), to detail contact numbers, which would assist with locating parents/carers if the child becomes separated or lost.

DRINKS

| | | |
|--|--------|-------------|
| Estrella Pint/Half | 4.60% | £6.50/£3.30 |
| Carlsberg Bottle 500ml | 3.40% | £5.40 |
| Somersby Bottle 500ml | 4.50% | £5.80 |
| Palace Ale 500ml | 4.20% | £6.50 |
| White Wine 187ml | 12.50% | £6.50 |
| Red Wine 187ml | 14.50% | £6.50 |
| Rosé Wine 187ml | 11.50% | £6.50 |
| Gordon's & Tonic Can 250ml | 5.00% | £6.80 |
| Smirnoff & Cola Can 250ml | 5.00% | £6.80 |

SOFT DRINKS

| | | |
|---|--|-------|
| Coca-Cola/Diet Coke Fanta/ Oasis 500ml | | £2.95 |
| Water 500ml | | £2.00 |

HOT DRINKS

| | | |
|------------------------------------|--|-------|
| Tea | | £2.50 |
| Coffee/Hot Chocolate/Bovril | | £2.60 |

We operate challenge 25 at this bar.



FOOD

| | | |
|---------------------------------------|---------|-------|
| Jerk Chicken Burger | 659kcal | £5.90 |
| Cheese Burger | 556kcal | £5.90 |
| Beef Burger | 483kcal | £5.90 |
| Vegan Burger | 618kcal | £5.80 |
| Cumberland Dog | 618kcal | £6.60 |
| Kid's Chicken & Chips | 492kcal | £4.75 |
| Kid's Veggie Bites & Chips | 435kcal | £4.75 |

SNACKS

| | | |
|-------------------|--|-------|
| Pringles | | £2.50 |
| Sweet Bags | | £3.75 |

MEAL DEAL

Burger, Crisps & Soft Drink

£9.50

Adults need around 2000 kcal a day.

For allergen information please scan the QR code.



Card payments only.



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. Two young fans will get a chance to feature in our half-time challenge which takes place on the pitch.

Food

Alongside our regular food offering, the Fanzone's food outlets feature an authentic barbeque with chefs cooking fresh food, such as jerk chicken burgers and Cheeseburgers as well as gluten free and vegan options, to order.

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 Estrella 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.

MATCHDAY TIMELINE

(based on a Saturday 15:00 kick-off)

9:00am

Box Office & Club Shop open **

11:30am

CPFC first-team start to arrive (autograph opportunity in front of Information Centre)

12:00pm

Fanzone, Matchday Shop and shirt printing station open
Information Centre open
Speroni's Restaurant open
2010 Lounges open
Malcolm Allison Lounge open
Executive Boxes and Legends Restaurant open

1:00pm

Glaziers Bar open
Stanley Stephenson Lounge open
Turnstiles open
Red and Blue Bar open
Ticket reprint stations open

2:00pm

Team news announced

2:20pm

Teams warm-up on the pitch

2:40pm

Last orders in Fanzone

2:45pm

Teams return to dressing rooms for final instructions
Crystals dance on pitch

2:50pm

Players prepare to return to the pitch

2:55pm

Fanzone, Matchday Shop and shirt printing close

3:00pm

Kick-off
Club Shop closes

3:30pm

Box Office closes
Ticket printing stations close

Half-time

Half-time announcements (big screen & PA)
Crystals perform on the pitch
Half-time penalty shootout (junior competition winners)

4:45pm

Final whistle
Box Office, Club Shop, Matchday Shop and shirt printing reopen

5:30pm

Information Centre closes

5:45pm

Bars and lounges close
Box Office, Club Shop, Matchday Shop and shirt printing close

*** Opening times may vary for Sunday and Bank Holiday fixtures*



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 2024/2025 season we have increased our food offering, including vegan and gluten free options, across all stands and encourage you to ask you're server for any information concerning allergens.

Food

concourse including Cheeseburgers, Hotdogs, Sausage Rolls, Pukka Pies as well as vegan and gluten free options.

Kids

For our younger supporters, kids meals are available at selected kiosks in each stand where they can choose from chicken goujons and chips or mozzarella sticks and chips at a cost of £4.

Vegan & 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 (gluten free)

Early bird offer

We have two Early Bird Offers available until 45 minutes before kick-off and consisting of:

- Burger, pie or hotdog and beer and wine - £8
- Burger, pie or hotdog and soft drink - £6.50

Meal Deal

The meal deal is available at selected kiosks around the stadium and consists of burger or pie, crisps or chips and soft drink for £9.50.

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.

DRINKS

| | | | | | |
|---------------------------|--------|-------------|---|-------|-------|
| Estrella Pint/Half | 4.60% | £6.50/£3.30 | Gordon's & Tonic Can 250ml | 5.00% | £6.80 |
| Palace Ale Pint/Half | 4.20% | £6.60/£3.35 | Smirnoff & Cola Can 250ml | 5.00% | £6.80 |
| Carlsberg Bottle 500ml | 3.40% | £5.40 | SOFT DRINKS | | |
| Somersby Bottle 500ml | 4.50% | £5.80 | Coca-Cola/Diet Coke/Fanta/ Oasis 500ml | | £2.95 |
| White Wine 187ml | 12.50% | £6.50 | Water 500ml | | £2.00 |
| Red Wine 187ml | 14.50% | £6.50 | HOT DRINKS | | |
| Rosé Wine 187ml | 11.50% | £6.50 | Tea | | £2.50 |
| | | | Coffee/Hot Chocolate/ Bovril | | £2.60 |

We operate challenge 25 at this bar.

FOOD

| | | | | | |
|--------------------------------|---------|-------|--|---------|-------|
| Cheese Burger | 558kcal | £5.90 | Kid's Chicken & Chips | 492kcal | £4.75 |
| Beef Burger | 483kcal | £5.90 | Kid's Vegan Bites & Chips | 582kcal | £4.75 |
| Vegan Burger | 618kcal | £5.80 | SNACKS | | |
| Hot Dog | 548kcal | £6.50 | Pringles | | £2.50 |
| Chips | 385kcal | £3.60 | Sweet Bags | | £3.75 |
| All Steak Pie | 555kcal | £4.95 | Adults need around 2000 kcal a day. | | |
| Chicken Balti Pie | 518kcal | £4.95 | For allergen information please scan the QR code. | | |
| Vegan Minced Steak & Onion Pie | 540kcal | £4.95 |  | | |

EARLY BIRD DEALS*

| | |
|------------------------------------|-------|
| Burger, Hotdog or Pie & Soft Drink | £6.50 |
| Burger, Hotdog or Pie & Beer | £8.00 |

*Offers only available until 45 minutes before kick-off

MEAL DEAL

Burger, Hot Dog or Pie, Crisps & Soft Drink **£9.50**

Selhurst Park is a cashless stadium. Card payments only.





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

| | |
|--|--|
| Monday to Friday (non-matchday) | 9am - 5:30pm |
| Saturday (non-matchday) | 9am - 5:30pm |
| Saturday (matchday - 3pm K.O.) | 9am - 6pm (closed during the match) |
| Sunday | 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

CONTACT US

Main switchboard

020 8768 6000 | reception@cpfc.co.uk

Supporter services

020 8768 6000 | customer.service@cpfc.co.uk

Accessibility

07960 880147 | dlo@cpfc.co.uk

Box Office

0333 360 1861* | boxoffice@cpfc.co.uk

Club Shop

020 8768 6100 | shop@cpfc.co.uk

Hospitality

020 8768 6009 | sales@cpfc.co.uk

Corporate sales

020 8768 6010 | sales@cpfc.co.uk

**Calls charged at local rate*



**ENJOY
THE GAME**



CPFC.CO.UK