

L.F.C.

VISITING SUPPORTERS GUIDE

SEASON 2025/26

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WELCOME TO ANFIELD

- THE HOME OF LIVERPOOL FOOTBALL CLUB
- CAPACITY 61,000
- CLUB FOUNDED IN 1892



GETTING TO ANFIELD

Reds fans now have more ways than ever to travel by public transport to the match. Ahead of the start of the new season LFC wishes to remind fans that there are now more ways than ever to get to Anfield for games by public transport.

In line with The Red Way, the club's award-winning sustainability strategy, supporters are encouraged to use public transport to get to games wherever possible.

And now, thanks to increased public transport routes, there are more ways than ever to travel by public transport and it's easier than ever too. Working closely with city partners at Merseytravel, Merseyrail, Liverpool City Region Combined Authority and Liverpool City Council here's all the ways you can get to Anfield in time for kick-off.

BY BUS

With 100% more buses than the start of last season, travelling by bus is fast, frequent and a convenient way to get to and from Anfield!

917 Express – From Commutation Row (near Lime Street) to Anfield in ~15 mins. Return buses stacked on Walton Lane

Soccerbus – From Sandhills Station to Anfield. Runs 2hrs before kick-off & 90 mins after full-time.

Special Matchday Services:

926 starts 3.5hrs pre-kick-off from Liverpool ONE

927 departs St Domingo Rd (Valley Sports Bar) post-match for 2.5hrs

Other Direct Routes include the **26** from Liverpool ONE, 17 from Queen Square and 68/168, 14, 19 which stop nearby.

BY TRAIN

Travelling into Liverpool from afar by rail, Lime Street Stadion is the gateway to Anfield. Travel by bus or taxi to the stadium. Taxis from the City Centre to Anfield usually cost between £8-£10.

Arriving by Merseyrail from within the city region there are 67 stations to get you to Anfield. From Southport, Chester, Ormskirk, Ellesmere Port and more. Head to Sandhills Station and get the Soccerbus heading to the Stadium.

BY PARK AND RIDE

Anfield is a residential area with a resident only parking scheme in operation. The best way to arrive by car is to use the 'park and ride' services from regional train stations or city centre buses. Check out https://www.merseyrail.org/journey-planning/getting-to-our-stations/car/ for hundreds of *free* car parking spaces

Parking enforcement will be in operation around the stadium, and any illegally parked cars will incur a fine and may be subject of removal.

There is **NO** general paid parking available on Stanley Car Park or Utting Avenue, except for those pre-allocated slots for disabled supporters or those over the age of 65. To apply for parking, please contact the Disability Ticketing Team.

BY BIKE

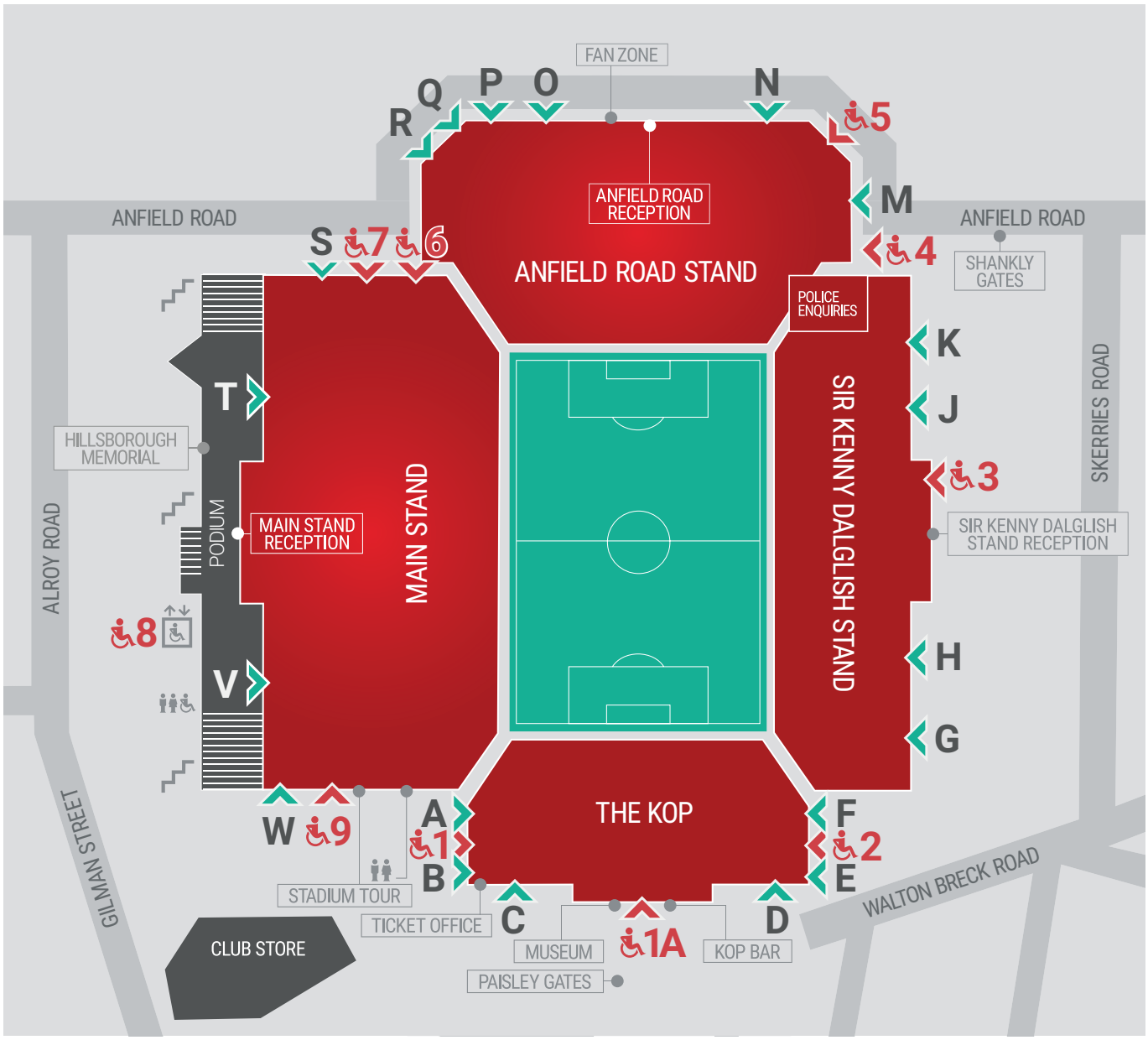
Cycling to Anfield is a great way to beat the traffic and to travel sustainably.

The Cycle Hub is a **FREE** service that allows fans who cycle to the game to drop-off and park their bike safely and securely at the top of Stanley Park Car Park. Simply ride to the Cycle Hub, where staff will register your bike. Please ensure you have a cycle lock with you.

There are also walking routes from the city centre with clearly signposted to help you get to the stadium on foot.

For more information on getting to Anfield head here.

STADIUM MAP


FAN ZONE
R
Q
P
O
N
5
ANFIELD ROAD RECEPTION
M
ANFIELD ROAD
ANFIELD ROAD
S
7
6
ANFIELD ROAD STAND
4
SHANKLY GATES
POLICE ENQUIRIES
K
T
J
SKERRIES ROAD
HILLSBOROUGH MEMORIAL
SIR KENNY DALGLISH STAND
3
ALROY ROAD
PODIUM
MAIN STAND RECEPTION
MAIN STAND
SIR KENNY DALGLISH STAND RECEPTION
8
H
V
G
THE KOP
W
9
A
1
F
2
B
E
STADIUM TOUR
WALTON BRECK ROAD
GILMAN STREET
TICKET OFFICE
C
D
CLUB STORE
MUSEUM
1A
KOP BAR
PAISLEY GATES

STADIUM ACCESS & FACILITIES

VISITOR ACCESS

Visitors' Coach Parking is on Arkles Lane

- Visiting fans will enter via entrance Q & R and must approach Anfield Rd from the direction of 97 Avenue as there is no current access from the direction of Arkles Lane. At the end of the game when leaving the stadium please turn left.
- Turnstiles will open at 2 hours before kick-off for visiting fans.
- Fans are advised to arrive early at the stadium to allow enough time for necessary security checks.
- All fans will be subject to searching and Pyro detection dogs may be present.
- Fans without tickets for this fixture are urged not to travel to the game.

LICENSED SAFE STANDING

- Seats with rails have been installed in rows 6 -35. This is a **Licensed Safe Standing Area**.
- You may be required to show your ticket when entering the safe standing area.
- Please do not climb or stand on the rails and seats.
- Please remain in or in front of your allocated seat whilst watching the match, your ticket is for your space only.
- Please do not stand in the gangways or on the steps to watch the match.

This Code of Conduct supports the existing ground regulations and failure to comply with these may lead to you being removed from the ground and being subject to further sanctions.

Thank you for your support and co-operation.

STADIUM FACILITIES

The stadium is cashless. Contactless and/or chip and pin payments are required in all areas.

- Kiosks will open serving a range of food and drink.
- Alcohol will be served on the visiting concourses.
- Alcohol cannot be consumed in view of the playing area.
- Male and Female toilet facilities are available accessible from the concourse.
- The visitors' section seats have been installed with rails to provide a safe standing area.
- **Smoking - Anfield is a no smoking football stadium.** Any person who smokes inside the stadium will be ejected. This includes electronic cigarettes.

WHAT CAN I BRING?

WHAT CAN I BRING INTO THE STADIUM?



SMALL COMPACT CAMERAS



BAG NO BIGGER THAN A5



CRUTCHES



RETAIL PURCHASES IN CLEAR RETAIL CARRIERBAGS



SMALL UMBRELLAS



CLEAR 500ML PLASTIC BOTTLE CONTAINING CLEAR LIQUID WITH SEALED TOP

WHAT CAN'T I BRING INTO THE STADIUM?



BAGS AND SUITCASES OVER A5



UMBRELLAS



LAPTOPS/COMPUTER TABLETS



VIDEO RECORDING EQUIPMENT AND LARGE BODIED CAMERAS



SELFIE STICK



FLAGS AND BANNERS (UNLESS AUTHORISED)



DRONES



BABY BUGGIES/PRAMS



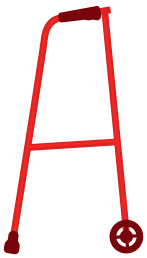
TOOLS



ALCOHOL



DRINK CARTONS, CANS, FLASKS, PLASTIC BOTTLES OVER 500ML, GLASS BOTTLES AND DRINKING GLASSES

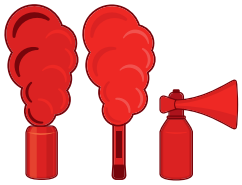


WALKING AIDE/ FOLDING WHEELCHAIRS*

*Please visit liverpoolfc.com for external storage options



KNIVES/WEAPONS AND LASER DEVICES



SMOKE CANISTERS/FIREWORKS/ FLARES AND AIR HORNS



MUSICAL INSTRUMENTS AND LOUD HAILERS

STADIUM POLICIES

BAG POLICY

Only the following bags are permitted entry into the stadium:

Only small handheld bags which do not exceed A5 size (148.5x210mm/5.8x8.3inches).

LFC Superstore clear carrier bag containing Superstore purchases only.

Larger bags will only be permitted at the discretion of LFC if they contain medication and/or medical equipment which cannot fit inside an A5 size bag.

Any supporter who needs to bring an oversized bag for medical reasons are advised to inform the club via email at least 48hrs before the game. The request should be sent to the Disability Team at disability@liverpoolfc.com.

An email approving the request will be returned to the supporter who may be asked to present it at the stadium.

All bags will be to be subject of a visual search before entry to the stadium.

FLAGS AND BANNERS

Flags under 2m x 1m with a small pole (less than 7mm diameter and less than 1m long) will be allowed in all areas of the stadium.

Flags over 2m x 1m are permitted in the visitor's section providing they have an accompanying fire safety and must be checked prior to entry.

Flags must not contain anything considered to be offensive, discriminatory, defamatory or inflammatory, including politically motivated or nationalistic.

SAFEGUARDING

Liverpool Football Club is committed to creating a match day experience that promotes the welfare of all those who attend. We are fully committed to delivering consistent, robust and effective Safeguarding.

Our priority is for everyone to be safe and ensure that they have the most enjoyable experience whilst at Anfield.

AGE OF ENTRY

All **children under the age of 16 must be accompanied by an adult** aged 18 or over.

Any Child under the age of 16 attending the game, **without an accompanying adult will be refused entry**. Clarification of I.D may also be requested, and admittance refused if I.D. cannot provided or parents cannot be contacted.

Safeguarding will support contacting parents when this happens to co ordinate collection from the Stadium or to confirm parental consent on travel home.

SEPARATED CHILDREN

Liverpool Football Club offer a Wristband for all young fans or adults requiring additional support, to wear on match days at Anfield. The wristband ensures that any child /adult who becomes separated from their parent, guardian, friends or family, can be reunited as quickly as possible. Supporters can be issued with wristbands before accessing the turnstiles. Please see a Safeguarding Steward to request a wristband.

In the event that a child does become separated, we ask that they speak to a steward in a yellow jacket who will work with the Safeguarding team to reunite them as quickly as possible.

WELFARE

Safeguarding Stewards

There will be dedicated Safeguarding Stewards who will be able to help with specific support for under 18's and anybody who requires welfare support. Safeguarding stewards will be located inside and outside of the stadium and they wear a purple tabard with the word 'Safeguarding' written on the back as shown below;

The safeguarding of children and adults at risk of harm is priority at LFC, please visit liverpoolfc.com/safeguarding for further information.



KEY CONTACTS

Designated Safeguarding Lead: Lorna Duckworth
lorna.duckworth@liverpoolfc.com

Please report Safeguarding concerns to any steward or via the below link; **Report a Safeguarding Issue** (www.liverpoolfc.com)

ACCESSIBILITY

PUBLIC TRANSPORT

This is generally accessible for wheelchairs users.

CAR PARKING

There is limited availability for accessible parking in and around Anfield. Please notify us in advance via the disability email address below.

DISABLED DROP OFF

Disabled drop off area is located just beyond the Club Store on Gilman Street.

OXYGEN

Any supporter attending with oxygen is required to notify us prior to arrival via the disability email address below.

WHEELCHAIR

Wheelchair bays are located in front of the visiting supporters in block AL9 / AL8.

Please note, wheelchairs and walking aids cannot be stored at the stadium.

Entrance is via gate 6 on Anfield Rd.

VISUALLY IMPAIRED

Headsets for blind and visually impaired supporters are available to order through the disability email address below.

ACCESSIBLE TOILETS & FIRST AID

Toilets and First Aid facilities are close to the viewing area, there is also access to a nearby Changing Places facility - please contact the nearest accessibility steward for more information.

STEWARDING

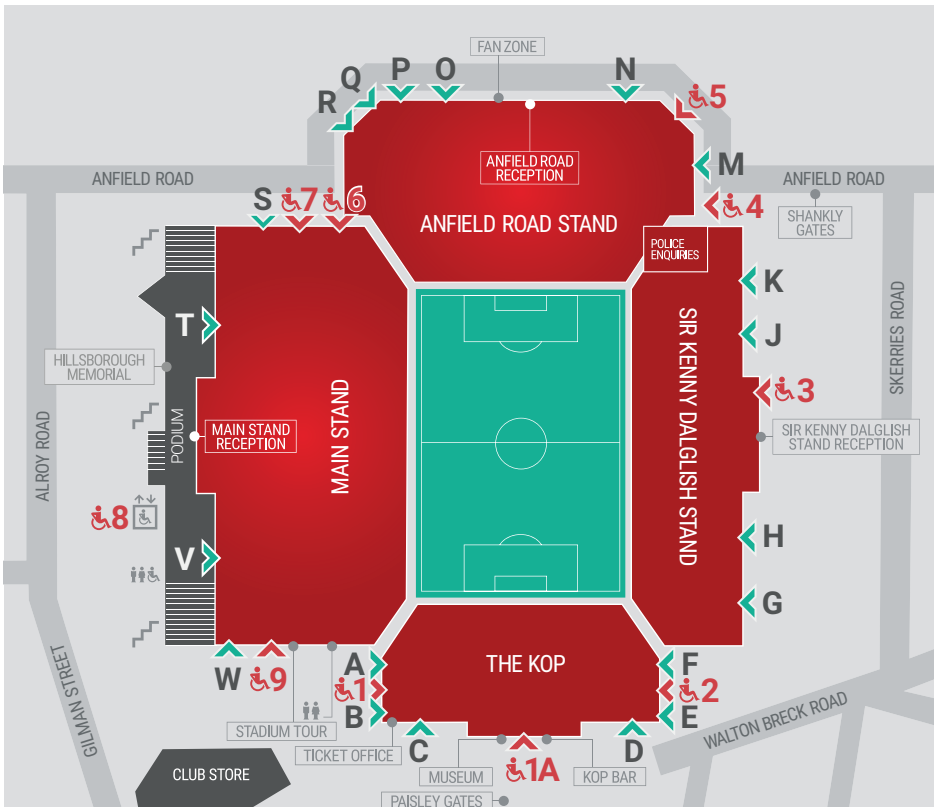
LFC is committed to providing services and facilities to our supporters with disabilities. Accessibility stewards will be available to assist you on matchdays and are identifiable in blue bibs.

KEY CONTACTS

SLO: Karen McGlynn (07436056762)

Matchday Contact Number: 0151 318 1040

Disability Team: Disability@liverpoolfc.com



FAN BEHAVIOUR



TRAGEDY CHANTING

DON'T TURN THE BEAUTIFUL GAME UGLY.

FOOTBALL TRAGEDY ABUSE IS NOT WELCOME AT STADIUMS, ON SOCIAL MEDIA OR ANYWHERE.

IT CAUSES THE VICTIMS' FAMILIES, SURVIVORS AND OTHER FANS SIGNIFICANT DISTRESS.

IF YOU ARE FOUND TO HAVE PARTICIPATED IN THIS ABUSE, YOU FACE STADIUM BANS AND PROSECUTION.

The FA For All | Premier League | EFL | FSA | Professional Footballers' Association | LMA

LOVE FOOTBALL. PROTECT THE GAME.



SAFE & INCLUSIVE RED TOGETHER

Red Together is Liverpool FC's commitment to equality, diversity and inclusion. It encompasses everything that the club does internally and externally across this important area.

REPORTING

We expect all supporters to get behind our commitment in ensuring that Anfield is a place that's free from all forms of discrimination. Wherever possible, the club will take the necessary steps to challenge any and all forms of offensive behaviour and discrimination by;

Ensuring any discrimination or breaches of the Club's rules are dealt with in line with Club policy and passed to law enforcement agencies and partners, where necessary providing facilities to report inappropriate or discriminatory behaviour; You can report any such behaviour via a QR code and mobile number (+44 (0) 7701 411048). The QR code is visible across the stadium and supporters simply scan or text the number and use an anonymous reporting channel. When the QR code is scanned, it automatically brings up a WhatsApp chat that fans can use to converse back and forth with.

Helping fans report incidents at the club is in line with LFC's Red Together strategy, which is its commitment to equality, diversity and inclusion. The new system aims to make a positive difference in the safety and security of fans at Anfield, and ensure it remains a welcoming and inclusive environment for all supporters.

Visit https://www.liverpoolfc.com/news/lfc-introduces-new-matchday-incident-reporting-tool to **report hate crime** and **discrimination** taking place on social media.

We hope that you will embrace these measures and help us to make Liverpool Football Club the welcoming environment we want it to be.

If you have any Equality and Diversity queries please contact RedTogether@liverpoolfc.com.



EMERGENCY PROCEDURES

EVACUATION

If the stadium has to be evacuated, either a full or partial **Operation Anfield** will be implemented.

Announcements will be made over the public address system and all supporters are requested to follow the instructions and directions given by club stewards, security and the police.

A separate plan to evacuate club officials/player will also be implemented.

CODE PURPLE

In the unlikely event that a significant incident takes place outside or in the vicinity of the stadium the emergency plan **Operation Lockdown** will be implemented and no further access in or out of the stadium will be permitted.

Announcements will be made over the public address system requesting all persons outside the stadium to leave the area immediately and to those inside to remain where they are.

A separate plan to evacuate club officials/players will also be implemented.



CONTACT US

AWAY FANS

For Supporter services and information in the lead up to a game at Anfield, please contact your own Club in the first instance.

ADDRESS

Liverpool Football Club & Athletic Grounds Anfield Road
Liverpool
Merseyside
L4 0TH

CONTACT DETAILS FOR SUPPORTER SERVICES

Ways to Contact Supporter Services

Chat via www.liverpoolfc.com

Press the chat button on the bottom-right of the screen to start a chat with us. Please note, you must accept cookies on liverpoolfc.com for the Live Chat button to appear.

Email

Fill in our contact form and we'll email you back. We aim to respond within 48 hours.

Social Media

Contact us on X - Follow @LFCHelp for important ticketing, matchday and other Supporter Services updates. You can also Direct Message us. We aim to respond within 4 hours.

Contact us on Facebook - Send us a message through our Liverpool FC Help page. We aim to respond within 4 hours.

Visit the Ticket Office at Anfield

The Ticket Office is located underneath the Kop stand. You can contact us about ticketing using the options above, but if you're at Anfield you can also visit us in person.

Accessible Contact Options

The Disability Team can be contacted via email disability@liverpoolfc.com. Any supporters who are registered with the club as disabled, or who have accessibility needs that prevent them from using our online contact options, can also call us on 0151 264 2500. Our phone line is open Mon-Fri 8.15am-4pm and Saturday 9am-3pm.

LFC SUPPORTERS LIASION OFFICER

Karen McGlynn (07436056762)

Website

www.liverpoolfc.com

THINGS TO DO IN LIVERPOOL

1

TATE LIVERPOOL

Formerly a warehouse, Tate Liverpool is now one of the most impressive art galleries in the UK. Take a trip to Albert Dock to see how James Stirling converted the historic building into a modern masterpiece out of the building's original features. Recent exhibitions include Keith Haring and Lucian Freud.

2

SEFTON PARK

Head to Sefton Park and enjoy 250 acres of beautiful green space. Granted Grade I-listed status, this urban oasis has hidden caves, waterfalls and a Victorian Palm House. It also neighbours Lark Lane, which houses some of the best cafes and bakeries in Merseyside.

3

MERSEY FERRY

Get the most of the city views by heading out onto the river Mersey. Hop-on and hop-off means you can explore Birkenhead, which is situated just across the water from the city. In 2018 one of the riverboats was 'dazzle painted' by pop artist Sir Peter Blake to commemorate the centenary of the World War I Armistice.

4

BEATLES SIGHTSEEING TOUR

A tour of Liverpool wouldn't be complete without dipping into the story of The Beatles. Explore the waterfront, the historic docks and find out how the place has changed since the Fab Four made it. See loads of legendary locations, including the site of Brian Epstein's record shop, the Eleanor Rigby and Cilla Black statues, and the Cavern Club, where it all began.

5

BOLD STREET

Few places embody the creative spirit of Liverpool like Bold Street. This haven of independent businesses has long been held by locals and tourists alike as one of the city's coolest areas. It is the place to head for one-off vintage pieces, second-hand books, vinyls or quirky homeware by Liverpudlian designers.