

ST. JAMES' PARK

NEWCASTLE **UNITED**

VISITING FAN GUIDE 2023/24

# A WARM NORTH EAST WELCOME

Whether you're a Newcastle United fan or you're following another team to Tyneside, you can look forward to a warm North East welcome at St. James' Park.

In this visitor guide, you'll find all the important information you need before your arrival, helping you to savour the experience of being at our magnificent home.

**We look forward to seeing you soon!**

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# THE HISTORY OF **OUR HOME**

**St. James' Park has always been our home.**

In fact, the first football match on the site took place in 1880 – a full 12 years before the official formation of Newcastle United in 1892.

Located in the heart of Newcastle's bustling city centre and ideally situated for fans travelling from near or far, it is clear to see why it became such a popular location for Tyneside's footballing pioneers.

While the pitch has remained in the same spot ever since, the stadium around it has changed beyond recognition.

Modern stands of steel, concrete and glass have continued to rise on the city's skyline, huge banks of seats have replaced concrete terraces and our facilities have been upgraded to match the finest arenas in world football.

We hope you'll enjoy everything we have to offer.

# TRAVELLING TO ST. JAMES' PARK

**Strawberry Place, Newcastle upon Tyne, NE1 4ST**

With a city centre location, St. James' Park is one of the most accessible and well-connected football grounds in the UK.

The stadium is located close to the junction of Gallowgate, St. James' Boulevard and Barrack Road, just a ten-minute walk from Newcastle Central Station and around five minutes from Monument Metro Station and the city's major bus stations. Simply follow the pedestrian signs located throughout the city centre.

## PARK AND RIDE

There are no public car parks on event days at St. James' Park and traffic restrictions may be in place.

Instead, we strongly recommend using public transport to reach the stadium.

We operate a park and ride system from two sites close to the A1 motorway – from Newcastle Great Park (close to the Newcastle Racecourse) and the Metrocentre; one of Europe's biggest shopping centres.

For directions, timetables and additional information, please visit [gonortheast.co.uk/nufcbuses](http://gonortheast.co.uk/nufcbuses).

## BY METRO

Newcastle upon Tyne is served by the Tyne & Wear Metro system; a light rail network with frequent services between Newcastle Airport, Newcastle city centre, the coast, and major transport interchanges and destinations south to Wearside.

We recommend St. James' Metro station for local coastal destinations, while Monument station – a five-minute walk away – is served by both yellow and green line routes towards Newcastle International Airport, South Shields and the coast.

For more information, visit [nexus.org.uk/metro](http://nexus.org.uk/metro).

## BY TRAIN

Situated on the East Coast Mainline, Newcastle Central Station is a principle stop for services between London and Edinburgh/Glasgow. In addition to regional services, it also offers direct cross-country routes to and from Leeds, Manchester, Liverpool, Birmingham and Bristol.

The station is a ten-minute walk from St. James' Park, walk west along Neville Street (A186) and turn right onto St. James' Boulevard. The stadium is located at the top of the road and will become visible as you reach the junction with Bath Lane/Wellington Street.



## BY PUBLIC BUS

Newcastle upon Tyne has two major bus stations for local and regional services – Haymarket, for services to and from Northumberland and the North, and Eldon Square, for services to and from County Durham and the South. Both are located on Percy Street, a five-minute walk from St. James' Park.

To reach the stadium, walk south west on Percy Street and turn right onto Gallowgate. St. James' Park will become visible on your right. For more information on local bus services, please visit [nexus.org.uk/bus](http://nexus.org.uk/bus).



## BY COACH

Newcastle Coach Station is on St. James' Boulevard and receives National Express coach services, while Megabus operates services from outside Newcastle Central Station. Both offer frequent services from across the UK with links to Europe.

If you plan to travel via a private fan coach, please contact Northumbria Police Football Planning team on [planning.for.newcastle.football@northumbria.police.uk](mailto:planning.for.newcastle.football@northumbria.police.uk). They will be happy to advise you on suitable drop-off points.



## BY TAXI

There are taxi services available throughout the city, with major taxi ranks located at Newcastle Central Station and transport interchanges.

The nearest taxi rank to St. James' Park is situated two-minutes away on foot, opposite the entrance to Chinatown.

**FEELING FIT?** Cycling is one of the healthiest ways of getting to the match. There are 35 'Sheffield stands' located around the stadium for you to lock your bicycle at. To plan your route, visit [gosmartergoactive.co.uk/cycling-and-walking](http://gosmartergoactive.co.uk/cycling-and-walking)

# AROUND THE GROUND

## MAP KEY

- T** TRAIN
- M** METRO
- B** BUS

Newcastle upon Tyne is widely regarded as the region's capital and accordingly, you'll find all the amenities you'd expect from a major British city centre right on our doorstep.

While the Leazes Stand is bordered by the tranquillity of the historic Leazes Park, the rest of the stadium is surrounded by the city's world-class shopping centres, leisure facilities, museums, monuments, bars and restaurants.

## BARS AND RESTAURANTS

The stadium has its own external bar - Shearer's Bar, which is open to all supporters and members of the public. Shearer's Bar is located next to the club retail store beneath the Gallowgate Stand.

While there are other pubs and bars close by, please note that some venues may restrict entry for visiting supporters - particularly those wearing club colours. If you decide to dine elsewhere, you'll be spoilt for choice in the City Centre. Eldon Square is just a five-minute walk away, while the Gate and Chinatown offer a variety of options to tempt your taste buds.

## CONTACTLESS PAYMENTS

Contactless payments are encouraged at kiosks in the concourse. Cash is accepted at a limited number of locations. There is a Barclays ATM at the South West corner of St. James' Park.

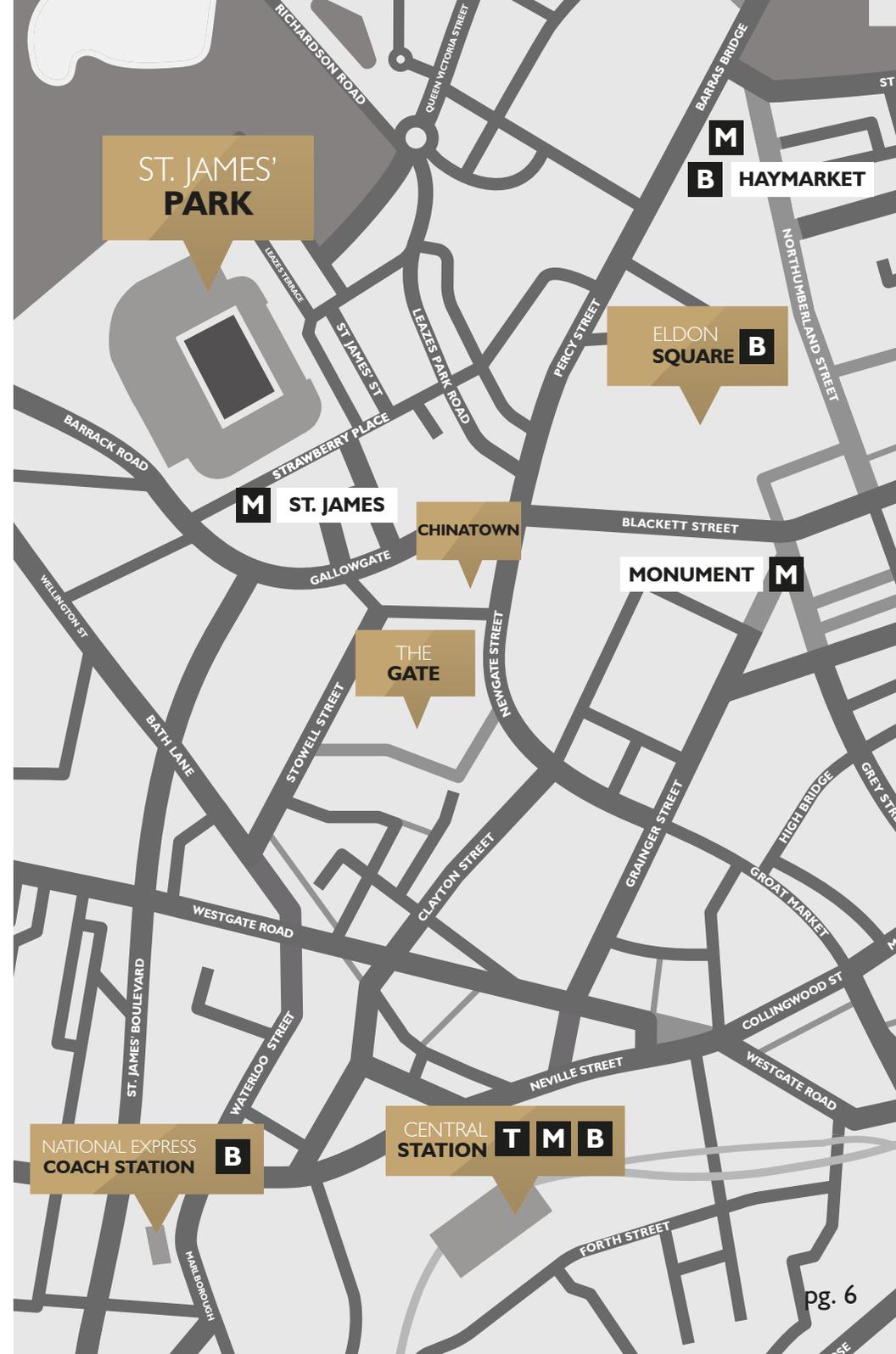
A free-to-use cash machine is also located at the Tesco Express store directly opposite the stadium on Barrack Road.

## TOILETS

St. James' Park concourses offer all the conveniences you would expect, including multiple accessible toilets and two Changing Places facilities.

These facilities can be opened with a radar key, please contact your nearest steward for assistance.

Shearer's Bar also has on-site toilets available to paying customers.





# FOOD AND DRINK OPTIONS

St. James' Park has a varied catering offering, including vegetarian and halal options.

Accessible on approach to the stadium, Shearer's Bar serves a range of food on both matchdays and non-matchdays.

In the main concourse, our kiosks serve a range of food including pizzas, burgers and pies. A full range of hot and cold drinks, as well as confectionery, is also available.

## **SHEARER'S OPENING HOURS**

Monday	10am - 11pm
Tuesday	10am - 11pm
Wednesday	10am - 11pm
Thursday	10am - 11pm
Friday	10am - 12am
Saturday	10am - 12am
Sunday	11am - 8pm

# DIGITAL TICKETING INFORMATION

For the 2023/24 season we have introduced digital ticketing which will be available to download to your smart phone.

It's secure, it's easy to use, and your ticket will always be up to date.

All of our FAQs can be found [here](#).

## MATCHDAY ASSISTANCE

Please:

- Download your digital season ticket pass as soon as possible before arriving at St. James' Park.
- Ensure you have fully charged your phone before you leave home!



If you need any further matchday assistance, you can visit:

- **Box Office** - located in the Milburn Stand. Open for general ticket enquiries;
- **Gallowgate Box Office (formerly collections)** – offering assistance around digital ticketing;
- **Local Heroes** - 'Happy to Help' Hub located near Sir Bobby Robson Statue – supporter assistance hub for any matchday



# AT THE STADIUM

Each stand is signposted around the stadium but if you need further assistance, our stewards will be very happy to assist you.

## AT THE TURNSTILES

To enter the stadium, you'll need to scan your ticket in the ticket reader at the turnstiles indicated on your ticket.

If you need support, please speak to the nearest steward who will be able to assist you.



## FINDING YOUR SEAT

Our stewards will be located at strategic points in the seating deck to assist you in finding your allocated seat.

## LOCAL HEROES

In addition to our knowledgeable stewards, you'll also find our team of Local Heroes located around the ground and at our 'Here to Help' hub located near the Sir Bobby Robson statue.

Our matchday helpers are on hand before kick-off to offer a warm welcome to St. James' Park and provide any guidance you require to enhance your visit.

## STAIRS OR LIFT?

Most seats are on lower levels and easy to access on foot. If you are seated on level 7, which includes all supporters of visiting clubs, there are 140 steps and 14 landings on the way up to your seat. If you would like to use a lift, please speak with one of our stewards at the turnstiles who will be happy to direct you to the nearest one. We also offer Accessibility Passports which will detail the support you may need while at the stadium. Should you wish to have one in advance please e-mail

[UnitedAsOne@nufc.co.uk](mailto:UnitedAsOne@nufc.co.uk)

## SUPPORTERS OF VISITING CLUBS

Supporters of visiting clubs are seated in the upper tier (Level 7) of the North Stand - better known as the Leazes End.



## UNITED AS ONE

Newcastle United Football Club does not tolerate any form of direct, indirect discrimination, victimisation or harassment. If you have been subjected to or witnessed discriminatory behaviour whilst at St. James' Park please text '**HELP**' with your seat number and details of what is happening to **60070**.

St. James' Park



# WELCOME TO ST. JAMES' PARK

## Main Reception

For access to hospitality suites and Milburn Stand executive boxes.  
*( Except The Rooftop, Park Grill, South West & Leazes Boxes, Wings )*

## South West Reception

For access to The Rooftops and South West Corner boxes

## Old Milburn Reception

Access for staff and officials only

7

Ground level turnstiles

74

Upper concourse turnstiles

91-94

Away turnstiles

## Park Grill and Leazes Executive boxes

Leazes hospitality entrance :  
• Park Bar & Grill  
• Leazes executive boxes

PC

Platinum club entrance

1892

Bar 1892 entrance

W

Wings entrance



Accessible entrance



Sir Bobby Robson statue



Shearer's Bar



Joe Harvey plaque



Club store



Jackie Milburn statue



Cash machine



Alan Shearer statue



Pre-paid ticket collection



Changing Places Toilet



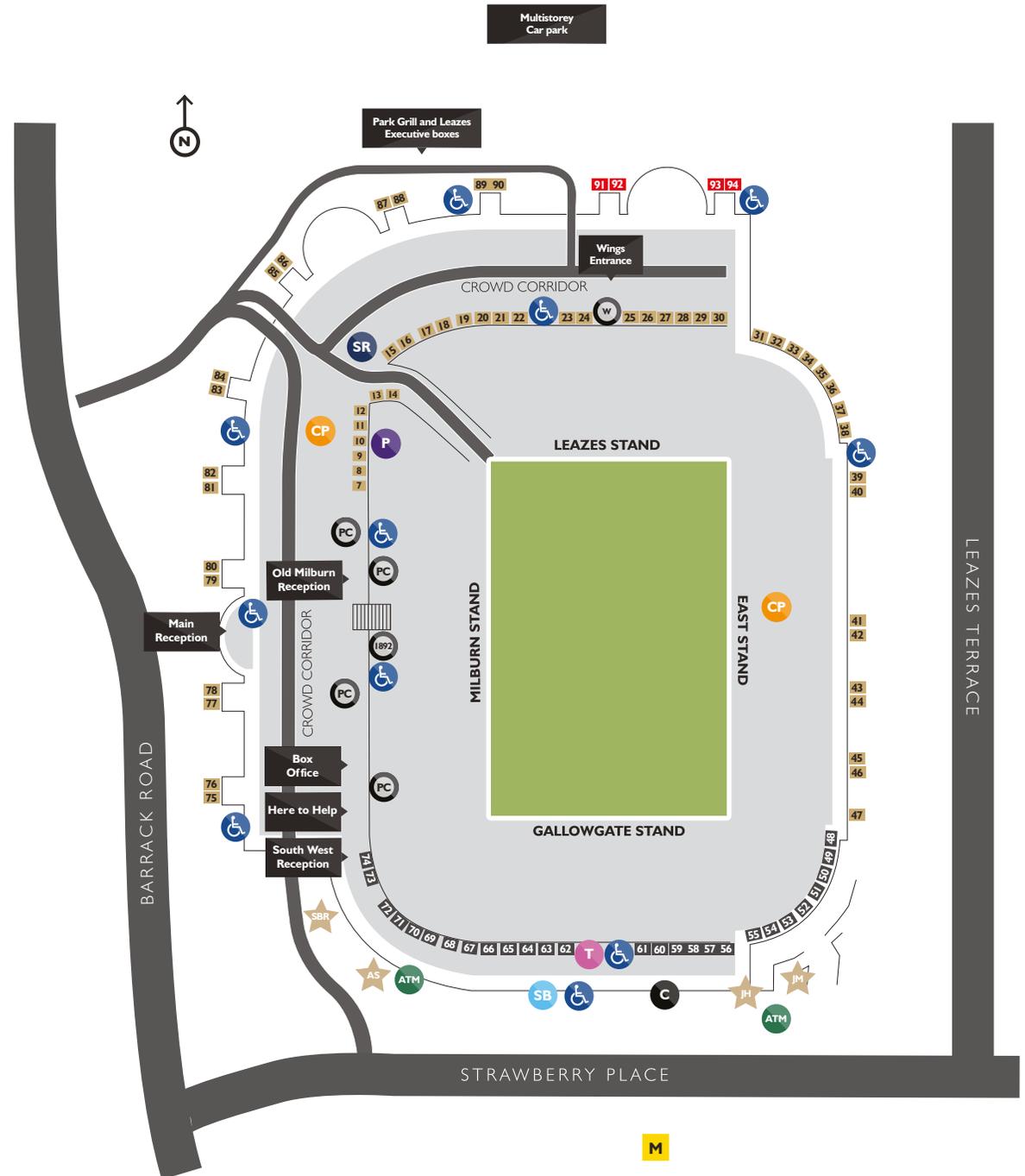
Prayer Room



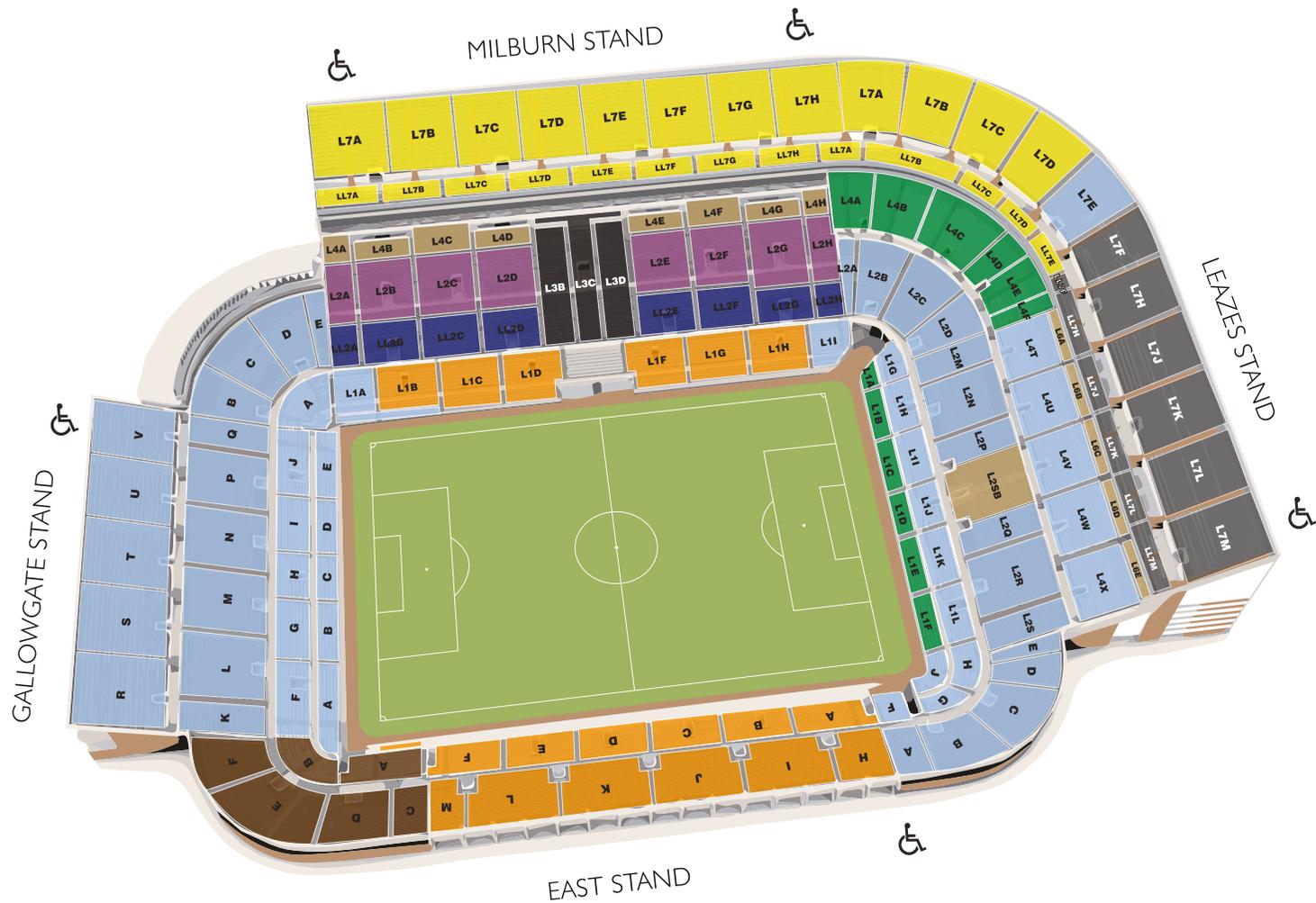
Sensory Room



St James Metro station



# SEATING CATEGORIES



## STANDARD AREAS

- Seating Category 1
- Seating Category 2
- Seating Category 3
- Family Area
- Safe Standing Area
- Visiting Supporters

## PREMIUM AREAS

- Platinum Club
- Bar 1892

## CORPORATE AREAS

- Corporate Hospitality
- Directors Box

# VISITING SUPPORTERS

## TURNSTILES

Visiting fans should enter the stadium via the access number which can be found on their tickets. Normally, visiting supporters will be at turnstiles 89-94 which can be found in the Leazes Stand. Turnstiles in all areas of the stadium open 90 minutes before kick-off.

## LEVEL 7

Our visiting fans section is on Level 7, with 140 stairs and 14 landings on the way up to your seat. If you would like to use a lift, please speak with one of our stewards at the turnstiles who will be happy to direct you to the nearest one.

## ACCESSIBILITY

On Level 7, we have accessible seating and wheelchair bays available. Additionally, there are accessible toilets, changing and prayer facilities. Please ask one of our stewards for details should need to access them. If you would like to discuss any accessibility needs you may have during your visit, please e-mail [disabilitysupport@nufc.co.uk](mailto:disabilitysupport@nufc.co.uk).

## SAFETY AND SECURITY

For security reasons, you will receive a body search and any bag you arrive with will be searched at the stadium. We do not allow large bags or suitcases. Glass bottles, weapons or pyrotechnics are banned from the stadium. Full terms can be found in our ground regulations at [nufc.co.uk/ground-regulations](http://nufc.co.uk/ground-regulations)

If you plan to travel via a private fan coach, please contact the club's safety and security office on [planning.for.newcastle.football@northumbria.police.uk](mailto:planning.for.newcastle.football@northumbria.police.uk) We will be happy to advise you on suitable dropoff points.

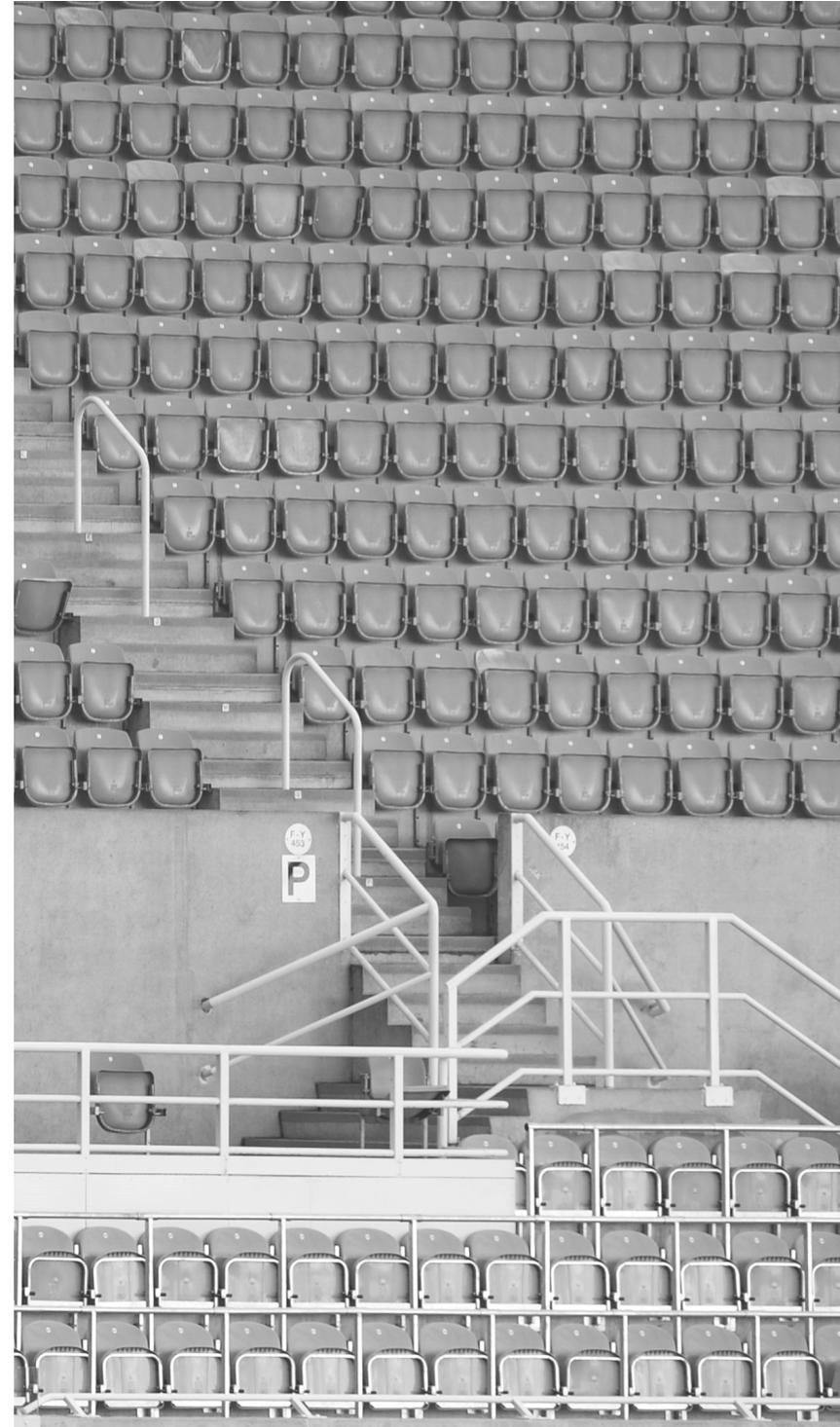
If you need to bring medication or other medical equipment, please e-mail [disabilitysupport@nufc.co.uk](mailto:disabilitysupport@nufc.co.uk) to make us aware.

## FOOD & DRINKS

We have a concourse on Level 7 which has a range of food and hot & cold drinks.

## ANYTHING ELSE?

If you have any further questions, you can check our FAQs at [www.nufc.co.uk/faqs](http://www.nufc.co.uk/faqs). Alternatively you can ask our friendly Local Heroes on the day for any more information or advice.





## ACCESS TO THE **AWAY END**

Visiting fans enter via entrances turnstiles 89-94, in the Leazes Stand at the north end of the stadium, which can be accessed via either the east or west side.

Turnstiles will open at 90 minutes prior to 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. Drugs and Pyro detection dogs will be present.

Fans without tickets for this fixture are urged not to travel to the stadium. There are no alternative viewing areas for visiting supporters in the city.

# ACCESSIBILITY FOR **VISITING** **SUPPORTERS**

## **Accessibility for Visiting Supporters**

Public Transport is generally accessible for wheelchairs users.

Car Parking – there is limited availability. Please contact us in advance via the dedicated operations telephone line **0191 2018688** to book a place.

Any supporter attending with oxygen or other essential medication equipment must notify us prior to arrival by e-mailing **[disabilitysupport@nufc.co.uk](mailto:disabilitysupport@nufc.co.uk)**

There are 16 wheelchairs bays available which are located in front of the visiting supporters.

Entrance is via the lift adjacent to turnstile 94.

Accessible toilets, First Aid and Changing Place facilities are close to the viewing area.

Any Newcastle United steward or staff member will be able to assist with access needs should you have any questions or concerns.





NO BAGS LARGER THAN A4 (10X20X30CM)



NO BABY BUGGIES OR PRAMS



NO SMOKING



NO VIDEO RECORDING EQUIPMENT



KNIVES OR WEAPONS



ILLEGAL SUBSTANCES



FIREWORKS & FLARES



SMOKE CANISTERS



AIR-HORNS



DANGEROUS OR HAZARDOUS ITEMS



LASER DEVICES



GLASS BOTTLES



GLASS VESSELS



CANNED DRINKS



FLAG POLES



DRUMS

# PROHIBITED ITEMS

THE FOLLOWING ARTICLES **MUST NOT** BE BROUGHT WITHIN THE GROUND.

Any person in possession of such items will be refused entry to the Ground.

## Banners/Flags

There is only a limited amount of space to display banners and flags within the Stadium and they must therefore be no larger than 150cm in depth and 250cm in width. Banners and flags must not obstruct the view of others, cover advertising signs or cause a safety hazard.

Banners and flags must not display any abusive or threatening words, images, political statements or be deemed unacceptable. Flag poles are not allowed. All banners and flags must carry a Fire Safety Certificate.



OFFICIAL STORE

HOWAY THE LADS

### OFFICIAL CLUB SHOP OPENING HOURS

Monday to Friday	10am to 6pm
Saturday	9am to 6pm
Sunday	11am to 5pm
Home Matchdays (Midweek)	10am - 10.30pm
Home Matchdays (Saturday)	9am - 6pm
Home Matchdays (Sunday)	11am - 5pm

Any changes to trading hours are advertised in store.

# COLLECT A KEEPSAKE

## MATCHDAY PROGRAMME

One of the most popular items bought by fans on a matchday is our programme, which is available for just £3.50 around the ground.

Each programme contains around 84 pages of content on a Premier League matchday, much of it exclusive, and has features dedicated to both Newcastle United and our visitors.

## OFFICIAL CLUB SHOP

Our stadium store is located at the Gallowgate End of St. James' Park on Strawberry Place, next to Shearer's Bar.

The store offers a selection of Newcastle United merchandise, including shirts, scarves and footballs.

Alternatively, if it's not convenient to buy on a matchday, you can order online at [www.shop.nufc.co.uk](http://www.shop.nufc.co.uk).

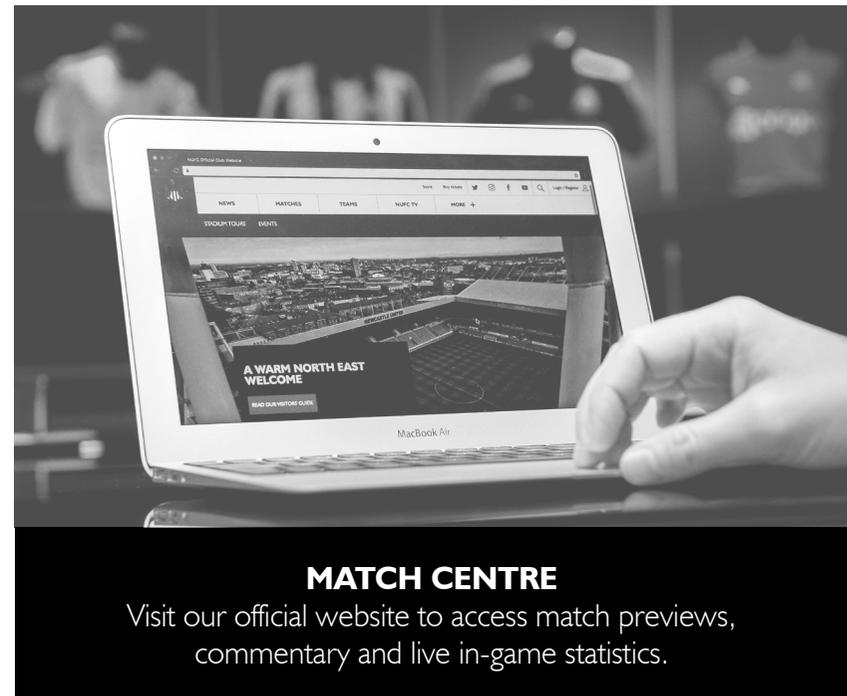
# LIVE INFORMATION

For live up-to-the-minute information and breaking news, we recommend following Newcastle United on social media.

On matchdays, follow us on Twitter and Facebook for all the key information you will need, including a countdown to kick-off, weather forecast, travel news, stadium information, team news and exclusive behind-the-scenes content.

## Here's how you can follow us:

Twitter	@NUFC
Facebook	/newcastleunited
Instagram	nufc
TikTok	@nufc



## MATCH CENTRE

Visit our official website to access match previews, commentary and live in-game statistics.



# THINGS TO DO & PLACES TO STAY IN NEWCASTLE & GATESHEAD

United by seven iconic bridges across a bustling Quayside, Newcastle and Gateshead form a single, diverse and extremely vibrant visitor destination in the North East of England.

Newcastle is a city bursting with thriving nightlife, an award-winning restaurant scene, numerous attractions, museums and places to stay which span comfortable affordability to luxury rooms that overlook the Tyne.

You'll find everything you could possibly want to do in the region via the Newcastle and Gateshead Tourist board below.

[www.newcastlegateshead.com](http://www.newcastlegateshead.com)