

ST. JAMES' PARK

VISITOR GUIDE

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.

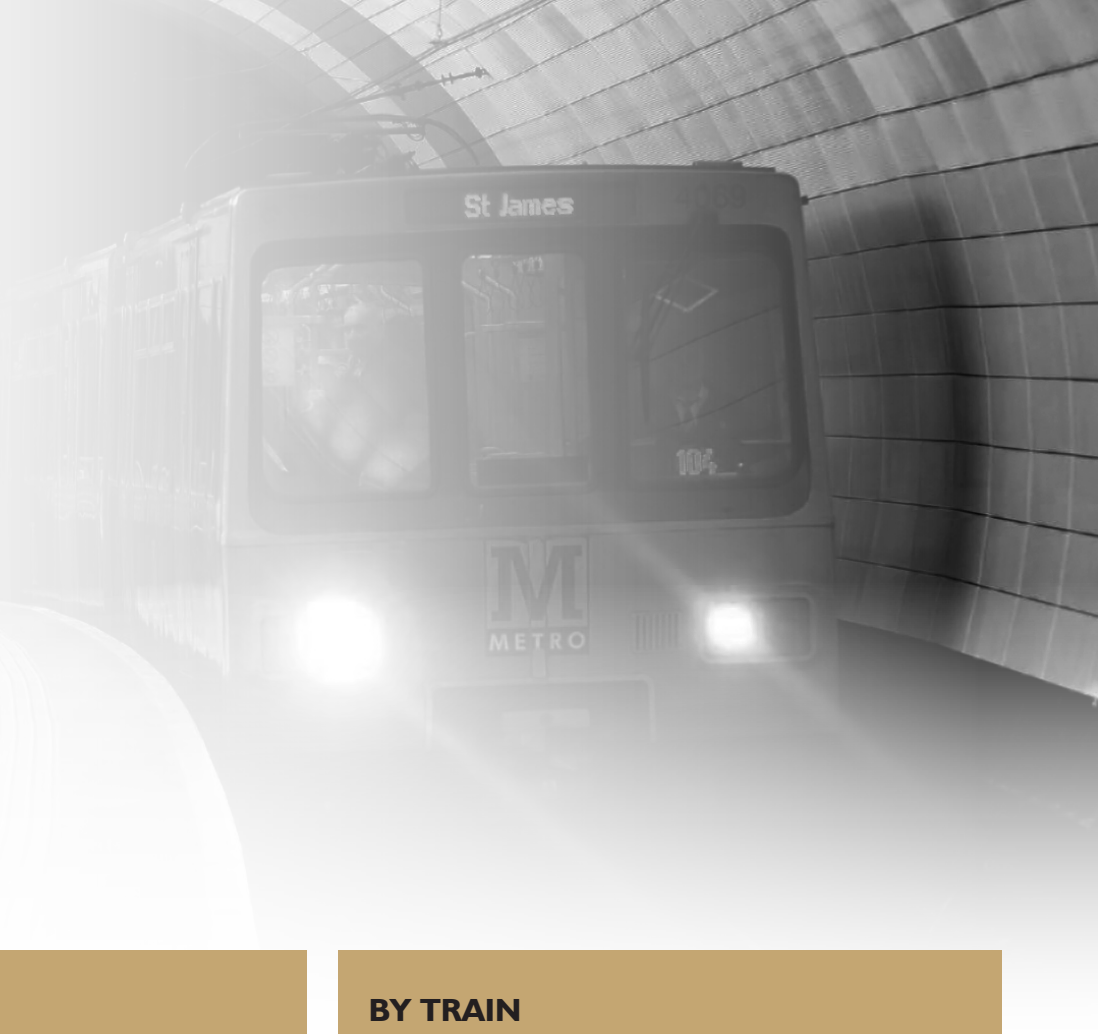
While the pitch has remained in the same spot ever since, the stadium around it has changed beyond recognition.

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 unreserved 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 **www.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 **www.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.

To plan your train journey, visit **www.nationalrail.co.uk**.



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 **www.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 the club's safety and security office on **0191 201 8698**. We 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 **www.gosmarter.co.uk/journeyplanner**.

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 is surrounded by the city's world-class shopping centres, leisure facilities, museums, monuments, bars and restaurants.

BARS AND RESTAURANTS
The stadium has two of its own external bars - NINE Bar and The Terrace Bar - which are open to all supporters and members of the public. The bars are located next to the club retail store beneath the Gallowgate Stand.

While there are other pubs and bars close by, please note that some 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. Intu Eldon Square is just a five-minute walk away, while the Gate and Chinatown offer a variety of options to tempt your taste buds.

PLACES TO STAY
As a popular tourist and business destination, Newcastle boasts an excellent range of places to stay.

To plan your trip, visit:
newcastlegateshead.com/accommodation

CASH
Contactless payments are encouraged at kiosks in the concourse. Cash is accepted in selected locations.

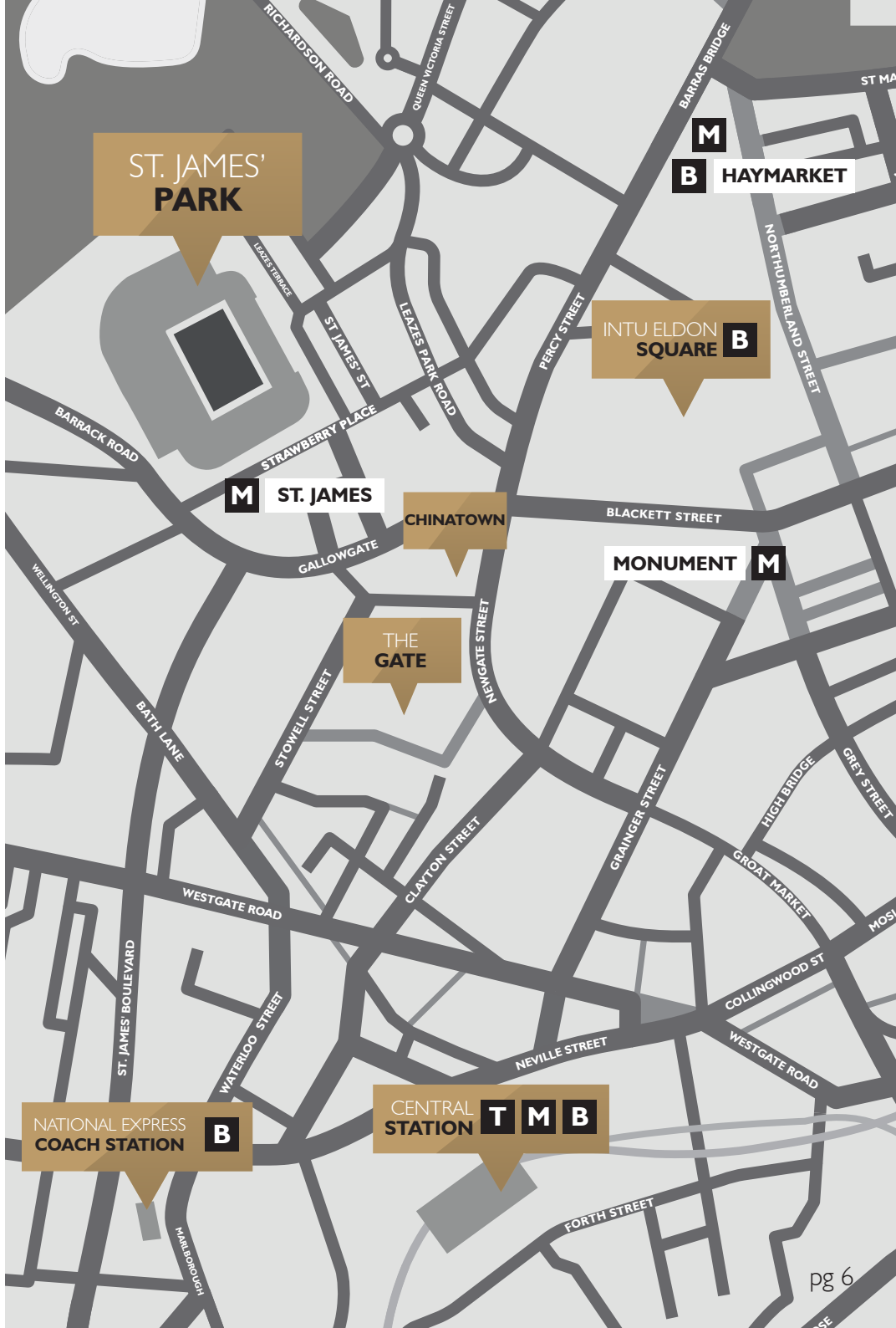
There is a Barclays ATM at the South West corner of St. James' Park, between the two entrances to The Terrace Bar.

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.

Both NINE Bar and The Terrace Bar also have on-site toilets available to paying customers.





CODE OF **CONDUCT**

Safety takes a team effort.

Play your part, follow all instructions, and enjoy the game.

COVID SECURE MATCHDAY

Key messages:

ONLY ATTEND IF SYMPTOM FREE

MAINTAIN GOOD HAND HYGIENE

CONTACTLESS PAYMENT

HAVE YOUR TICKET READY

WEAR A FACE COVERING IN CROWDED AND ENCLOSED INDOOR SPACES

PLEASE FOLLOW STEWARD INSTRUCTIONS



FOOD & DRINK **OPTIONS**

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

Accessible on approach to the stadium, Nine Sports Bar serves a range of food on both matchdays and non-matchdays. The matchday menu is served on the mezzanine level only. In the summer there is usually a BBQ on the patio outside the bar for those that would like to eat al fresco or on the move.

Our Terrace Bar, situated in the South West corner, has a great atmosphere and is a great place to buy a pint before the game.

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, are also available.



LOST TICKETS

If you've lost your ticket, we'll do our best to replace it so you don't miss the match, but a fee may apply for the replacement.

SEASON TICKETS	Ticket replacement £5.00
MATCH TICKETS	£2.50 per ticket

Stolen tickets will be replaced free of charge if a crime number is provided.

TICKET INFORMATION

Your ticket is your passport into the match and must be presented on the day in order to gain entry. It will contain all the key information you need in relation to your seat, including which turnstiles to use and the block, row and seat number.

HOW TO BUY

Tickets can be purchased in various ways - you can buy online 24 hours a day book.nufc.co.uk, over the telephone at the times listed below or in person from the Box Office, located in the crowd corridor of the Milburn Stand.

Any available tickets left on matchday will be on sale from the Box Office until half time. On occasions where we operate cash turnstiles, details will be published on our social media accounts.

Tickets for visiting supporters are sold directly by the visiting club and cannot be purchased from Newcastle United.

IDENTIFICATION

If a concessionary ticket has been purchased, identification may be requested on entry. Holders of such tickets should ensure that they have appropriate ID with them.

BOX OFFICE OPENING HOURS

Monday to Friday, 10am - 5pm
Saturday, 9am - 4pm
Sunday, Closed
Matchdays (midweek) 10am until half-time
Matchdays (weekend) 9am until half-time

CONTACT INFORMATION

Email: boxoffice@nufc.co.uk
Phone: 0344 372 1892

DISABILITY SUPPORT CONTACT INFORMATION

Email: disabilitysupport@nufc.co.uk
Phone: 0191 201 8457



UNITED AS ONE

At Newcastle United Football is for everyone. If you witness or experience discrimination or feel threatened while you are at St. James' Park please text '***HELP***', your seat number and what's happened to ***60070***.

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 barcode scanner at the turnstiles indicated on your ticket.

If you have any issues with this, please speak to your nearest steward.

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 have mobility issues or feel you will be challenged by the climb, please speak to one of our friendly stewards at the turnstiles, who will be happy to direct you to a lift.

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.

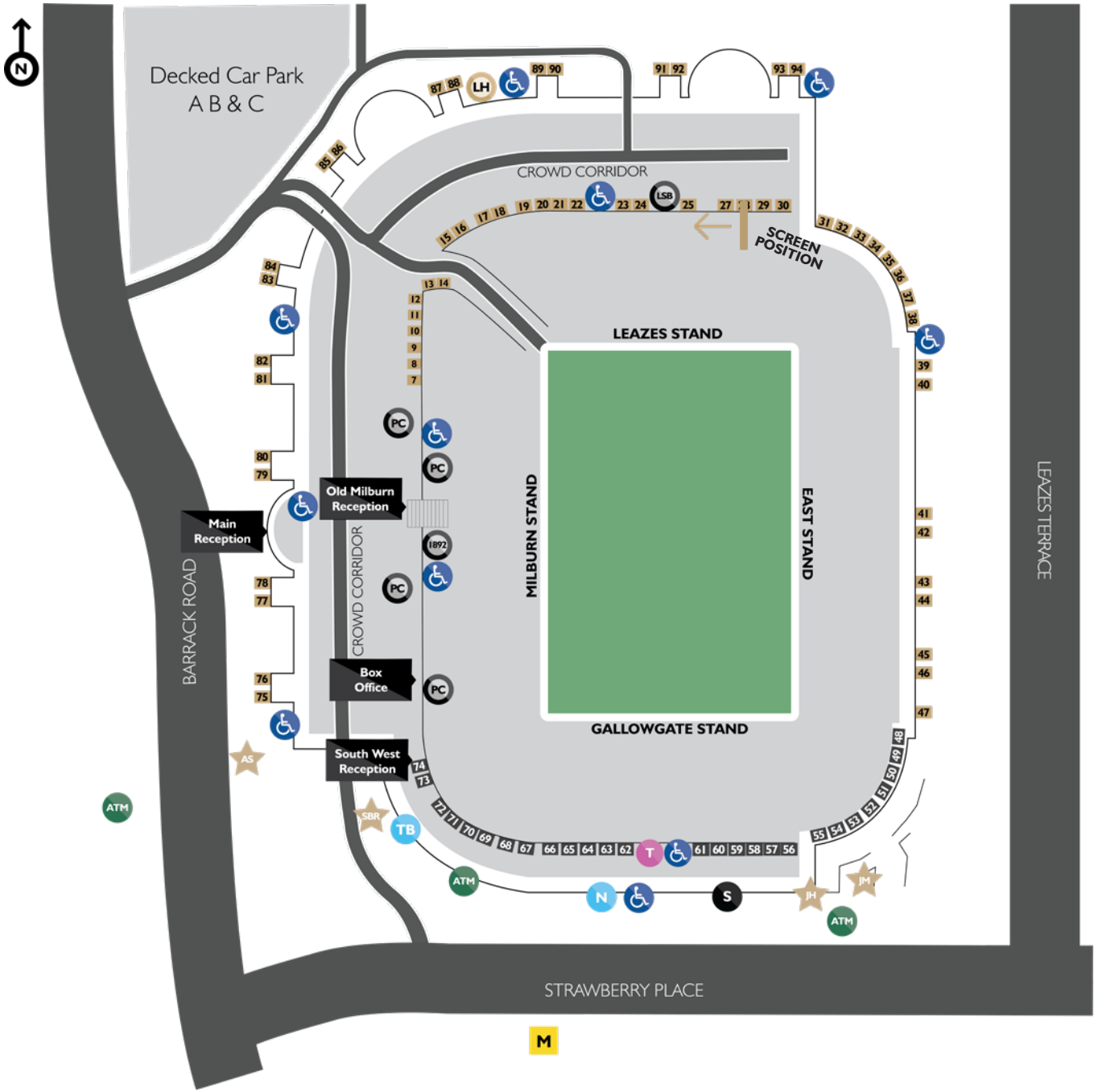
FINDING YOUR SEAT

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.

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.



Main Reception	For access to hospitality suites and Milburn Stand executive boxes
South West Reception	For access to the Gallowgate Club and South West Corner boxes
Old Milburn Reception	Access for staff and officials only
55	Ground level turnstiles
74	Upper concourse turnstiles
LH	Leazes hospitality entrance : • Park Bar & Grill • Leazes executive boxes
PC	Platinum club entrance
1892	Bar 1892 entrance
LSB	Leazes sports bar entrance
	Accessible entrance
N	NINE Sports Bar
TB	The Terrace Bar
S	Club store
ATM	Cash machine
T	Pre-paid ticket collection
SBR	Sir Bobby Robson statue
JH	Joe Harvey plaque
JM	Jackie Milburn statue
AS	Alan Shearer statue
M	St James Metro station

VISITING
SUPPORTERS

TURNSTILES
Visiting fans need to enter the stadium via the access number which can be found on their tickets. Normally, visiting supporers will be at turnstiles 91-94 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 have mobility issues or you feel challenged by the climb, please speak to one of the friendly stewards who can direct you to a lift.

ACCESSIBILITY
On Level 7, we have accessible seating and wheelchair bays available. Additionally, there are accessible toilets and access to changing facilities. Please contact our accessibility support liaison, Jan Brien if you have any queries about your needs, at Jan.Brien@nufc.co.uk.

SAFETY AND SECURITY
For security reasons, your bag will be searched when you arrive at the stadium. We do not allow large bags or suitcases. Glasses, wepons or pyrotechnics are banned from the stadium. Full terms can be found in our ground regulations at **www.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 **0191 201 8698**. We will be happy to advise you on suitable drop-off points.

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**. Alternatively you can ask our friendly Local Heroes on the day for any more information or advice.





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 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, located on Strawberry place, and next to Nine Sports Bar & Lounge.

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.

OFFICIAL CLUB SHOP OPENING HOURS

Monday to Friday	10am to 6pm
Saturday	9am to 6pm
Sunday	11am to 5pm
FIRST SIX WEEKS OF THE SEASON:	
Home Matchdays (midweek)	10am to 10.30pm
Home Matchdays (Saturday)	9am to 6.30pm
Home **Matchdays (Sunday)**	11.30am to 5.30pm

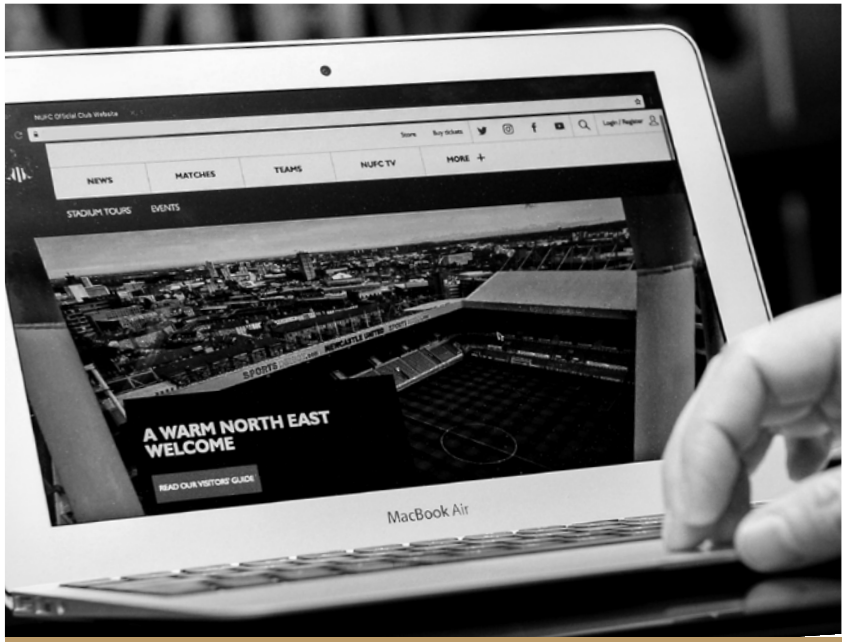
LIVE **INFORMATION**

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



MATCH CENTRE

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