The SLO & Ambassador Team
Exeter City Football Club
Stadium Way
Exeter
EX4 6PX

(Please use EX4 6PU for travel sat nav)

Exeter City v Portsmouth L1 Match #23
Boxing Day Monday 26 December 2022, KO at 3pm

AFTERNOON			26/12
11°		RealFeel® 8° Chilly	
		RealFeel Shade™ 7° Chilly	
Mostly sunny			
Wind	SSW 20 km/h	Probability of Precipitation	3%
Wind Gusts	35 km/h	Precipitation	0.0 mm
Humidity	60%	Cloud Cover	2%
Dew Point	2°	Visibility	10 km

Looks set for a warm and windy afternoon.

Drivers on minor roads might need to exercise caution as there is a flood warning still in place from December 18.

Sorry for the late notice and hope you have a great Christmas. With games coming up against Ipswich and Charlton before going to Spurs things must be chiming at Fratton.

We look forward to welcoming your supporters back to St James Park. Below you should find all the information your travelling fans need to know from free hot drink offer, flags and drums to football and drinking. Please note that the two parts of the ground under refurbishment are now open. This includes the Away covered Terrace. Seats will be in the same area you used on your last visits, namely Blocks L & M of Selco BM Main Stand. I suspect all your tickets will quote Turnstile 5. Because of your huge following Gates 5 will be for standing tickets ad Gates 6 for seated fans.

You will find most of the travelling information your supporters need on our website. In particular the away fans guide at www.exetercityfc.co.uk/guides/away-fans-guide. Let me know if the information is not easy to find. If there is anything else you need to know before the game please ask. Please note that the postcode for your directors, team/supporter buses is EX4 **6PU** which will take you direct to car park, away end and changing rooms.

I would be very interested to learn if you personally will be travelling to the game. If your mascot intends to travel please do not hesitate to let me know.

Fan engagement: prior to the match around 1;30 I will be looking for Pompey families to enter the ground early to have a “family” photo in the Away Dugout and at 2pm will invite a Blues volunteer to announce the Portsmouth team in our Fan Zone. In ine with our reputation we are also keen to improve our service to visiting fans and will be asking a few to complete a short questionnaire on their experience.

We are keen to encourage an harmonious, friendly, family atmosphere at St James Park. For this reason St James Park is a no smoking (including vaping) stadium. As with all grounds and to comply with legislation the deployment of flares and other pyrotechnics inside the stadium cannot be tolerated.

Flags and Drums are permitted at the Park but may be restricted during capacity games. Visiting supporters are advised to contact customerservices@exetercityfc.co.uk to pre-arrange access for drums and/or flags. The Club will then advise on the latest position. Please note that drums are only acceptable in standing areas of the stadium. Flags and banners must be inoffensive, non-political and be supported by a valid fire certificate.

Any Families will receive a warm welcome in the Family Zone 90 minutes before kick off or at any time in the open air Fan Zone, (Thatchers’) patio bar or CentreSpot.

The Family Zone will provide a safe, comfortable environment for families to enjoy pre-match entertainment, such as a large screen TVs, video game consoles and table football, as well as the option to enjoy refreshments from the zone’s very own kiosk.

We will continue to deliver pristine condition programmes direct to coaches. Programmes cost £3 plus an optional £1 for a team sheet. Should his be of interest to programme collectors please ask your coach monitor to ring me on 07712 678 940 to place an order before noon on the match day. Please advise your supporters to purchase programmes outside the stadium to avoid disappointment.

Any supporters who need assistance will find our helpful Supporter Ambassadors dotted outside the Stadium.

ACTIVITIES

Early arrivals will be welcome to join us for a FREE Ground Tour at 11am (advance bookings required 01392 411 243), FREE Thank You for Travelling Hot Drink (first 50 fans), FREE Magic and Balloon modelling with Lez the Fez, FREE Photo Opportunity in the Dug Outs, and subject to the weather FREE Games and Capers in the Fan Zone.

Your supporters will be most welcome to use our facilities before or after the game. As example, they will be welcome in the Centre Spot/The Park bar and the open air Thatchers’ patio bar in the Fan Zone. Also located in the Centre Spot is The Famous Exeter City Real Ale and Cider Emporium (FECRACE – Famous Exeter City Real Ale and Cider Emporium) bar, staffed by friendly volunteers and offering a great selection of real ales, real cider, bottled ciders, soft drinks, hot food including pasties, and the matchday programme. It’s usually open a bit later (from about noon) but it DOESN’T sell lager!

The games being shown “live” on the 5 Centre Spot/The Park giant screens include:

Pre-match
Brentford v Spurs
Premier League
12:30

Post-match results
Austria Women v England Women
Aston Villa v Liverpool
Premier League
17:30

In Stadium refreshments from our Red & Fed kiosks include:

In addition early arrivals will be welcome to go on the FREE Exeter City Supporters Trust stadium and museum tour which starts at 11am. Please note, however, spaces must be booked in advance for the tour through our Reception (01392 411243). https://www.weownexetercityfc.co.uk/post/stadium-tours-are-back

Any supporters requiring an upgrade to hospitality (2 course meal, programme, team sheet, interviews, half-time teas & coffee etc) should also contact our Reception.

Please be aware that it is standard practice for stadium entry to the Away end to be by ticket only. On the day any returned/remaining tickets can be purchased through the ticket booth nearby. Access for your supporters to the seating in the Main Stand will continue through turnstiles in St James Road. The turnstiles open shortly after 2pm.

PRICES

Selco BM MAIN STAND (Seating)

Please note: Row A is now at the FRONT of the stands at St James Park which could be different to your last visit.

IP Office/Stagecoach		
Ticket Type	Advance	Gate
Adult	£27	£28
Senior	£24	£25
Young Adult 18-23	£24	£25
Under-18	£13	£14
Wheelchair Area	£24	£25

Tracks Suzuki St James Road Away Terrace (covered standing)
. Ticket Prices

Ticket Type	Advance	Gate
Adult	£20	£22
Senior	£17	£19
Young Adult 18-23	£17	£19
Under-18	£8	£10
Wheelchair Area	£17	£19

Tracks Suzuki St James Road Away Terrace (Standing)

Your ticketing manager already has a full ticket, pricing and stadium guide from our Head of Ticketing and Retail.

CASH MACHINES
The nearest cash machine is 200 yards from the ground in Sidwell Street to the west and Coop to the east along Old Tiverton Road.

DISABILITY ISSUES
If there are any questions in general regarding disabled facilities or ticketing, our Disability Liaison Officer, Jeanne Jones, is contactable at disability@exetercityfc.co.uk or via reception on 01392 411243. I have attached the latest information leaflet. You can make this available to your fans. We now have a changing places room available should that be of interest to anyone.

WHEELCHAIR DISABLED FANS
We have 8 pairs of tickets in total for away wheelchair fans. There are 3 pairs in the covered away accessible bay (elevated area) in front of the away fans seated area. Prices here are a maximum of the concession price for this stand (£19 in advance) with the assistant free. Under 18s therefore pay £11 in

advance. There are 5 pairs in the away accessible bay (pitch level) in the corner of the away covered terrace. Again prices are a maximum of the concession price for this stand (£14 in advance) with the assistant free (under 18s £6 in advance).

AMBULANT DISABLED
These fans are charged the appropriate age related price and an assistant receives a free ticket.

Inside the ground and at long last the toilet facilities have been upgraded under the latest phase of our ground development.

SOCCER SIGHT
To access the in-stadium commentary, presented by experienced volunteers, visually impaired supporters can pick up a Soccer Sight kit from the home the club shop any time prior to kick-off. Fans are able to listen to Soccer Sight from any area within the ground, regardless of whether they are a home or away supporter. Our SoccerSight.service is available for supporters who have a vision impediment. Probably a bit dated as it was one of the originals set up.

There's a short description at https://www.exetercityfc.co.uk/fans/soccer-sight

Essentially, you can collect headsets on match day from our Club Shop and drop them back afterwards. If you ring beforehand Mike Cooper can be prepared and reserve a headset. No charge applies. 01392 411 243

CAUTION: Whilst of course trying to maintain a degree of impartiality, the commentary will have an Exeter City bias by nature!

The other alternative is that BBC Radio Devon has three frequencies for their station. One does dedicated live match commentary on ECFC. So radio and DAB is also a possibility.

PARKING
I regret that parking is very restricted. There is no spectator parking at the ground but we have 1 space for a visiting disabled fan. Please direct any request to main club reception on 01392 411243 or to reception@ecfc.co.uk. Being a City centre club drivers would be advised to arrive early or use Park & Ride at a cost of £* for up to 5 people.

Please note that the ground is in a residential area and resident parking schemes are widespread. Car drivers should head for local car parks as a matter of course. Again details are on the website or www.exeter.gov.uk/car-parking/car-parks/find-a-car-park.

Supporter coaches (and the away team bus) will return to the ground immediately before the end of the game. They will be positioned immediately outside the away terrace. Your club will have received a Matchday Information document from the Football Club detailing that "Visitor Parking: Team coach and supporter coaches can off load in St James Road. Coaches will need to park in either of the City Council coach parking facilities":
Haven Banks Coach Park - Michael Browning Way, Exeter EX2 8DP Tel: 01392 665901
Monday - Sunday including bank holidays: 8am-6pm
Please note: Haven Banks is locked from 8pm until 7am. £5 per coach

Matford Livestock Centre = Parking must be booked in advance on 01392 265480. There will be a charge of £10 for the parking.

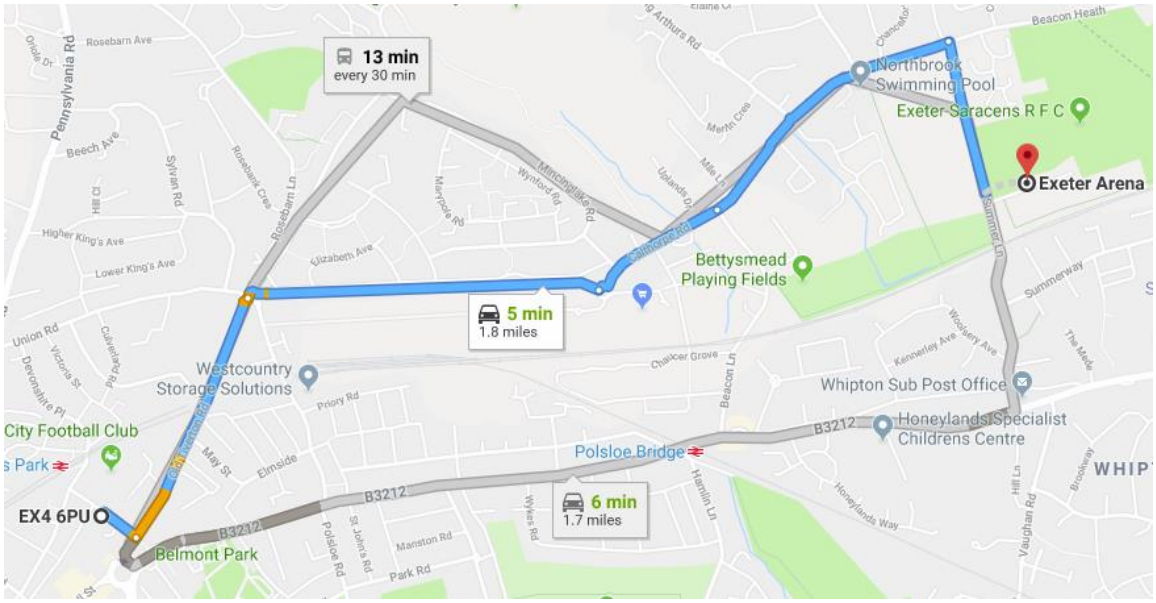
Or (I am suggesting) at the nearby Exeter Arena. The Arena can be contacted on 01392 468 653. Out of the Athletic season there is substantial coach parking at the far end on the car park.

These are the coordinates for coach drivers:

ECFC SAT NAV
FOR DROP OFF
& COLLECTION:

EX4 6PU
(different to
Club Post code)

(01392 411243)



If they want to try the Arena. Only use the blue route to avoid low bridge

EXETER ARENA SAT NAV:
EX4 8NT

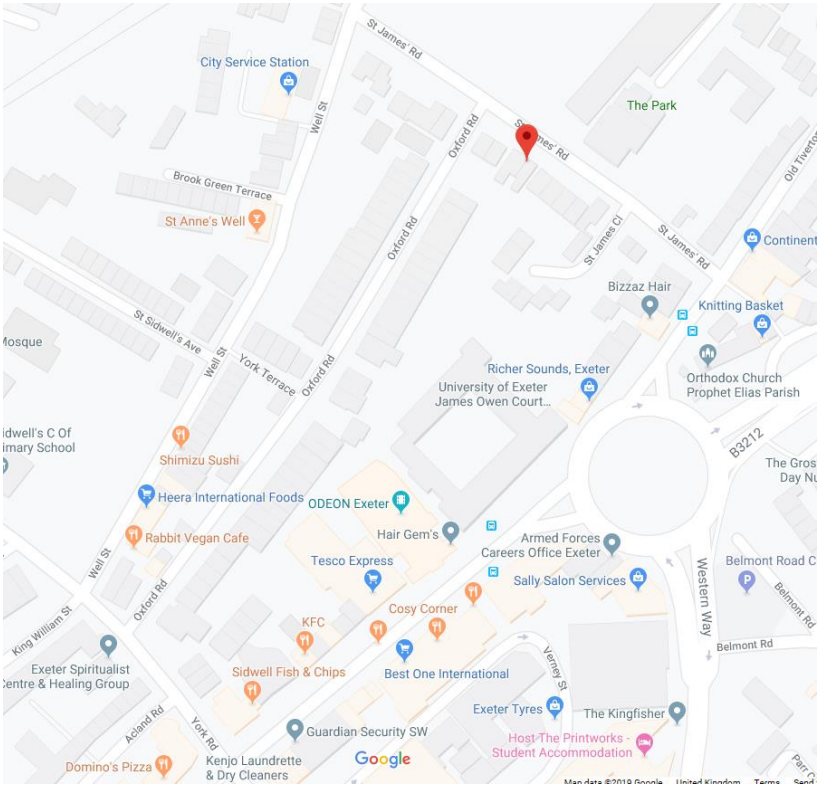
(01392 468 653)

Please note coach arrangements for dropping off at the ground.

TEAM COACH and VISITING SUPPORTERS COACHES

Please use post code EX4 6PU for director's car park, away end and changing rooms. In order that players, staff, kit and supporters can safely disembark pavement side will all coaches please face upwards in St James Road outside the Stadium.

From the roundabout it will mean a short journey driving down Old Tiverton Road, first right left into St James' Road. Straight down St James Road and perform a forward backward movement at the bottom of the road in Wells Street



Your supporters are probably aware that there are no rail or bus services on Monday.

For accommodation I can recommend http://www.visitexeter.com and of course Trip Advisor and the usual search engines. If your supporters are looking for quality I can suggest: http://www.deerparkcountryhotel.co.uk and http://www.woodburypark.co.uk/ . The later was used by Man U for their visit and a large proportion of L2 teams seem to use Mecure Southgate. To be fair fans seem to head for Holiday Inn or the nearby Jury's Inn.

Any complimentary tickets left by the players can be collected from the Away Ticket Booth in St James Road.

If the weather looks like making the game doubtful you are welcome to ring me on the number below so that you can cascade information to your travelling supporters.

If you experience any difficulties on the day please do not hesitate to let me know.

Once again we look forward to welcoming your fans to the South West.