



# *FIRST TIME FAN GUIDE*

# THANK YOU FOR CHOOSING TO JOIN US AT PORTMAN ROAD

Never been to Portman Road before? We've created this first-time supporters guide for you if you're preparing for your first trip to watch Town!

The guide is a more concise version of the in-depth guide that is on the website. This will provide details on everything from match tickets to the concourse menu.

We do hope that our guide will answer all your questions.  
We hope you enjoy the game!

## COME ON YOU BLUES!



# *HOW TO BOOK YOUR TICKETS*

## *ONLINE*

Tickets can be purchased in advance online at [www.tickets.itfc.co.uk](http://www.tickets.itfc.co.uk), with a 'Print at Home' option which is available up until 3 hours before kick-off. The tickets can be posted if you wish. If you choose to buy online you will need to click 'Register' on [tickets.itfc.co.uk.co.uk](http://tickets.itfc.co.uk.co.uk) to create a username and password.

## *PLANET BLUE*

On non-matchday's, tickets can be purchased from our Club shop - Planet Blue, located on Portman Road. Planet Blue is open Monday - Saturday, 10am - 5pm. Please note, you're unable to purchase tickets from Planet Blue on a matchday.

## *TICKET OFFICE ON MATCHDAYS*

Located on Portman Road, tickets are available to purchase from 10am from our matchday ticket office on Constantine Road - kick-off (5pm for midweek games).

## *TURNSTILES*

Match tickets are not available to purchase from our turnstiles, the matchday ticket office and online are the only places to buy match tickets on the day.



# *WHICH STAND SHALL I SIT IN*

## *MAGNUS GROUP WEST STAND*

This is our biggest stand. The whole lower tier is a dedicated family area, but areas F, K and L are also family-friendly if you like to watch the game from higher up. This stand is also closest to our FanZone, which plays host to lots of fun-filled activities for children.

## *SIR BOBBY ROBSON STAND*

This stand is not ideal for families, particularly the lower tier. Children below the age of 12 are not allowed to sit in the lower tier. This is our most vocal stand, and the language may not be suitable. This stand is also situated behind a goal.

## *COBBOLD STAND*

This stand is situated opposite the East of England Cooperative stand and also has a designated family area along the lower tier. However, the visiting fans also sit in the upper tier of this stand. Also, if you sit in the lower tier you run the risk of getting wet if it rains!

## *SIR ALF RAMSEY STAND*

Though this does not have a designated family area, there are plenty of children sitting in this stand. It is situated behind the other goal. This stand is also closest to the tunnel, so you can get close-ups of the players!

# YOUR TICKET EXPLAINED

## FIXTURE DETAILS

This is our opponent, date of the match, competition, and kick-off time.

## STAND

The stand you will watch the game from.

## SEAT DETAILS

These are your unique seat details. Block 1, Row AA, Seat 12. All blocks are well signposted in each stand.

## PRICE

All tickets are marked with the relevant price.

## BARCODE

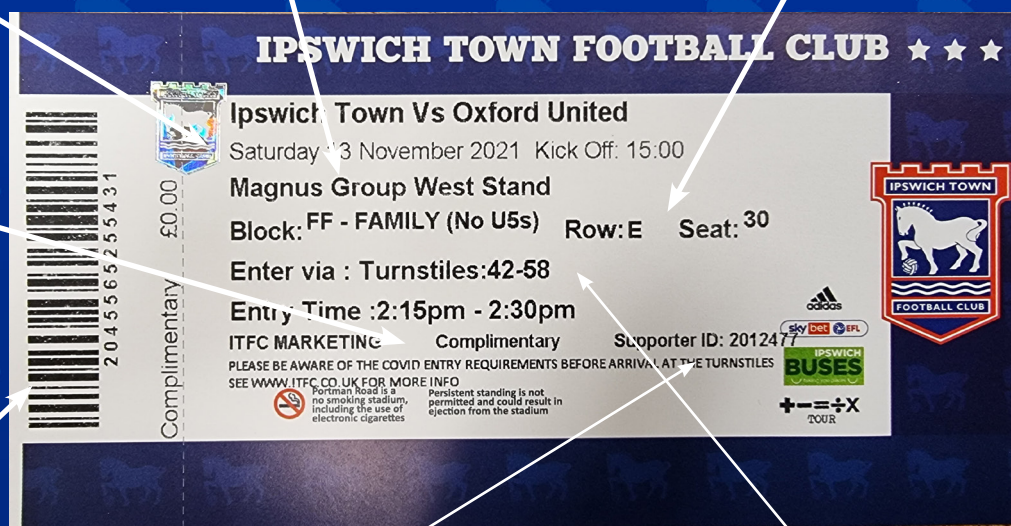
This barcode is used to gain entry to the stadium. The turnstile operator will scan your barcode into the reader. Please ensure the barcode is not damaged or defected as this may affect your entry.

## CUSTOMER NUMBER

This is your unique customer number. Quote this number when booking future tickets and events.

## TURNSTILES

Please look for the correct turnstile number for entry to the stadium.





# *GETTING TO PORTMAN ROAD*

## *BY CAR*

Portman Road's postcode is IP1 2DA. Street parking in the immediate vicinity of the stadium is problematic. However, there are plenty of pay and display car parks within walking distance of the ground. The closest car park is NCP car park, Portman Road which is behind the Cobbold Stand.

## *BY TRAIN*

Travelling by train to Portman Road is incredibly viable due to Ipswich Train Station being a 5-10 minute walk from the stadium. Ipswich has rail links to London Liverpool Street, Peterborough and Cambridge. Ticket barriers are in operation at Ipswich station. Whatever your travel plans - it is worth checking [www.greateranglia.co.uk](http://www.greateranglia.co.uk) for updated times, any late changes or engineering works.

## *BY BUS*

The official ITFC Supporters Club run coaches on a matchday from Bury St Edmunds, Clacton, Halesworth, Haverhill, Long Melford, Lowestoft, Manningtree, Newmarket and Saxmundham. For details on how to book on to these coaches, visit [www.itfcsupporters.co.uk](http://www.itfcsupporters.co.uk) and click on the 'Travel' tab.

# YOUR SATURDAY TIMETABLE

## 9AM TICKET OFFICE OPENS

Tickets can be purchased on [www.itfcdirect.co.uk](http://www.itfcdirect.co.uk), or in Planet Blue on non-matchday's. Please look at our social media as to whether tickets can be bought on the turnstiles. For any ticketing enquiries, please phone 03330 05 05 03.

## 10AM PLANET BLUE OPENS

Fans are unable to purchase tickets from Planet Blue on matchday's. In Planet Blue, you'll find all your Town essentials, including, replica home and away shirts, scarves and plenty of pocket money items for kids.

## 12PM FANZONE OPENS

At midday, our matchday FanZone opens, where there is something for everyone. We have plenty of bars, a live band, food vendors, activities for children. Entrance is granted on production of a match ticket.

## 1.30PM TURNSTILES OPEN

Get your first glimpse of the hallowed pitch when the turnstiles open at 1.30pm. Find your seat, buy a programme and have a look at the refreshments on offer in the concourse whilst you wait for the players to warm-up.

## 2PM TEAM NEWS

An hour before kick-off is when the teams are announced. The quickest way to see Town's starting line-up is on our social media channels. Our PA announcer will read the teams out at approximately 2.05pm.

## 2.15PM PLAYERS WARM UP

If you wish to see the players warming-up before the game, then make sure you're in your seats at 2.15pm. The players will finish their warm-up at approximately 2.45pm.

## 3PM KICK OFF

And so it begins! Get behind Town for the first 45 minutes.

## 3.45PM HALF TIME

Enjoy our half-time entertainment. Or grab a bite to eat or drink.

## 4PM SECOND HALF KICKS OFF

Get behind Town for the final 45 minutes - COYB!

## 4.45PM FINAL WHISTLE

We hope to see you again in the near future.



# *FANZONE*

## *WHAT IS THE FANZONE?*

The FanZone is a designated area besides the Magnus Group West Stand for home fans on a matchday. We have bars, food and drink vendors on offer, along with live music. We have plenty of activities for children, including football, face painting and many others, which change from time to time. Club mascots Bluey and Crazee are often found in the FanZone too! Our FanZone won best Family Zone out of all 72 EFL clubs in 2019.

## *HOW DO I GET INTO THE FANZONE?*

Entrance to the FanZone is free on production of your match ticket. The entrance is located on the corner of Sir Alf Ramsey Way and Constantine Road at Gate 1A.

## *WHAT TIME IS THE FANZONE OPEN?*

The FanZone is open from midday for 3pm kick-offs and closes at 2.45pm to allow you time to take your seats. If it is a midweek game and kick-off is 7.45pm - the FanZone will open at 5pm and close at 7.30pm.



# DISABLED FANS

## TICKETING

When booking tickets, disabled supporters will need to state their requirements. The disability liaison officer Lee Smith is the point of contact for buying tickets for disabled supporters. Lee can be contacted on 01473 400566 and on [lee.smith@itfc.co.uk](mailto:lee.smith@itfc.co.uk).

## AMBULANT SUPPORTERS

There are seats available within our accessible areas for ambulant disabled supporters in each of the four stands. All these have accessible toilets in close proximity and have been chosen for their clear ingress and egress routes.

## WHEELCHAIR USERS

There are 10 visiting supporters' wheelchair user positions with seats behind for personal assistants in the East of England Co-operative stand. Other seats are available, for further assistance please call 01473 400566.

## HOSPITALITY AREAS

The corporate areas in the Magnus Group West Stand and Sir Alf Ramsey Stand are accessible for all our disabled supporters. However, we regret that in the Cobbold Stand, the corporate boxes are not accessible for disabled supporters due to the number of steps involved.

## AWAY TRAVEL

The Club has an accessible coach available to them that is in operation for all away matches, spaces can be booked when purchasing away tickets but the Club does need to know at least 3 weeks in advance of the game and are reserved on a first come first served basis.

## TOILETS

There is an accessible toilet situated close to each of the areas provided for our disabled supporters.

# PLANET BLUE

The name of our main Club store is Planet Blue and you will find it on the corner of the Cobbold and Sir Bobby Robson stands.

On a matchday, store opening hours are...

For 3pm kick-offs:

Opens at 10am until kick-off and then from the final whistle for 30 minutes.

For 7.45pm kick-offs:

Opens 10am until kick-off and then from 9.30pm until 10pm.

Should your seat be in the Sir Alf Ramsey Stand you might wish to visit our 'matchday essentials' kiosk for all of those last minute purchases! We also have a 'Planet Bluey' store which contains the essentials and is especially for our younger supporters can be found in the Magnus Group West Stand.

Tickets cannot be purchased from Planet Blue on a matchday. However, on non-matchday's, all ticketing products can be purchased.



# *ON THE CONCOURSE*

Food and drink purchases can be made from the concourse areas in all four stands of the ground. You will be sure to find something to suit all tastes, and budgets with hot food and snacks available. Cash and card payments are accepted. In the FanZone, we do occasionally have a food vendor, that offers a different type of food each game. You will find out if there is a food vendor the week before.

# LOCAL AMENITIES

## NEED CASH?

The nearest cash machines are a 5-10 minute walk from the stadium. The railway station, Cardinal Park, and the town centre itself has several. (You will need cash for our concourse area)

## HUNGRY?

If you're looking for something else other than our concourse offerings, there is plenty on offer with the ground located in close proximity to the town centre and Cardinal Park, which has a McDonalds, KFC, Subway and Nando's.

## THIRSTY?

Our FanZone and concourse serves alcoholic drinks, as well as soft and hot drinks. Alternatively, Cardinal Park is nearby with lots of options. There are plenty of pubs in the town centre also, just a 5-10 minute walk away.



# ***SAFETY AND SECURITY***

## ***UNDER 5s***

For safety reasons the Club do not sell season tickets, nor allow access in lower tiers of the stadium, to children under the age of 5. The child must be 5 years old upon the date of the first league match to qualify for a seat in the lower tier of the stadium. Children under the age of 5, are of course welcome in the middle and upper tiers.

## ***BAGS AND SECURITY***

In line with increased security guidelines, no large bags are allowed in Portman Road. A standard sized carrier bag (40cm x 40cm x 10cm) is acceptable. All bags are liable to be searched and items contained within the bag that could be considered to compromise safety such as aerosols, glass bottles, selfie sticks etc, will be confiscated.

# *SPECIAL MOMENTS*

## *PROGRAMME AND SCOREBOARD ANNOUNCEMENTS*

If it's your first time here, or you're celebrating a birthday or anniversary, and you would like a programme or scoreboard mention, please email [dan.palfrey@itfc.co.uk](mailto:dan.palfrey@itfc.co.uk)

## *FIRST TIME FAN CERTIFICATES*

If you know a young supporter who is watching their first Town game at Portman Road, then you can sign them up by emailing [dan.palfrey@itfc.co.uk](mailto:dan.palfrey@itfc.co.uk) with their name and age. They will receive a signed certificate by the manager and captain which will be presented by Bluey and Crazee!

## *AUTOGRAPHS*

After most home games, the main drive next to main reception is open for autograph hunters. Every Town player passes through and are happy to sign autographs for fans. If you're wanting to enquire prior to a matchday if this is possible for a particular matchday then please email [dan.palfrey@itfc.co.uk](mailto:dan.palfrey@itfc.co.uk)



# SOCIAL MEDIA

Ipswich Town are active across a variety of social media platforms. These platforms are updated regularly to keep fans up to date with the latest news surrounding the Club.

If you can't make it to Portman Road on a home matchday or an away game at wherever Blues are playing, then viewing our social media, particularly Twitter will keep you up to date on all the key moments of the game.

We also have a subscription based service called iFollow Ipswich, which has behind-the-scenes footage from Portman Road and the training ground. It also allows you to watch Ipswich games that do not kick-off at 3pm on a Saturday - match passes to watch these games are available for £10.



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*SEE YOU AT PORTMAN ROAD*