

# FAN GUIDE



## WALES v ENGLAND

17.08.19 | KO 14:15

GATES OPEN 11:15



**GET IN EARLY.** Due to enhanced security measures we strongly advise that all fans arrive at the stadium early, do not leave it until to the last hour when queues are likely to be at their peak as you risk missing Kick Off. Gates open at 11:15.



**NO LARGE UMBRELLAS.** Strictly no golfing umbrellas are allowed inside the venue. Small Umbrellas are permitted but cannot be used whilst the event is in progress. **Prepare for all weather conditions.**



**MAKE SURE YOU KNOW WHERE YOUR GATE IS** and allow time to get there. Not all gates face the city centre.



**PROHIBITED ITEMS.** Large Umbrellas, Professional Cameras, Audio / Video Recorders, Lasers or Flash Lights, Selfie Sticks, Pyrotechnics, Knives, Tasers, Mace, or Glass. For the full list visit - [principalitystadium.wales/information/ground-rules](http://principalitystadium.wales/information/ground-rules)



### **ALL BAGS ARE SEARCHED**

Your waiting time will be longer if you bring a bag. We will not permit large bags into the stadium, but small bags and handbags will be allowed. We class small bags as no larger than 35cm x 40cm x 19cm.



**PROOF OF AGE.** Principality Stadium Operates under a **STRICT** Challenge 21 Policy. Passports and Driving Licenses are the **ONLY** accepted proof of ID.



**YOUR TEAM NEEDS YOU!** We want all fans to enjoy the event, but please be respectful to your fellow fans, players and officials. **Antisocial behaviour will not be tolerated.**

# KEY TIMES

## Saturday 17 August

<b>10:45</b>	Road Closure
<b>11:15</b>	Gates open
<b>14:15</b>	Kick off
<b>17:15</b>	Road opens

### Don't Miss Kick-off!

Gates open at 11:15, so please get in early!

Expected Crowd - 73,000+

Due to enhanced security measures we strongly advise that all fans arrive at the stadium early, do not leave it until to the last hour when queues are likely to be at their peak as you risk missing Kick Off.

- All bags are searched. There are separate lines for bag searches which are signposted, but please be aware you will need to allow more time if you bring a bag
- Make sure you know where your gate is and allow time to get there. Not all gates face the city centre

**PLEASE BE AWARE THE PRE-MATCH SHOW WILL CONTAIN FLASHING LIGHTS AND PYROTECHNICS THROUGHOUT**

# CARDIFF

## ROAD CLOSURES

With the kick off taking place at 2.15pm, there will be a full city centre road closure from 10.45am until 5.15pm on grounds of public safety.

Enhanced security measures will be in place at Principality Stadium so all those that are coming to Cardiff to watch the game are strongly advised to leave plenty of time to get into the city and into the stadium.

Those attending the rugby match are strongly advised to leave large bags at home and pay attention to the prohibited items listed at [principalitystadium.wales](http://principalitystadium.wales) before they travel into the city.

From early in the day, Scott Road and Park Street will be closed as a result of the need to prepare Gate 5 and protect queuing fans.

The following roads will be closed as part of the full city centre road closure which will take place at 10.45am.

- Kingsway from its junction with North Road to its junction with Duke Street.
- Cowbridge Road East from its junction with Cathedral Road to its junction with Westgate Street.
- Tudor Street from its junction with Clare Road to its junction with Wood Street (access for residents and traders will be permitted via Fitzhammon Embankment.)
- Plantagenet Street and Beauchamp Street from their junctions with Despenser Place to their junctions with Tudor Street (access for residents and traders will be permitted.)
- Saunders Road from its junction with St Mary Street.
- Customhouse Street throughout its length (access to private car parks will be permitted).
- Penarth Road from its junction with Saunders Road to the entrance leading to the rear of the Central Train Station.
- The following roads will be closed in their entirety: Duke Street, Castle St, High Street, St Mary Street, Caroline Street, Wood Street, Central Square, Westgate Street, Quay Street, Guildhall Place, Golate, Park Street, Havelock Street and Scott Road.

### Additions:

Civic Centre: Access to part of the Civic Centre will be controlled throughout the day, with access allowed only for event parking, limited commuter parking, loading and access to private car parks.

Roads affected include: King Edward VII Avenue, Museum Avenue, City Hall Road, College Road and Gorsedd Gardens Road.

### Please note:

If there are any safety concerns in connection with crowds queuing to go into the venue prior to gates opening, there may be a need to close Wood Street and Westgate Street earlier, along with lane restrictions adjacent to Gate 1 on Cowbridge Road East.

If there are any safety concerns relating to the queuing system at Cardiff Central Train Station, then Wood Street, Westgate Street, Park Street, Havelock Street, St Mary Street, Penarth Road, Saunders Road and Customhouse Street will remain closed until safety concerns are remedied.



# PARKING

## EVENT DAY PARKING AT CIVIC CENTRE

**Getting There:** Exit Junction 32 of M4, head South on A470 towards City Centre and follow signage to Civic Centre

**Cost:** £12 Pre-Book Online or £15 payable on the day at the car park (cash only)

**Parking time:** Car Park opens 8am and closes 12am (Midnight)

Check out pre-booking website:  **zeelo**

<https://zeelo.co/rides?q=wales%20v%20england>

### Civic Centre Event Day Parking (Coaches & Mini Buses)

**Getting There:** Exit Junction 32 of M4, head South on A470 towards City Centre and follow signage to Civic Centre

**Cost:** £25 payable on the day at the car park (cash only), or pre-book in advance

**Parking time:** Car Park opens 8am and closes 12am (Midnight)

Check out pre-booking website:  **zeelo**

<https://zeelo.co/rides?q=wales%20v%20england>

## EVENT DAY PARKING AT SOPHIA GARDENS

**Getting There:** Exit Junction 32 of M4

**Distance from City Centre:** Approx. 0.5miles walk to Principality Stadium, Gate 2

**Cost:** £15 payable on the day at the car park (cash only)

**Parking time:** Car Park opens 8am and closes 12am (Midnight)

*Please Note: Sophia Gardens car park will be staffed until 6pm all vehicles are left on site at the owner's risk. Cardiff Council will not be held responsible for any theft or damage to motor vehicles or personal possessions. Any vehicles left in the car park after closing time will be fined.*

## DISABLED PARKING

Disabled drivers are advised to use Sophia Gardens. Disabled parking is also available at various private car parks. Please check individual websites for availability.

## EVENT PARK & RIDE AT LECKWITH

(CARDIFF CITY STADIUM)

**Getting There:** Access from Junction 33 of the M4, then follow signage to site

**Drop Off Point:** Fitzhammon Embankment, 2mins walk from stadium

**Distance from City Centre:** 1.5miles (10-15mins)

**Cost:** £8 Pre Book Online or £10 payable on the day at the car park (cash only)

Check out pre-book website:  **zeelo**

<https://zeelo.co/rides?q=premium%20parking>

If customers pre-book Park & Ride, they are required to print the pre booking confirmation and hand it to staff at site on arrival.

All P&R customers are advised to follow the signage to the site at the time of their arrival.

*Staff will arrive at the car park at 8.30am, with the site opening at 9.00am and the first bus leaving at 9.30am. The last bus will leave the pick up at the pick-up point at 9.30pm with the car park closing at 10.00pm.*

## MOTORWAYS & TRUNK ROADS

As with all major events, ticket holders are encouraged to plan their travel well ahead and make allowances for busy motorways and trunk roads. The M4 corridor and approaches to Cardiff are expected to be very busy.

# TRAVEL

## RAIL

### Great Western Railway

Network Rail is advising all customers that there are no planned engineering works for this event.

Passengers are advised to plan their journey in advance at [www.nationalrail.co.uk](http://www.nationalrail.co.uk) or by calling Travel Line Cymru on 0800 464 0000.

### Transport For Wales

Transport for Wales is advising all customers that trains in the Cardiff area are expected to be busy all day. Those travelling into the city to watch the match are advised to leave plenty of time for their journey.

There will be a full crowd management system at Cardiff Central. All Valley Lines' services will depart from the rear of the station at the Penarth Road car park. Services will have extra capacity where possible but services will be extremely limited due to when the concert finishes.

Cardiff Queen Street Station will close to outbound customers at 4.15pm and there will be a post-match queue system in place at Cardiff Central. For more information on Transport for Wales' services, please visit [www.tfwrail.wales/events](http://www.tfwrail.wales/events)

## TAXIS

### St Mary Street Taxi Rank (Outside House of Fraser)

will close at 10.45am and will re-open from 5.15pm

## BUS

### Local Buses

Cardiff Bus is advising their customers that city centre services will be displaced at 10.45am until 5.30pm. Buses displaced from stops within the closure will relocate to either Churchill Way for the east, Greyfriars Road for the north or Tudor Street for the west.

*Please visit the relevant bus operator's website for more information about your specific bus route*

### National Express

National Express coaches will use Sophia Gardens as usual.

## CAN YOU CYCLE OR WALK?

Those who live locally in Cardiff may want to travel by bicycle or walk. Research shows us that 52% of car trips made in the Welsh capital are less than 5km. This is a distance that can be comfortably cycled in 20 minutes.

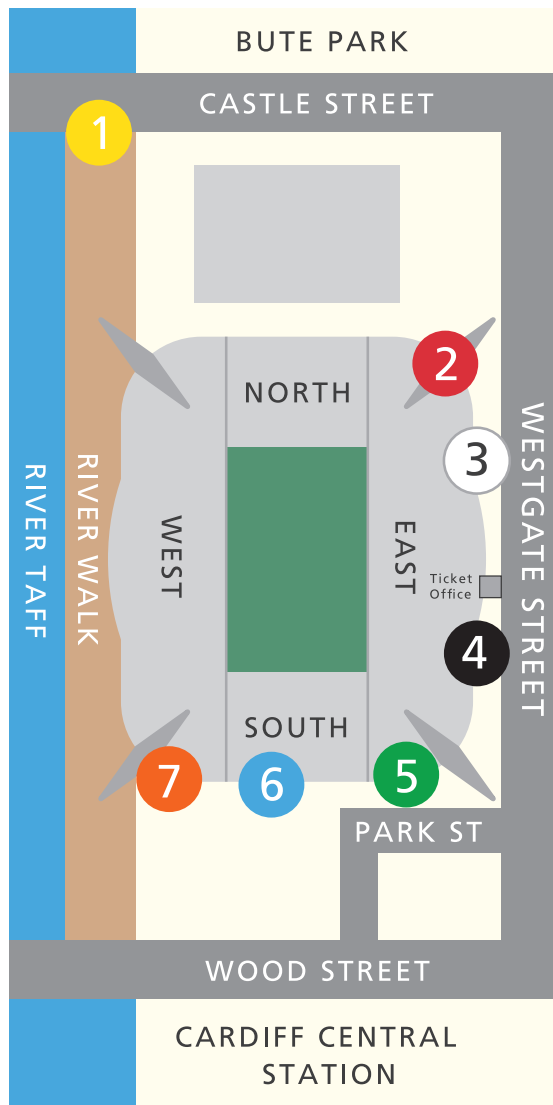
We also know that 28% of Cardiff residents who currently do not cycle would like to do so.

When the roads are congested this makes cycling an even more attractive option as travel by bicycle would be quicker than a car during rush hours or during big events.

**PLEASE CHECK PUBLIC TRANSPORT TIMES FOR JOURNEY HOME IN ADVANCE.**

**\*THE INFORMATION IS ACCURATE AT THE DATE OF PUBLICATION AND WILL BE SUBJECT TO CHANGE AS TRAVEL PLANS ARE UPDATED.**

# THE STADIUM



**PLEASE ENTER VIA THE GATE NUMBER SHOWN ON YOUR TICKET UNLESS DIRECTED OTHERWISE BY THE STEWARDING TEAM**

## Types of Payment Accepted

Mastercard/Visa/Switch/Cash.

## Ticket Office Collection

Tickets will be available to collect on the day of the event. Please bring your ticket booking reference number and credit card used to make the booking with you. The cardholder will be required to sign for the tickets.

Collection Office Address: WRU Store, Westgate Street, Cardiff (Next to Gate 3 of the Stadium)

## Accessible Seating

The venue is accessible. For more details, please contact the Ticket Office on 02920 822 432. Opening Hours: Monday to Saturday 9.30am - 5.30pm.

## Gates (See left)

## General Rules

Entry to the stadium will be denied to any person carrying alcohol, any drink containers, recording equipment, photographic equipment, airhorn, Large umbrellas or any article (for example, a firework or flag stick) which may be used as a weapon or missile.

Please be aware that smoking is not permitted in any area of the stadium.

For full terms and conditions, visit [www.principalitystadium.wales](http://www.principalitystadium.wales)

## Children Rules

Under 16 years must be accompanied by an adult.

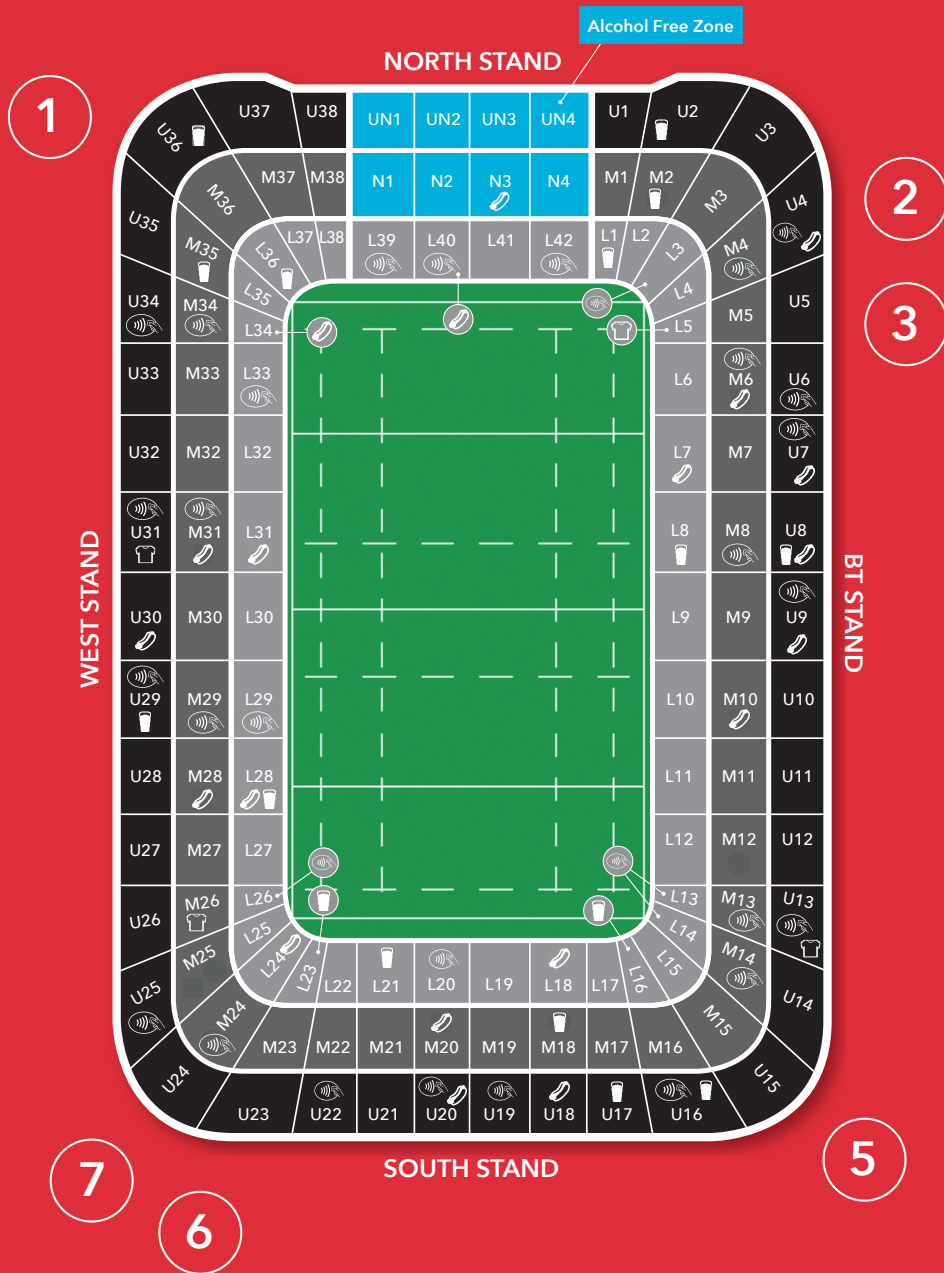
## Food & Beverage

The Stadium offers numerous food and licensed bars. No personal food or drink items are permitted to be brought in to the venue. Contactless payments available at all outlets.

## Standing

Please note, that this is an all seater stadium and persistent standing will not be tolerated

# INSIDE



## Food & Beverage

Food and beverage products available on all levels throughout the stadium.



## Alcohol Free Zone

The Alcohol Free Zone is located in the North Stand (Blocks N1-N4 & UN1-UN4). Alcohol is not permitted in these blocks/seats.



## Cashless Bars

Following a successful trial of Cashless Bars, we have increased the number of bars accepting card and mobile only payments.

These bars are indicated on the stadium plan to the left.

Cash and card payments are accepted at all other bars.



## Merchandise

Merchandise units located on Level 3 Level 4 and Level 6.

Retail Unit on Westgate Street open at 10:00.

Programmes available on all levels.



## Reusable Cups

Units 413 and 418 will be serving alcohol beverages in reusable cups.

Alcohol beverage prices will include a refundable £1 deposit.

Cups can be reused throughout the day at 413 and 418.

Cup deposits can be redeemed after the game at 416 and 421.

BAR	BAR	FOOD	MERCHANDISE	PROGRAMMES
	that only accept card/contactless payments			throughout stadium on mobile units



# SECURITY



## SECURITY

The safety and security of all our visitors is our Top Priority.

With the recent tragic events in the UK, we are continually reviewing our security procedures at the stadium. We work very closely with South Wales Police, the Wales Extremism & Counter Terrorism Unit and our local partners to ensure that there is a coordinated and appropriate level of security in place for each and every event.

If you're coming to the stadium, please ensure you arrive in plenty of time to pass through our enhanced security checks.

Our security and stewarding teams are there for your safety. Please cooperate fully with all security personnel.



## OUR BAG POLICY

Due to the current unprecedented security situation, it's better for everyone if you do not bring a bag at all. We will not permit large bags into the stadium but you will be permitted to take small bags and handbags in with you. We class small bags as no larger than 35cm x 40cm x 19cm or standard handbags. There are no bag storage facilities available at the stadium – please plan ahead if you intend travelling to Cardiff with a large bag.



## PROHIBITED ITEMS

- **Professional Cameras, Audio / Video Recorders Lasers or Flash Lights / Selfie Sticks / Golf Umbrellas / Pyrotechnics and Flares**
- **Knives, Tasers, Mace, or Glass Items**
- **Any Item/Action deemed to challenge public safety**

The full list of prohibited items is listed on our website under ['Ground Rules'](#)

## PREPARING FOR OUR SEARCH PROCEDURES

It's really simple.

- Finish up any food and drink before you enter the stadium as you're not allowed to take these in with you.
- Head to the gate that is stated on your ticket and join one of the queues.
- The bag search lanes are clearly indicated.
- Please present yourself to one of our Search Stewards with your coat open and be prepared for a body search and to answer any questions that you may be asked.
- Once through the search procedure, present your ticket at the turnstiles and enter the stadium.



## WHAT ELSE DO WE DO TO KEEP YOU SAFE?

There are many visible security measures that you may see while in and around the stadium and some that you will not:

- Each and every event is threat assessed by South Wales Police and appropriate police resources put in place in and around the stadium and the city centre.
- We also use 'sniffer dogs' in certain areas to aid in our vehicle and personnel searches.
- Together with our well-trained stewarding staff, we have a comprehensive and continually monitored CCTV system in operation at all times.
- Prior, during and post each event there will be road closure plan put into place by Cardiff City Council around the stadium, with anti-vehicle countermeasures being used.



# SAFETY

## REMEMBER TO COME PREPARED FOR ALL WEATHERS AND WEAR SUITABLE CLOTHING

- **Small Umbrellas are permitted** but cannot be used whilst the event is in progress. Strictly no golfing umbrellas are allowed inside the venue.
- **Don't forget your medication** if you need to take it during the day
- **Remember to drink plenty of water** to stay hydrated
- For everyone's safety Principality Stadium is a **Zero Tolerance venue to drugs and Legal Highs**
- **Look after each other** – agree a meeting point if you get separated from your friends
- If you have any concerns during the day **speak to our stewarding team**
- Our **on-site medical staff are there to help you** if you feel unwell.
- **Challenge 25 will be in operation** – Please remember ID if you are lucky enough to look younger than you are!
- **Standing** Please note, that this is an all seater stadium and persistent standing will not be tolerated
- **Flares and any pyrotechnics are strictly prohibited.** It is a criminal offence to carry such items.



## IMPORTANT PLEASE NOTE BANNED AND PROHIBITED ITEMS

WE APOLOGISE BUT ANY ITEM NOT ALLOWED INTO THE VENUE BY SECURITY STAFF REMAINS THE RESPONSIBILITY OF ITS OWNER AND THE VENUE WILL NOT TAKE ANY RESPONSIBILITY FOR ITEMS SURRENDERED. ITEMS LEFT OUTSIDE WILL BE REMOVED AND DISPOSED OF.

CUSTOMERS WISHING TO KEEP AN ITEM SHOULD TAKE THE ITEM TO AN AREA FOR SAFE KEEPING SUCH AS THEIR VEHICLE. THERE IS NO CLOAKROOM FACILITY ON SITE.



## NO RE-ENTRY POLICY

WE OPERATE A STRICT NO RE-ENTRY POLICY.

IF YOU LEAVE THE BUILDING THEN YOU WILL BE REFUSED ACCESS BACK INSIDE.

# FAQS

## **WILL THE ROOF BE OPEN OR CLOSED?**

The stadium roof will be closed for this fixture.

## **CAN I BRING AN UMBRELLA?**

Small umbrellas will be permitted, however no large/golf umbrellas will be permitted beyond the search lines.

## **WHAT FOOD AND DRINK WILL BE AVAILABLE?**

We will have a number of hot and cold food outlets available, with a variety of offerings, available around the stadium concourse. There will be a number of dedicated kiosks and bars selling soft and alcoholic drinks both on the concourse.

## **CAN I BRING MY OWN FOOD AND DRINK?**

Sorry, but this is not permitted. There are plenty of food and drinks outlets within Principality Stadium to suit a variety of tastes.

## **MY TICKET HASN'T ARRIVED YET. WHAT SHOULD I DO?**

If your tickets haven't arrived, please contact the agent you booked via.

## **CAN I TAKE PICTURES AT THE EVENT?**

Yes, we encourage you to share your experiences on social media. Please note, no professional cameras/ video-cameras will be permitted.

## **CAN I BRING PERFUME/AFTERSHAVE?**

No. We don't allow any liquids or glass bottles into the venue so we advise not bringing perfume or aftershave, otherwise you will have to dispose of this before entry.

## **ARE THERE ANY AGE RESTRICTIONS?**

Under 16 years must be accompanied by an adult.

## **WHERE CAN I BUY MERCHANDISE?**

There will be a number of merchandise outlets available both outside and inside the stadium.

## **IS THERE AN ATM ONSITE?**

There are no ATMs available onsite. You can use cash and card at all bars and kiosks.

## **IS THERE A CLOAKROOM ONSITE?**

No, there is no cloakroom facility available for this event.

**THE STADIUM OPERATES ON A NO READMISSION POLICY.**



# ENJOY THE EVENT

WE LOOK FORWARD TO WELCOMING  
YOU TO PRINCIPALITY STADIUM



Principality Stadium, Westgate St, Cardiff CF10 1NS

[principalitystadium.wales](http://principalitystadium.wales) | 029 2082 2432