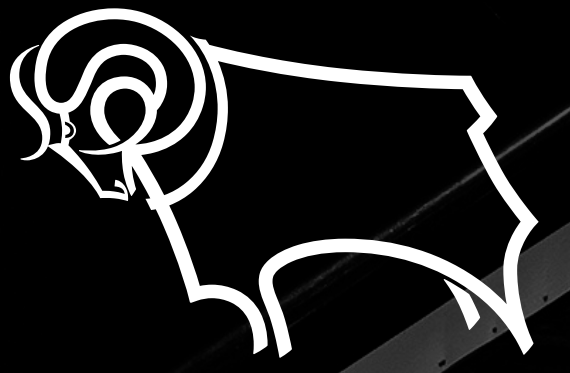


**DERBY
COUNTY
FOOTBALL
CLUB**



AWAY SUPPORTER GUIDE



RAMS TV



HOME OF THE RAMS

PRIDE PARK STADIUM

EST. 1884



WELCOME

**On behalf of everyone at Derby County Football Club,
we look forward to welcoming you to Pride Park Stadium.**

This guide contains all the information you need to ensure you have a great matchday experience, including parking provisions, catering information and much more.

If you have any specific enquiries ahead of your visit, please do not hesitate to contact us at slo@dcfc.co.uk.

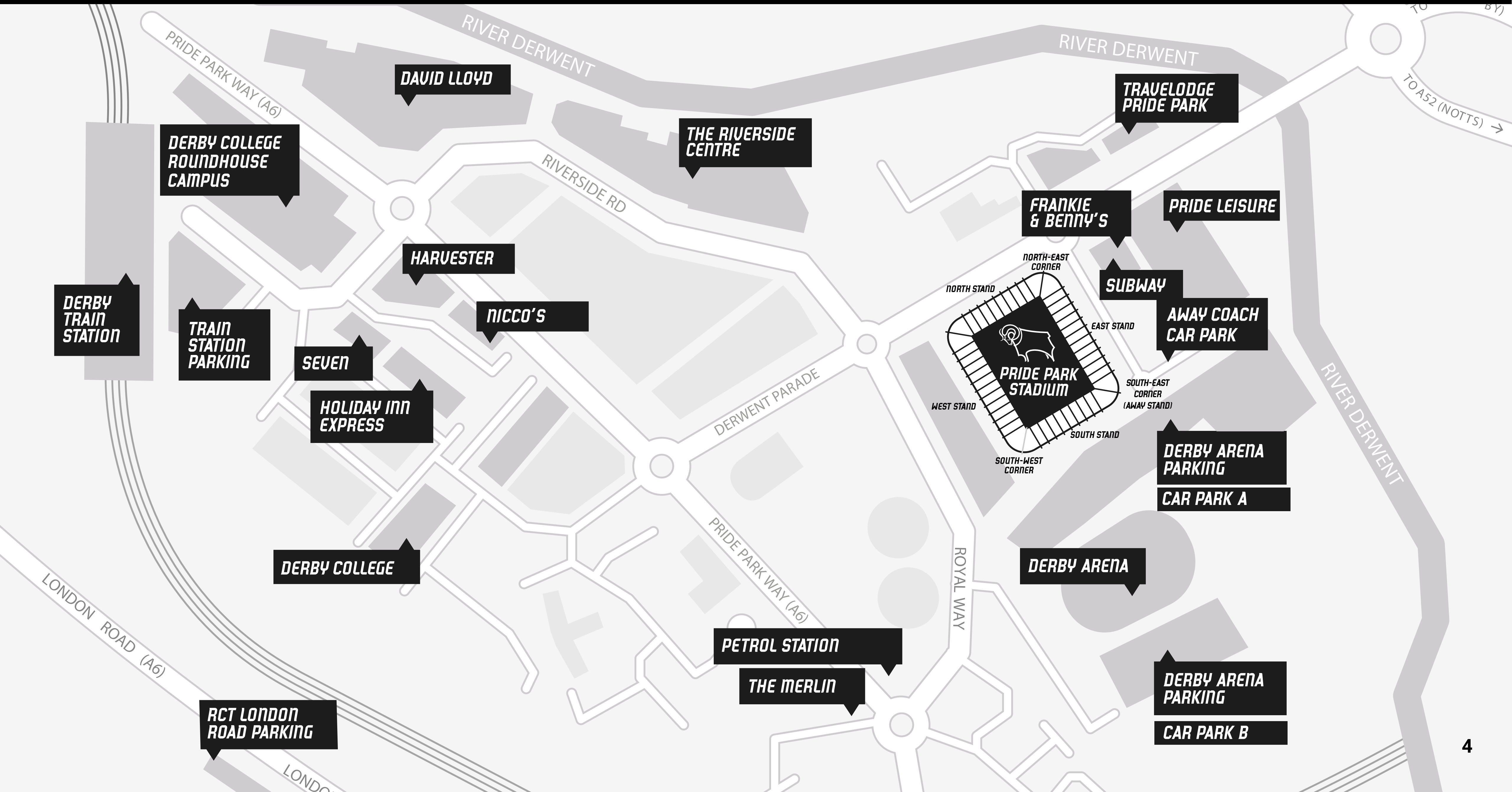
We look forward to welcoming you to Pride Park Stadium and wish you an enjoyable and memorable matchday experience!

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STADIUM MAP



IMPORTANT INFORMATION FOR ALL VISITORS TO PRIDE PARK STADIUM

Breach of Ground Regulations/Ticketing Terms and Conditions

All visitors to Pride Park Stadium must behave in accordance with the EFL's Ground Regulations and Derby County Football Club's conditions of issue of home/away tickets, Membership and Season Tickets (links directly below).

[Ground Regulations](#)

[Ticketing Terms & Conditions](#)

Supporters who fail to comply with these regulations may be ejected from Pride Park Stadium and in serious cases, issued with a stadium ban. It is important to note that the breach of some Ground Regulations may also constitute a criminal offence and the club will support the police in their enquiries and where necessary, any subsequent prosecution.

Derby County Football Club will also look to provide guidance and support to any supporters or other eyewitnesses who report an incident or help to further an investigation.

Reporting of Incidents

Derby County Football Club adhere to a strict policy of zero-tolerance towards supporters who act or express racist, homophobic or aggressive views towards others. Should you see or hear any behaviours which you believe do not adhere to these policies and which we believe are unwelcome at Pride Park Stadium, we would urge you to please ask one of the matchday stewards to report the incident or concern to the club, enabling us to act accordingly.

Matchday Text Service

Whilst it is a rare occurrence at Pride Park Stadium, there are times when the behaviour of other fans may be regarded as unacceptable, you can report directly to Derby County Match Control through our matchday text service, by starting your text with **DCFC** then type your message to **88440**. Please include as much information as possible including the Stand, Row, and Seat details of where the incident occurred.

Your text will be treated in the strictest of confidence as we identify and deal with the perpetrators.



Complaints Policy

The club will seek to respond to all complaints within 10 working days of receipt. Thereafter complaints will, if appropriate, be subject to internal investigations.

Complaints should be made either via email to slo@dcfc.co.uk or in writing to:

Supporter Liaison Officer
Pride Park Stadium
Pride Park
Derby
DE24 8XL

If you are not satisfied with the club's response, you may contact the Independent Football Ombudsman (IFO). However, the IFO has no authority to deal with any complaints until you have contacted the club.

Independent Football Ombudsman
Premier House
1-5 Argyle Way
Stevenage
Hertfordshire
SG1 2AD

To view our full Complaints Policy please [click here](#)



Kick It Out App

You can also report an incident of discrimination via the Kick It Out app which can be used on iPhone and Android devices. Download the product from the Apple Store or Google Play Store.

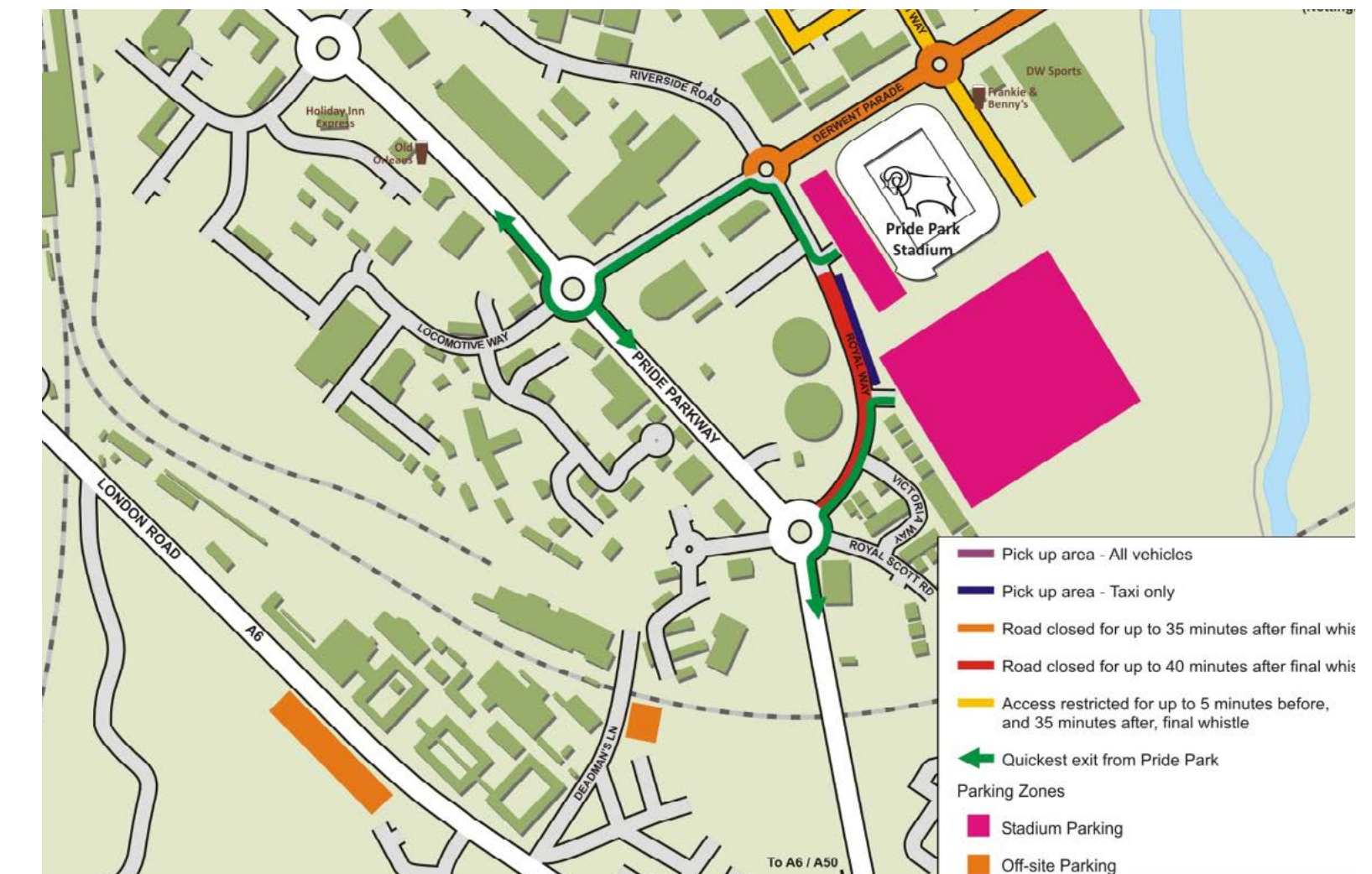


Traffic Exclusion Zone/Resident Parking Zones

In the interest of pedestrian safety, a traffic exclusion zone is imposed around Pride Park Stadium on matchdays. It is in operation from 90 minutes prior to kick off and up to 60 minutes after the final whistle with precise timing dependent upon traffic and pedestrian movement on Derwent Parade and Royal Way.

Resident parking zones are in operation on matchdays with parking fines issued if contravened. The club advises supporters, where possible, to use official car parks.

Please refer to the map below for more information.



Matchday First Aid Medical Provision

If a supporter becomes unwell at Pride Park Stadium and requires medical assistance, then we strongly advise that the nearest steward is made aware who will ensure that the crowd medical team is notified, and that appropriate care is provided. It is important to note that the responsibilities of the crowd medical teams are separate to club medical support teams for players.

Medication

Please email slo@dcfc.co.uk or call **01332 667528** if you need to bring essential medication into Pride Park Stadium.

Bag Policy

Bags are subject to search and must be no larger than 45cm x 30cm x 15cm. There is no on-site storage facility for oversize bags.

Supporters are prohibited from bringing refreshments into Pride Park Stadium. However, if a supporter has specific dietary or sustenance requirements because of a medical condition, please contact us by calling 0871 472 1884 in advance of attending the game.

Supporters must be a minimum of 18 years old to purchase and/or consume alcohol in Pride Park Stadium. Photo ID may be requested to determine proof of age.

Re-Admittance

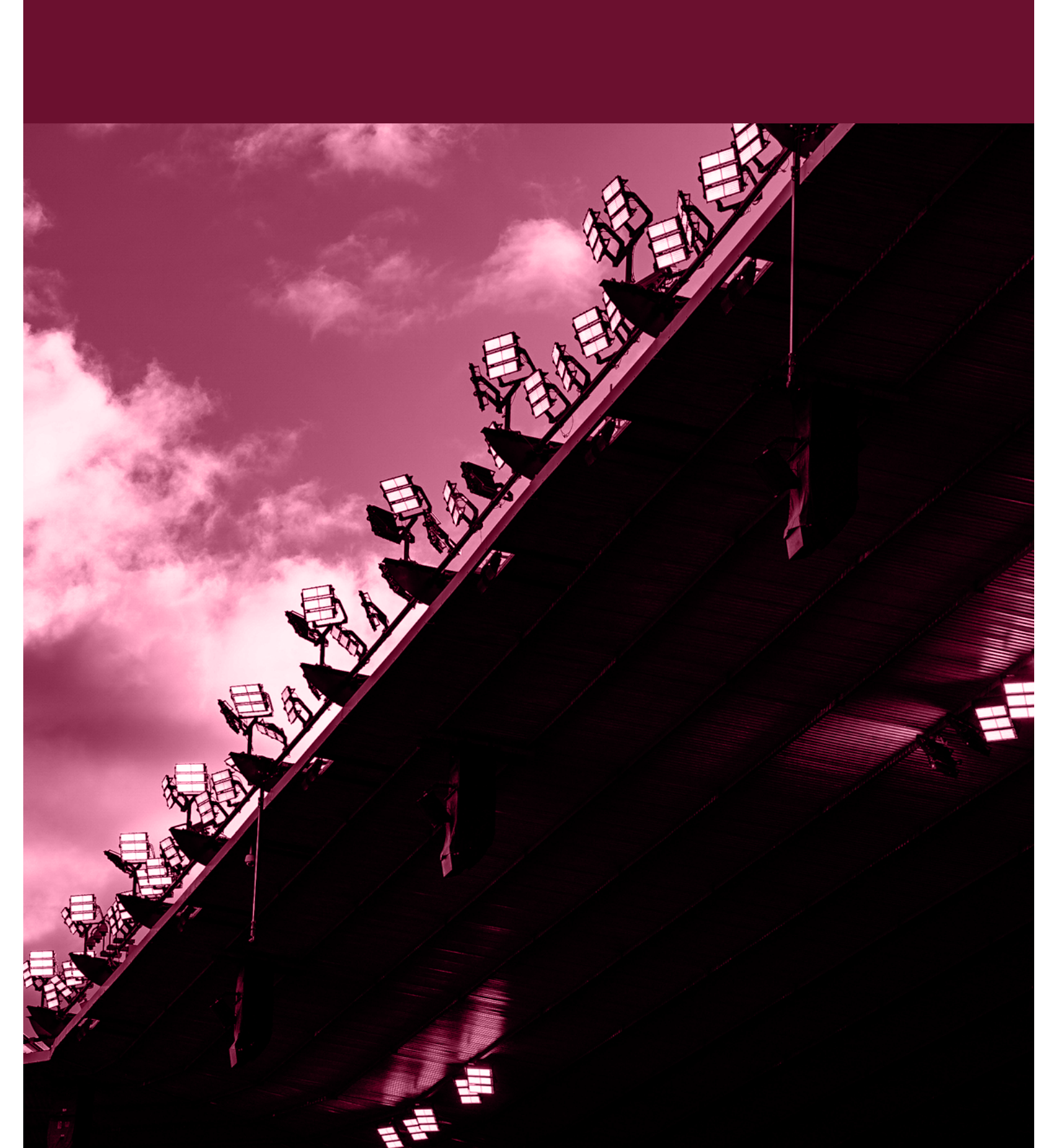
There is no re-admittance to the stadium if you leave prior to the end of the fixture. We do however make allowances for smoking within a specific cordoned area, for further information, please contact our stewarding team who can direct you accordingly.

Cashless

Apart from external catering vendors, Pride Park Stadium is a cashless environment accepting only contactless, debit card and credit card means of payment.

Away Supporters in Home Areas

Any visiting supporters identified in home areas of Pride Park Stadium will be ejected from the stadium.



Flag Policy

Obviously, the club wants an exciting atmosphere at Pride Park Stadium and encourages all supporters to bring flags and banners, however these must adhere to our guidelines.

Please note that all flags should meet the following criteria:

- The flag/banner is manufactured to British Standards and have been certified as fire retardant.
- The flag/banner is displayed in a suitable location and does not obstruct LED advertising, signage, exit routes, restrict the views of other supporters or in any way compromise the safe operation of the Stadium.
- The flag/banner should be presented to the matchday stewards and safety team prior to entry to Pride Park Stadium where they will be inspected for compliance with the guidelines.
- The club reserves the right to confiscate any flags/banners brought into the ground without being approved prior to entry.
- The content of the flag/banner is not derogatory, nor should it contain any language or wording deemed to be potentially inflammatory or offensive to any individual or group. Additionally, defamatory, political or offensive slogans will not be permitted.
- The use of surfers or surfer-style banners designed to be passed over supporters' heads, will not be allowed after kick-off.
- Any surfers or banners brought into the Stadium without being approved by the Stadium Operator will be confiscated.

- A register of banners and surfers which meet fire safety criteria will be kept by the Stadium Operator and Matchday Director.
- A copy will be given to the Safety Officer to assist stewards in assessing approved articles.
- The Stadium Operator reserves the right to change this policy as it deems fit or as required by the Local Authority, Football - Authorities or any other body that helps to determine the safety of spectators at the Stadium.
- Whilst the Stadium Operator endeavours to take good care of banners and surfers that are brought into the Stadium, it accepts no responsibility for any loss or damage that may occur at any time.

Specification:

- The flagpole should be no bigger than 7mm in diameter and 1000mm in length.
- The flagpole material should be plastic and rounded/covered at each end.
- Any item above the area of 60cm x 100cm must be flame retardant and have a fire safety certificate to prove so, provided in advance of matchday.
- Supporters wishing to introduce larger/surfer flags and banners must contact the Supporter Liaison Officer and Matchday Director in advance via slo@dcfc.co.uk and must be presented at least three working days before matchday with the appropriate fire certification.



STAYING OVER?

If you are staying over in Derby for the night, you may wish to make a booking with one of our local hotels. We have outlined a description, the distance from the stadium and relevant contact details for each of the hotels.

Derby Conference Centre

The Derby Conference Centre Hotel is noted for its historical Art Deco architecture, adding a unique charm to the venue and hotel.

With 48 bedrooms, the hotel provides a range of comfortable and well-appointed rooms, including standard rooms, two fully accessible bedrooms, and premium bedrooms. In-room amenities include complimentary Wi-Fi, flat-screen TVs, tea and coffee making facilities, and en-suite bathrooms. The hotel also has an on-site bar and restaurant and is easy to access with Derby Train Station only 5 minutes' drive away and the M1 can be reached in 10 minutes by car. Parking is free on-site for hotel guests, with 12 EV charging points newly installed.

Website - www.thederbyconferencecentre.com/hotel/

Telephone - 01332 861850

Leonardo Hotel

Leonardo Hotel, Derby is ideally located in the Cathedral Quarter, which is bursting at the seams with heritage and culture. The hotel is only a 4-minute drive from Pride Park Stadium, making it a convenient place to stay pre- or post-match. The hotel has 213 spacious, well-lit bedrooms and offers several bedrooms suitable for wheelchair access.

Wheelchair accessible rooms have been designed to the highest specifications and include:

- Lowered beds for easy transfer from a wheelchair to the bed
- Wide doorways
- Sufficient floor space to manoeuvre
- Fully accessible bathrooms, with roll-in shower, lower sink, grab rails and pull cords

Throughout the hotel, additional accessibility features include:

- Accessible toilets in public areas
- Lifts to all floors

[Click here to view their Access Statement.](#)

Website - www.leonardohotels.co.uk

Telephone - 01332 621 000

Morley Hayes

A luxury haven in the Heart of Derbyshire Morley Hayes offer luxury rooms and lavish suites; the perfect place to relax and unwind after a long day.

The hotel is conveniently located; just a short drive from the M1 and A38 sitting equidistant from Derby and Nottingham and is a 15-minute drive to Pride Park Stadium.

Morley Hayes Hotel has 32 rooms including executive rooms, family rooms, and a range of suites. Each boasts its own private terrace or balcony where you can look out onto the famous parkland golf course and take in spectacular views of the Derbyshire countryside. The breath-taking scenery outside is matched by beautiful interiors, complete with all the facilities that you would expect from a 4* hotel, including luxury bathrooms, wheelchair accessible showers, satellite TV, Wi-Fi with high-speed internet access and Electric Vehicle Charging points for your car.

Following a refreshing night's sleep in one of their wonderfully comfortable beds, you can start the day with a delicious cooked-to-order Derbyshire breakfast.

Car parking is also available on site.

Website - www.morleyhayes.com

Telephone - 01332 780480

MATCHDAY TRAVEL

With as many as 32,000 people trying to get to Pride Park Stadium on a matchday, we are very conscious of the club's impact on the environment, as well as the disruption caused by matchdays on Pride Park for some of our neighbours. When making your journey to Pride Park Stadium we encourage supporters to travel by public transport and avoid travelling by car if possible; this will help us to reduce local traffic jams and inconsiderate parking around the stadium.



By Car

Sharing your car journey is a great way of getting to Pride Park Stadium, and Derby County is keen to promote it as a way of travelling to the stadium for the following reasons:

- Sharing fuel and parking charges reduces the cost of travelling to matches.
- More people arriving in fewer cars reduce demand for matchday parking spaces around Pride Park Stadium and limits post-match traffic congestion.
- Travelling with 4 or more people is an efficient use of your car, reducing emissions.

For more information on car sharing, please visit, www.footballcarshare.com

For up-to-date travel information please visit Derby traffic conditions - incidents & roadworks (traffic-update.co.uk)

Away Supporter Parking

Parking for away supporters is available at the Derby Conference Centre (DE24 8UX) on London Road (A6) through Big Parking Ltd (this is not an official Derby County Football Club Car Park), and it is approximately a 10-15 minute walk from Pride Park Stadium.

Book your space: <https://dcfcparking.co.uk/>



By Rail

East Midlands Railway operates high-speed trains to and from London and regional train services across the East Midlands and South Yorkshire. You can also book all UK train tickets through the East Midlands Railway website ensuring your arrival at Pride Park Stadium is quick and comfortable. Derby Train Station is the closest train station to Pride Park Stadium and is approximately a 14-minute walk (0.8 miles) and the shortest route on foot is as follows:

- Walk east on Roundhouse Road
- Turn right to stay on Roundhouse Road
- At the roundabout, take the 1st exit onto Pride Park Way/A6
- At the Roundabout, take the 1st exit onto Derwent Parade
- At the roundabout, take the 1st exit onto Royal Way
- You have reached Pride Park Stadium

For more information, please visit www.eastmidlandsrailway.co.uk

By Bus

Local bus travel is a great way of reducing the traffic around Pride Park Stadium on matchday and with a stop located directly outside the stadium it prevents you having to walk from the Away Car Park to Pride Park Stadium. Please visit the following links for information about local bus travel.

www.transportdirect.info

www.derby.gov.uk

www.trentbarton.co.uk

www.arrivabus.co.uk

For further travel options, information, and directions, please visit our [Matchday Travel Page](#).



YOUR MATCH TICKETS

Your match tickets provide vital information, which will help you find your way on matchday. Please see the annotated diagram on the following page, which explains what the various parts of the match ticket mean. If you have any queries, please do not hesitate to contact the Ticket Office via email on [**ticket.office@dcfc.co.uk**](mailto:ticket.office@dcfc.co.uk)

If you require ticketing assistance in advance of the day of the game, please contact your own club's Ticket Office for advice.

If you have any ticketing queries on the day of the game prior to entering the stadium, away supporters are advised to visit the Away Ticket Office located next to the away turnstiles, which is on the southeast corner of the ground.

Any other ticketing queries, such as directions to your turnstile or your seat and queries regarding stadium regulations/terms and conditions should be directed towards our stewarding team who will be on hand outside Pride Park Stadium.

Duplicate Ticket Requests/Collections

Duplicate ticket requests will only be fulfilled if the information is sent to us, via email, from the visiting club's Ticket Office. If a supporter misplaces their ticket, they must contact their own club who will authorise and inform Derby County. Duplicate tickets will not be issued without the authorisation of the visiting club. If duplicate tickets are arranged, they will be available to collect from our Away Ticket Office, located at the Southeast corner of the stadium, from 1 hour and 30 minutes, prior to kick-off on the day of the game and only on the production of valid photo ID.

Hospitality

ClubDCFC has a long tradition of dependability and delivery with a touch of class; this ethos is reflected in our matchday hospitality at Pride Park Stadium.

We strive to provide a range of options to suit most tastes whilst providing memories that last much longer than 90 minutes.

Away Supporters are welcome in our hospitality areas and if you would like more information, please email [**hospitality@dcfc.co.uk**](mailto:hospitality@dcfc.co.uk).



YOUR MATCH TICKET EXPLAINED

When you arrive to your specific turnstile, please insert the barcode into the mouth of the reader. The light on the turnstile should flash green and you should be able to walk through the turnstile. Should the light flash red please see the nearest steward.

DATE AND KICK-OFF TIME
03/05/2025 15:00:00

OPPOSITION
Derby County v Stoke City

YOUR FAN ID
Fan ID : 30923970

AGE BAND
Adult

BAR CODE (SCAN ON ENTRY)
014026132118337538534185

YOUR TURNSTILE
Toyota West Stand Upper Block P
Turnstile 9-12
Stair 78
Row 9
Seat 211

TICKET PRICE
£24.00
Transaction ID: 14678833

YOUR SEAT
Seat 211

YOUR ROW
Row 9

YOUR STAIRWELL
Stair 78

YOUR STAND
Toyota West Stand Upper Block P

sky bet EFL PRIDE PARK STADIUM PUMA Fanatics

Turnstiles open 90 minutes before kick-off

Date & KO time subject to change

Children aged 15 and under must be accompanied by and sat with an Adult aged 18 years or over

AWAY TICKET

DISABLED SUPPORTER INFORMATION

At Derby County we take our responsibilities towards disabled supporters very seriously. We recognise that disabled supporters may need assistance to fully enjoy the matchday experience and offer a variety of reasonable adjustments. Please note, all reasonable adjustments are subject to qualification and availability. Please contact your club's Ticket Office to ensure that the appropriate reasonable adjustments are allocated to you.

Personal Assistant Tickets

We offer complimentary PA/Essential Companion tickets to supporters that need support from another person to be able to enjoy the matchday experience to the same standard as all supporters (subject to qualification), Please contact your own club's Ticket Office for further information.

Wheelchair Spaces

Wheelchair users are accommodated on the Southeast Corner Elevated Wheelchair Platform, or the front row of the Southeast Corner Lower tier (AA row).

Wheelchair space locations are subject to change based on Pride Park Stadium seating configuration for certain matches.

Easy Access Seating

Disabled supporters that require easy access seating must stipulate their seating requirements at the time of purchase to ensure appropriate seating is provided (subject to availability). It is recommended for those disabled supporters requiring easy access seating to purchase tickets on either AA, BB, or CC rows, as these rows have minimal steps (no more than 3 steps up).

Seating locations are subject to change based on Pride Park Stadium seating configuration for certain matches.

Accessible Entrances

We have accessible entrances available on a matchday for away disabled supporters and it is recommended that you use Gate S; this entrance is located at the South-east corner of the stadium (please see map on page 16)

Audio Descriptive Commentary

An audio descriptive commentary service will be available for the 23/24 season for blind or partially sighted supporters.

Please contact the Disability Team on **01332 667528** to reserve a headset/receiver no later than 24 hours prior to the fixture date (subject to availability).

Assistance Dogs

Any supporter wishing to attend Pride Park Stadium with an assistance dog needs to contact the Disabled Liaison Officer on **01332 667528** or via email at **disability.access@dcfc.co.uk**, so that we can ensure the appropriate match tickets are allocated and adequate arrangements have been made (subject to availability).

Accessible Toilets

Accessible toilets can be found in each stand concourse area, and these are clearly signposted. Should you require assistance, please seek advice from the nearest steward. All accessible toilets operate using a 'radar' key system. We would advise you to bring your 'radar' access key with you.

Catering Facilities

We have catering facilities located within the away concourse area of the stadium, however, these serving counters located in this area are high level counters. The club makes reasonable adjustments to enable disabled spectators to access the catering facilities by instructing one of our dedicated stewards to monitor the areas in which wheelchair users are located to ascertain whether any additional help is required.

We offer a range of food and drinks in each concourse.

Accessible Car Parking

The club has a dedicated car parking area at Pride Park Stadium for away disabled supporters (Blue Badge Holders only) - at a cost of £10 and this area of parking is located within 100 yards of the away seating area in the Southeast Corner. Spaces are allocated on a first come first served basis and please be aware that you will be asked to show and display your Blue Badge. These must be booked no later than 24 hours prior to the match. Please contact the Derby County Ticket Office, on **01332 667528** to book your space (subject to availability).



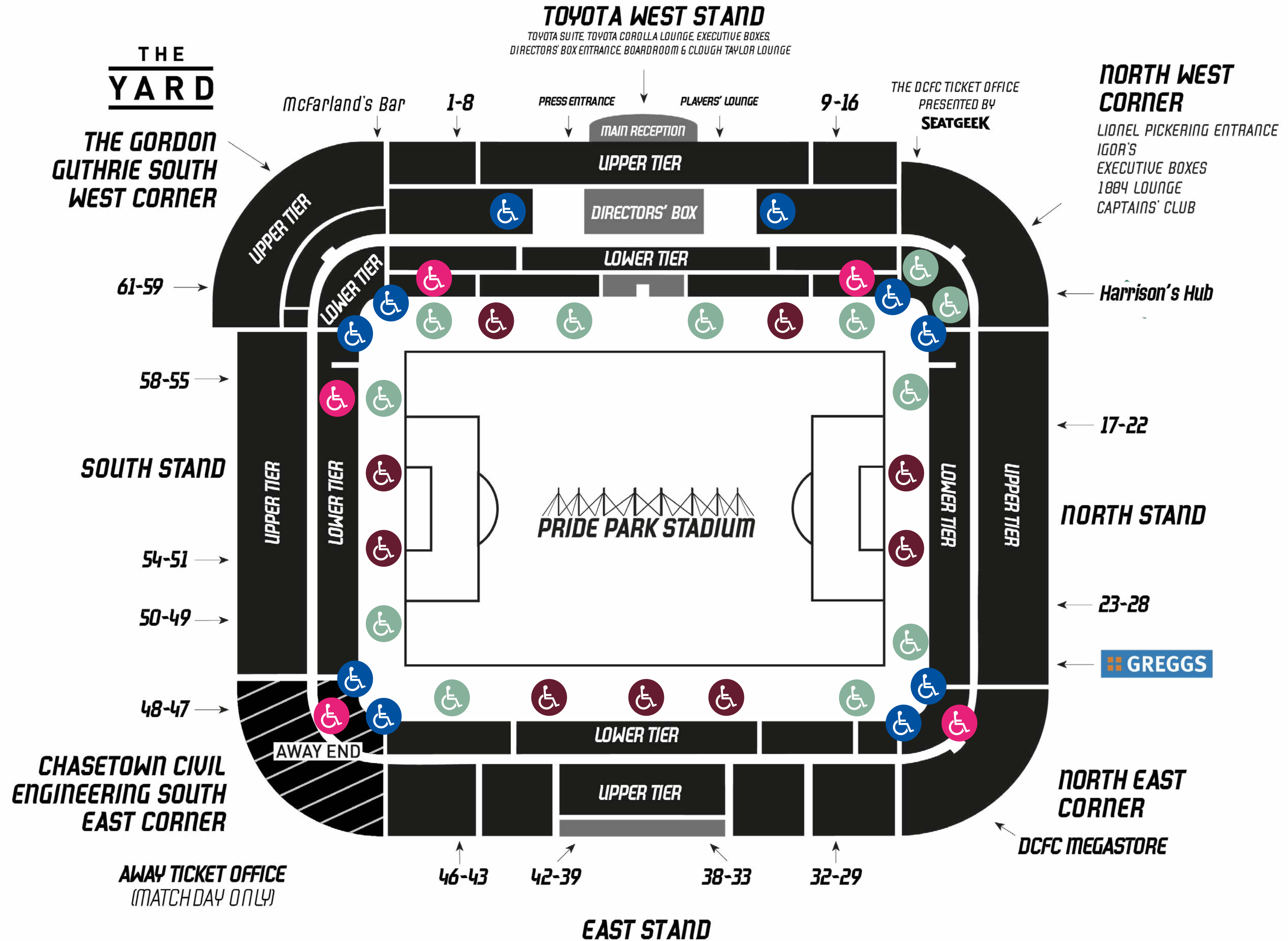
Shuttle Service

The club operates a free shuttle service using buggies to transfer disabled supporters who require extra help from our car parks. This service runs up to kick-off and resumes after the final whistle, although supporters should note that due to congestion, the shuttle service may suspend operation for a brief period for the safety of all our supporters.



ACCESSIBLE FACILITIES AND SERVICES

-  ACCESSIBLE TOILETS
-  ELEVATED PLATFORM WHEELCHAIR SPACES
-  PITCHSIDE WHEELCHAIR SPACES
-  EASY ACCESS SEATING
-  ACCESSIBLE ENTRANCES



SAFEGUARDING

Derby County Football Club is committed to providing a positive, safe and inclusive experience for all young people who come into contact with the club. We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

If you have any safeguarding concerns, please email the Dedicated Safeguarding Officer at safeguarding@dcfc.co.uk, or speak to a member of staff.

Derby County has a comprehensive safeguarding strategy, policies, protocols and case management system to prevent abuse and promote the wellbeing of our young people, staff, volunteers and visitors.

For more information on safeguarding, please visit <https://www.dcfc.co.uk/page/safeguarding>



REFRESHMENTS

Our catering teams provide a wide range of food, soft drinks, and alcoholic beverages prior to kick-off and during half time. Ask the friendly staff at our kiosks about meal deal options, which can help save some money on the food and drinks at Pride Park Stadium.

Supporters must be a minimum of 18 years old to purchase and/or consume alcohol at the stadium. Photo ID may be requested to determine proof of age.

For more information, please contact cateringfeedback@dcfc.co.uk



GENERAL MATCHDAY INFORMATION

Here to Help

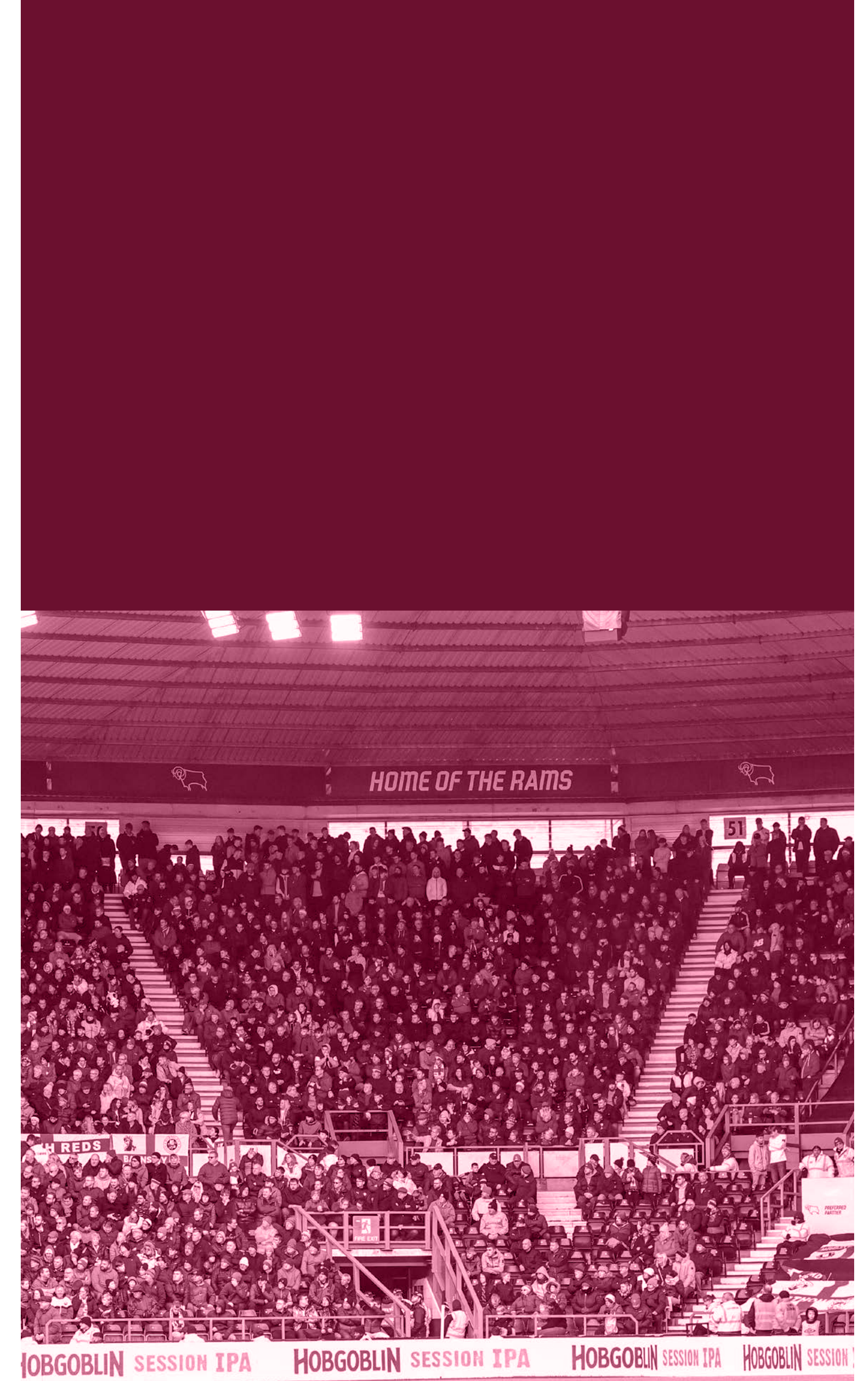
If you need assistance in finding your way around Pride Park Stadium there are a few outlets of information available to you.

Firstly, our stewarding team are strategically located in their high visibility uniforms on hand to give assistance with any questions which you may have, they have a high knowledge of local amenities and stadium access; if they do not know a piece of information, they will endeavour to find someone that does.

Should you have any questions, need help with directions or just want to find out what's going on around the ground, don't hesitate to speak to our friendly Matchday Supporter Liaison Officers! Easily identifiable through their blue 'Fans First' high-viz jackets, you can find them outside Pride Park Stadium from 90 minutes before kick-off on a matchday.

Away Turnstile Location

Our away turnstiles are located at the South-east corner of the stadium (see map below) and will open from 1 hour and 30 minutes prior to kick-off.



THINGS TO DO IN DERBYSHIRE

If you are staying over in Derby and looking to make the most out of your stay, you may wish to take advantage of some of the great offerings Derbyshire has to offer.

Derbion Shopping Centre

Derbion Shopping Centre offers a wide range of retail shops along with Food and Drink outlets and several entertainment options such as Hollywood Bowl and Showcase Cinema De Lux.

Website - www.derbion.com

Telephone - 01332 366282

Morley Hayes Golf Course

The short 9-hole Tower Course and the superb 18-hole Championship length Manor Course provide opportunities for golfers of all abilities to practise their game or play competitively. Combined with the Driving Range, The East Midlands Golf Academy, purpose-built Pavilion which is home to the golf shop, Spike Bar, Syndicate Room and Pavilion Suite, Morley Hayes offers everything a company or golfer could wish for.

Morley Hayes are a Pay and Play course and offer a Lifestyle Membership. Tee times are always available throughout the year, for great golf all year round.

Website - www.morleyhayes.com

Telephone - 01332 780480



CLUB CONTACTS

Supporter Liaison Officer

Sarah Wade

Email: slo@dcfc.co.uk

Disability Access Officer

Emma Drury DDL: 01332 667544

Email: disability.access@dcfc.co.uk

Ticket Office

Telephone: 0871 472 1884 (Option 1)

Email: ticket.office@dcfc.co.uk

Hospitality

Telephone: 0871 472 1884 (Option 3)

Email: hospitality@dcfc.co.uk

Lost Property

If you have lost a personal item whilst at Pride Park Stadium, please email security@dcfc.co.uk

Safeguarding

Email: safeguarding@dcfc.co.uk

*Important: 0871 numbers are charged at 13p per minute plus your phone company's access charge.



ENJOY YOUR VISIT

We hope you have a great day at Pride Park Stadium!

We are very passionate about delivering the best possible match day experience for all supporters.

Supporter feedback, comments and suggestions are crucial in highlighting areas where we can enhance the matchday experience we offer, so we welcome your thoughts!

Please send any feedback regarding your matchday experience to slo@dcfc.co.uk

From all of us here at Derby County, we wish you a safe journey home and we hope to see you back at Pride Park Stadium again soon!

