

# *HOME SUPPORTER GUIDE*





# *WELCOME*

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

We hope you find this guide useful with everything from buying a ticket, to navigating the stadium and its surroundings, to family entertainment and food and drink, ensuring you enjoy your Rams experience... whatever the score!



***ONE CLUB · RESILIENT · TOGETHER***  
*WE ARE DERBY*



# CONTENTS

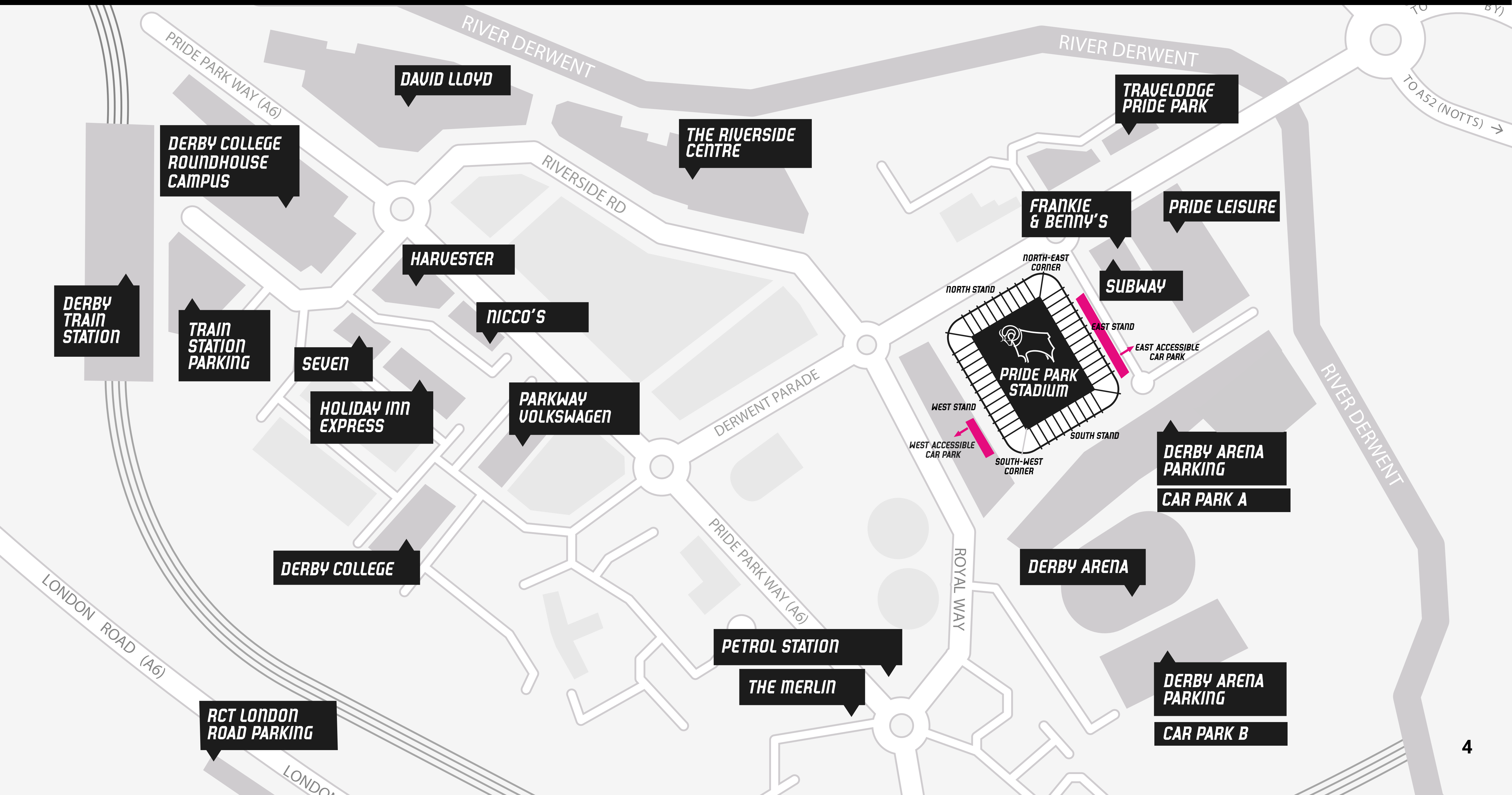
- 3 Mission Statement
- 4 Stadium Map
- 5 How To Buy a Ticket/Hospitality
- 6 Which Stand Should I Chose
- 7 Your Match Ticket Explained
- 9 Matchday Travel
- 10 Stay Safe at Pride Park Stadium
- 11 Safeguarding
- 12 Season Tickets and Away Ticket Membership
- 13 Disability and Access Information
- 14 Important Inforamtion
- 16 Entering the Stadium
- 17 Refreshments
- 18 Club Shop
- 29 Family Entertainment
- 20 Matchday Experiences
- 21 First Time Rams
- 22 Other Information
- 23 Stay Connected
- 24 Top Tips
- 25 Did You Know?
- 26 Club Contacts







# STADIUM MAP





# HOW TO BUY A TICKET/HOSPITALITY



## **ONLINE** (SUBJECT TO £1 PER TICKET BOOKING FEE)

- Tickets can be purchased online 24-hrs a day, seven days a week and up to **TWO** hours before kick-off on matchday.
- Visit [dcfc.co.uk](http://dcfc.co.uk) and click '**TICKETS & HOSPITALITY**' then, under the '**TICKETS**' section, click '**HOME TICKETS**'.
- Use your email address and password to log into the system. If you have not purchased a ticket before, you will have to register for a Fan ID.
- If there is an issue, click the '**forgot password**' link on the login page. If the issue persists, email [Ticket.Office@dcfc.co.uk](mailto:Ticket.Office@dcfc.co.uk).
- Tickets can be collected from the Pride Park Stadium Ticket Office, which is open Monday to Saturday 10am-4pm. and at least **THREE** hours before kick-off and up to half-time on matchday or posted up to **72-hrs** before matchday (subject to £2 per transaction postage fee) or delivered via the 'print at home' option.



## **PHONE** (SUBJECT TO £1 PER TICKET BOOKING FEE)

- Tickets can be purchased by phone Monday to Saturday 10am-4pm and up to **ONE** hour before kick-off on matchday.
- Ensure your contact details are readily available including Fan ID, Full Name, Full Address, and Date of Birth before calling **0871 472 1884\*** and selecting Option 1.
- Tickets can be collected from the Pride Park Stadium Ticket Office, which is open Monday to Saturday 10am-4pm and at least **THREE** hours before kick-off and up to half-time on matchday or posted up to 72-hrs before matchday (subject to £2 per transaction postage fee).



## **IN PERSON** (NO BOOKING FEE)

- Tickets can be purchased in person from the Pride Park Stadium Ticket Office, which is open Monday to Saturday 10am-4pm and at least **THREE** hours before kick-off and up to half-time on matchday.



## **HOSPITALITY**

- For seasonal or matchday hospitality packages, please follow the same online link as above and navigate to the 'Hospitality' section, which will show you all available options for purchase, or call 0871 472 1884 and select Option 3 or email [hospitality@dcfc.co.uk](mailto:hospitality@dcfc.co.uk).

# WHICH STAND SHOULD I CHOOSE?

## SOUTH-WEST CORNER

offers mid-price tickets in upper tier only and can get a little noisy with some of the supporters' choice of language and behaviour not considered suitable for everyone.

## SOUTH STAND

offers the lowest price tickets in both upper and lower tiers and is regarded as being the most animated with some of the supporters' choice of language and behaviour not considered suitable for everyone.

Seats within the lower tier are subject to inclement weather



## WEST STAND

offers the highest price tickets in both upper and lower tiers directly above and adjacent to the players tunnel and team dugouts and is generally regarded as one of the more reserved stands.

## NORTH-WEST CORNER

## NORTH STAND

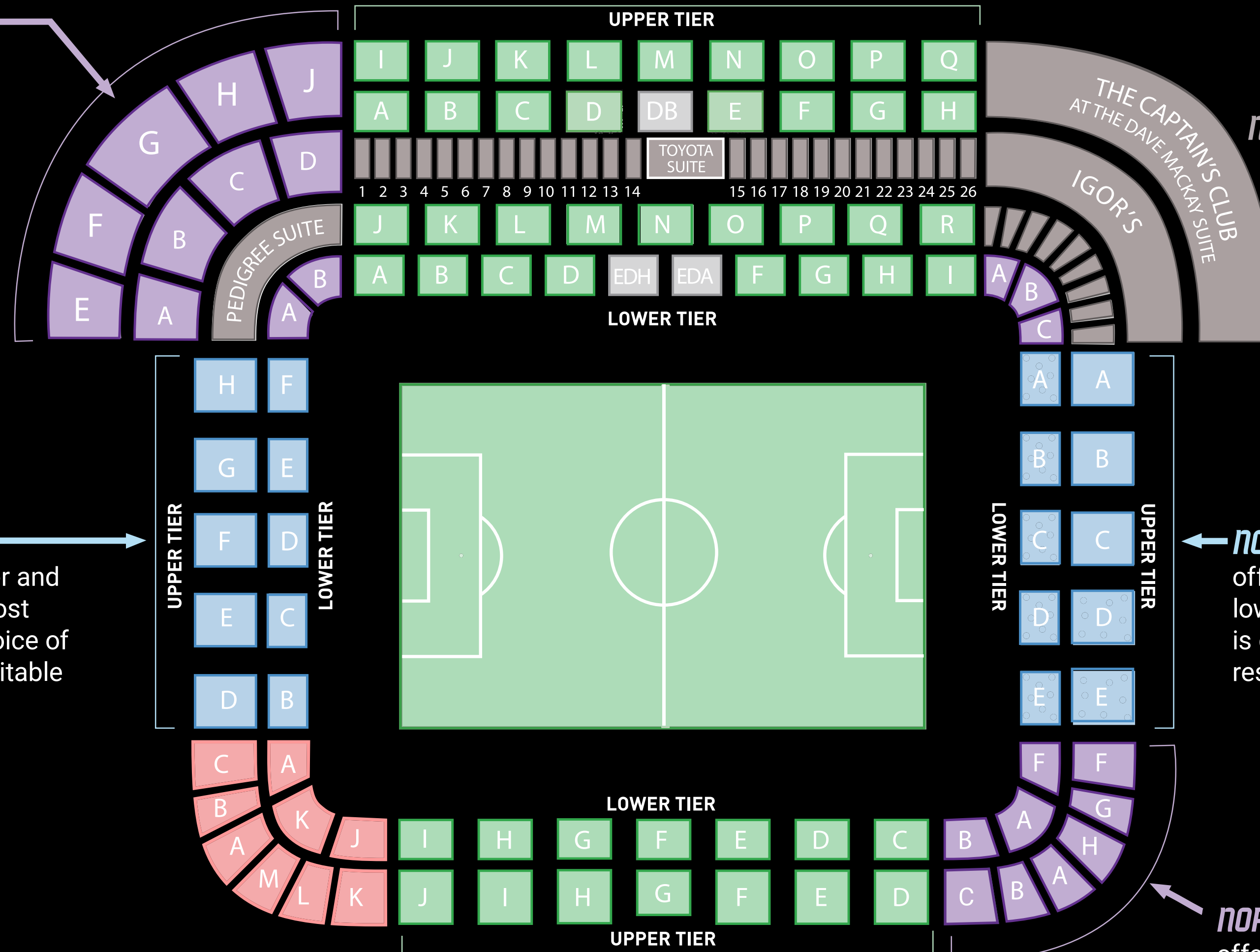
offers the lowest price tickets in both upper and lower tiers and popular with families. This stand is generally regarded as one of the more reserved stands.

## NORTH-EAST CORNER

offers mid-price tickets in both upper and lower tiers and houses our dedicated family area (upper blocks F, G and H and lower block F).

## EAST STAND

offers the highest price tickets in both upper and lower tiers, directly opposite the hospitality facilities and can get a little noisy, especially in the sections adjacent to the South-East Corner, which is segregated and only available to away supporters.



# YOUR MATCH TICKET EXPLAINED

DATE AND KICK-OFF TIME






OPPOSITION

YOUR FAN ID

AGE BAND

BAR CODE  
(SCAN ON ENTRY)

YOUR TURNSTILE

**Derby County v Stoke City**  
**03/05/2025 15:00:00**

Turnstiles open 90 minutes before kick-off

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

Date & KO time subject to change

*Ticket Office opening times can be found on [dcfc.co.uk](https://www.dcfcc.co.uk)*  
✉ [Ticket.Office@dcfc.co.uk](mailto:Ticket.Office@dcfc.co.uk) ☎ 0871 472 1884\* ⓧ @dcfctickets  
\*0871 numbers are charged at 13p per minute plus your phone company's access charge.

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

**£24.00**  
Transaction ID: 14678833

Ticket Office  
Fan ID : 30923970  
**Adult**

014026132118337538534165

YOUR SEAT

YOUR ROW

YOUR STAIRWELL

YOUR STAND

TICKET PRICE



# YOUR PRINT AT HOME MATCH TICKET EXPLAINED

THIS TICKET MUST BE PRINTED PRIOR TO THE MATCH AND WILL NOT WORK ON A MOBILE DEVICE.

**DERBY COUNTY FOOTBALL CLUB** EST. 1884

**PRIDE PARK STADIUM**

sky bet @EFL

Fanatics SEATGEEK PUMA

PLEASE FOLD HERE

← THIS IS YOUR TICKET →

**Derby County v Stoke City**

03/05/2025  
Kick-off 15:00  
Date & KO time subject to TV selection

**Adult £24.00**

**NORTH STAND UPPER**

**BLOCK H**

**TURNSTILE 23-28**

**STAIR 29**

**ROW C**

**SEAT 211**

Follow us on Twitter: @dcftickets

**Telephone:** 0871 472 1884\*  
\*Calls cost 13p per minute, plus your phone company's access charge

**Ticket Refunds:**  
This ticket is non-refundable

**Bag Policy:**  
Bags must be no larger than 45cm x 30cm x 15cm and are subject to search

**Ticket Office**  
Fan ID : 30923970  
SkyBet League One  
Transaction ID: 14244998  
16/02/2023 11:40

VAT: 421 7232 31

PLEASE FOLD HERE

**IMPORTANT INFORMATION**

Issue of this ticket is subject to acceptance of the club's Terms & Conditions and Ground Regulations, which can be viewed at the stadium or on [dcfc.co.uk](http://dcfc.co.uk).

To enter the stadium, simply fold along the lines indicated and insert into the turnstile reader with the barcode facing upwards.

In the event of inclement weather, please keep your ticket as dry as possible until you reach the turnstile.

**This is an A4 Print@Home document**

- This ticket MUST be printed
- Do NOT use this ticket at the turnstiles on a mobile device

DATE AND KICK-OFF TIME

AGE BAND/TICKET PRICE

YOUR STAND

YOUR BLOCK

YOUR TURNSTILE

YOUR STAIRWELL

YOUR ROW

YOUR SEAT

FOLD LINE

OPPOSITION

QR CODE  
(SCAN ON ENTRY)

YOUR FAN ID

FOLD LINE



# ***MATCHDAY TRAVEL***

For information on matchday travel options and directions, please visit our dedicated web page by [clicking here](#).

## ***Useful Links***

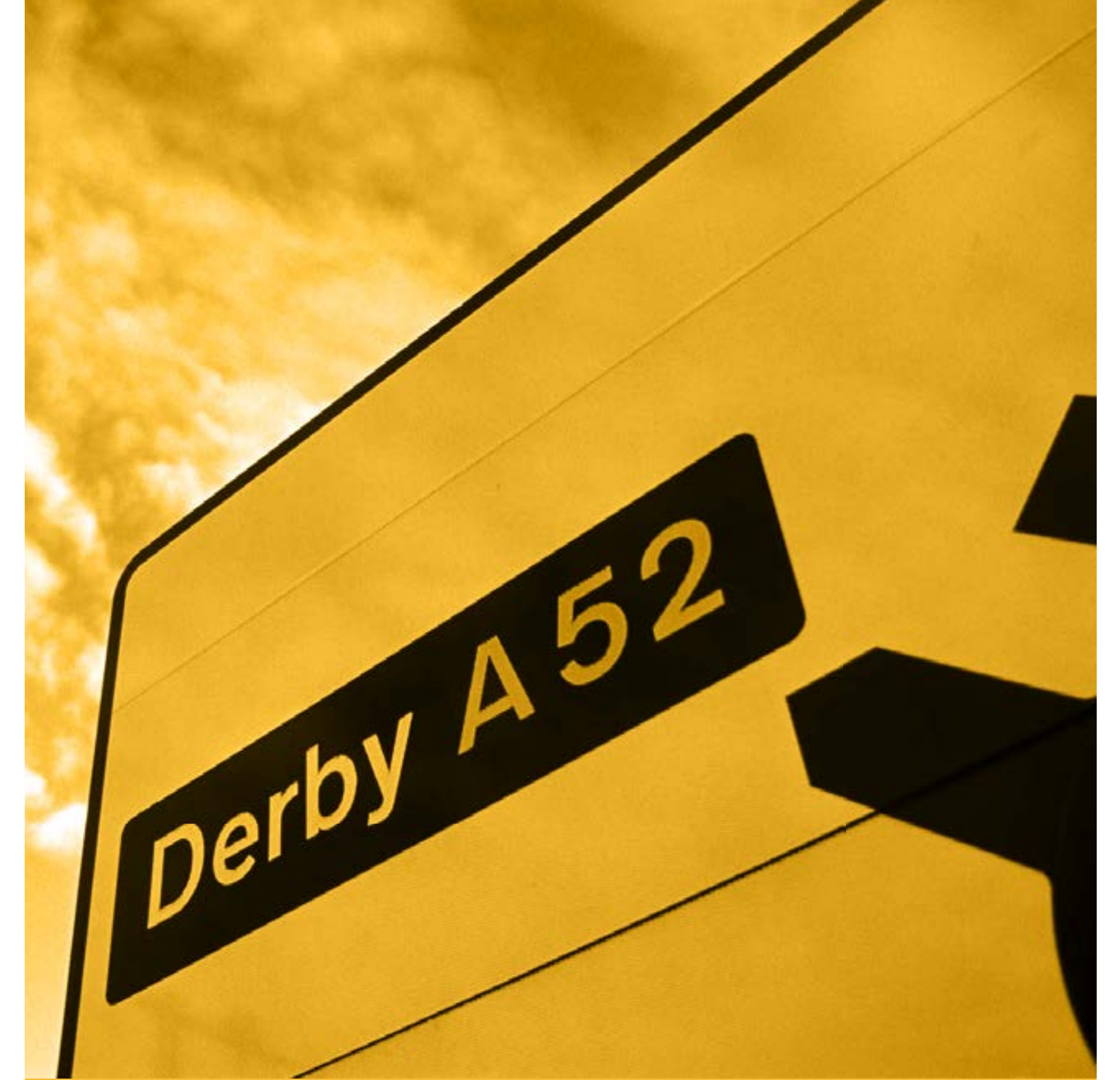
Travel Information/Updates

[Travel Information for Derby \(visitderby.co.uk\)](http://visitderby.co.uk)

[Derby traffic conditions - incidents & roadworks \(traffic-update.co.uk\)](http://traffic-update.co.uk)

City Maps

<https://www.google.co.uk/maps>





# ***STAY SAFE AT PRIDE PARK STADIUM***

Derby County believe that the safety and security of all visitors to Pride Park Stadium is paramount in ensuring that everybody can enjoy matchday. We want everybody to enjoy the game as much as possible, but supporters should be mindful and respectful of other supporters sharing in the matchday experience too.

If you would like to contact the club with any suggestions or feedback, please contact Derby County's Supporter Liaison Officer (SLO) by emailing [slo@dcfc.co.uk](mailto:slo@dcfc.co.uk).

## ***Reporting Incidents and Anti-Social Behaviour***

Derby County Football Club advocate 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.

For more information on how to report an incident or your concerns, please visit our dedicated webpage [click here](#).

## ***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](mailto: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](#).

## ***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. Start 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.





# ***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](mailto: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 [dcfc.co.uk/page/safeguarding](https://www.dcfc.co.uk/page/safeguarding)

## ***Guidance for Adults Bringing Children***

We offer all parents/guardian(s) the opportunity to collect a free-of-charge wristband from Rammie and Ewie's Activity Zone, that their child can wear on the day of the game. Parents/guardian(s) can write their contact details, stand, and seat number on the wristband, and then if their child was to become separated from them or felt unsafe, they could then approach a steward or member of staff and show their wristband, who will then duly contact the parent/guardian(s).





# SEASON TICKETS AND MEMBERSHIPS

## Season Tickets

If you have purchased or renewed a seat on a seasonal basis, you will receive a pre-loaded Season Ticket Card automatically providing you with turnstile access for every home league match during the season.

## Young Rams Membership

Becoming a Young Rams Member is the ideal way for our young supporters to enjoy a range of fun and exciting benefits and bring them closer to the club they love!

Priced at only £20 each, the Young Rams Membership is tailored to Infants (Age 2-5) and Children (Age 6-12) and offers a welcome pack including age-tailored goodies, access to exclusive competitions with some great prizes to be won, free draws to win memorable home matchday experiences, and more!

For more information on the Young Rams Membership, click [here](#).

## Away Ticket Membership

Away Ticket Membership holders receive priority for purchasing away league match tickets during the following 48-hour 'windows' after the match has been announced:

**Window 1:** 2024/25 Away Ticket Members who attended **15** or more Away League Matches during the 2022/23 season.

**Window 2:** 2024/25 Away Ticket Members who attended **10** or more Away League Matches during the 2022/23 season.

**Window 3:** 2024/25 Away Ticket Members who attended **5** or more Away League Matches during the 2022/23 season.

**Window 4:** Remaining 2024/25 Away Ticket Membership Holders

**Window 5:** 2024/25 Season Ticket Holders.

**Window 6:** General Sale

## Important

2023/24 season attendance is only registered for away league match tickets purchased from Derby County Ticket Office. Only one ticket can be issued per Fan ID (subject to availability).

Disabled Supporters - please visit our Disabled Supporter FAQs, which can be found on our dedicated [Disabled Supporter Information Page](#).





# ***DISABLED SUPPORTER INFORMATION***

We are committed to provide the best matchday experience possible to all disabled supporters attending Pride Park Stadium and hope that it is enjoyable and hassle-free day.

The club operates a ticketing policy that recognises that disabled supporters may need assistance to fully enjoy the matchday experience and offers a variety of reasonable adjustments (subject to availability and qualification).

For more information, please visit our dedicated [Disabled Supporter Information Page](#); this webpage includes our Access Statement, Disability Ticketing Policy, and access guides for away grounds too.





# ***IMPORTANT INFORMATION FOR ALL VISITORS TO PRIDE PARK STADIUM***

Visitors to Pride Park Stadium must behave in accordance with the EFL Ground Regulations and Derby County Football Club's conditions of issuing Season Tickets, Away Ticket Membership, and Home and Away Match Tickets (links directly below).

[Ground Regulations](#)

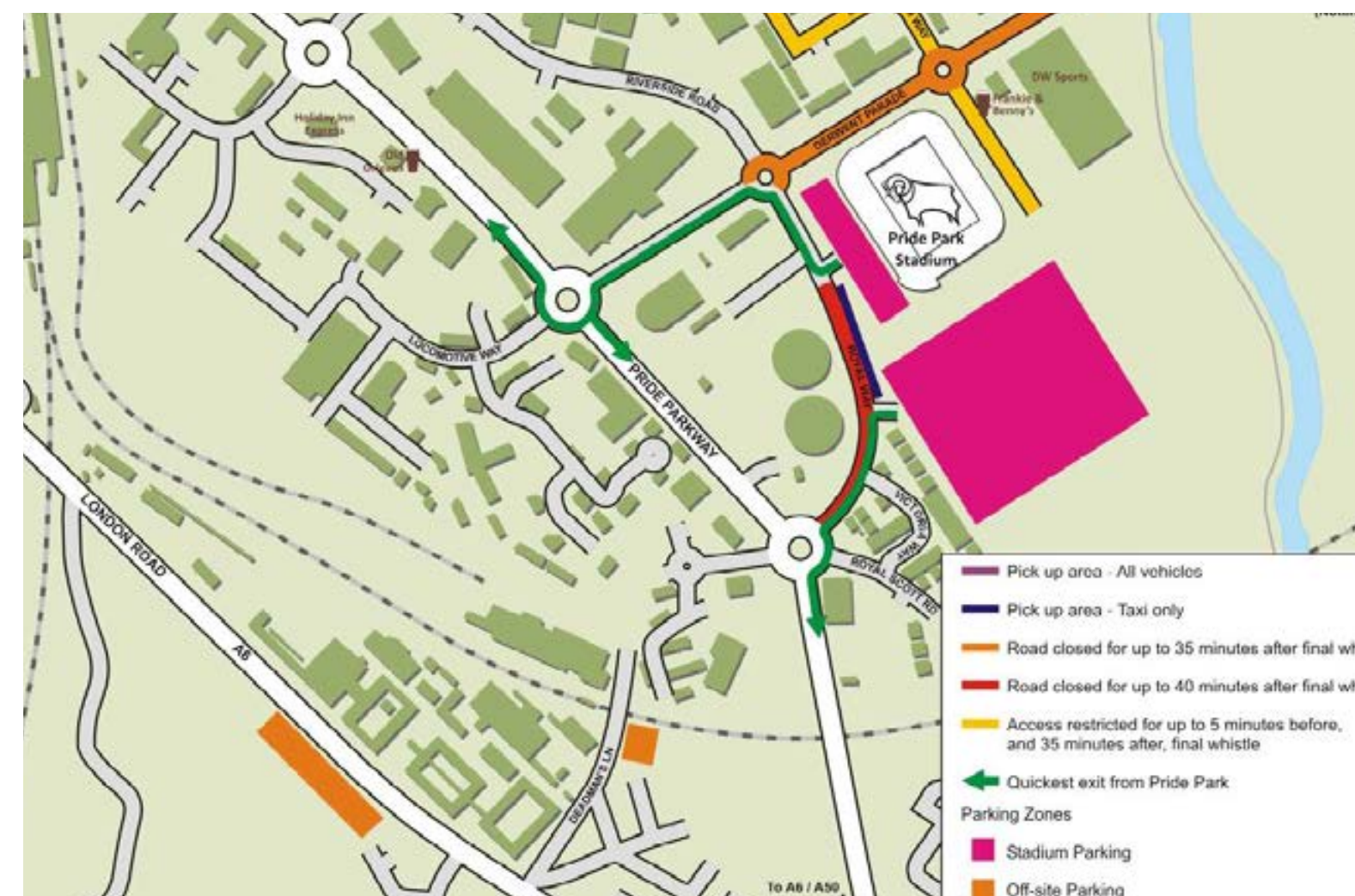
[Ticketing Terms & Conditions](#)

## ***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](mailto:slo@dcfc.co.uk) or call **01332 667528** if you need to bring essential medication into Pride Park Stadium.

## ***Cashless***

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



## ***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 oversized 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 on **disability.access@dcfc.co.uk** in advance of attending the game.

Additionally, 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.

## ***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:

- The flag/banner is manufactured to British Standards and has 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 that have not been approved prior to entry.
- The content of the flag/banner cannot be 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.





# ENTERING THE STADIUM

To ensure that you are able to enter Pride Park Stadium without any issues, it is important that you attempt to access the stadium using the correct turnstile; the turnstile that you should be using will be displayed clearly on your match ticket/season ticket.

Match tickets/season tickets must be used at the correct turnstile (accessible entrances are available in all four stands to those disabled supporters that require to use one and are clearly signed).

***Please note, turnstiles open 90 minutes ahead of kick-off.***

## ***Re-admittance***

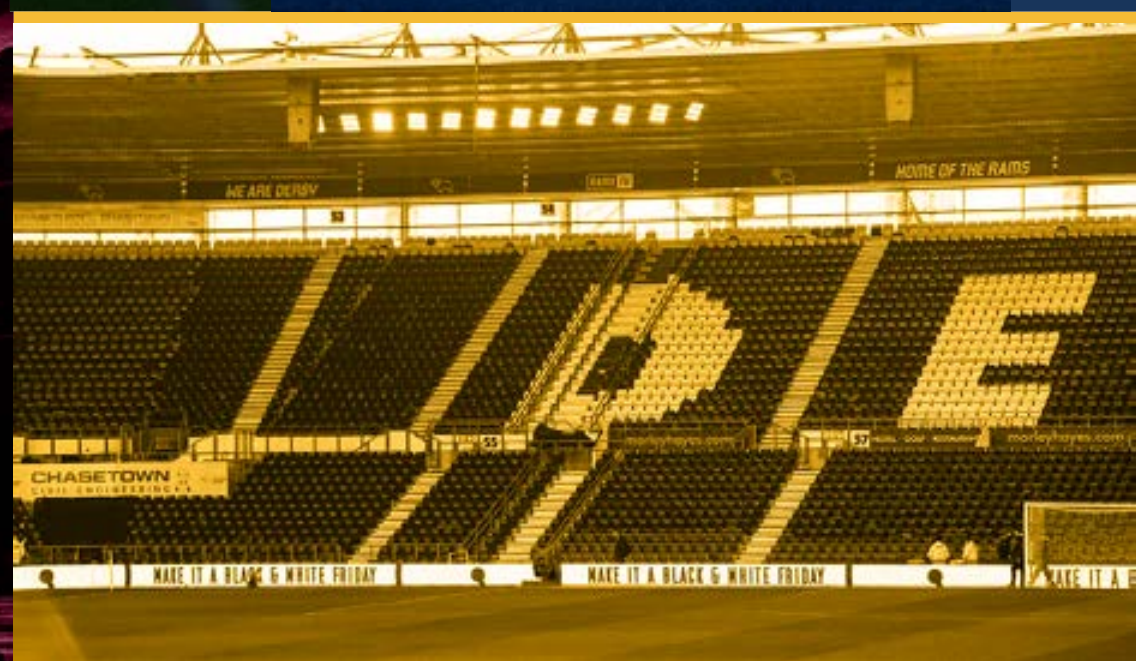
There is no re-admittance to the stadium if you leave prior to the end of the fixture. We do however make allowances for smoking within a specific cordoned area. For further information please contact our stewarding team who can direct you accordingly.

## ***Here to Help***

If you need assistance in finding your way around Pride Park Stadium there are a number of 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 ahead of kick-off on a matchday.





# REFRESHMENTS

## *On the Concourse*

Our concourse catering provides a variety of refreshments, with food options such as pies, and children's meal deals, alongside various options for soft, hot and alcoholic drinks prior to kick-off and at half-time. However, supporters are not permitted to take alcoholic beverages out of the concourse in view of the pitch.

## *Hospitality*

Enjoy the season in style with a Hospitality Package at Pride Park Stadium. Ranging from an unlimited Chef's buffet table in our Captain's Club, to a five course a la carte fine dining experience in the much sought-after Clough Taylor Lounge.

For more information on our seasonal or matchday hospitality packages please, call **0871 472 1884** (option 3) or email **[hospitality@dcfc.co.uk](mailto:hospitality@dcfc.co.uk)**.





# CLUB SHOP

## *In Person*

- Open 7 days a week at Pride Park Stadium:
- Usual hours are Monday to Saturday from 9am-5pm , Sunday 10am-4pm - may change dependent on matchday timings (Bank Holidays operate on Sunday hours)



## *Online*

You can purchase online at [dcfcmegastore.co.uk](https://dcfcmegastore.co.uk), 24 hours a day, 7 days a week (please note the online service is separate from the store)

- Currently there is no click and collect option available in store
- All orders that require an exchange or refund must be sent back to the online store (click the Help Tab under Customer Service on the website for instructions on how to do this)

## *Returns Policy*

In addition to your statutory rights, items can be returned or exchanged within 30 days of purchase for a full refund or exchange of equivalent value, provided the item is still in its original condition and accompanied by an itemised receipt.

Personalised items are exempt from our returns policy and cannot be exchanged or refunded. Your statutory rights are not affected by our returns policy.

Please note that items purchased online cannot be returned to store. Please visit [dcfcmegastore.co.uk](https://dcfcmegastore.co.uk) for more information.

For refunds, please allow 5-10 working days for the amount to appear in your bank account. This time frame is dictated by your bank or card issuer and is outside of our control. Your refund will be credited to the same card with which you made your original purchase.

To visit the DCFCMegastore online please go to [dcfcmegastore.co.uk](https://dcfcmegastore.co.uk).



# ***FAMILY ENTERTAINMENT***

Derby County Football Club is committed to ensuring fans have an enjoyable, safe and memorable matchday experience, and with plenty going on in and around the ground before kick-off you're guaranteed a day filled with great entertainment!

Rammie and Ewie's Activity Zone is designed with kids and families in mind, as it provides an interactive, fun and safe space for all the family, ahead of kick-off. The Family Fun Zone is in Harrison's Hub situated in the Northwest Corner of the stadium, which is open from 1pm for a 3pm kick-off.

Our home supporters are very welcome to come and take part in and enjoy a variety of exciting, family-friendly activities:

- Colouring and Crafts Competitions
- Face Painting
- Video Games
- Ping-Pong Table
- Meet and Greet Opportunities with Club Mascots - Rammie and Ewie
- Pride Park Tuck Shop

All activities are free to access for all children.

## ***Rammie and Ewie***

Families won't want to miss the chance to meet our club mascots Rammie and Ewie! Rammie and Ewie can be found in the Activity Zone and around the outside of the ground from 90 minutes before kick-off and roaming the pitchside areas inside Pride Park in the hour leading up the kick-off (please note timings are approximate). Rammie and Ewie are always happy to stop for photos and a high-five, so be sure to say hello!





# ***MATCHDAY EXPERIENCES***

Make your visit to Pride Park Stadium extra special with one of our matchday experience packages for young Rams!

## ***Rammie's Special Guest***

Rammie's Special Guest packages can be purchased for children aged 4-11 (age at time of matchday) and the package includes the following.

- 4 complimentary match tickets (one to be used for child taking part in the experience)
- A kick about on the pitch with Rammie.
- Photo opportunities with Rammie and players.
- Half time penalty shoot-out with Rammie.
- Pitchside viewing area for parents/guests.

For more information, please contact the Derby County Community Trust Team on [community@dcct.co.uk](mailto:community@dcct.co.uk) or [click here](#).

## ***Mini Squad***

Mini Squad is an exclusive opportunity for registered grassroots clubs (aged 6-12) to walk out of the tunnel at kick off and take part in the pre-match player handshake on the pitch, minutes before the match!

Our package includes the following:

- Pre-match photograph for the team and managers
- 50 match tickets in the North Stand area of the stadium
- 11 places for children (age 6-12 years only) to be part of the Mini Squad and walk out with the home side.
- Photographs of the experience to be sent to the lead contact electronically 1-2 weeks after the game

For further information on this exciting package, please email [sarah.poplar@dcfc.co.uk](mailto:sarah.poplar@dcfc.co.uk).

## ***Guard of Honour***

Would your football team like to give the Rams and their opponents a guard of honour as the players walk out onto the pitch? Well now you can!

Our package is for grassroots clubs, and it includes the following:

- Pre-match photo for the team and managers
- 40 match tickets in the North Stand
- 15 Guard of Honour places (age 6-15 years)
- Photographs of the experience to be sent to the lead contact electronically 1-2 weeks after the game.

For further information on this exciting package, please email [sarah.poplar@dcfc.co.uk](mailto:sarah.poplar@dcfc.co.uk).



# FIRST TIME RAMS

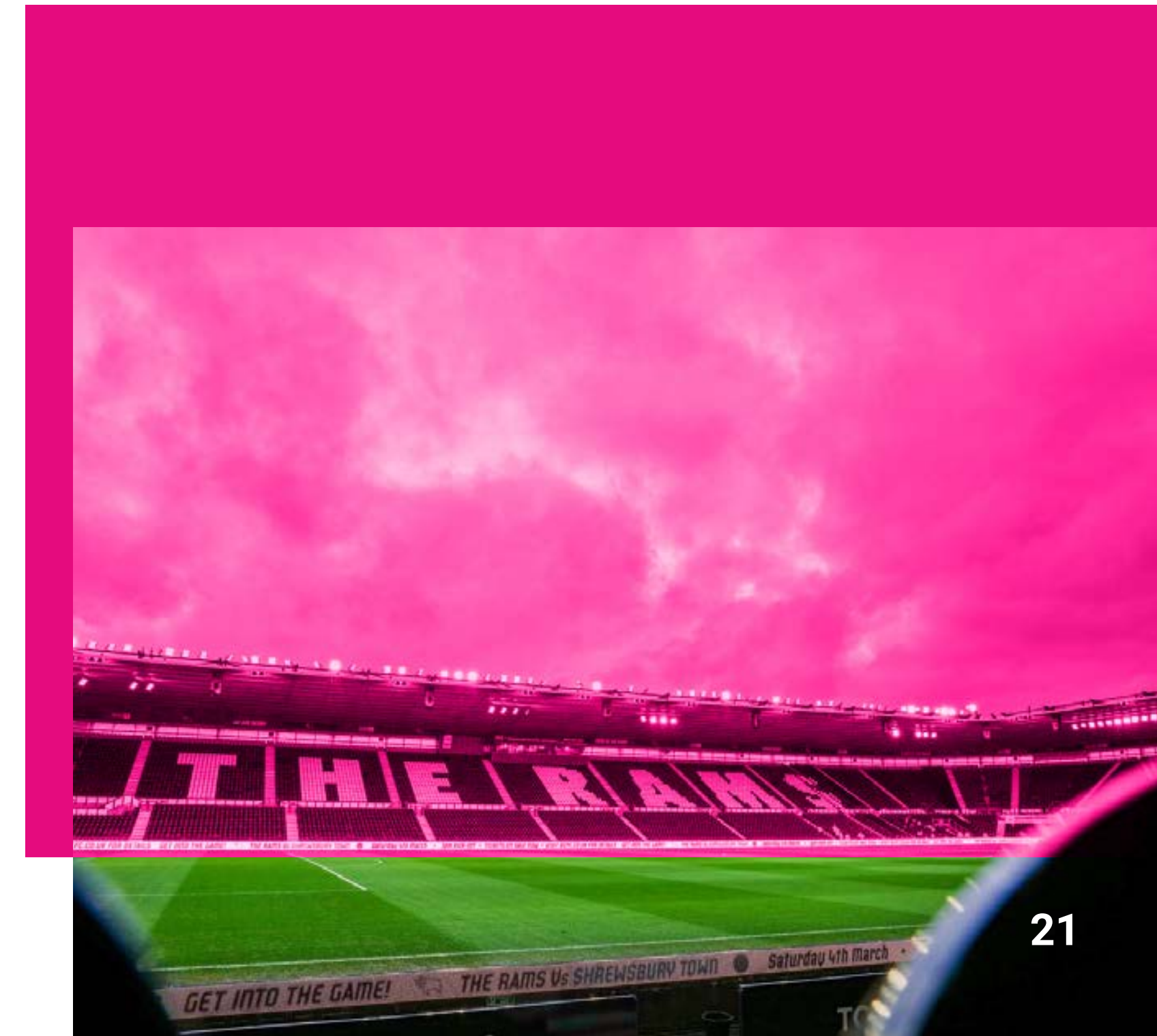
## MAKE THE MOST OUT OF YOUR MATCHDAY!

### **Before Matchday:**

- Take a look through this guide to find out everything you need to know, to help you prepare for your visit!
- Follow our social media channels to keep up-to-date with all the latest club news and receive important information about matchday (a full list of account handles is available on the “Contacts” page of this guide)
- Download the official Derby County App
- Make sure you have your tickets ready on arrival to the stadium
- Email [slo@dcfc.co.uk](mailto:slo@dcfc.co.uk) if you have any queries or if there is anything we can do to enhance your matchday or help you plan your visit

### **On Matchday:**

- Get here early! There is lots to see and do around Pride Park Stadium, so make sure you arrive in good time to make the most of your visit
- Check our social media channels throughout the day for important news and matchday updates
- Message @DCFC\_SLO with any questions (emails may not get seen on the day but we'll be there on our socials!)
- Speak to our Matchday Supporter Liaison Officers (MSLOs) outside the ground with any questions or queries. There might even be a few goodies!
- Visit the DCFCMegastore to get kitted out!
- Grab a copy of 'The Ram' matchday programme - the perfect souvenir to the game - sellers outside the ground
- Visit the Family Fun Zone and Fans Park for a range of food and drink options, live music and family entertainment
- Meet Rammie and Ewie – no matchday is complete without meeting our club mascots, who bring lots of joy to our young supporters
- Sit back, relax and enjoy the game fellow Ram!





# ***MATCHDAY PROGRAMME***

'The Ram' matchday programme contains exclusive interviews, features, action pictures and stories from across Derby County Football Club. Supporters can purchase a copy either on the day of the match, at the ground or online by clicking here.

# ***MATCHDAY ANNOUNCEMENTS***

If you are celebrating a special occasion at Pride Park Stadium and wish to have a 'shout out' that will be displayed on our 'big screen' and announced through our PA system, please email [ticket.office@dcfc.co.uk](mailto:ticket.office@dcfc.co.uk).

# ***FAN CERTIFICATES***

If you are a first-time Ram (aged 2-17) and would like a personalised Derby County First Time Fan Certificate, please email [slo@dcfc.co.uk](mailto:slo@dcfc.co.uk) we will arrange for the certificate to be sent to you.

# ***RAMS REMEMBER***

Rams Remember' offers fans the chance to remember and celebrate the lives of friends, family and fellow supporters who have sadly passed away at designated home matches throughout the season.

Details for the selected fixture(s) each season are communicated via the club's social media channels and website.





# STAY CONNECTED

Rams fans can keep up to date with all the latest news, behind the scenes content, live match updates, ticket information and much more at the club by following us on social media.

 @dcfcofficial

 dcfco.co.uk

 Derby County Supporter  
Liaison Officer

 @dcfcofficial

 @dcfcofficial

 @dcfc\_slo

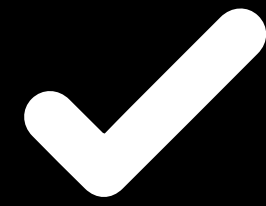
 @dcfcofficial

 @dcfctickets

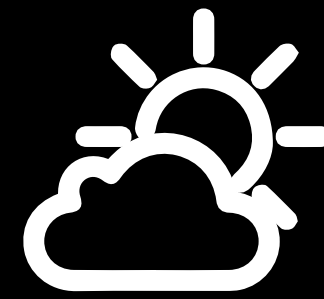
 @DCFCmegastore



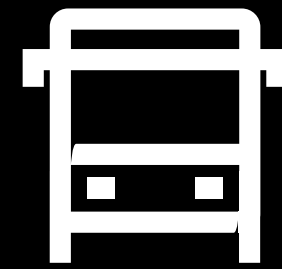
# TOP TIPS



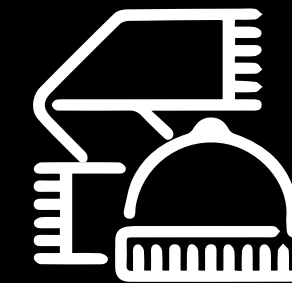
Sign up to receive our pre-match emails and follow us on social media to get all the latest news and build-up ahead of kick-off.



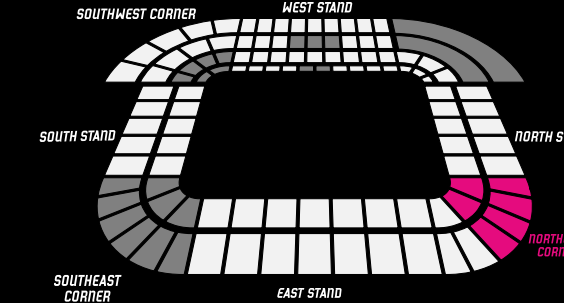
Make sure you have everything you need ready to enjoy the game, including your ticket, checking the weather, and planning your route! Please note that Pride Park Stadium is a cashless stadium.



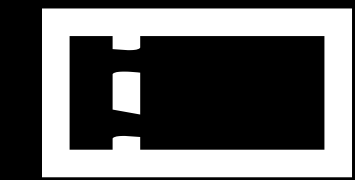
Traffic can get busy around the stadium so make sure you arrive within plenty of time.



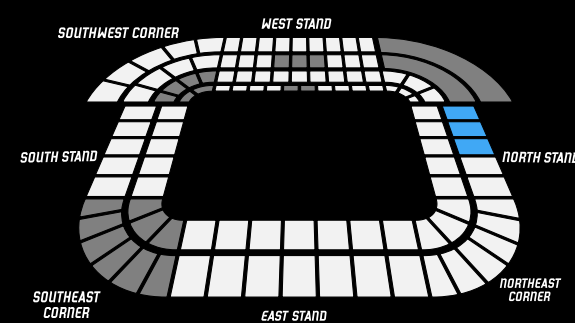
Wrap up warm if the game is during the winter months; it can get rather cold in the concourses and at your seats!



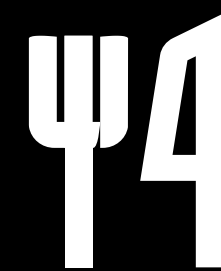
The DCFCMegastore is in the North-East corner of the stadium.



If you are collecting tickets our ticket collection point for home supporters is located just outside the Ticket Office on the West side of the stadium; we would advise that you to arrive at least 45 minutes prior to kick-off, as you will most likely have to queue.

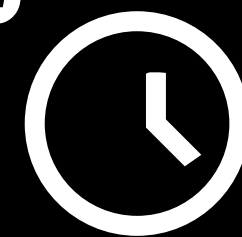


For all ticket access issues, please go to the North Stand Access windows. Located to the left of Harrison's Hub.



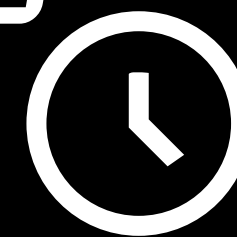
There are plenty of food and drink options inside the concourses and around the ground, look out for the kids' meal deals if you're a family attending.

90



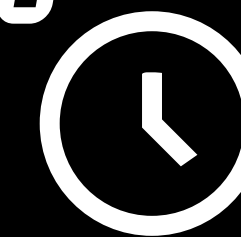
Turnstiles open 90 minutes before kick-off across all stands.

45

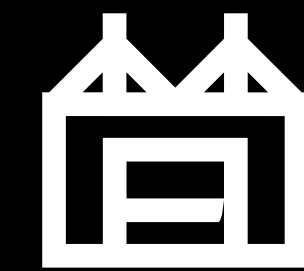


The warm-up normally begins 45 minutes before kick-off - don't miss the teams being put through their paces!

10



Take your seats at least 10 minutes before kick-off so you can enjoy the atmosphere as the crowd welcome the teams to the pitch.



Enjoy the game, but if you do have any issues or concerns alert your nearest steward who will be happy to help.





## ***DID YOU KNOW?***

- Derby County is one of the 12 founder members of the Football League.
- Derby is the only club to have staged England matches at three different home grounds.
- The highest home attendance was 41,826 against Tottenham Hotspur in 1969.
- Derby's biggest win was 12-0 in the UEFA Cup in 1976 against Irish team Finn Harps
- The biggest attendance to see a Derby game was 120,000 at Real Madrid in the European Cup (Champions League)
- The first foreign player to play for the club was Tewfik Abdullah, nicknamed 'Toothpick'
- Derby's first player to score in the World Cup was Mark Wright during Italia 90
- The Preston vs Derby County match in 2020 was the first ever league game to be played in the month of July
- Youngest player: Mason Bennett, 15 years 99 days vs Middlesbrough, 22nd October 2011.
- Oldest player: Peter Shilton, 42 years 164 days vs Watford, 29th February 1992.



# CLUB CONTACTS

## ***Disability Access Officer***

**Emma Drury DDL:** 01332 667544  
**Email:** [disability.access@dcfc.co.uk](mailto:disability.access@dcfc.co.uk)

## ***Supporter Liaison Officer***

**Sarah Wade**  
**Email:** [slo@dcfc.co.uk](mailto:slo@dcfc.co.uk)

## ***Ticket Office***

**Telephone:** 0871 472 1884 (Option 1)  
**Email:** [ticket.office@dcfc.co.uk](mailto:ticket.office@dcfc.co.uk)

## ***Hospitality***

**Telephone:** 0871 472 1884 (Option 3)  
**Email:** [hospitality@dcfc.co.uk](mailto:hospitality@dcfc.co.uk)

## ***DCFCMegastore***

**Telephone:** 0333 011 0452  
**Email:** [dcfcmegastore@fanaticsretailgroup.com](mailto:dcfcmegastore@fanaticsretailgroup.com)

## ***Lost Property***

If you have lost a personal item whilst at Pride Park Stadium, please email [security@dcfc.co.uk](mailto:security@dcfc.co.uk)

## ***RamstV Streaming Support***

**Email:** [ramstvsupport@dcfc.co.uk](mailto:ramstvsupport@dcfc.co.uk)

## ***Safeguarding***

**Email:** [safeguarding@dcfc.co.uk](mailto: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 enjoy your time at Pride Park Stadium. We are very passionate about delivering the best possible matchday experience for all supporters and would love to hear about your visit.

Please fill in our Matchday Experience Feedback Form using the QR code below.



  
**ONE CLUB · RESILIENT · TOGETHER**  
WE ARE DERBY