

VISITING SUPPORTERS' GUIDE

MADEJSKI STADIUM

Thank you for choosing to visit Madejski Stadium and we look forward to welcoming you to Reading.

We want to ensure that you have a truly enjoyable trip to our stadium to watch your team play, so we have put together the following tips.

Rob Coleman and Jackie Evans,
Supporter Liaison Officers (SLO's), Reading FC



SECURE YOUR SEATS

You should purchase your match tickets through your home club's Ticket Office.

However, any ticket collections or queries regarding your tickets can be made at the Collections Office outside the South Stand at Madejski Stadium.

If for any reason you find that the tickets you have purchased are not suitable for you and wish to move, please speak to your nearest steward who, where availability allows, will do their utmost to relocate you to a more suitable area.

READING FC BACK TWENTY'S PLENTY

"By capping the price of advance away tickets bought by all travelling members and Season Ticket Holders who visit our South Stand this season, it will be more affordable for away supporters to come to Madejski Stadium."

Reading Football Club

"We warmly welcome Reading's initiative which will not only benefit their own fans, but also fans of the 23 other clubs in the Championship. It is particularly heartening to see Reading encouraging other clubs in the division to follow suit. They have established a leading position for themselves in making football affordable."

Kevin Miles

Chief Executive,
Football Supporters Federation



PARKING

RECOMMENDED VISITORS' CAR PARK

Wood, Shinfield Park (RG2 9FW)

Parking is free, and shuttle buses operate between car park and Madejski Stadium.

Return prices £4 adult, £2 child

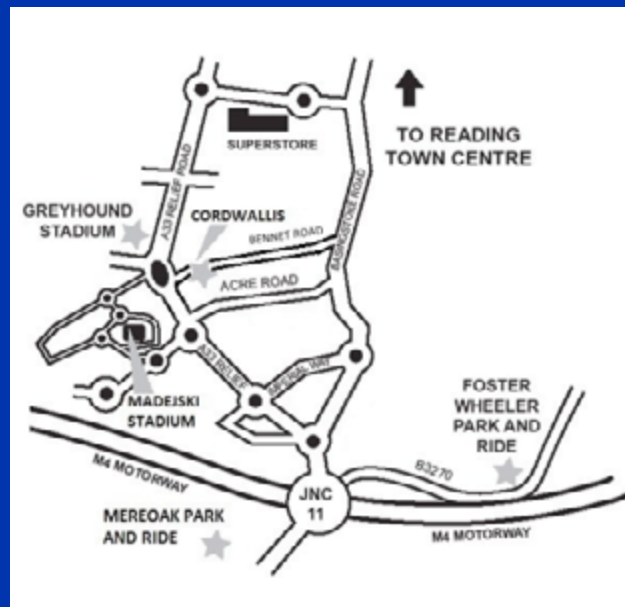
From Junction 11, M4, take exit for B3270 (signposted Earley) and follow yellow signs to 'Match Reading FC Park and Ride.'



Madejski Stadium Parking (RG2 0FL)

Limited spaces are available in the Family Parking Area – if a child under the age of 8 is with you. **Price £10**

Disabled car parking is available for Blue Badge holders only. **Price £5**



Use the Northern Way entrance (B&Q will be on your left). Continue straight ahead, where our parking attendants will take your payment and guide you to an available parking area.

Always check the date and kick-off time of the match in advance. We recommend leaving plenty of time to make your way to the match.

Please note that in order to allow pedestrians, buses and coaches to exit the stadium safely, cars will be held back in the stadium car parks for around 20 minutes. There can also be delays of around 45 minutes to exit the stadium complex due to the heavy flow of traffic.

In our aim to reduce traffic congestion, we encourage fans to use public transport, or take advantage of one of our off-site car parking options.

For important travel updates, follow:

 @RFCSupport

PUBLIC TRANSPORT

NEAREST TRAIN STATION – READING (THREE MILES FROM MADEJSKI STADIUM)

F1 Shuttle Bus services operate regularly to take you between Reading Station and Madejski Stadium, both before and after the match.

The bus stop is at Reading Station South West Interchange, accessible to pedestrians from the station forecourt, towards Tudor Road and Greyfriars Road.

Shuttle buses back to Reading Station after the match leave from the designated bus stop just off Royal Way. If you have a child aged under 8 with you, make your way to the front of the queue for your convenience.

Please note: F1 Shuttle Bus passengers do require exact change to be able to travel.

Return fares

£2 adult, £1 child

Please note: games that fall on Boxing Day are subject to a £1 extra surcharge.



PRE-MATCH BUILD-UP

PUBS

There is no dedicated visiting supporters' pub in Reading town centre, or in the vicinity of Madejski Stadium. We recommend travelling straight to Madejski Stadium upon arriving in Reading, where ample refreshments will be available.



FAN ZONE

You are welcome to make use of our Fan Zone at Madejski Stadium – which opens 90 minutes before kick-off outside the East Stand.

Plenty of food and drink options are available, including sales of Heineken and multi award-winning local ale 'Good Old Boy' from club sponsors, West Berkshire Brewery.

There's also a wide range of outside catering units available for your pre-match meal, with new street food stalls provided by local company, Blue Collar Food. Alternatively, food and drinks are available from the concourse kiosks, inside the stadium. [Click here for our concourse catering menu.](#)



PROGRAMME

All your essential pre-match reading can be found in our matchday programme, The Royal – which is sold at various locations all around the outside of Madejski Stadium for £3.

MADEJSKI STADIUM



THE MATCH

SEATING INFORMATION

Turnstiles open 90 minutes before kick-off at Madejski Stadium. If you experience a problem, do not panic as our friendly fan support staff in blue jackets will be happy to assist.

Once inside the stadium, follow the signs to find your block where you will be seated. If you have trouble locating your seat, please ask the nearest steward for assistance.

Please note: this is an all-seated stadium and you are required to remain seated throughout the game.

Don't forget – we operate a Family Area in the visiting end with our designated family steward. Remember to ask your club for tickets in this specific area if you so wish.

Please note: no adult without a child and no child without an adult.

WANT TO ADD SOME NOISE AND COLOUR?

Flags – visiting supporters are free to display any reasonably-sized flags anywhere in the stadium, provided:

- They do not cover any advertising or obscure another supporter's view
- They are not offensive or political in nature

Supporters with large flags are also encouraged to contact our Supporter Services department in advance on 0118 968 1211 or supporterservices@readingfc.co.uk

Reading FC Supporter Services
0118 968 1211 or
supporterservices@readingfc.co.uk



IMPORTANT INFORMATION

SMOKING

Madejski Stadium is a no smoking facility – including the use of e-cigarettes. If you wish to smoke at half time, please make your way outside to our secure compound, where refreshments will also be available.

CASH MACHINE AND PAYMENTS

An ATM is available at Madejski Stadium, to the right of the Fanstore. Contactless payment is also accepted at all catering kiosks.

For the 2019-20 season, we are prioritising contactless card payments on kiosks within Madejski Stadium - meaning quicker service for all. There will be only one cash till per kiosk so please ensure you have card payment if possible.



FAN POLICY

Reading FC would like to remind all supporters that entering the pitch, or the perimeter track is a criminal offence and anyone so doing will face arrest and a ban from watching football. Entry to the Ground is subject to acceptance by the visitor of The Ground Regulations, which can be found at www.readingfc.co.uk or at the turnstiles.

See Something Say Something


Report suspicious or unacceptable behaviour. Text **80800** beginning your message with the word 'SAFE'.

If you require any further help in planning your visit and you cannot find the information you require on readingfc.co.uk

Please contact us in any of the following ways:

 supporterservices@readingfc.co.uk

 0118 968 1211

 Reading Football Club,
Madejski Stadium, Junction 11,
M4, Reading, Berkshire, RG2 0FL