YORK CITY FC

Away Supporters Guide

Welcome

Thank you for choosing to visit LNER Community Stadium.

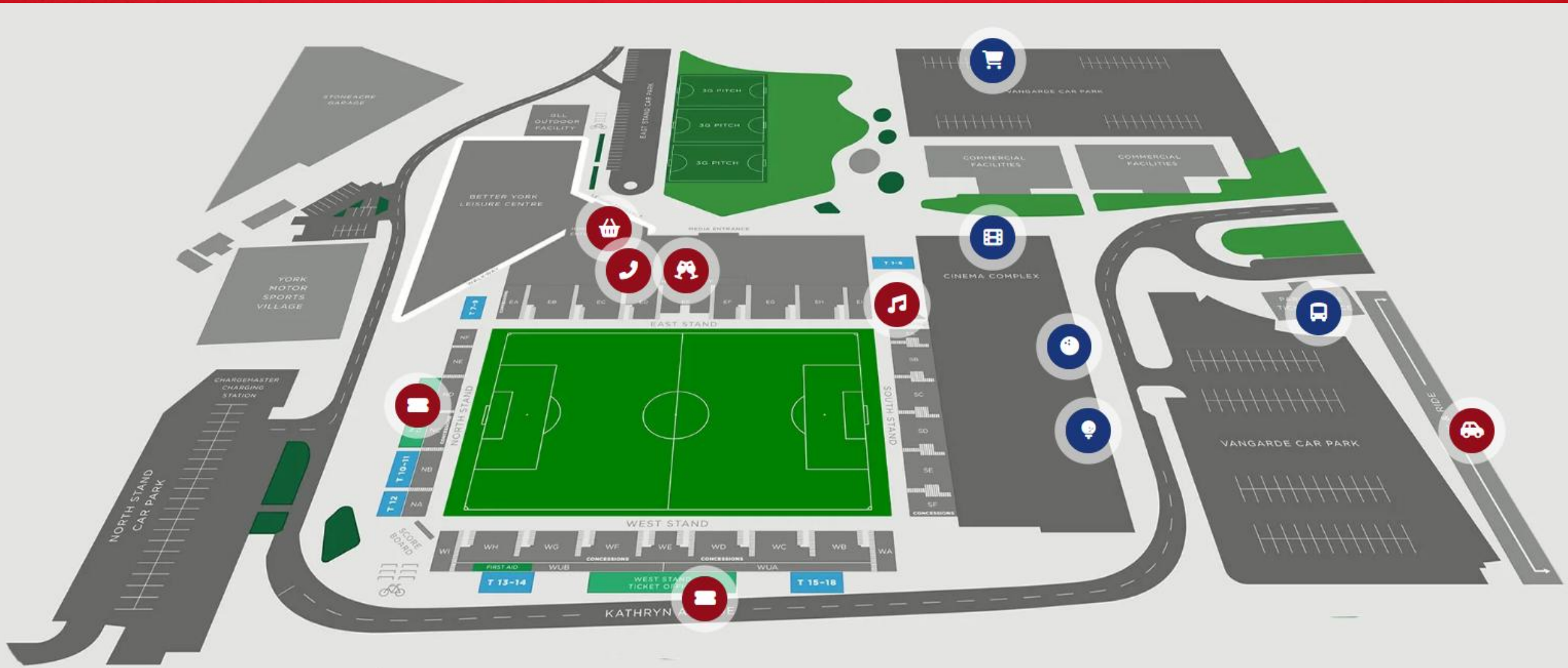
On behalf of everyone at York City FC, we look forward to welcoming you to North Yorkshire.

Opened in 2021, the LNER Community Stadium is a state of the art, 8,500 capacity ground built to Championship standards.

Visiting supporters are housed in the West Stand, blocks WH and WI. In the event of a sell-out of the allocated away section for each fixture, further blocks may be opened for away fans, which will usually be West Stand sections WF or WG, or sections WH and WI.

This guide is intended to help you make the most of your trip. It provides key information on various aspects of the stadium, which we hope will be useful for your visit. We wish you a safe and memorable trip to our home.

Stadium Site Map



Match Tickets

Common practice is for each club to sell their own away tickets. As such, please check the details with your club for confirmation.

Should tickets for away supporters be sold by York City FC, tickets can be purchased via the following methods:

- Online via the club website – click on the BUY AWAY SECTION MATCH TICKETS to access tickets in the home end
- **Please note that accessible and/or carer tickets CAN be purchased online here.**
- By phone on 01904 950950
- By e-mail at tickets@yorksmc.co.uk
- In person at the Ticket Office at LNER Community Stadium

For in person sales, please visit the Ticket Office (figure 1)

On match day, the West Stand ticket booth (figure 2) will also be open for on the day general admission sales to supporters.

Please be aware that ticket prices do increase if purchased on the day. As such, we encourage supporters to purchase tickets in advance wherever possible.

Under 14s must be accompanied by an adult.

Figure 1: LNER Community Stadium Ticket Office

Figure 2: West Stand ticket booth

Getting to LNER Community Stadium

Stadium Location

The LNER Community Stadium is located in the North East of the City of York, adjacent to the Monks Cross and Vangarde shopping centres.

Stadium Address

LNER Community Stadium
Kathryn Avenue
York
YO32 9AF

Club Contact Details

Website: www.yorkcityfootballclub.co.uk
E-Mail: enquiries@yorkcityfootballclub.co.uk
Phone: 01904 624447

Further Information

Directions, travel and parking information are **available here**. If you are visiting us by car, spaces are extremely limited so we highly recommend pre-booking parking via the **'match tickets' page**. Just select the fixture parking is required for.

Getting to LNER Community Stadium

By Car

A dedicated area within the Monks Cross Park and Ride site has 400 spaces for match day users. Tickets need to be purchased in advance from the club's ticketing website. There are over 100 accessible parking spaces included, which can be booked in the same method.

Upon arrival, a steward will scan your ticket at the car park entrance to grant entry. Parking is not permitted in any other local car parks, so we highly recommend pre-booking an official parking space. Stewards will be present in the area on match days to advise.

The Vangarde Shopping Park also offers parking for up to six hours for £5 across the site. Click here for Vangarde rules.

From the North and West (A19/A59)

Upon reaching the York Outer Ring Road (A1237) turn left at the roundabout. Continue along the A1237 past the Clifton Moor Shopping Centre for approximately 3.5 miles. At the Monks Cross Link Road roundabout, take the third exit and follow the signs to the Stadium.

From the A64 (East)

Upon reaching the A64 roundabout, take the second exit. At the next roundabout (Hopgrove), take your first exit. Continue along Malton Road and take the second exit at the next roundabout, following the signs for Vangarde Shopping Centre and the Stadium.

From the A64 (West)

Continue along the A64 until reaching the roundabout and take the first exit. At the next roundabout, take the first exit and continue along Malton Road. At the next roundabout, follow the signs for Vangarde Shopping Centre and the Stadium.

Getting to LNER Community Stadium

By Bus

The Monks Cross area is served by a number of bus routes, providing regular services from the city centre and surrounding areas. Please see a map of all routes above. The most frequent, First York Park and Ride service 9, departs every 12 minutes from York City Centre.

Another dedicated shuttle bus service between Stonebow and the LNER Community Stadium on home match days has been organised with First York thanks to the Supporters' Trust. The Y22 service runs from two hours before kick-off and after the game until the ground is clear, up to 90 minutes after the full-time whistle.

For evening fixtures, additional bus services will be provided by First York and the bus company have confirmed that a bus will be available after the full-time whistle on night games. The final bus scheduled is 10pm leaving Monks Cross Park and Ride.

Additional services for away supporters may be provided and will be assessed on a match-by-match basis. We will liaise with your club on this so please check the details ahead of match day for the most up to do information.

Around the Stadium

Vangarde Shopping Park

LNER Community Stadium is based within the Vangarde complex, a premium destination for shopping and eating in York.

The park is home to the region's largest M&S store and a state-of-the-art Next store. Vangarde also has a range of restaurants and cafés including Prezzo, Nando's, Costa and Café Nero.

Monks Cross Shopping Park

Just a short walk away from the stadium (circa 5 minutes), Monks Cross brings you some of your favourite high street shops all in one handy location!

Monks Cross is open until 8pm EVERY WEEKDAY, meaning you can step straight of the car and into your favourite stores and restaurants.

Essential Information for Match Day

Food and Beverages

York City Football Club offers a variety of food and drink options at the LNER Community Stadium, including hot food like burgers, pies, and hot dogs, as well as sweets, chocolate, and both hot and cold drinks. Vegan options are also available. Kiosks are located in the North and West Stand concourses for away supporters. Please note that all kiosks are cashless, meaning card payments only.

Programme and 50/50 Draw Tickets

'The Citizen' costs £3.50 and is sold at every available turnstiles and in our Club Shop on match days. You can also get yours online to collect or for home delivery.

50/50 tickets cost £1 and are sold at every available turnstiles with the winning numbers drawn and announced at half-time.

Essential Information for Match Day

Accessibility

There are various designated areas for disabled supporters at the LNER Community Stadium, including pitch-side and to the rear of the LNER Azuma East Stand and West Stand – both of which are accessible via lifts. Other key features include:

- Dedicated disabled toilets which are fully accessible and stoma-friendly
- Wheelchair height catering and ticket counters
- Free carer match tickets
- Volunteers to help assist you across all areas of the LNER Community Stadium
- Audio devices for visually impaired supporters
- Sensory packs to purchase or loan
- Quiet Zone for neuro-diverse individuals and groups
- Match Day Buddy available for any supporters who would, for any reason, like a bit of extra help on match days

Essential Information for Match Day

Searching and Bag Policy

York Stadium Management Company (SMC) take the safety of supporters very seriously. Under a recommendation from a security aspect, we may search supporters at the turnstiles on a matchday. This means that queues may occur prior to entry to the stadium, however we will do all we can to keep things moving. We are requesting that supporters do not bring bags to the stadium to avoid these search processes.

Additional Information

Lost Property Policy

Our Lost Property Policy has been designed to ensure the secure handling, storage and processing of lost and found property at York City FC fixtures at LNER Community Stadium.

If you have lost something during your visit to LNER Community Stadium, please complete this form to let us know the details of the item(s) you have lost so that we can review the central log and contact you if the item(s) has been handed in.

Complete our lost property form here.

Stadium Announcement Requests

Send us your message so we can share it with our Stadium Announcer, then listen out just after the half-time whistle to hear it!

If you'd like your message to appear in the match day programme, please also send a photo to accompany it to enquiries@yorkcityfootballclub.co.uk and we'll do our best to include it. Please note, we need a minimum of 5 working days for inclusion so if we receive this after that time then, unfortunately, we will not be able to include your message.

Submit a Stadium Announcement Request here.

Additional Information

See It, Hear It, Report It

Supporters can play a vital role in helping to keep the stadium safe by reporting anything suspicious to either a member of staff or the police. In addition, York Stadium Management Company (SMC) has a text service where messages of concern can be reported straight to the control room.

Text YORK and your message to 60060.
(There is a £1 charge for this service).

Safeguarding

York City FC acknowledges its responsibility to safeguard the welfare of every child and young person, as well as vulnerable adults, who has been entrusted to its care and is committed to working to provide a safe environment for all members. A child or young person is anyone under the age of 18 engaged in any club football activity.

You can report a safeguarding concern to us here.

Pre-Match Entertainment

Our brilliant Foundation team offer **free kick-abouts** on the 3G pitches directly outside the stadium for 3.00pm KOs.

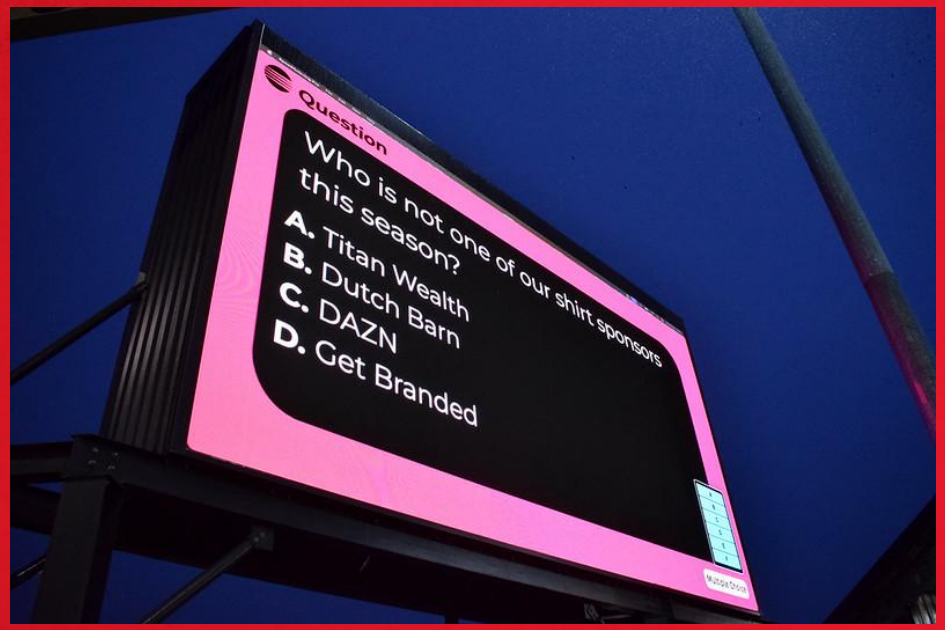
The pitches are split into younger and older age groups so your children can play with others of a similar age.

No booking required, just head to the pitches **between 1.00 – 2.00pm** and join in!

Yorkie is the official mascot. Known for energetic and comic antics on the pitch, Yorkie regularly appears at the LNER Community Stadium to entertain fans, engage with the local community.

The club affectionately features two Yorkies, the Original and the New Yorkie, look out for them around the ground and come over to say hello!

Half-Time Entertainment



Test your knowledge with the **Speed Quizzing**!

With a mixture of live rounds and questions printed in the match day programme, there are great prizes to be won and it's always entertaining.

Away supporters are very much encouraged to join in.

Hear about the experiences of former players and Club Ambassadors as they share their stories.

We have a wide range of guests from across sport, most with a York City connection, who are interviewed by our Stadium Announcer.

Club Shop

The Club Shop is located within the main entrance of the stadium complex. Please note that the shop does get very busy before and after the match.

The store is accessible and has a low serving counter for wheelchair and mobility scooter users. Staff and volunteers are available within the shop to provide assistance.

Our Club Shop is open as follows on match days:
Pre-Match: 11am – 3pm/1pm – 7.45pm
Kick Off: Closed
After Full Time: 30 minutes

Supporters can also browse and shop online with collection and home delivery options available.

Post-Match Feedback

York City FC is committed to delivering outstanding match day experiences for all supporters. To ensure that we provide the best experience possible, we would love to hear about your experience after full-time.

Why are we doing this?

- To help us gain a better level of understanding about visiting supporters.
- To provide an opportunity for visiting supporters to share their experiences with us.
- To identify areas in which we can improve our processes and practices to provide a better service.

You can submit your feedback here or scan the QR code below.

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