



AWAY FANS MATCHDAY GUIDE



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On behalf of everyone at Brentford Football Club, we look forward to welcoming you for your forthcoming fixture at Gtech Community Stadium.

We want to provide the best possible matchday experience for all fans at Gtech Community Stadium. Ticketing queries should be directed to your own club's Ticket Office, but if we can help with any other queries please get in touch.

supporterservices@brentfordfc.com

accessibility@brentfordfc.com

We advise away supporters to check www.brentfordfc.com for any important matchday information leading up to your visit. Brentford Football Club will communicate any information that will be useful to away supporters or may have an impact on their matchday experience directly to the visiting club.

Please note that, in line with the [Premier League ground regulations](#), and for the safety and wellbeing of all supporters, thorough search processes are in place at the Gtech Community Stadium. Supporters may be refused entry if prohibited items, including any illegal substances, are found - or if supporters refuse to cooperate with the search processes in place at our stadium. The ground regulations are displayed on entry to the stadium.

FAQs & contacting us

A number of matchday FAQs can be found [here](#).

Please visit our [Visiting the Stadium](#) guide for any more information on your visit.

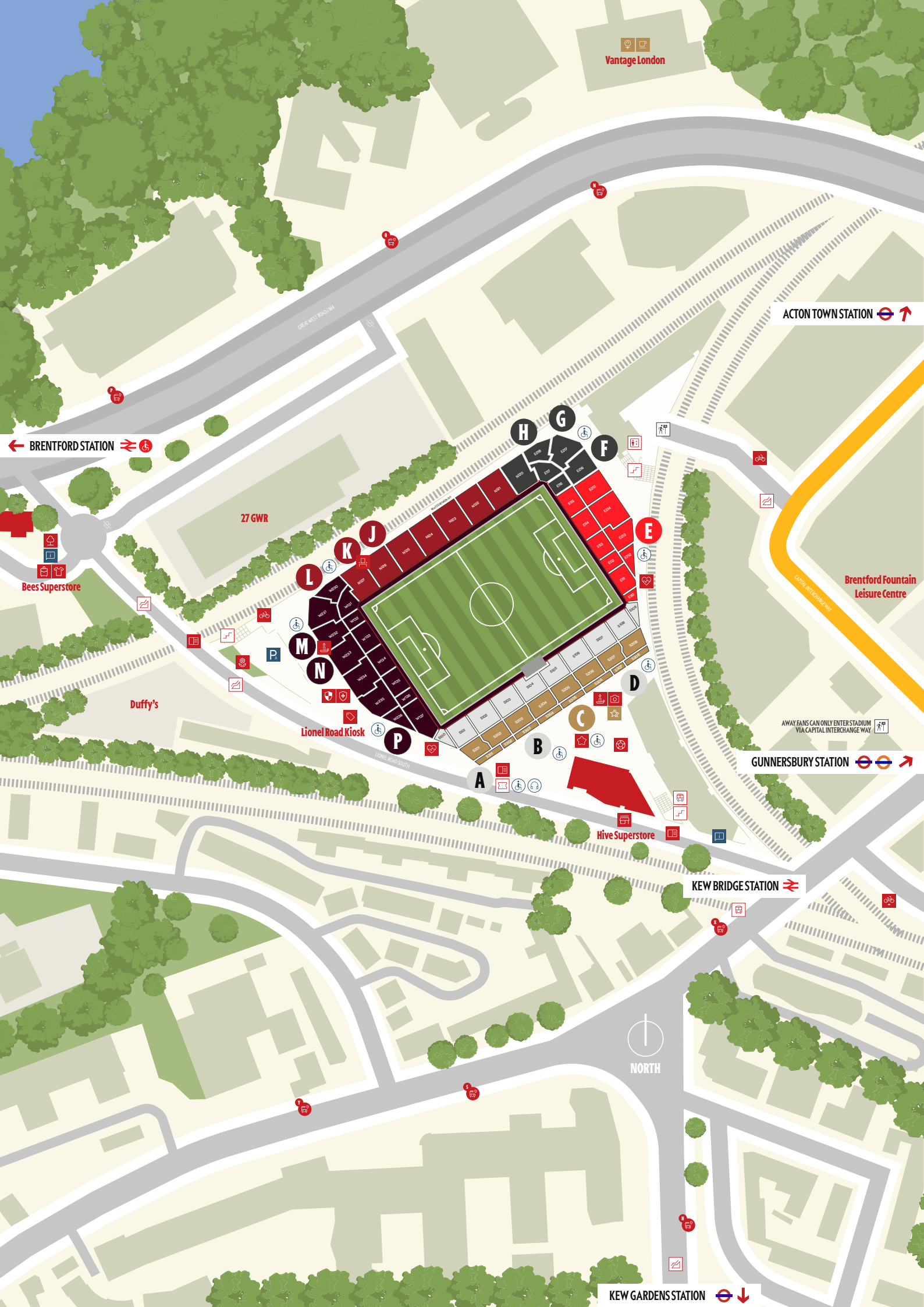
Stadium address

Gtech Community Stadium

Lionel Road South
Brentford
TW8 0RU

Click on the link to be taken to the what3words location map or input these 3 words into the free what3words app to navigate directly to your destination.

Box Office: [///matchtoppedwith](http://matchtoppedwith)



A B D E J Home Gate K L M N P

Box Office

Lift

Stairs

Steep Gradient

F G H Away Gate

Away Fans Access Route

Kew Bridge Entrance / Exit
The main entrance will be "exit only" for at least one hour after a game, so all fans should enter the station via the signposted underpass

Gtech Community Garden

Magnolia Garden

Bike Parking

E-Bike Parking
E-bike parking is not currently available at the stadium or at our permanent or temporary bike parks - all fans must park in the designated zones

Hive Superstore
Monday to Saturday - 10am to 6pm
Sunday - 10am to 4pm

Matchdays:
Opens at 10am and will close an hour after the final whistle

Bees Superstore Open on matchdays only

Lionel Road Kiosk Open on matchdays only

Programme Kiosk

Bag Drop Off

Memorial Wall

From Day One Wall

Mascot Meeting Point

Defibrillator

Media Entrance

Security Hut

Safe Haven
Open 24/7 (excluding matchdays) for any member of the public who feels vulnerable or needs help

Team Arrivals

ACCESSIBILITY

Accessible Entrance

Fan Support Team

Sensory Room Entrance

Accessible Parking Pre-booked only

DUGOUT & PREMIUM SEAT HOLDERS, & BOARDROOM

Premium Seat & Boardroom Gate

Off-Site Hospitality Entrance

Away allocation

Visiting supporters will be located in **the East Stand**.

Turnstile entrances:

H G F

Blocks: **N120, E117, E116, E218, E217, E216**

Turnstiles open 90 minutes prior to kick-off. Fans are advised to take their seats in plenty of time to ensure they do not miss any of the match.

Re-admittance policy

There is **no re-admittance to the stadium** if you leave prior to the end of the match. Smoking or the use of e-cigarettes is not permitted anywhere across the stadium campus.

For any Accessibility queries, including more information on ambulant seating, please contact accessibility@brentfordfc.com.

If you require ticketing assistance in advance of the day of the game, please contact your own club's Ticket Office for assistance. If you have any ticketing queries on the day of the game prior to entering the stadium, please visit the Box Office at Gtech Community Stadium.

Any other matchday ticketing queries should be directed to our matchday stewards who will be located near to the turnstile entrances.

Away coaches

All official away coaches must park on Capital Interchange Way, TW8 0EX which is adjacent to the away end turnstiles (indicated by the yellow line on the previous page's map). If you have an accessible coach travelling or require any additional information, all contact should be directed to the Supporter Liaison Officer at supporterservices@brentfordfc.com.



Public transport

There are eight stations located within a 20-minute walking radius of the stadium, so if you are planning to travel either by train or tube to the stadium, do please consider all of these and whether you can incorporate a healthy walk into your journey to the stadium.

The nearest station, Kew Bridge, has one South Western Railway train every 15 minutes on matchday Saturdays (and up to four trains per hour on Sundays), with trains every 15 minutes on weekdays (up to 10pm, then every 30 minutes until the last train). Trains to the stadium from central London are from Waterloo station.

Gunnersbury station is the nearest station offering both the **District line underground and London Overground connections**. Fans should note that during busy times, there may be a long wait to access the station.

For any supporters that require step-free public transport options, please contact accessibility@brentfordfc.com so that we can discuss and agree the best option for you. **Brentford station is the nearest step-free station.**

Parking

If you are not able to travel by public transport, fans can make use of matchday car parking.

Ultra Low Emission Zone (ULEZ) has expanded across all London boroughs. You can check the roads that are inside the ULEZ and whether your vehicle meets the emission standards here. (Vehicles that don't meet emission standards will be charged £12.50 per day to drive inside the expanded ULEZ area and fines are charged for those that do not pay this tariff).

You should be aware that **Controlled Parking Zones will be in operation in residential streets near the stadium** so you should not plan to park on nearby streets. Please do consider our local neighbours and avoid parking in residential streets.

South Western Railway

Kew Bridge (nearest) 2 minute walk
Brentford (nearest step-free) 24 minute walk
Chiswick 28 minute walk

Underground / Overground

- **Gunnersbury** (nearest) 16 minute walk
- **Kew Gardens** 25 minute walk
- **Chiswick Park** 25 minute walk
- **Acton Town** 28 minute walk
- **South Ealing** 28 minute walk
- **South Acton** 29 minute walk

- District - Piccadilly - Overground

Buses

Bus routes: **237, 267, 65, H91 & 391**

Fans are advised to check for the latest information about bus routes at tfl.gov.uk or via other travel management apps.

Our car parking partner JustPark is operating a number of matchday car parks on our behalf. These must be pre-booked and are available to book via the website below.

[Book your matchday parking](#)

Blue badge parking

We have an allocation of blue badge parking spaces available to away supporters which are located very near to the away entrance on Capital Interchange Way. The blue badge parking spaces are sold on a first come first serve basis. **Further information relating to this can be found on p.11.**

Matchday catering

There are two food and drink kiosks available in the away end, with a range of options on offer (including vegetarian and vegan options) as well as both alcoholic* and soft drinks. All food counters have been designed at a height to make them fully accessible for fans in wheelchairs.

Away fans food & beverage	
Four Corners Bar	Griffin Kitchen
Draught beer	Bottled beer
Wine / ready-to-drink cocktails	Wine / ready-to-drink cocktails
Sausage rolls	Sausage rolls
Pies	Pies
	Hot drinks

*Please note that alcohol is typically served in away areas but if we receive guidance that a fixture is high risk, we reserve the right not to serve alcohol for visiting supporters.



Contactless

The stadium is **fully cashless** which delivers the following benefits:



Increased speed of service and shorter queue times



A wide range of payment options including bank cards and mobile and wearable payment options



Improved hygiene – staff won't be handling cash

All major contactless debit and credit cards will be accepted. Mobile and wearable payment options including Apple Pay and Google Pay are also supported. If you have any questions on how the cashless stadium will work, please email us at enquiries@brentfordfc.com





Away pubs

Pubs around the stadium generally welcome both home and away fans. If any changes are made ahead of the matchday, the visiting Club will be notified.

The Pilot or The Gunnersbury are recommended for fans travelling from Gunnersbury.

The Express Tavern, One Over the Ait, The Bell & Crown, The Steam Packet and City Barge are the closest pubs to the stadium.

The Rose and Crown, The Greyhound, The Coach & Horses and The Botanist are the closest to Kew Green and typically all welcome away fans.

Please use the following link to see the pubs in the area [here](#).

Fan behaviour

As a Club we are committed to ensuring a welcoming and inclusive environment for all of our supporters, as outlined in our [Diversity & Inclusion Policy](#) which is part of our BeeTogether campaign.

If you witness or experience any behaviour in the stadium which you believe breaches our Diversity & Inclusion Policy or falls below the standard of behaviour that you would expect, we encourage you to report it as soon as possible.

Please report what you see or experience to any of our matchday stewards, or on WhatsApp* text +442038330327 with details of the incident and our Operations team will be notified.

Alternatively, you can email report@brentfordfc.com at any time.

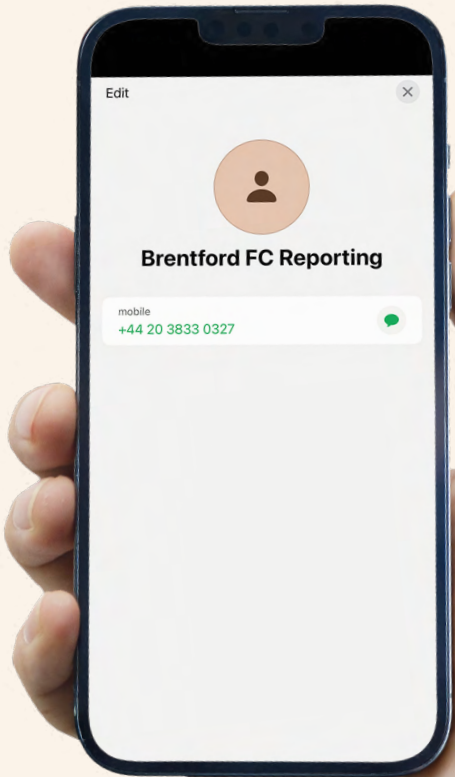
** phone number only active from 25 hours before kick-off, until 2 hours after the final whistle*

First Aid

There are First Aid locations clearly signposted around the stadium. In a medical emergency, fans should notify the nearest steward to mobilise one of the response teams to your location. There are also a number of defibrillators around the stadium to be used in the event of a cardiac arrest. Our First Aid rooms can also provide a quiet space in the event of a sensory overload for fans.

Leaving the stadium

Away fans will be discouraged from using Kew Bridge station post-match but any that do choose to use this station will have to walk round from Capital Interchange Way and up Lionel Road South to join the same queuing system as for home supporters.



Search process & bag policy

Please note that fans visiting the Gtech should expect a robust searching process as part of our efforts to ensure a safe environment for all supporters. This will include searches of bags and other personal items carried by supporters. Privacy can be requested when searching personal items - please speak to a member of staff who can help.

Brentford strongly recommends that fans do not bring bags with them to the stadium.

Please note that bags cannot be folded to meet the size limit. Stewards will have apparatus to measure bag sizes.

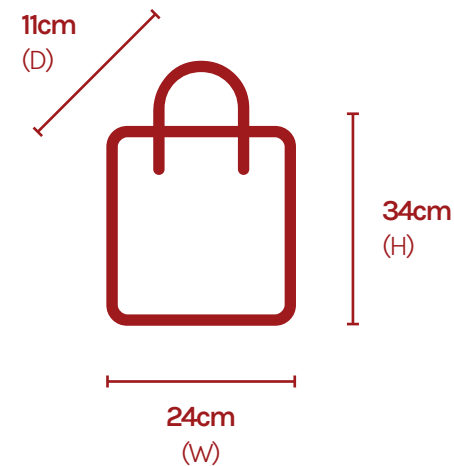
Exemptions to the bag policy are available to fans with medical and accessibility requirements. We can also allow exemptions for parents of small children who need provisions such as nappies and bottles with them inside the stadium.

If you need an exemption, you should request one as soon as possible by contacting accessibility@brentfordfc.com and providing evidence and information as to why you need a larger bag.

Bag storage will be available at the Bees Superstore

Fans with oversized bags that are not permitted into the stadium will be directed to the bag storage facility at the Bees Superstore where they can securely store their bag or suitcase. Prams and buggies can also be stored here.

Bag storage is only available at the Bees Superstore, located next to the A4/M4, identified in the map below. Storage is not available at the Hive Superstore, our more recently opened store located next to Kew Bridge station.



Bags that exceed the permitted dimensions of 34 cm (H) x 24 cm (W) x 11 cm (D) will not be permitted into the stadium, including suitcases. These dimensions are slightly larger than the height and width of an A4 sheet of paper.

Storage will open two hours before kick-off unless stated otherwise ahead of the fixture. Fans must collect their bag by the time listed on their storage ticket otherwise their bag will be locked in storage until it can be collected the following day.

From the game against Liverpool on 17 October onwards, bag storage will cost £5 per item for most bags and £10 per item for the largest bags and suitcases.

Any profits from the bag storage will be donated to Brentford FC Community Sports Trust.

Accessibility

Accessible entrances

On arrival, you will find a passenger lift that provides access from Thomas Layton Way down to ground level, where the turnstiles are located. **Turnstile G is the designated accessible entrance** and on the concourse you will have access to a large passenger lift serving the elevated accessible seating areas.

Blue-badge parking

We have an allocation of blue badge parking spaces available to away supporters which are located very near to the away entrance on Capital Interchange Way. The blue badge parking spaces are sold on a first come first serve basis.

You can book a blue badge parking space subject to availability by contacting accessibility@brentfordfc.com

Blue badge parking spaces are also available at Our Lady & St John's RC Primary School where we have a mini-bus shuttle* for those that need it. Our car parking partner JustPark operates this car park on our behalf. These spaces must be pre-booked and are available to book via the website below.

The shuttle will run every 30 minutes up until kick-off. If you require a shuttle timetable or more information, please contact accessibility@brentfordfc.com. The mini-bus shuttle will drop blue badge holders from Our Lady & St John's RC Primary School to the Bees Superstore.

If you require a wheelchair pick up when departing from the shuttle bus at the Bees Superstore, please email accessibility@brentfordfc.com detailing your expected arrival time.

**Please note the mini-bus shuttle can only transport foldable wheelchairs and there are a few steps to negotiate to access the shuttle bus.*

Accessible entrance:



Audio descriptive commentary

Headsets and transmitters are available where required and should be **booked in advance** by emailing us at accessibility@brentfordfc.com

Assistance dogs

We welcome assistance dogs at the stadium. **Please inform us in advance** at accessibility@brentfordfc.com.

Concession counters

All food and drink counters around the stadium have been lowered for easier wheelchair access.

Toilets

There are plenty of high-quality toilet facilities located throughout the stadium, including an ambulant accessible toilet with additional space in each toilet block, as well as separate accessible toilets, all of which are clearly signposted. Within the away end, there are also three accessible toilets available, with one located on the lower concourse and two on the upper concourse. Each accessible toilet is clearly signposted and fitted with a RADAR lock. Supervising stewards carry RADAR keys in case a supporter with access requirements does not have their own.



AWAY FANS GUIDE

