



VALE PARK AWAY SUPPORTER GUIDE

All you need to know ahead of your trip to Vale Park as
an away supporter

WELCOME

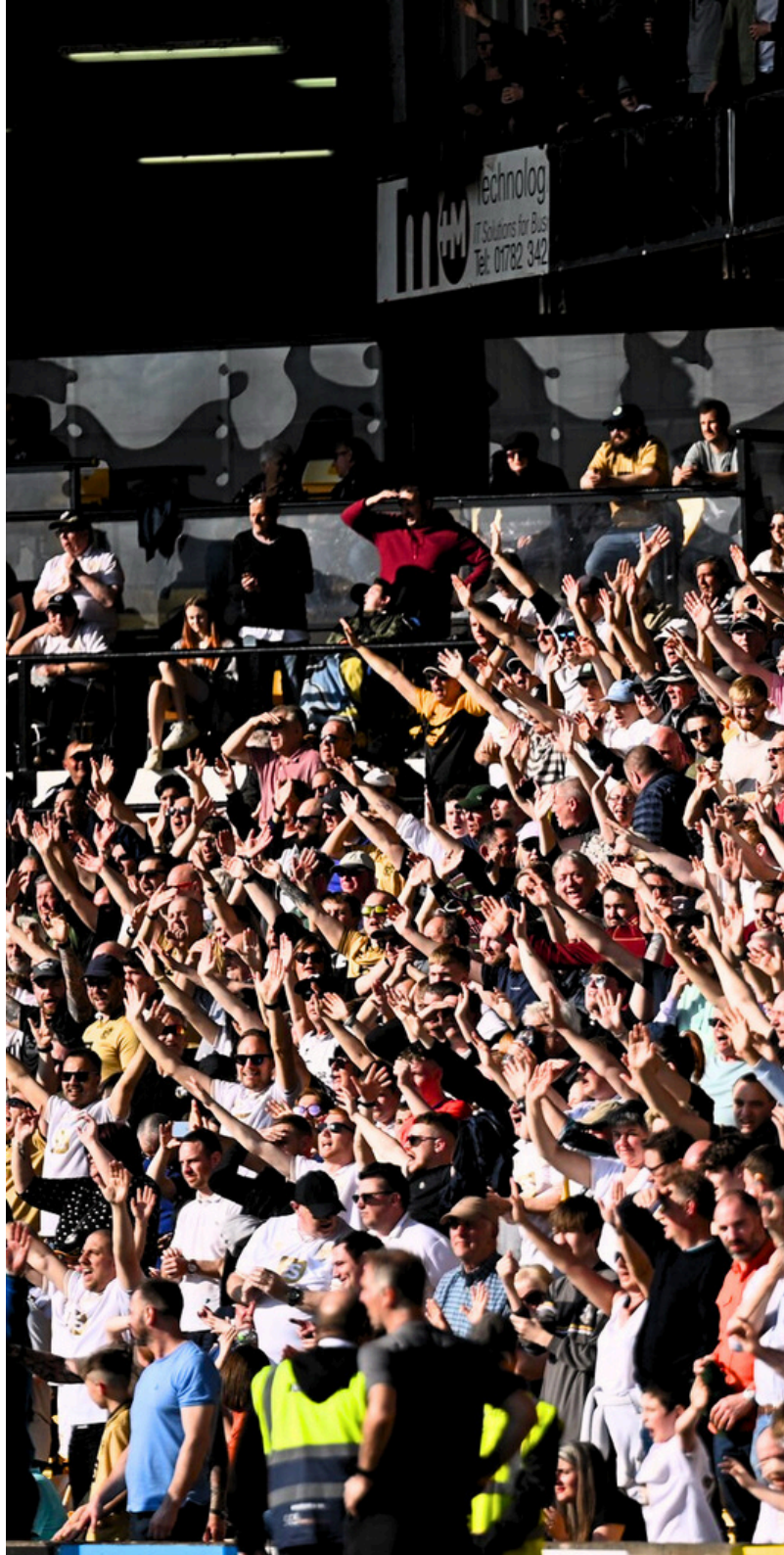
Whether you're a dedicated home supporter or joining us from afar, we'd like to extend a warm welcome to every supporter and visitor at Vale Park. Situated in the football-rich city of Stoke-on-Trent, Port Vale has played an integral part of this vibrant football culture since 1876.

In these pages, you'll find everything you need to plan your visit and make the most of your matchday at Vale Park. This guide is intended to address any inquiries you might have prior to your visit to Vale Park. It encompasses all essential information, including directions to the venue, our family friendly offerings, parking instructions, and available supporter facilities.

For those who would like to know more, please drop by www.port-vale.co.uk or connect with us on social media. Stay in the loop with the latest news and updates, because we're all about keeping you informed.

We're excited to have you with us at Vale Park. Soak up the football atmosphere, enjoy the game, and create unforgettable memories.

www.port-vale.co.uk



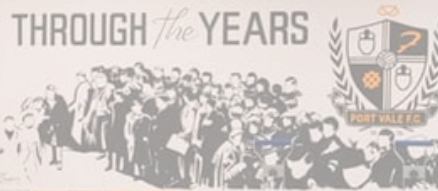


CONTENTS

- 01 [BUY YOUR TICKETS](#)
- 02 [GETTING TO VALE PARK](#)
- 03 [PRE-MATCH BUILD UP](#)
- 04 [GETTING TO YOUR SEATS](#)
- 05 [DURING THE MATCH](#)
- 06 [POST MATCH](#)



1876



**BUY YOUR
TICKETS**



PURCHASING TICKETS

BUY ONLINE



You can purchase all home tickets, away tickets, season tickets, and memberships online at any time.

GET IN TOUCH



If you have any queries about purchasing tickets, call us during our opening hours on

COLLECTING TICKETS



Away match tickets need to be collected from Turnstile 25 at the Bycars.

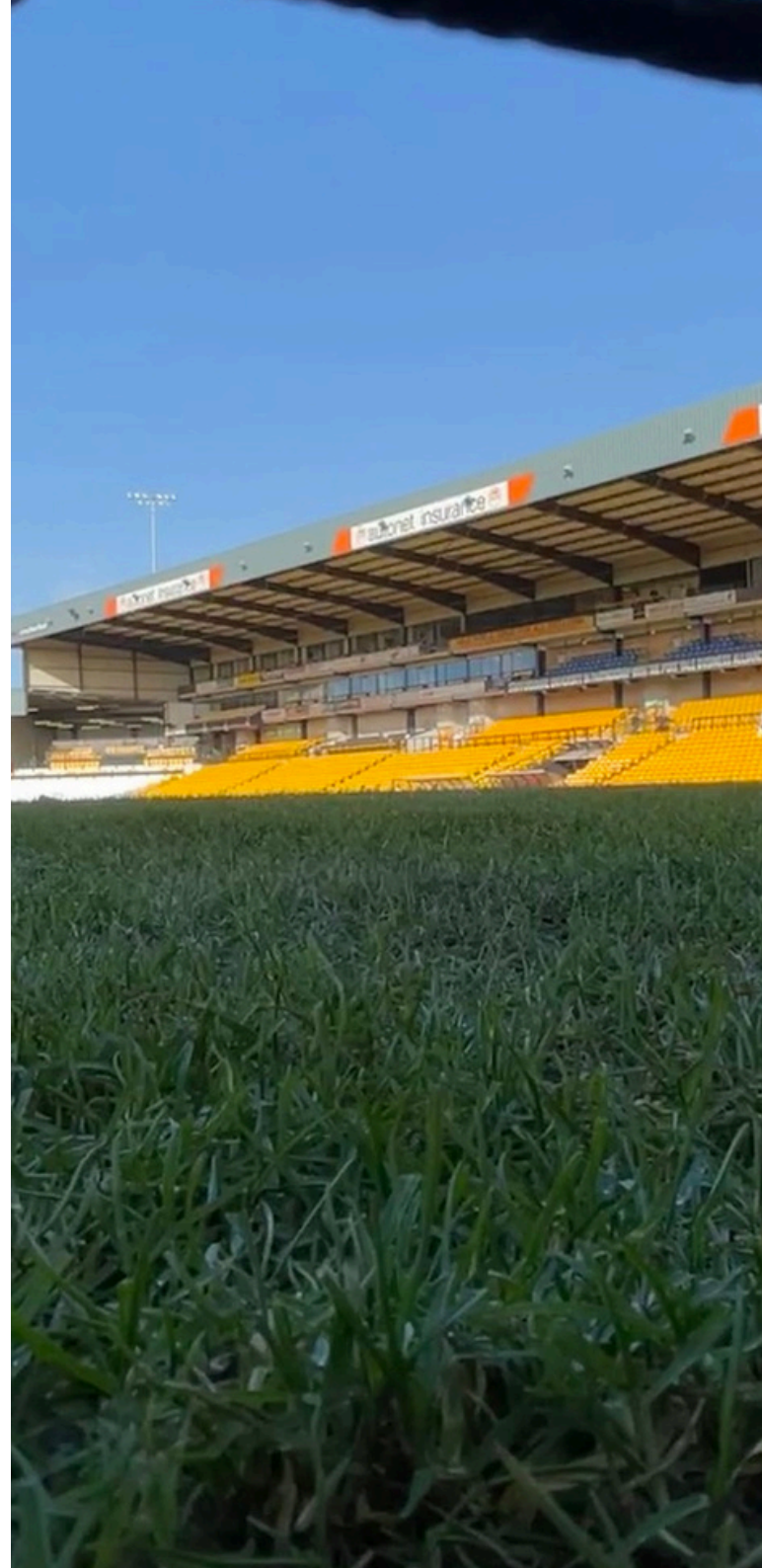
<https://www.eticketing.co.uk/pvfc>



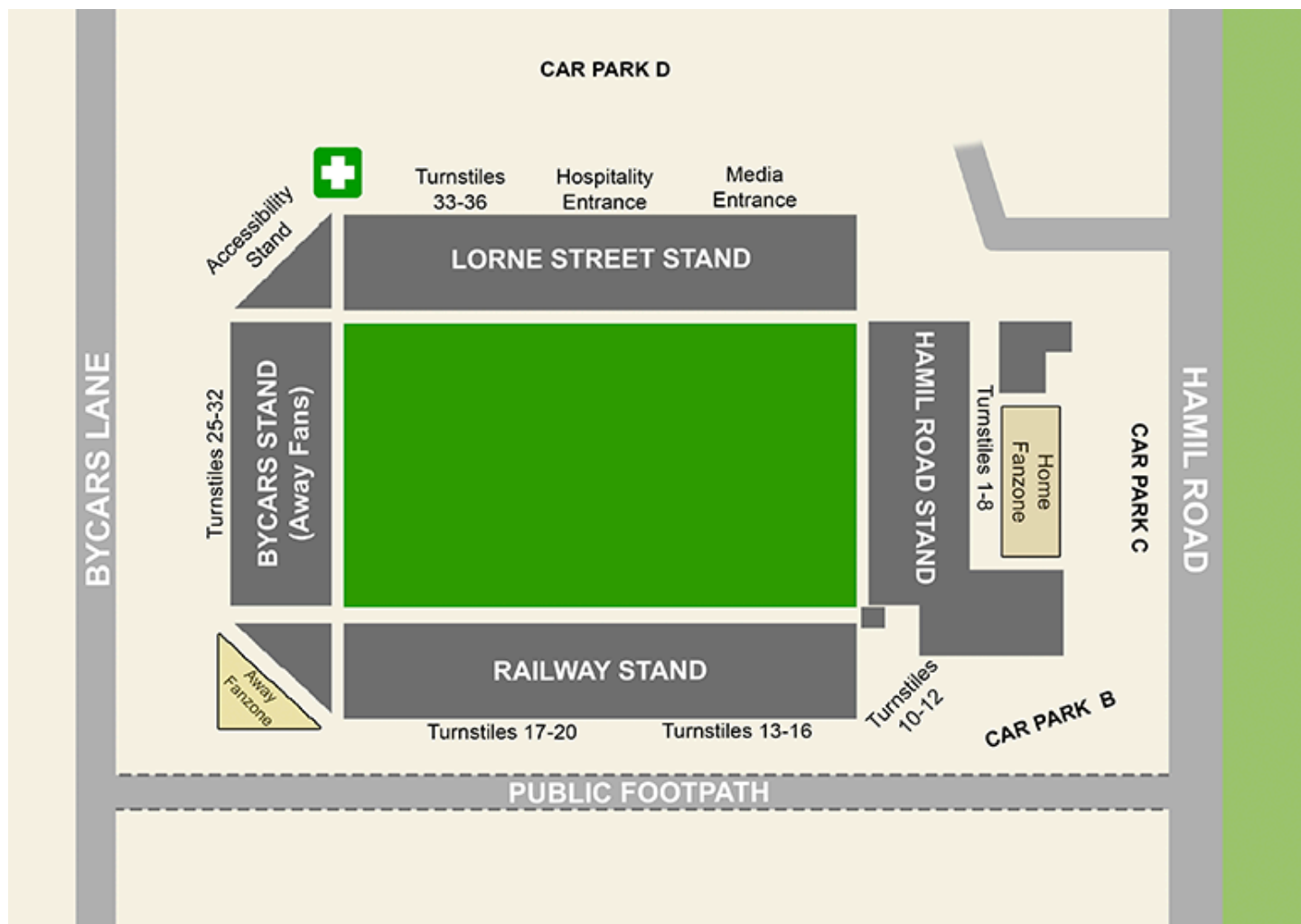
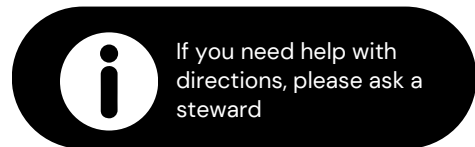
PURCHASING TICKETS FOR AWAY SUPPORTERS

- Please note that the Club strongly recommends that all visiting supporters purchase their tickets prior to the day of the game. On the day of the game visiting supporters will only be able to purchase tickets from PVFC via online booking. Our Club Store does not sell to Away Supporters on the day of the game.
- Supporters cannot pay at the turnstiles by cash or card on the day. Pre-paid tickets need to be collected from Turnstile 25 in the Bycars.
- Kindly note that there is a limited allocation of tickets available. To secure your tickets, please consult your club for additional details on purchasing options. We strongly recommend avoiding last-minute ticket purchases on the day of the event whenever possible.
- The North Stand (Bycars) is designated for visiting team supporters. Away supporters are welcome to display flags in specific sections of the North Stand, as long as the flags do not have poles attached and do not block the view of sponsors' advertising banners.

www.port-vale.co.uk



STADIUM MAP



P MATCHDAY CAR PARKING

Match day parking at the stadium is limited however, there is often parking available at our sister company Synectics Solutions lower down Hamil Road. Parking on matchdays can also be pre-booked by going to portvaleparking.co.uk



GETTING TO VALE PARK

TRAVEL GUIDANCE

BY TRAIN



Trains run to the main Stoke-on-Trent station. From there, you can catch a bus to Burslem town centre. The Ground is situated on Hamil Road (By the traffic lights, go past the Red Lion on your left and Hamil Road is the second left turning.) You can also catch the train to Longport station which is a 25 minute walk to Vale Park. Head up Station Street then head onto Newcastle Street until you reach Burslem town centre. Hamil Road is then on your left.

BY BUS



98/98A: Run regularly from Newcastle Bus Station to Burslem town centre.

20/20A/29/21/21A: Run regularly from Hanley Bus Station to Burslem town centre.

7/7A/7B/7C: Run regularly from Stoke-on-Trent Bus Station through to Hanley Bus Station and then to Burslem town centre.



FROM NORTH

- Leave M6 at junction 16 and take the A500 south to Stoke-on-Trent. In approx 6 miles take the exit signposted Tunstall (A527). At the roundabout take a left turning, second exit signposted Tunstall A527.
- After 0.5 miles turn right on to the B5051 (second exit, Newcastle Street) at the small roundabout. Carry on up to the next roundabout and go straight across to the cross-roads. Go straight across the cross-roads into Moorland Road. Take the second left on to Hamil Road and Vale Park is on the left.



FROM SOUTH

- Leave M6 at junction 15 and take the A500 north to Stoke-on-Trent. Continue on this road until you come to the exit signposted Tunstall A527. Take the fourth exit, and after 0.5 miles turn right on to the B5051 (second exit, Newcastle Street) at the small roundabout.
- Carry on up to the next roundabout and go straight across to the crossroads. Go straight across the crossroads into Moorland Road. Take the second left on to Hamil Road and Vale Park is on the left.



FROM EAST

- Enter the City via Uttoxeter bypass (M1/M6 link road) and through Meir and the new Meir Tunnel. Continue on the road until you pass Stoke City's Britannia Stadium. Get in the middle or the right hand lane and turn right at the roundabout on to the A500.
- Continue on the A500 and take the exit signposted Tunstall A527. At the roundabout turn right (fourth exit signposted Tunstall A527). After 0.5 miles turn right on to the B5051 (second exit, Newcastle Street) at the small roundabout. Carry on up to the next roundabout and go straight across to the cross-roads.
- Go straight across the cross-roads into Moorland Road. Take the second left on to Hamil Road and Vale Park is on the left.



FROM WEST

- Follow the A500 east and take the exit signposted Tunstall A527. At the roundabout take a left turning second exit signposted Tunstall A527. After 0.5 miles turn right on to the B5051 (second exit, Newcastle Street) at the small roundabout.
- Carry on up to the next roundabout and go straight across to the crossroads. Go straight across the crossroads into Moorland Road. Take the second left on to Hamil Road and Vale Park is on the left.

AWAY SUPPORTERS PARKING

PARKING

Travelling Supporters who are visiting from the 2023/24 season will notice that away supporters are now housed in the Bycars Stand. The Hamil Road Stand and Car Park are now for home supporters only and away supporters will now need to park at Dimensions Leisure Centre (ST6 4ET) . Parking can be pre-booked by going to portvaleparking.co.uk. The suggested route (below) takes roughly five minutes and is signposted, well-lit and will have stewards along the way to guide you to the stadium (please note that entry into the stadium begins up to 90 minutes before kick-off).



Engage - Inspire - Motivate



PRE-MATCH BUILD-UP



AWAY SUPPORTERS MATCH DAY ITINERARY



9:00

Club Store
Opens



13:00

Away Coach
& Car Park
Opens



13:30

General
Admission



13:30

Away
FanZone
Opens



14:15

Player Warm-
ups



14:45

Time to take
your seat



15:00

Kick-off

*Based on a Saturday 3pm kick-off

PRE-MATCH INFO FOR AWAY SUPPORTERS

AWAY FANZONE

Away Fanzone located inside the bycars stand (enter through the turnstiles) where you can buy alcohol, snacks, hot food, etc (within the stands you will find the toilet facilities). Here you will find a specific container for draught beer and cider.

Please note that Tommy Cheadle's and the Staffordshire University FanZone are predominately a home supporter area however look at more information before attending the game.

Please check out the Port Vale website and social media channels for more information for what's on offer during your visit to Vale Park as some offerings might change on a match-by-match basis.

BEVERAGES & KIOSKS

Turnstiles will open 90 minutes before before kick off. In the stadium you will find refreshment kiosks with a hot and cold menu in all three home supporter stands (Lorne Street Stand, Railway Stand and Bycars Stand)



Please note we are a cashless stadium



CLUB STORE

Just a bit lower down Hamil Road on the club's footprint (Car Park B) you'll find our club store which opens Monday to Friday, 9am to 5pm, and the same times on Saturday match days.

Individual match tickets, Season Tickets and memberships can be purchased from the main counters in the store, online or by calling 01782 655821. Alternatively, our staff will be happy to assist you if you email: ticketing@portvale.co.uk



<https://pvfc-shop.com>





GETTING TO YOUR SEATS

ENTERING THE GROUND

- Refer to the customer charter and website charter for comprehensive details (QR code below).
- Give yourself ample time to locate your seats comfortably.
- If assistance is required, feel free to approach a steward.
- Keep in mind that timings vary for evening fixtures (turnstiles open at quarter to 7 for evening matches – confirm on the website for the most up-to-date information).
- Vale Park is an all-seater stadium. By every turnstile, there are lists of items which are not permitted inside the stadium
- Please contact club in advance if you wish to bring large flags, push chairs, or have specific accessibility issues by contacting enquiries@port-vale.co.uk



NON-PERMITTED ITEMS INCLUDE



GLASS BOTTLES



FLARES



FIREWORKS



LARGE BAGS



ALCOHOL



WEAPONS



ILLCIT SUBSTANCES



TOOLS

ACCESSIBILITY FOR SUPPORTERS



TRAVEL

National Rail have published links to the nearest stations to sporting venues including Port Vale. Visit the National Rail website see for more information.



TICKETING

For ticketing and car park enquiries please contact the club store on 01782 655821 or ticketing@port-vale.co.uk



CLUB STORE

The club store has a hearing loop. Our Club Store low level serving counters.



FOOD

There is matchday catering for all supporters using the accessibility stand provided in the Kiosk situated in the stand. This includes low level counters to assist wheelchair using supporters. This catering facility is exclusive to users of the Access stand.



LARGE PRINT

Port Vale provides any disabled supporters information i.e. booklet with a map of accessible facilities in accessible formats (large print, easy read).



SEATING

Supporters with limited mobility of a severe nature will be given priority access to seating nearest the entrances/exits on request. Away supporters and Carer tickets are normally available out of the standard ticket allocation sent to the away club. supporters that may find seating difficult or require specific help or advice are welcome to contact the Disability Liaison Officer.



TOILETS

There are accessible toilets in different parts of the ground, in the access stand itself we have three accessible toilets directly available in the access stand. Each of the toilets is heated and alarmed, in the event of an emergency or assistance being required.



GUIDE DOGS

Guide Dogs are allowed into the stadium, but the club insist that supporters with guide dogs contact the Disability Liaison Officer before the match, so club can discuss with them access to the ground, facilities inside the ground and the welfare of the guide dog before, during and after the match.



PARKING

The club has allocated accessible parking bays for both home and away supporters. Please contact the Disabled Liaison Officer for more information (see Key Contacts section). There is a drop off/set down point inside the main entrance to the stadium, next to the wheelchair accessible stand. This can be accessed via gate D. Please notify the Disability Liaison Officer when you book your tickets if you would like some help.



COMMENTARY

Port Vale offer the Soccer Sight service for partially sighted and blind supporters to use at home fixtures at Vale Park. The service allows blind and partially sighted supporters to listen to full match commentary for all league and cup fixtures from within the stadium, to help to improve the match day experience. Headsets are readily available for supporters to collect from within the stand ahead of kick-off.



**DURING THE
MATCH**

INSIDE THE STADIUM

SMOKING

Supporters are respectfully reminded that smoking is not permitted on the stadium footprint – as per EFL regulations. This includes e-cigarettes. 15 minutes before half time, the concourse gates will be opened to allow those wishing to smoke outside.

STEWARDED AND FIRST AID

Prior to each home match, stewards receive a detailed matchday briefing. They work closely with the Club's Safety Officer to ensure a secure and well-managed environment at Vale Park. The Club also designates first aiders, and every matchday is supported by professional paramedics. Should you require medical assistance please contact your nearest steward.

RECYCLING POINTS

We proudly collaborate with Brown's Recycling to manage all recycling efforts within the stadium. Kindly utilise the designated bins we've provided to ensure the efficient recycling of materials

IMAGE CONSENT

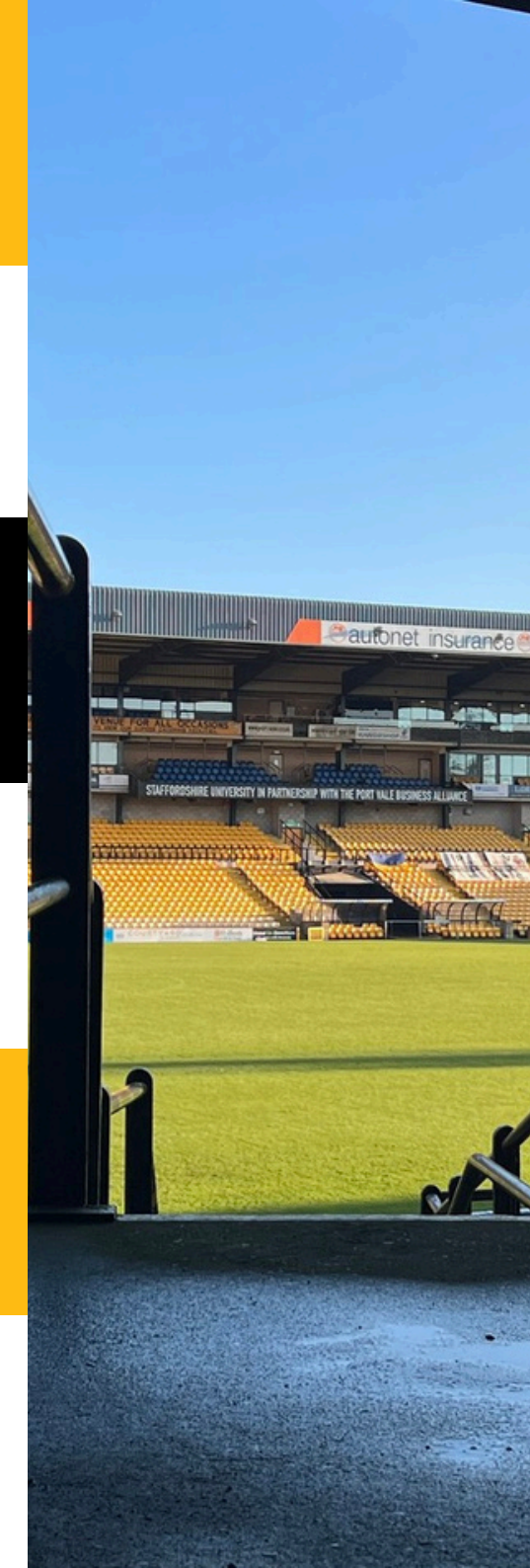
Port Vale Football Club takes great pleasure in capturing vibrant photographs and live footage that encapsulate the exhilaration, joy, dedication, and pride experienced by attendees at stadium events. These valuable visual assets are skillfully created by officially designated Club photographers. By entering Vale Park, all individuals, including children, acknowledge and consent to the possibility of having their photographic images and/or video recordings (including stills extracted from videos) taken. These visual records may be utilized in televised broadcasts of matches or employed for promotional and marketing purposes by the Club, the EFL (English Football League), or other authorized third parties.

GET IN TOUCH

If you find that your matchday experience is not meeting your expectations or if there is a particular situation that is causing concern, we encourage you to approach a steward or any of our helpful uniformed staff members. In most cases, we find that concerns or complaints can be resolved promptly at the time of the initial problem. However, if your issue or complaint requires further attention or relates to another matter, please do not hesitate to reach out to our dedicated Supporter Services Team on the next available working day at enquiries@port-vale.co.uk



Please visit the PVFC website and refer to the 'Supporter Charter' for further information



ENTERTAINMENT

50/50 DRAW

The 50/50 Draw is a scheme that benefits both the winner and the club. For every ticket that is purchased for just £1, 50p will go straight into the winner's prize total and the other 50p will be reinvested right back into Port Vale FC. With a guaranteed winner at every home league fixture, the 50/50 Draw is an exciting chance to get your hands on a large cash prize. To give you an even bigger chance of walking away with a prize, we have recently introduced more prizes!

- First Place: Winner's Cash Pot
- Second Place: 2022/23 PVFC Squad Signed Shirt
- Third Place: 2022/23 PVFC Squad Signed Ball

As well as weekly prizes, we have also introduced the golden ticket! For every 1000 tickets purchased, one lucky player will receive a golden ticket which will entitle them to a mystery, money-can't-buy prize, so keep your eyes peeled!

HALF-TIME ENTERTAINMENT

At half time there's entertainment in the form of our Autonet Half Time Challenge where supporters have the chance to win prizes and cash in a fun competition.

BIG-SCREEN MESSAGES

Valiants can request to get their birthday, celebration and key messages on our new big screen on matchdays! The service is provided completely free of charge to supporters and your message will be displayed around 15 minutes before kick-off and again at half-time alongside a tannoy announcement. If you would like a matchday message at a game this season, please e-mail us at media@port-vale.co.uk with the following information: the match that you would like your message to be displayed on, the exact message that you would like to be displayed, and one photograph that you would like to be displayed.

MATCHDAY PLAYLIST

Be a part of the PVFC Plaslist and share your favorite tunes for this season! To submit your playlist, simply [click here.](#)



CONCOURSE MENU

At Vale Park, we are excited to announce that new for this season we have partnered with 'Food Hub' who are supporting us to provide an enhanced, more accessible customer experience. If you're feeling peckish and want a bite to eat, our kiosk staff will happily talk you through the menu which includes a variety of options including food especially for children! Supporters are advised that alcohol can only be consumed in designated areas out of sight of the pitch and ID may be required (PVFC operates the Challenge 25 scheme).

Pringles (various flavours)	£1.50	Bottled Water	£2.00
Twix	£1.50	Fruit Shoot	£1.50
Mars	£1.50	Bottled Coke	£2.50
Snickers	£1.50	Bottled Diet Coke	£2.00
KitKat	£1.50	Bottled supporterta	£2.50
Haribos	£2.50		
		Tea	£2.00
Pies (various filling options)	£3.00	Coffee	£2.00
Sausage Rolls	£2.50	Hot Chocolate	£2.50
Cheese Burgers	£4.50	Bovril	£2.50
Hot Dogs	£4.00		
		Hot Food, Snack & Hot or Soft Drink*	£7.00
Lager Draught - Amstel**	£4.50	Hot Food & Hot or Soft Drink*	£6.00
Cider Draught - Inches**	£4.50	Pie and Pint*	£5.50
Wine Cans	£4.00	Kids Pack (Hamil Road)	£4.50

**please speak to a member of staff for further information on meal deals*

*** in applicable kiosks - Railway and Away kiosks are cans only at £4*



THEMES & TRIBUTES

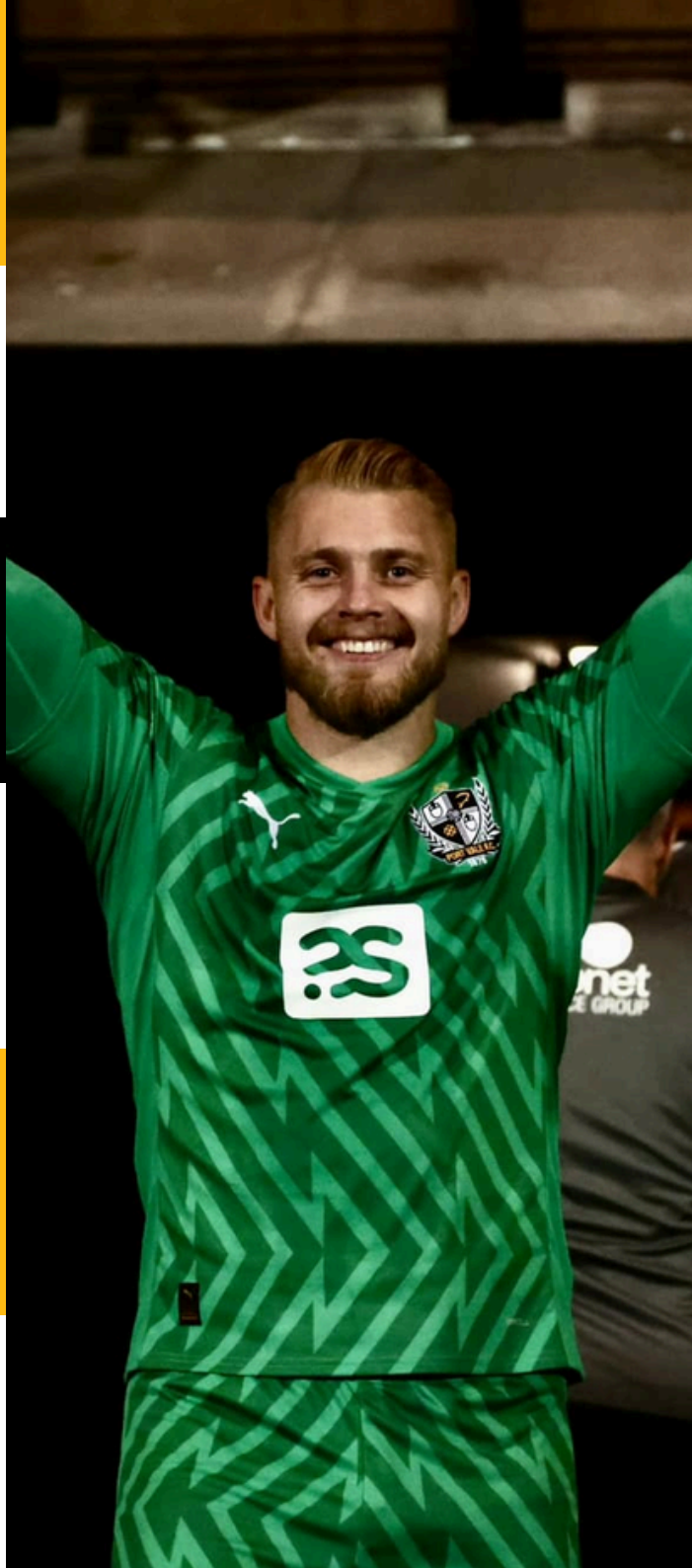
TRIBUTES

At PVFC, we hold the utmost respect and admiration for our supporters who have sadly left us. We strive to honor and preserve their memory during our match days, ensuring their presence is felt and celebrated. On matchdays, we provide a platform to pay tribute to our departed supporters by displaying a memorial tribute on the Big Screen before the match accompanied by an announcement over the tannoy allowing us all to remember and honor their unwavering support. If you would like to honor a loved one, please reach out to us by emailing enquiries@port-vale.co.uk. In addition, our staff members participate in drive pasts throughout the year during funeral processions of our cherished supporters. This act of respect demonstrates our deep appreciation for the profound impact they have had on our club as we firmly believe in the power of remembrance and the bond that connects us all as a community.

MATCH THEMES

Various matchdays can feature captivating themes that revolve around specific opponents, competitions, or to endorse league-wide or Club-related initiatives and partnerships. These initiatives span both the exterior and interior of Vale Park, enhancing the overall matchday experience. These thoughtfully crafted themes and activities serve multiple purposes, with one of the primary goals being the promotion of greater equality and diversity across all aspects of our sport. Additionally, these endeavors contribute to the expansion of our supporter base and serve as an introduction for new supporters to the Club.

PARTNERS WE PROUDLY WORK WITH INCLUDE:



REPORTING ISSUES & CONCERNS

SAFEGUARDING

Port Vale Football Club (PVFC) is committed to ensuring that we create a safe environment for everyone visiting or taking part in activities at the club. Port Vale Football Club take our responsibility to safeguard and promote the welfare of all children, young people, and adults at risk very seriously. Our approach to any concerns will always be child/young person/adult at risk centred. We and our staff will always, consider what is in the best interests of the child/young person or adult at risk. If you, as a supporter, witness any concerning incidents related to safeguarding, we kindly request that you promptly reach out to our Designated Safeguarding Officer using the contact details provided below.

On matchdays, our dedicated Safeguarding team will also be present to assist you. Should you observe any situation that raises concern or appears suspicious, please report it to a safety steward or any member of Port Vale Football Club staff. Always remember, if something appears unsettling or doesn't feel right, it's likely because it isn't. Your vigilance is important in ensuring a safe environment for all. Please report any such incidents without hesitation. For comprehensive information regarding our safeguarding policies, which include our safeguarding policy, strategy, guidance for bringing children to football matches, and the match day safeguarding code of conduct, please visit the following link: <https://www.port-vale.co.uk/safeguarding/>.

The Club's Designated Safeguarding Lead is Gary Cliffe

Telephone: **01782 655800**

Email: safeguarding@port-vale.co.uk

ZERO ABUSE TOLERANCE POLICY

We operate a zero-tolerance approach to all forms of abuse at Vale Park. If you hear any Abusive, Homophobic or Antisocial Language or witness any other bad behaviour of any kind please send a text to **07801 216 675** stating the **Stand, Row Number and Seat Number** of the offender. Please note that all messages will be treated in confidence.



HAMIL ROAD



POST-MATCH

KEEP UP-TO-DATE



@OFFICIALPVFC



PORT VALE FC



@OFFICIALPVFC



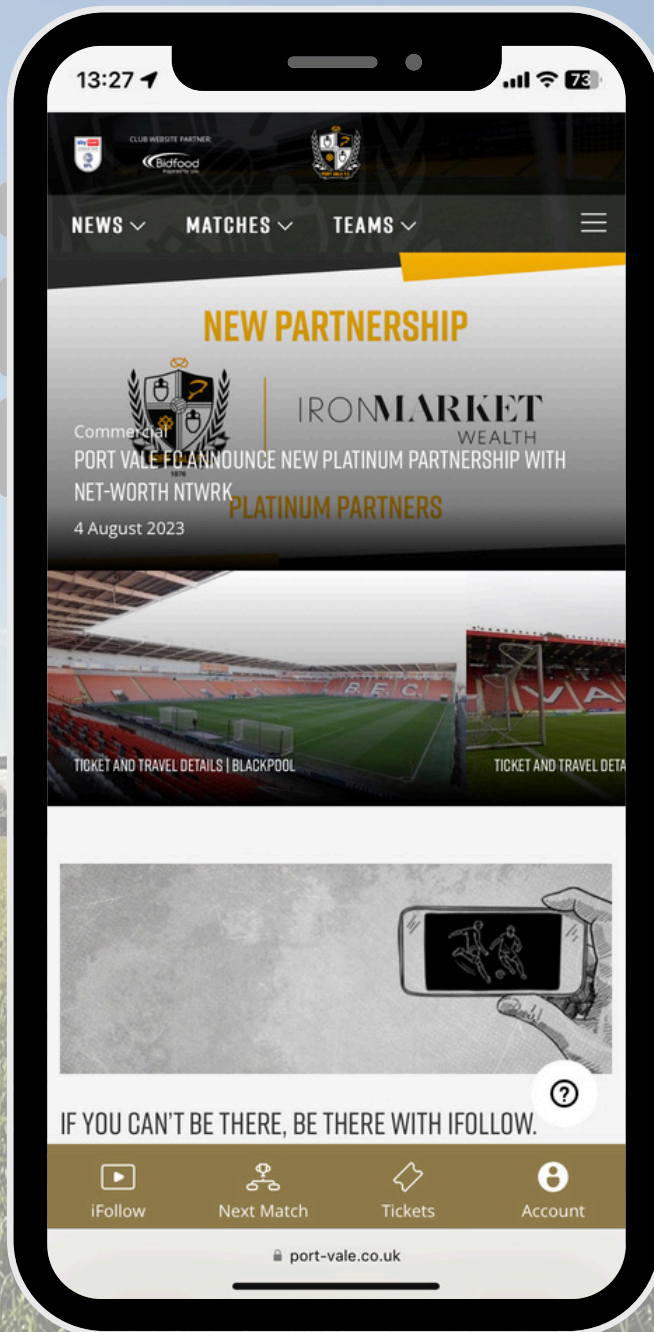
PORT VALE FC



@OFFICIALPVFC



WWW.PORT-VALE.CO.UK





GET IN TOUCH

Hamil Rd, Burslem, Stoke-on-Trent ST6 1AW
01782 655800 | www.port-vale.co.uk
enquiries@port-vale.co.uk | [@officialpvfc](https://twitter.com/officialpvfc)