



ACCESS STATEMENT





WELCOME

At Derby County Football Club, we are committed to providing a welcoming, safe, and inclusive environment for all supporters and visitors to Pride Park Stadium.

In this guide, you will find details of our provision for disabled supporters, including information on parking, accessible seating, how to buy a ticket and much more.

We want to ensure your experience is as comfortable and enjoyable as possible, therefore, if you have any questions relating to accessibility, please contact our dedicated Disability Team by using one of the following options:

Telephone: 01332 667528

Email: disability.access@dcfc.co.uk

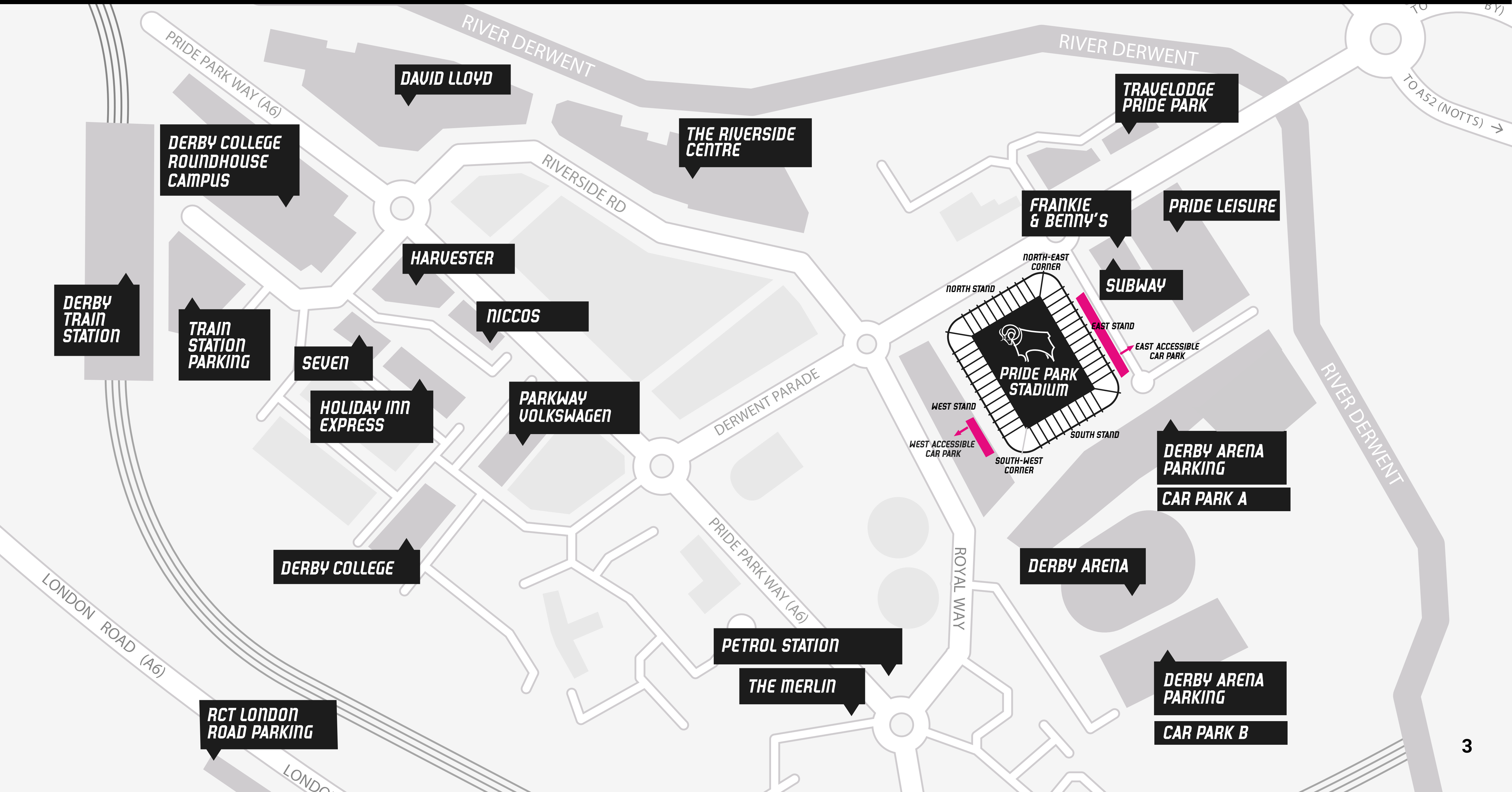


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STADIUM MAP



CUSTOMER SERVICE

The club actively welcomes suggestions and feedback from its supporters, which helps it to deliver an improved and more effective service.

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**.

Reporting Incidents/Concern

We recognise that most supporters come to Pride Park Stadium to watch a football match without experiencing abusive or indecent language and gestures, and unruly behaviour from others.

Swearing in the Family Stand is unacceptable. Discrimination of any kind including shouting, chanting or actions such as racist, sectarian, homophobic, sexist, or anti-disability behaviour, is unacceptable.

If you experience or witness any of the above, please ask one of the matchday stewards to report the incident or your concerns, enabling us to act accordingly.

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

Matchday Text Service

On a home matchday at Pride Park Stadium, you can report incidents or concerns directly to Derby County Match Control. Start your text with **DCFC**, then type your message and send to **88440**. Please include as much information as possible, including the Stand, Row, and Seat details of where the incident or your concern occurred.

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** 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](#).

REASONABLE ADJUSTMENTS

Derby County Football Club operates a ticketing policy that recognises that disabled supporters may need assistance to fully enjoy the match day experience and offers a variety of reasonable adjustments based on individual supporters needs, not their 'disability.'

By completing a simple application form together with submitting the appropriate supporting documentation, we can plan to meet your needs during your visit to Pride Park Stadium and that accessible facilities and services are only used by the supporters that need them.

Derby County's Reasonable Adjustment Application Form can be found [here](#).



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](#)

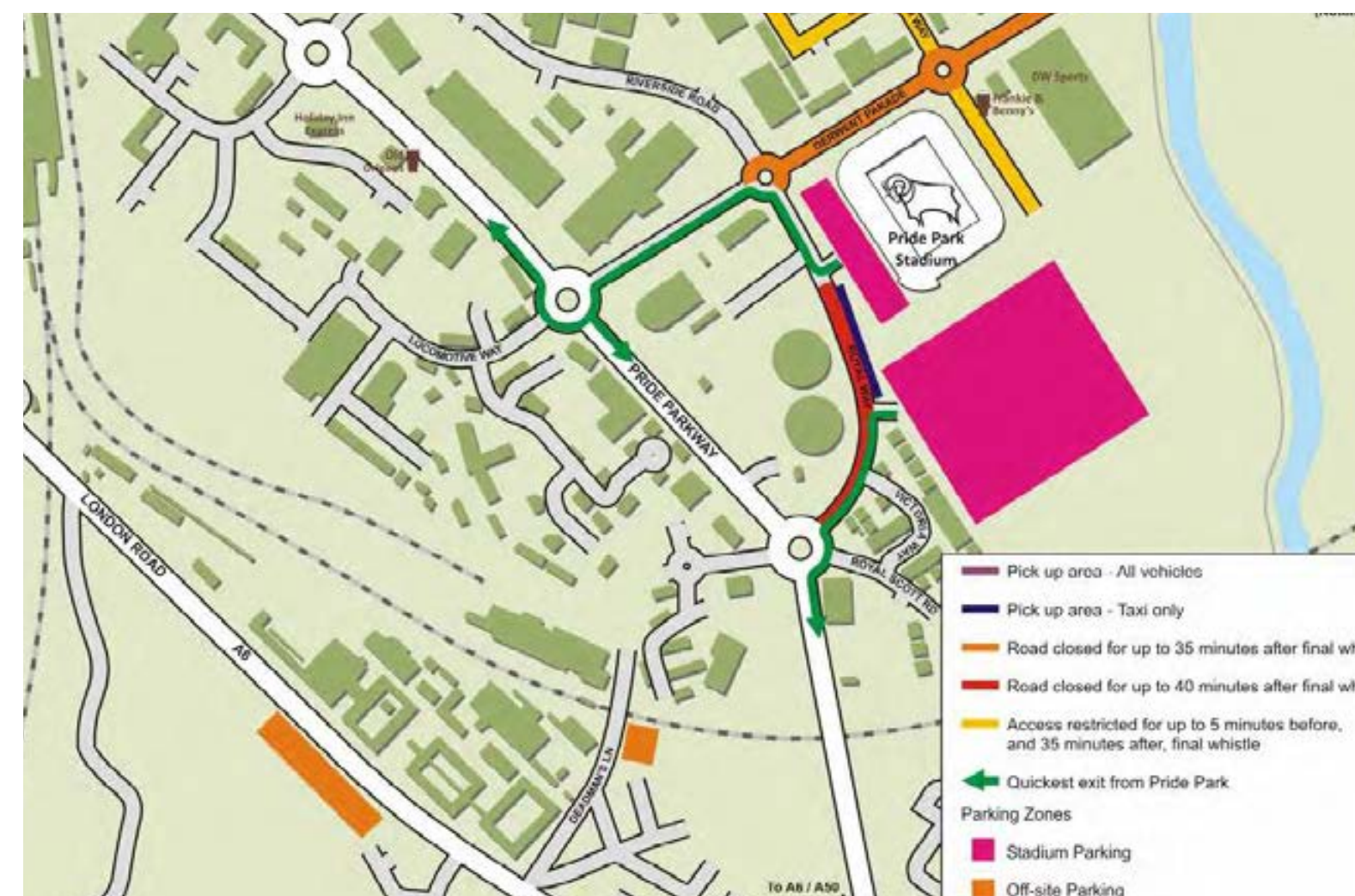
[Ticketing Terms & Conditions](#)

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

There are two St John Ambulance medical rooms located at Pride Park Stadium on matchdays. These are in the Northwest corner of the lower concourse and in the Southwest corner of the lower concourse. Matchday stewards are first aid trained and senior matchday stewards are trained in how to use a defibrillator which is located within the Security Office adjacent to the Toyota West Stand Main Entrance.

Medication

Please email disability.access@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 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 oversize 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 the Disability Team on **01332 667528** 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 club reserves the right to refuse flags or banners to be displayed, particularly if:

- The content is considered offensive, discriminatory, defamatory or inflammatory
- Any part of the flag or banner could potentially be used as a weapon or compromises public safety
- Any item above the area of **600mm x1000mm** must be flame retardant and carry a fire safety certificate provided in advance of matchday
- 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

- Flags and banners should be presented to a matchday steward prior to entry where they will be inspected for compliance with the guidelines
- The club reserves the right to confiscate any flags or banners not approved



STAYING OVER?

Leonardo Hotel

Leonardo Hotel, Derby is ideally located in the Cathedral Quarter, which is bursting at the seams with heritage and culture. The hotel is only a 4-minute drive from Pride Park Stadium, making it a convenient place to stay pre- or post-match. The hotel has 213 spacious, well-lit bedrooms and offers several bedrooms suitable for wheelchair access.

Wheelchair accessible rooms have been designed to the highest specifications and include:

- Lowered beds for easy transfer from a wheelchair to the bed
- Wide doorways
- Sufficient floor space to manoeuvre
- Fully accessible bathrooms, with roll-in shower, lower sink, grab rails and pull cords
- Throughout the hotel, additional accessibility features include:

Accessible toilets in public areas

Lifts to all floors

For more information, please click [here](#).

Website - www.leonardohotels.co.uk

Telephone - 01332 621 000

Premier Inn

(provides accessible facilities and services)

The Wyvern,
Stanier Way,
Derby,
DE21 6BF

Directions:

From East:

- Exit M1 J25 follow A52 towards Derby.
- Take Wyvern & Pride Park exit.
- At roundabout, 2nd exit (A52 Nottingham) straight over next roundabout then 1st left.

From West:

- Follow A52 Nottingham.
- Take Wyvern & Pride Park exit 1st exit at roundabout then 1st left.
- Hotel is 100 metres on left

Hotel Parking

- Free on-site parking is available at this hotel
- Accessible parking available
(Please request this when making your reservation)

For more information, please click [here](#).

MATCHDAY TRAVEL

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

Useful Links

Travel Information/Updates

[Travel Information for Derby \(visitderby.co.uk\)](#)

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

City Maps

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

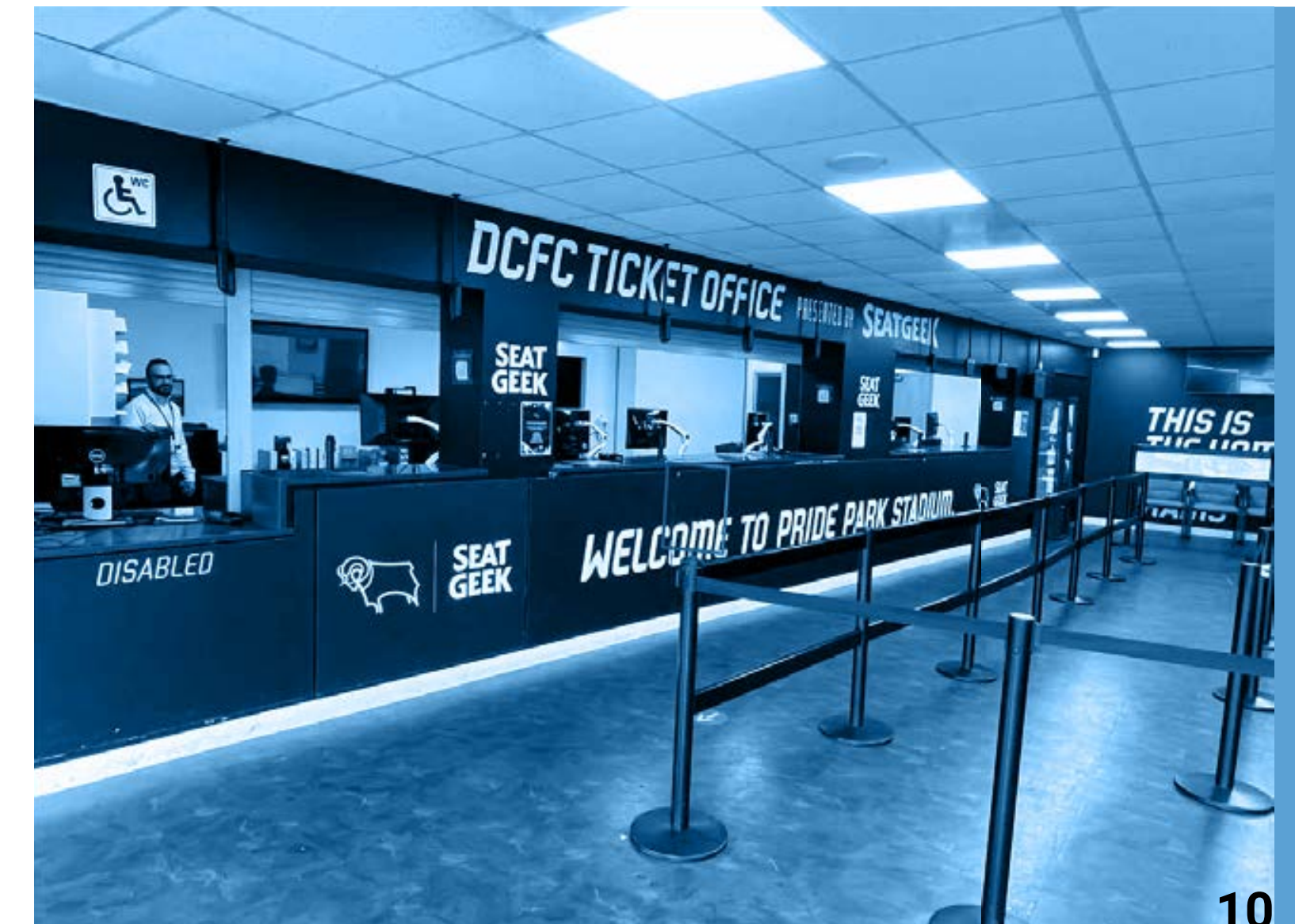


TICKETING & MEMBERSHIP

ACCESSIBILITY INFORMATION: THE TICKET OFFICE

The Ticket Office is located on the west side of the stadium and has three doors that lead into it; one single door and one set of double doors. The door handles are at an appropriate height for most users, including wheelchair users and those with limited manual dexterity.

The flooring and walls have good colour contrast, and the Ticket Office also offers a lowered counter for wheelchair users and people of shorter stature.



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

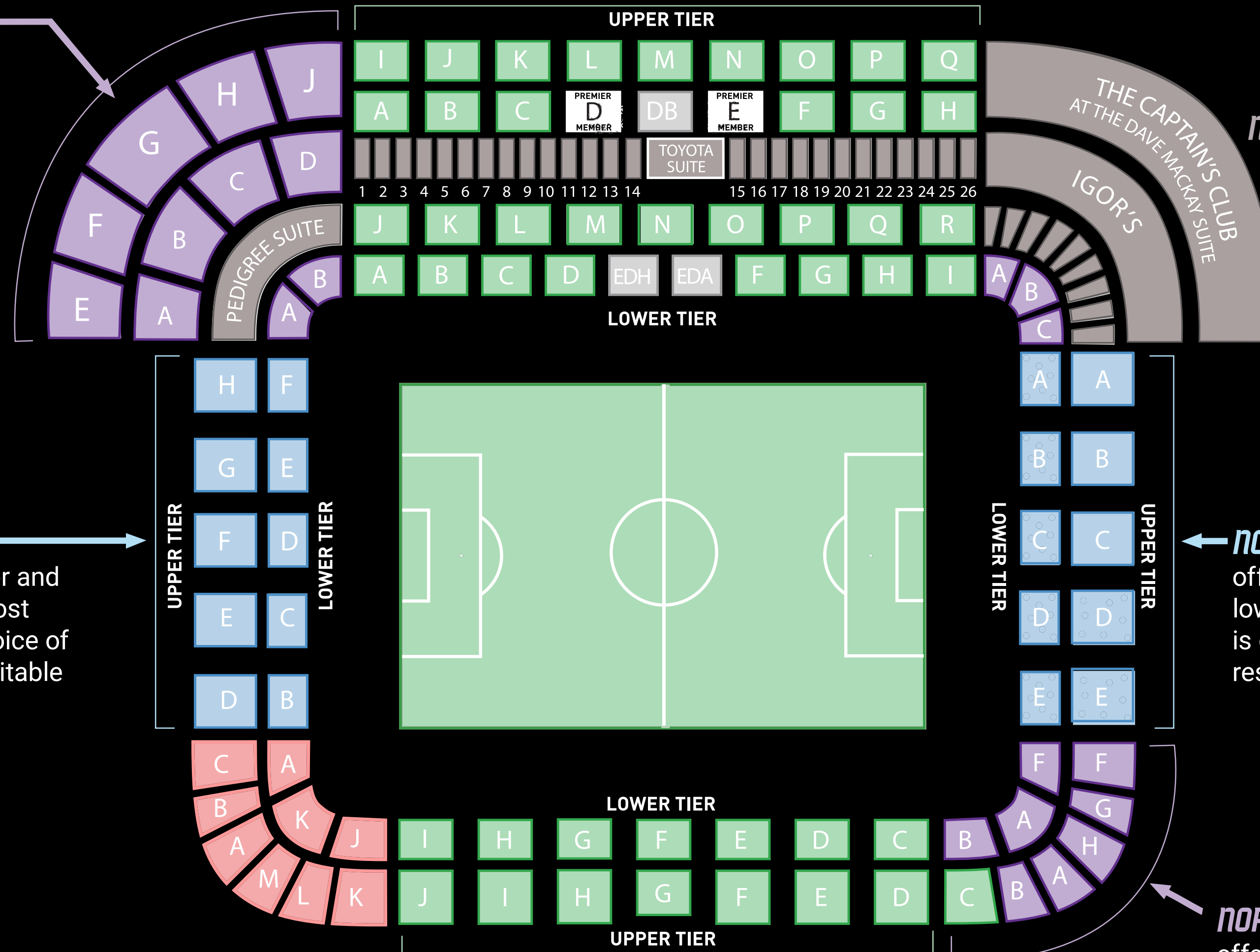
offers the lowest price tickets in both upper and lower tiers and popular with families. This stand is generally regarded as one of the more reserved stands.

NORTH-EAST CORNER

offers mid-price tickets in both upper and lower tiers and is our dedicated family area.

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.



HOW TO BUY A TICKET/HOSPITALITY



ONLINE (available up to TWO hours before kick-off)

Ticket delivery options available:

Post – Season Tickets/Match Tickets can be posted up to **72 hours** before matchday (£2 per transaction postage fee).

Collection - Season Tickets/Match Tickets can be collected from the Ticket Office (open 10am-4pm from Monday to Saturday); if collecting on a 'home' matchday, you can collect your tickets from at least **THREE** hours before kick-off (up to half-time).

Print at Home (match ticket purchase only)

For further guidance, disabled supporters can go to our online 'step by step' [ticket purchasing guide](#).



PHONE (available up to ONE hour before kick-off)

Disabled supporters can call our disability phonenumber on **01332 667528** (between 10am-4pm on Monday-Saturday). Please ensure your contact details are readily available, including Fan ID, full name, full address, and date of birth.

Ticket delivery options available:

Post - Tickets can be posted up to 72 hours before matchday (£2 per transaction postage fee).

Collection - Tickets can be collected from the Ticket Office (open 10am-4pm from Monday to Saturday); if collecting on a 'home' matchday, you can collect your tickets from at least **THREE** hours before kick-off (up to half-time).

Print at Home - (match ticket purchase only).



IN PERSON (NO BOOKING FEE)

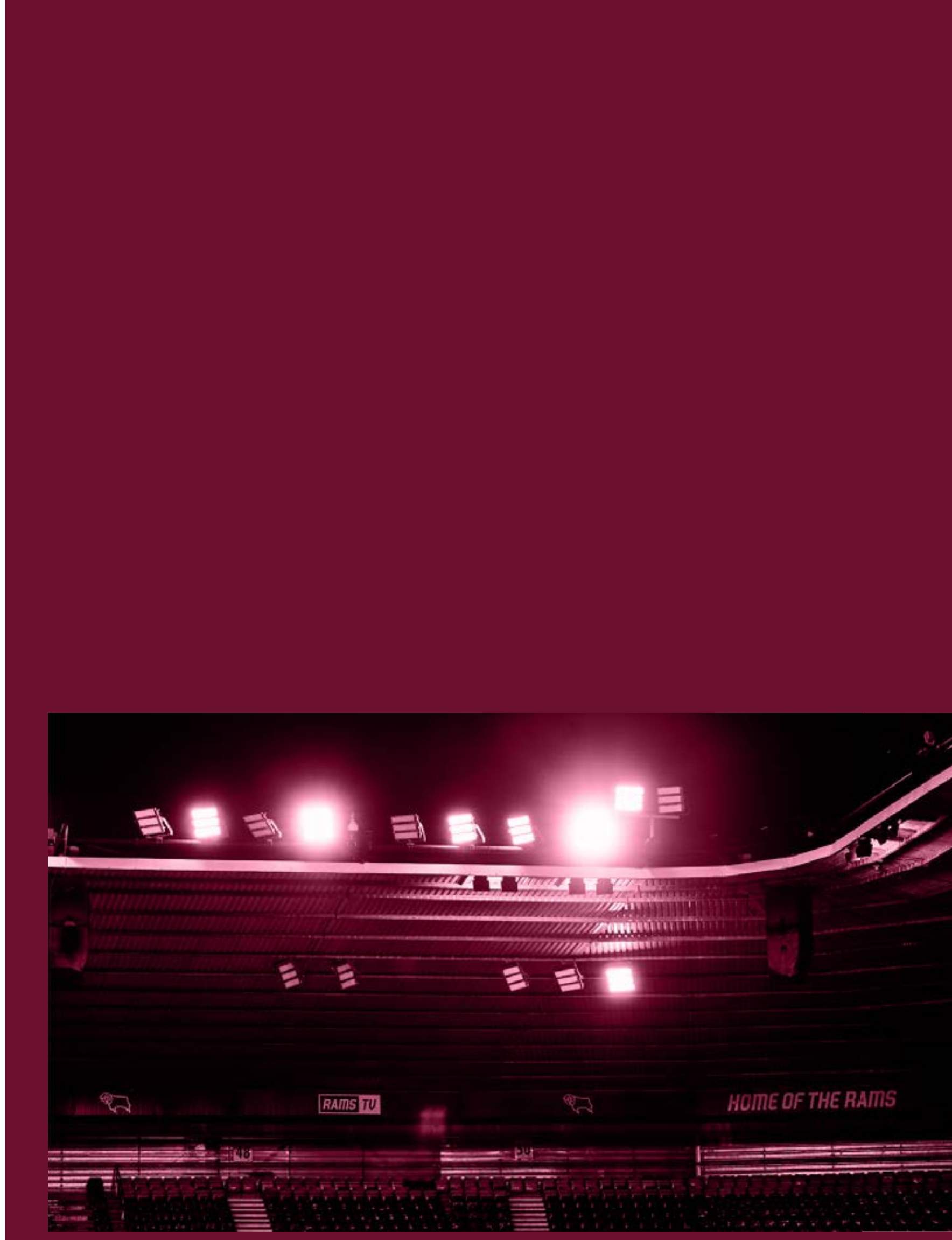
- Tickets can be purchased in person from the Pride Park Stadium Ticket Office, which is open Monday to Saturday 10am-4pm and at least **THREE** hours before kick-off and up to half-time on matchday.

• Please note that Personal Assistant Tickets are subject to qualification.

• Please note for online and phone ticket purchases you will be charged £1.00 per ticket booking fee; however, you will not be charged a booking fee for the Personal Assistant Ticket (subject to availability and qualification).

TEMPORARY DISABILITIES

Supporters that have a temporary disability (e.g. broken leg) that may affect access to the stadium or seating areas should contact the Ticket Office, either in person or by calling 01332 667528, prior to the fixture, to arrange alternative seating.



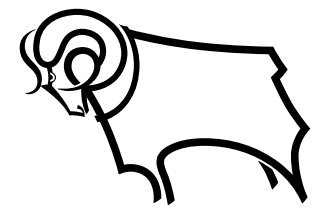
YOUR MATCH TICKET EXPLAINED

DATE AND KICK-OFF TIME

OPPOSITION

YOUR FAN ID

AGE BAND



Bags must be no larger than 45cm x 30cm x 15cm and are subject to search.

Ticket Office opening times can be found on [dcfc.co.uk](https://www.dcfco.co.uk)

✉ Ticket.Office@dcfc.co.uk

0871 numbers are charged at 13p per minute plus your phone company's access charge.

Derby County v Oxford United

15/08/2023 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

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

Ticket Office

Fan ID : 30923970

Adult



014026132118337538534185

**BAR CODE
(SCAN ON ENTRY)**

YOUR TURNSTILE

YOUR SEAT

YOUR ROW

YOUR STAIRWELL

YOUR STAND

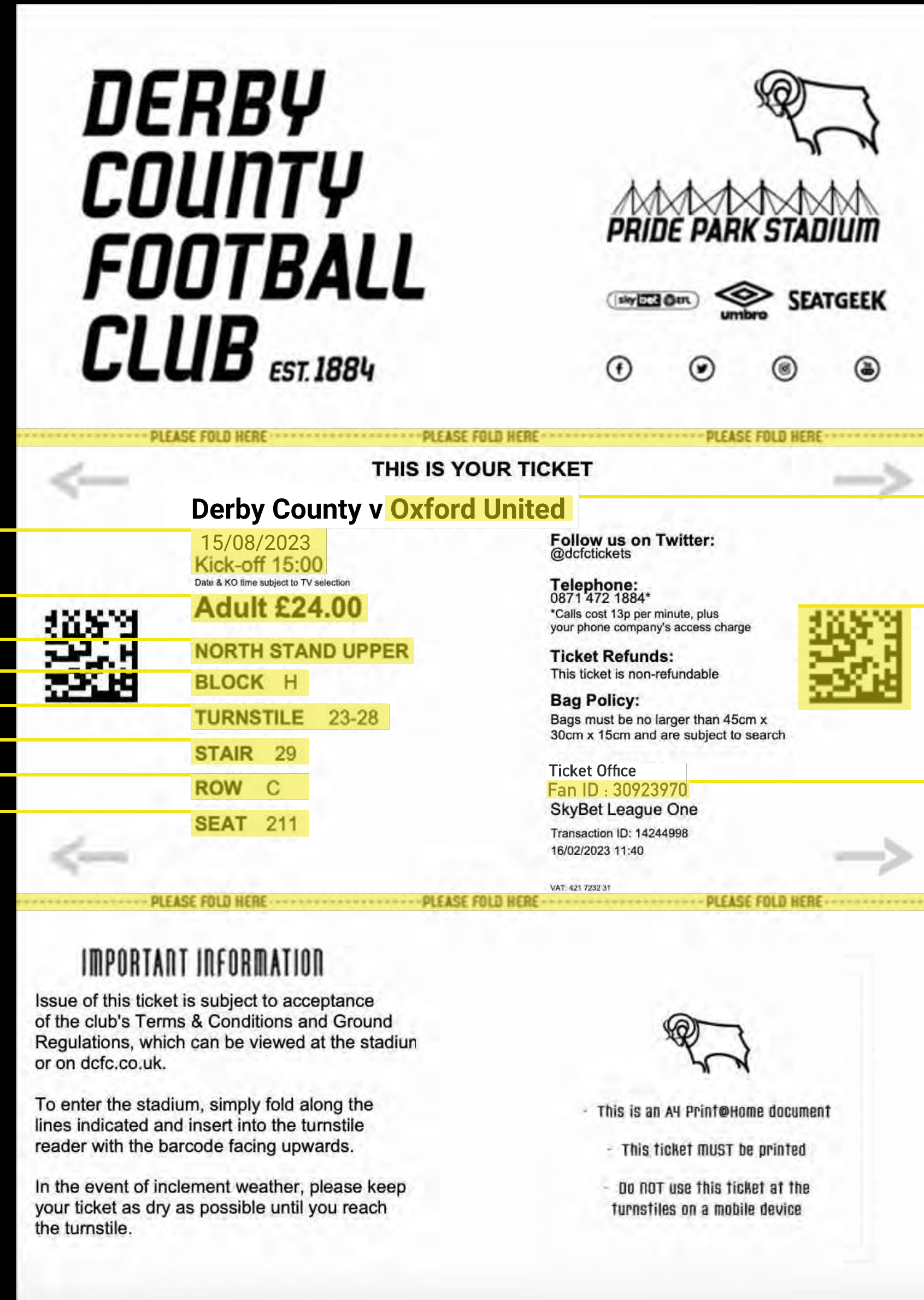
£24.00

Transaction ID: 14678833

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.



DATE AND KICK-OFF TIME
AGE BAND/TICKET PRICE
YOUR BLOCK
YOUR STAIRWELL
YOUR SEAT
YOUR STAND
YOUR TURNSTILE
YOUR ROW

FOLD LINE
OPPOSITION
QR CODE (SCAN ON ENTRY)
YOUR FAN ID
FOLD LINE

SEASON TICKETS AND AWAY TICKET MEMBERSHIP

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.

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: 2023/24 Away Ticket Members who attended **15** or more Away League Matches during the 2022/23 season.

Window 2: 2023/24 Away Ticket Members who attended **10** or more Away League Matches during the 2022/23 season.

Window 3: 2023/24 Away Ticket Members who attended **5** or more Away League Matches during the 2022/23 season.

Window 4: Remaining 2023/24 Away Ticket Membership Holders

Window 5: 2023/24 Season Ticket Holders.

Window 6: General Sale

Important

2022/23 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](#).



HOSPITALITY

Disabled supporters can enjoy matches at Pride Park Stadium, by choosing from a range of hospitality packages.

Disabled supporters that require a personal assistant to accompany them within a hospitality area shall receive a complimentary Personal Assistant Match Ticket (subject to availability and qualification). All other elements of the hospitality package are to be paid at full price.

Wheelchair users are advised to speak to a Hospitality Sales Representative to ensure the best package is offered and that the chosen package has access to an available wheelchair space.

If you have specific access or dietary requirements, please email hospitality@dcfc.co.uk or call **01332 667525**, prior to booking.

ACCESSIBILITY INFORMATION: HOSPITALITY AREAS

Main Reception (West Stand)

Two sets of double doors lead into our Main Reception area; assistance on match-days is available when entering should you require it.

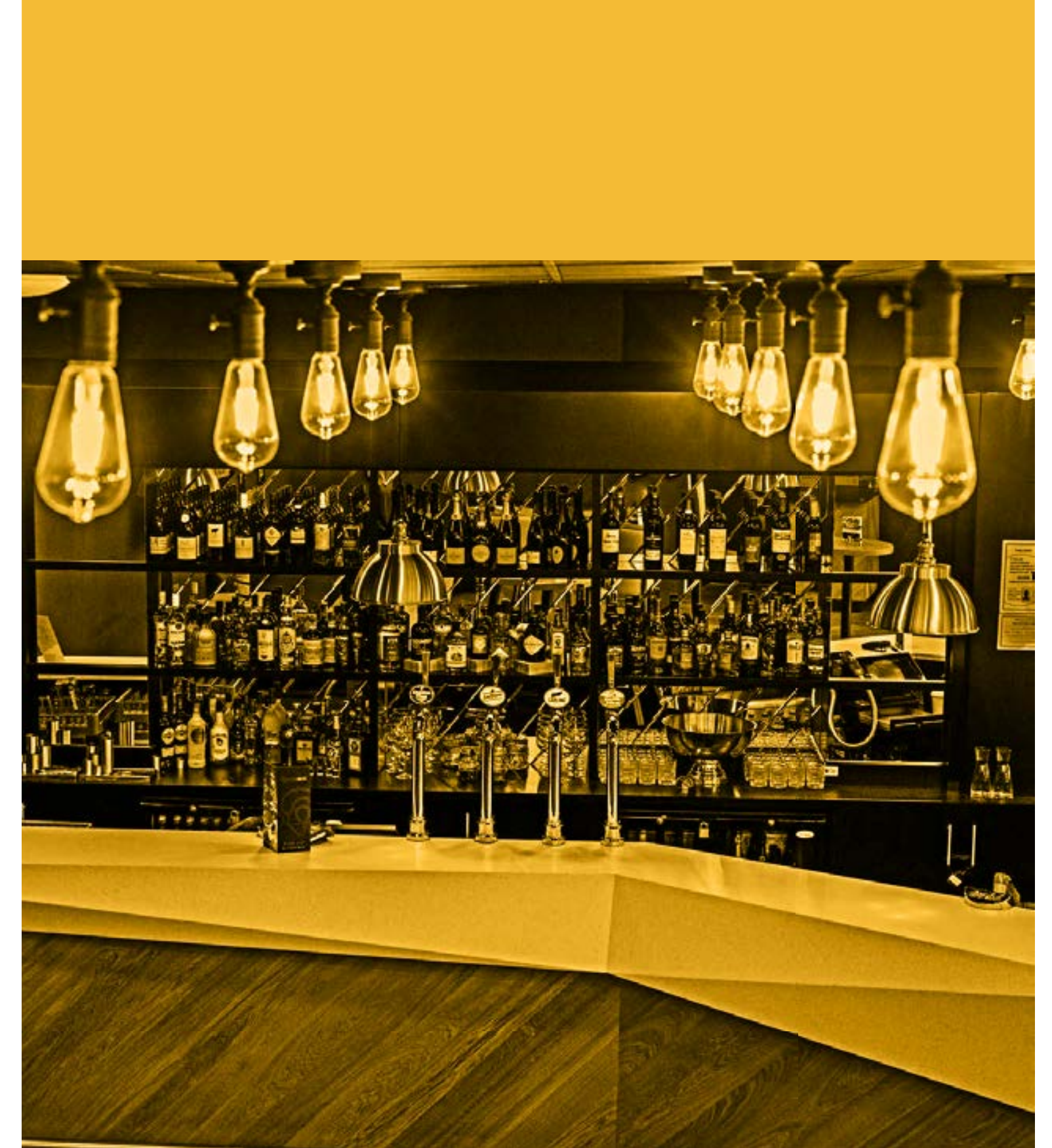
The door handles are at an appropriate height for most supporters, including wheelchair users, those of a shorter stature or with limited manual dexterity.

A lowered counter is also available in this area too.

Reception (Lionel Pickering Entrance)

The door leading into this reception area is automatic and operated on a push pad system. This is an appropriate height for most supporters, including wheelchair users and those of a shorter stature.

The flooring and walls have good colour contrast and there is a lift available to all floors.



Captain's Club

Double doors lead into the Captain's Club. The door handles are at an appropriate height for most supporters, including wheelchair users, those of shorter stature or with limited dexterity.

The Captain's Club has a variety of seating, at a range of heights, with and without armrests. All furniture is loose and can therefore be arranged to suit the user's needs.

There are four sets of doors that lead to external seating with a lever handle on each door, which is suitable for most supporters, including those with limited manual dexterity, however, maybe too high for those supporters of a shorter stature.

Forward facing tills are provided, which will assist supporters who are deaf or hard of hearing.



Toyota Suite

Double wood finish doors with vision panels and brushed steel door furniture lead into the Toyota Suite. The door handles are at an appropriate height for most supporters, including wheelchair users, those of a shorter stature or with limited manual dexterity.

This suite is a large entertaining multifunction space with good views across the pitch. Full height sliding glass doors across the length of the room gives good natural light and level access to stadium seating.

The flooring and walls have good colour contrast, and the furniture is loose and can therefore be arranged to suit the user's needs. There is a bar, however, this has no lowered counter, but staff are available to assist supporters, if required and there are forward facing tills provided, which will assist supporters who are deaf or hard of hearing.



Corolla/1884 Lounges

Double doors lead into the Corolla/1884 Lounges. The door handles are at an appropriate height for most supporters, including wheelchair users, those of a shorter stature or with limited manual dexterity.

The flooring and walls have good colour contrast, and the furniture is loose and can therefore be arranged to suit the user's needs. There is a bar, however, this has no lowered counter, but staff are available to assist supporters if required.

There are forward facing tills provided, which will assist supporters who are deaf or hard of hearing.



The Baseball Lounge **(incorporating McFarland's Bar)**

Double doors lead into the The Baseball Lounge. The door handles are at an appropriate height for most supporters, including wheelchair users, those of a shorter stature or with limited manual dexterity.

The flooring and walls have good colour contrast, and the furniture is loose and can therefore be arranged to suit the user's needs. There is a range of seating provided, at different heights and with and without armrests. There are three bars provided in this lounge. However, these bars do not have lowered counters, but our staff are on hand to help if required.

Forward facing tills are provided, which will assist supporters who are deaf or hard of hearing.



Clough Taylor Lounge


There is a lobby into the Clough Taylor Lounge; this has a high reception desk, however, there are staff on hand to help if required.

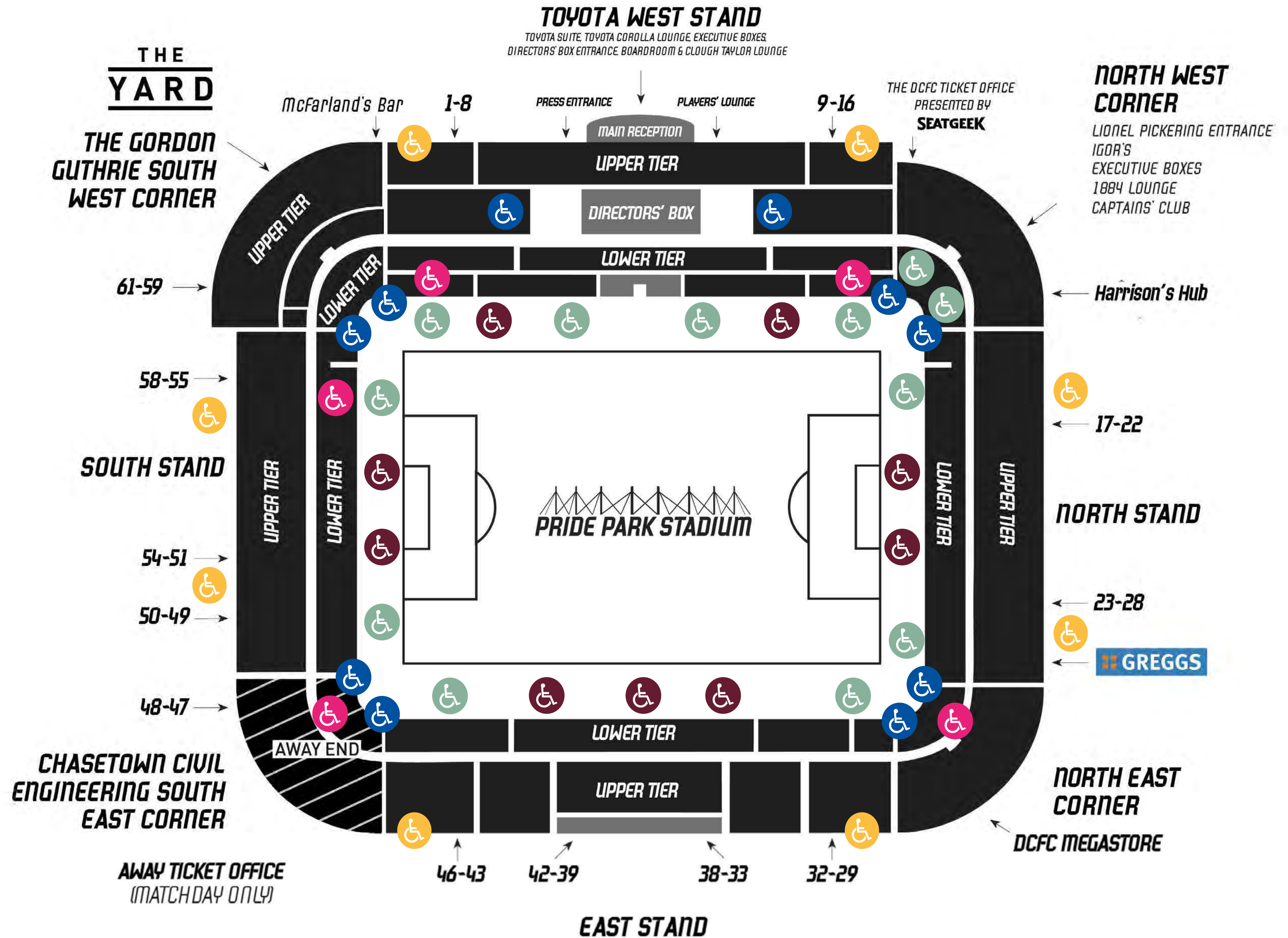
All the furniture is loose and can therefore be arranged to suit the user's needs and chairs are provided both with and without armrests.

Forward facing tills are provided, which will assist supporters who are deaf or hard of hearing.



MATCHDAYS: ACCESSIBLE FACILITIES & SERVICES

-  ACCESSIBLE TOILETS
-  ELEVATED PLATFORM WHEELCHAIR SPACES
-  PITCHSIDE WHEELCHAIR SPACES
-  EASY ACCESS SEATING
-  ACCESSIBLE ENTRANCES



Disability Support Stewards

We have a dedicated stewarding team who can be identified by a pink armband, on hand before, during and after the match, should you require any support.



Shuttle Service

The club operates a free shuttle service using buggies to transport supporters who need extra help from either Car Park A or around the stadium perimeter to various parts of the stadium.

This service runs up to kick-off and resumes after the final whistle, although supporters should note that due to congestion, the shuttle may suspend operation for a brief period for safety reasons.



Accessible Entrances

Accessible entrances are available in all four stands and are clearly signed. Should you require assistance, please seek advice from the nearest steward. Please refer to page 20 for their locations.

Rest Areas

Rest points are provided throughout the concourses.



Accessible Toilets

Accessible toilets are available in all four stands and in our hospitality areas and these are clearly signed. Should you require assistance, please seek advice from the nearest steward.

All accessible toilets operate using a 'radar' key system. We would advise you to bring your 'radar' access key with you to facilitate access.

Please refer to the map on page 20 for their locations.

On the Concourse - Refreshments

Catering facilities are available in all parts of the stadium.

Currently, all our serving counters that are within the concourse areas are high level counters. The club makes reasonable adjustments to enable disabled supporters to access the catering facilities by instructing one of our dedicated stewards to monitor the areas in which wheelchair users are located to ascertain whether any additional help is required.



Hidden Disabilities

Sunflower Lanyard Scheme

Derby County Football Club have adopted the Sunflower Lanyard scheme.

What is a Sunflower Lanyard?

A Sunflower Lanyard lets us know you have a hidden disability and may appreciate a little extra help when visiting Derby County Football Club. We also offer Sunflower Wristbands, for those disabled supporters that require to wear something a little more discreet.

How can I get a Sunflower Lanyard/Wristband?

Please email disability.access@dcfc.co.uk to request one or alternatively you can collect one from our Ticket Office.

Instruction Cards

Instruction cards can be used to give specific instructions, particularly to stewards on a matchday. The disabled supporter just needs to show the card to request support, for example, 'please scan my ticket for me.'

These cards are particularly useful for supporters with communication disabilities, including those with learning difficulties or autism.

The image below shows some of the examples we currently use.

Please email disability.access.co.uk for more information.



Sensory Room

The Sensory Room is designed for children and adults who have additional needs; particularly aimed at those living with autism.

The equipment was kindly funded by the Shaun Barker Foundation and the box provides a safe and relaxing space to enjoy a Derby County game from inside or outside.

Families can enjoy the game with the support of Derby County Community Trust trained staff. Children with limited communication can enjoy relaxing music and can play with tangible and sensory stimulating specific items.

The Sensory Room aims to eliminate any segregation from who can, and who cannot, enjoy a game of football at Pride Park Stadium.

From the 23/24 season we will have two separate rooms to allow more families to experience the facility. Please note, spaces are in very high demand, and you should expect to fill in an expression of interest rather than book a fixture.

For more information, please click [here](#).

Assistance Dogs

Any supporter wishing to attend the stadium with an assistance dog will need to email disability.access@dcfc.co.uk or call our Disability Team on 01332 667528, so that we can ensure that appropriate match tickets (subject to availability) are allocated, and adequate arrangements have been made.



Audio Descriptive Commentary

An audio descriptive commentary service is available for blind or partially sighted supporters.

Please contact the Disability Team on 01332 667528 to reserve a receiver no later than 24 hours prior to the fixture date (subject to availability). Please note that you will need to bring your own earphones (round jack).



Induction Loop Facilities

Induction Loop equipped seating is available in certain parts of the stadium, including the away supporters seating area.

Please contact the Disability Team on 01332 667528 for more information.

ACCESSIBLE SEATING

Accessible seating, including wheelchair spaces, are subject to availability and qualification.

Disabled supporters not requiring accessible seating can sit anywhere in the ground with their personal assistant (subject to qualification), providing they can access the area safely.

Seating requirements should be stipulated at the time of purchasing a ticket to ensure appropriate seating is provided.



Wheelchair Spaces

West Stand Lower Block I (Elevated wheelchair Platform)

Wheelchair Platform I consists of two tiers and both levels are accessed via a lift; the Personal Assistant Ticket is allocated next to the wheelchair user.

Please refer to the map on page 20 for location and the appropriate accessible entrance to use.



West Stand Lower Block J (Elevated wheelchair Platform)

Platform J is accessed by an enclosed lift; the Personal Assistant Ticket is allocated directly behind the wheelchair user's space.

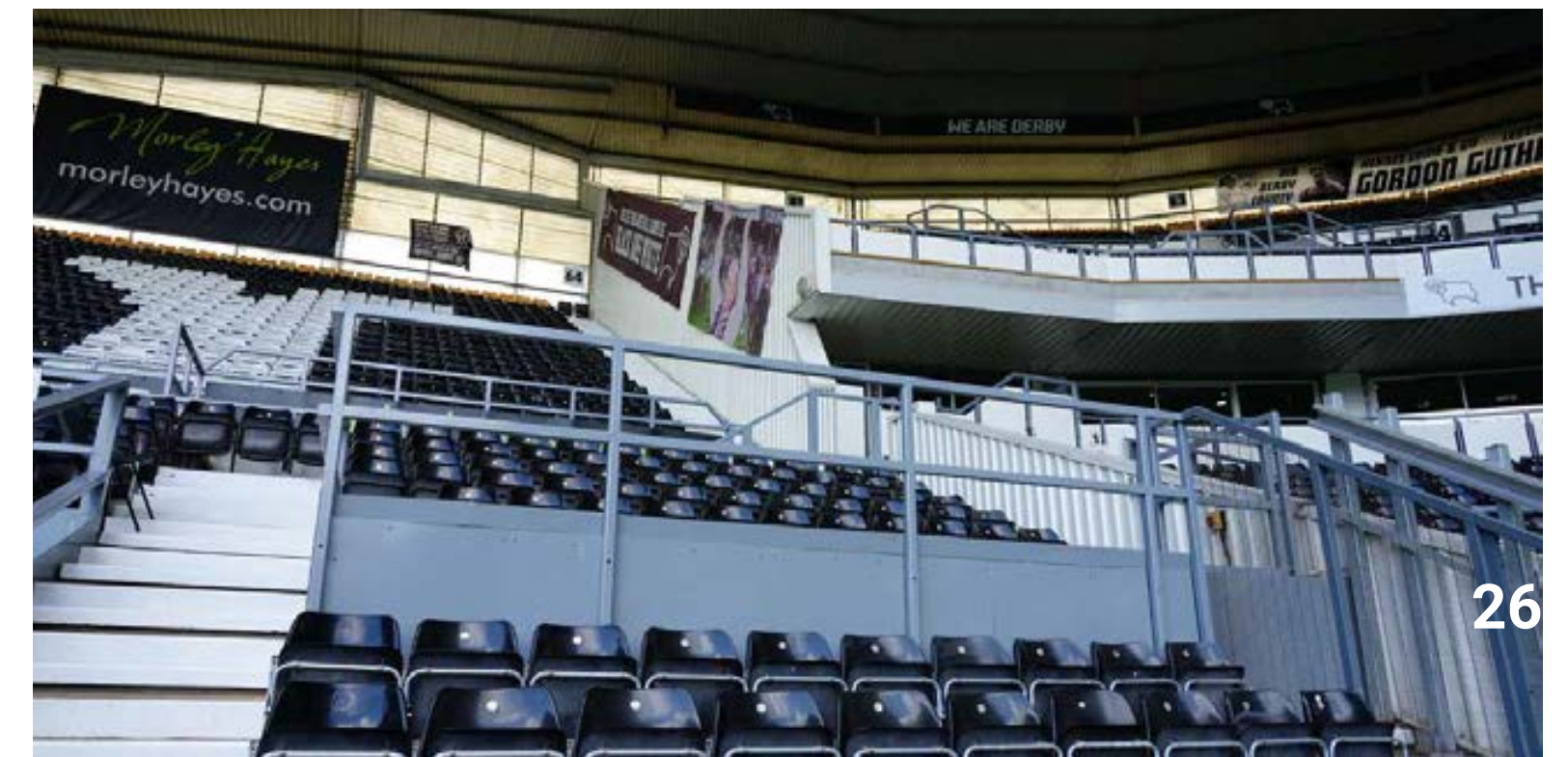
Please refer to map on page 20 for location and the appropriate accessible entrance to use.



South Stand Lower Block F (Elevated wheelchair Platform)

Platform F is accessed via a lift; the Personal Assistant Ticket is allocated directly behind the wheelchair user's space.

Please refer to map on page 20 above for location and the appropriate accessible entrance to use.



North-East Corner Lower Blocks A & F (Elevated wheelchair Platform)

Platform A/F is accessed by an enclosed lift; the Personal Assistant Ticket is allocated next to the wheelchair user.

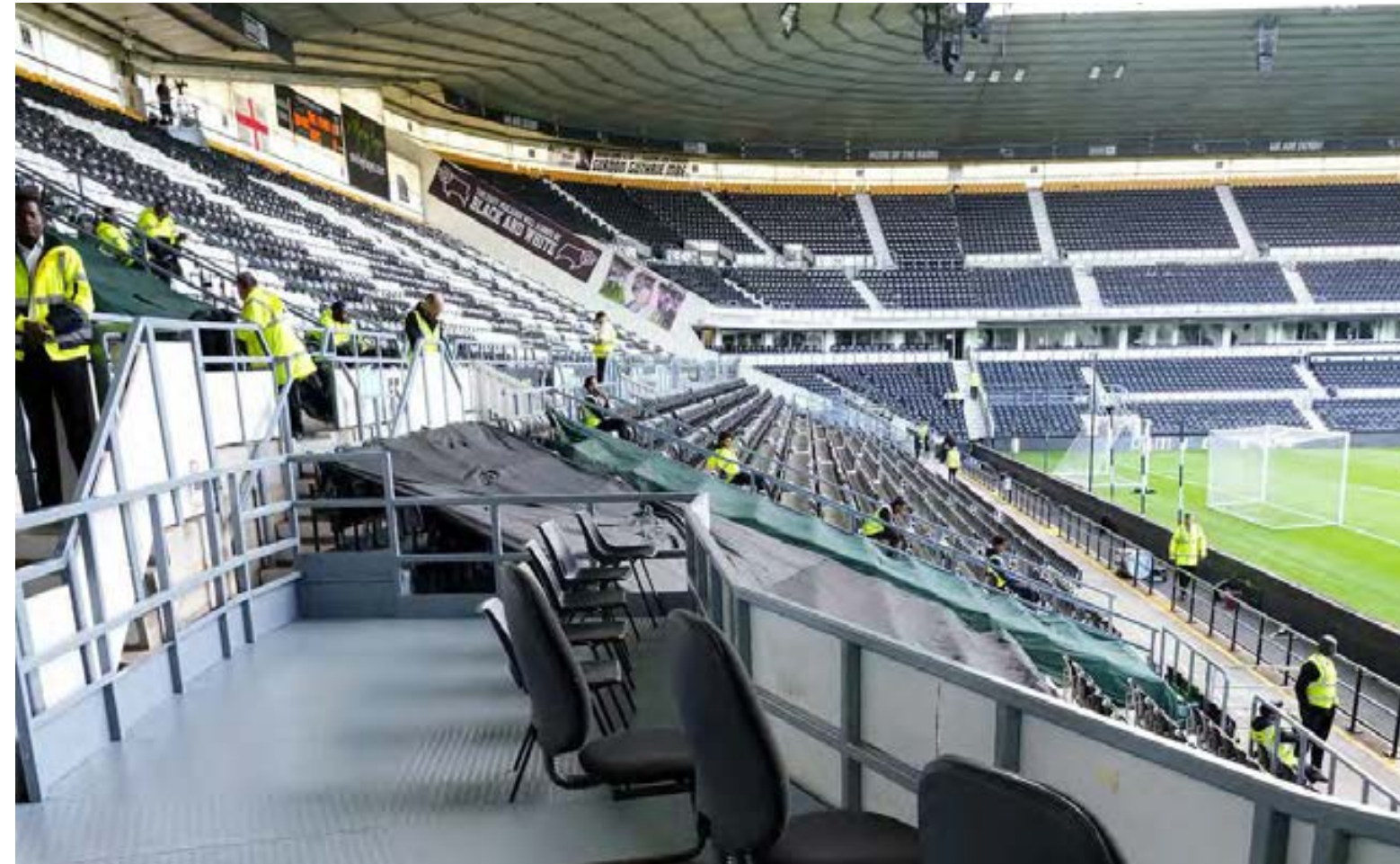
Please refer to map on page 20 above for location and the appropriate accessible entrance to use.



South-East Corner Lower Block A (Away Disabled Supporters)

Platform A is accessed by an enclosed lift; the Personal Assistant Ticket is allocated next to the wheelchair user.

Please refer to map on page 20 above for location and the appropriate accessible entrance to use.



Pitchside Wheelchair Spaces

Pitchside wheelchair spaces are available in all four stands and these spaces are accessed via one of our accessible entrances (please refer to the map above). The Personal Assistant Ticket is allocated next to the wheelchair user. Choosing to sit at pitchside also gives the wheelchair user the opportunity to purchase additional seats for their friends and family, so that they can all sit together (subject to availability).

Please refer to the map on page 20 above for location and the appropriate accessible entrance to use.



Level Access Seating

Level access seating is available (front row - step free) in all four stands of the stadium and these seats can be accessed via an accessible entrance.

Please refer to map on page 20 for location and the appropriate accessible entrance to use.



FAMILY EXPERIENCE

Derby County Football Club prides itself on providing a fun day out for all families when they visit Pride Park Stadium and the club has been awarded the EFL's Family Excellence Award in each of the past seven seasons, as well as achieving the prestigious gold standard accolade for its work in engaging families on matchdays on two occasions.

The Family Seating Area at Pride Park Stadium has designated blocks in the Northeast Corner, with upper and lower tier seating available.

Families can also purchase an exclusive Rammie's Kids Meal in this area too.

Rammie and Ewie's activity zone

Last season, we introduced a brand-new free fan engagement initiative, designed with families in mind labelled as Rammie and Ewie's Activity Zone. The Family Fun Zone gives families an interactive and enjoyable safe space to take their youngsters and keep them entertained before every home weekend game. Rammie and Ewie's Activity Zone is hosted in Harrison's Hub at the Community Corner, which is in the Northwest Corner of Pride Park Stadium.

Youngsters can take part in a selection of exciting, family-friendly activities ahead of kick-off. We have colouring and crafts competitions, face-painting*, foosball, ping-pong table, games, meet and greet opportunities with Club Mascots Rammie and Ewie and the Pride Park Tuck Shop (small change required).

The Activity Zone is open from 1.30pm until 2.45pm for a 3pm kick-off.

If interested, you must book in advance via the club's official website or by [clicking here](#). We kindly ask that fans make one booking per family.

To find out more information, please [click here](#).



MATCHDAY EXPERIENCES

Rammie's Special Guest Package

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.
- Pitch side viewing area for parents/guests.

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

Matchday Programme

Matchday programmes are available to purchase 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

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.

Also, engraved memorial bricks can be purchased from Wathall's, who are the preferred partner of Derby County Football Club.

For more information, please click [here](#).

Stadium Tours

Ever wondered what it is like to make the journey out of Derby County's home changing room and down the tunnel at Pride Park Stadium? We are pleased to offer you the chance to do exactly that plus a whole lot more with our exclusive Pride Park Stadium tours.

Each trip around the Pride Park Stadium lasts approximately one hour and gives you a look behind the scenes at the home of the Rams.

Disabled Supporters that have specific access requirements, please email disability.access@dcfc.co.uk

For more information click [here](#).



CLUB SHOP

In Person

- Open 7 days a week at Pride Park Stadium:
- Monday to Saturday from 9am-5pm

Sunday 10am-4pm

(with Bank Holidays operating on our Sunday hours)

Online

You can also make purchases online at dcfcmegastore.com, but please note the online service is separate from the store - there is no click and collect option available in store and all orders that require an exchange or refund must be sent back to the online store.

The club's home kit is worn by the First Team for one season, unless otherwise stated. The away kit, goalkeeping and third kits will operate for one to two seasons; will be changed according to announcements made at the time of launch and displayed on the club's website and club shop.

Access Information

Fully glazed double doors lead into the DCFC Megastore. The doors are manual; therefore, we have staff members on hand to assist disabled supporters if required. The door handles are at an appropriate height for most users, including wheelchair users and those with limited manual dexterity.

There is plenty of circulation space, however, on matchdays the shop may become quite congested at times.

The DCFC Megastore does have a lowered counter provided, which will assist wheelchair users and those of a shorter stature and is in the far corner of the shop.

A hearing induction loop is provided, and this will assist hearing aid users.



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.

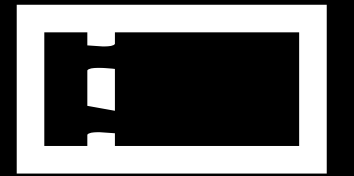
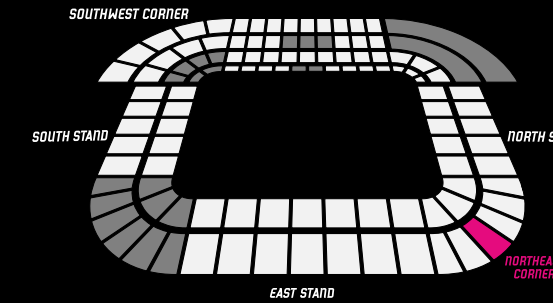
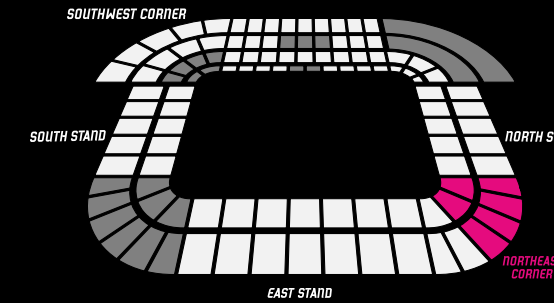
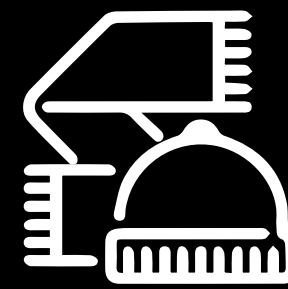
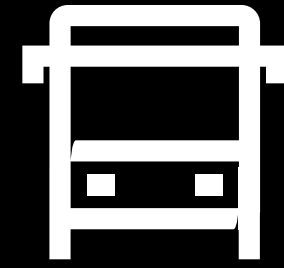
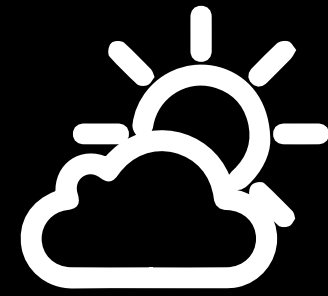
Personalised items are exempt from our returns policy and cannot be exchanged or refunded. Your statutory rights are not affected by our returns policy.

Please note that items purchased online cannot be returned to store. Please visit dcfcmegastore.co.uk 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 DCFC Megastore online please go to dcfcmegastore.com

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.

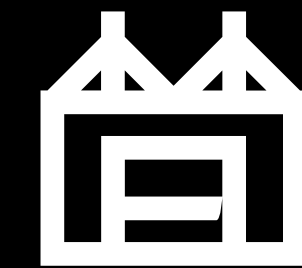
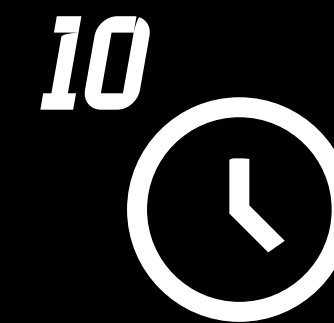
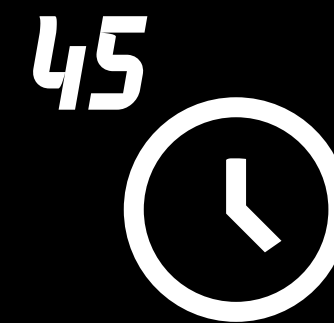
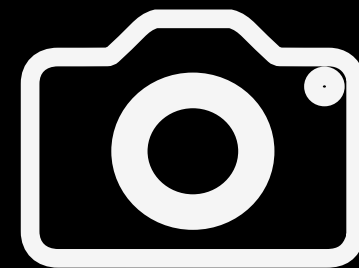
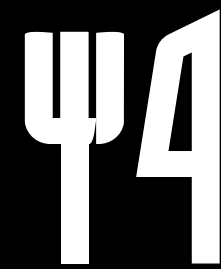
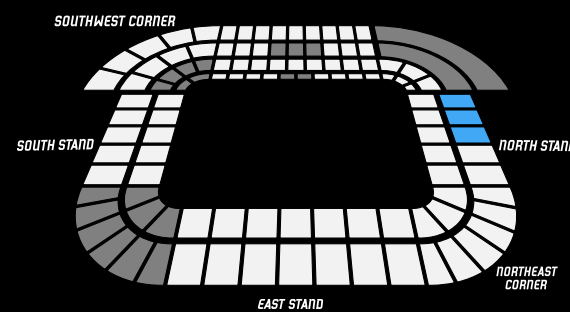
Traffic can get busy around the stadium so make sure you arrive within plenty of time.

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

The DCFC Megastore is in the North-East corner of the stadium.

The ATM is located on the outside of 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.

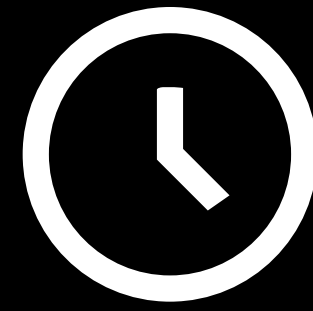
There are plenty of food & drink options inside the concourses and around the ground, look out for the kids' meal deals if you're a family attending.

Unfortunately, cameras and any device that are capable of streaming video content is prohibited from the stadium.

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

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.



COUNTDOWN TO KICK-OFF

Every matchday is different and games can be played on any day of the week with different Kick-off times. Timings depend on many factors including time of Kick-off, date and fixture.

The following timings illustrate the typical activities and timings for a Saturday home matchday with a Kick-off 3pm:

6 HOURS TO KICK-OFF: DCFC MEGASTORE OPENS



5 HOURS TO KICK-OFF: TICKET OFFICE PRESENTED BY SEATGEEK OPENS



4.5 HOURS TO KICK-OFF: TOYOTA WEST STAND MAIN RECEPTION OPENS



1.5 HOURS TO KICK-OFF: TURNSTILES OPEN AND PRE-MATCH ENTERTAINMENT STARTS



1 HOUR TO KICK-OFF: TEAM NEWS ANNOUNCED



50 MINUTES TO KICK-OFF: PLAYERS' PRE-MATCH WARM-UP STARTS



7 MINUTES TO KICK-OFF: TEAM EMERGE FROM TUNNEL



KICK-OFF: LATE TURNSTILES NOW IN OPERATION (ONE PER STAND)

KEEPING UP TO DATE WITH THE LATEST INFORMATION

Ram's 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

DISABLED SUPPORTERS CLUB

Derby County Football Club works closely with the Derby County Disabled Supporters Club on all matters relating to disabled supporters. Membership is free, further details about the group and how to join can be found on their dedicated website, at dcdsc-official.co.uk.



CLUB CONTACTS

Supporter Liaison Officer/Disability Access Officer

Emma Drury DDL: 01332 667528

Email: disability.access@dcfc.co.uk

Ticket office

Telephone: 0871 472 1884 (Option 1)

Email: ticket.office@dcfc.co.uk

Hospitality

Telephone: 0871 472 1884 (Option 3)

Email: hospitality@dcfc.co.uk

DCFCMegastore

Telephone: 0333 011 0452

Email: dcfcmegastore@fanaticsretailgroup.com

Lost Property

If you have lost a personal item whilst at Pride Park Stadium, please email security@dcfc.co.uk

RamsTV Streaming Support

Email: derbytvsupport@streamamg.com

Safeguarding

Email: 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