



## **Matchday Guide**

For home supporters at SEAH Stadium









### Thank you for visiting us at Telford's SEAH Stadium.

### This guide is for all supporters attending Wolves Women fixtures at Telford's SEAH Stadium.

Whether you are a Wolves Women season ticket holder or visiting for the first time, we want you to fully enjoy your matchday experience.

There's a lot of key information here, and we would recommend downloading the guide to a mobile device, so you have it to hand on your visit.

We also post updates on **X** - please follow: **@WolvesHelp & @WolvesWomen** 



### In this guide...



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### Getting to SEAH Stadium

We strongly recommend that fans take advantage of public transport, walking or cycling when travelling on matchday at the SEAH Stadium.

This has much less of an environmental impact on the local area and can also be a more convenient alternative to get to the ground too.



### **Public transport**

Travelling from Wolverhampton, the closest train station to the SEAH Stadium is Wellington Station, which is around a ten minute walk to the ground.

### Arriving by car

The SEAH Stadium is located just outside Wellington. Supporters can travel east on the M54 from Wolverhampton and leaving via junction 6.

### Parking at SEAH Stadium

Parking is available at the stadium off Haybridge Road. Parking cannot be booked in advance, but is offered as pay and display. QR codes are available around the car park which will take you to the booking website. The postcode for the stadium is TF1 2TU.





### **Tickets**

#### Ticket sales

Wolves Women tickets are available to book through the Wolves ticketing website or via the ticket office on 0371 222 1877.

Ticket office phonelines are open 9am-5pm Monday to Friday and 9am-1pm on Saturdays.

The ticket office at Molineux is also open for in person callers on Wednesdays from 9am-5pm and Saturdays from 9am-1pm.

Tickets can be purchased at the stadium on the day of the game, however the cost of these increase on a matchday, so we strongly recommend purchasing in advance where possible.

### **Ticket delivery**

Match to match tickets for fixtures are all sent via email as digital/print at home tickets. If you do not receive your ticket ahead of the game, please contact **fanservices@wolves.co.uk** and the team will assist.

#### Readmittance

You can re-enter the stadium, as long as you retain your match ticket and show this again upon entry.

### **Ticket prices**

Prices for Wolves Women home league fixtures at SEAH stadium are as follows:

### Tickets purchased in advance

Adult: £5 | Over-65/under-21/under-17: £3

Tickets purchased on the day

Adult: £8 | Over-65/under-21/under-17: £5

#### Season tickets

Wolves Women season tickets are available at the start of each season, and details regarding pricing and purchase options will be communicated across **wolves.co.uk** and the various Wolves Women social media channels.

For more information, please contact the Wolves ticket office on **0371 222 1877**.

### **Hospitality options**

Wolves Women hospitality packages are available. For further information, please email **womenscorporate@wolves.co.uk** 





### Before arriving



### **Wolves**App





We recommend downloading the Wolves App prior to setting out. The Wolves App is available from most major app stores on your relevant smart phone. This holds a lot of key information in the build up to matchday.

#### Cashless stadium

Supporters can use both cash and card payments at the SEAH Stadium for food and drink.

### Special occasions and dedications

Requests for matchday dedications for Wolves Women fixtures at SEAH stadium should be directed to **enquiries@afctu.co.uk**.

For fixtures at Molineux, requests should be directed to **wolveswomensecretary@wolves.co.uk**.

#### Fan Services

If you require any assistance ahead of matchday you can contact the Fan Services team who are based at Molineux.

Fan services are available on 01902 810485 between 10am and 5pm Monday to Friday.

Fan services are also available on email at fanservices@wolves.co.uk.

Supporters can also chat with a Fan Services advisor by using the chat icon at **help.wolves.co.uk**. Chat is available between 10am and 5pm Monday to Friday.



### Food and drink

### Food and drink at the SEAH Stadium

Burgers, chips, pies, sausage rolls, as well as chocolate, crisps and sweets are available for supporters to purchase inside the stadium along with a selection of hot and cold drinks.

Cash and card/contactless payments are accepted.

### Win's Bar

Win's Bar is located on-site and will only be open for select fixtures across the season. If it's open, this will be communicated on @WolvesWomen social media page ahead of the game.

They serve a range of soft, hot and alcoholic drinks and offer indoor seating areas.



### Safety & Security

### Entering the stadium

Supporters will only be able to gain entry to the stadium using the turnstile block designated on their ticket or season ticket smartcard.

### Bags

A small rucksack will be allowed inside the stadium, but it will be checked and searched upon arrival.

#### **Searches**

Random searches can take place on a matchday at the SEAH Stadium. Any bags are checked upon entry.

### Smoking and vaping

Smoking and vaping is not permitted inside the SEAH Stadium, this includes both the stadium bowl and concourse areas.

### Flags and banners

Flags and banners are welcome inside the stadium. Musical instruments are not allowed.

### Discrimination reporting

Incidents can be reported to the nearest steward or staff member found inside the stadium.

### Lost children or vulnerable adults

Please report to the nearest steward or under the control tower which is located in the corner of the main University of Wolverhampton Stand.



### Stay in touch



@WolvesWomen & @WolvesHelp on X is where we post all updates in the lead up to, and on the day of α matchday.

As well as our official website, microsites and app which contain a wealth of information, the club also has a presence on all of the major social media platforms:











# FAQs

### Can I store luggage at the stadium?

No, unfortunately we cannot store any bags at the stadium.

### Can I re-enter the stadium after leaving?

Yes, you can re-enter the stadium if you retain your ticket for the game and show this again when re-entering.

### What time do the turnstiles open?

Turnstiles at the SEAH Stadium open around 1 hour prior to kick-off.

### What do I do if I am late for kick-off?

If you arrive late on a matchday and the turnstiles are closed, please make your way to the disabled entrance which is next to the club shop. This entrance is managed by staff during the whole game.

### What should I do if I lose/forget my ticket?

Please contact the Wolves Ticket Office on **03712 221877** prior to the day of the game.

### Where should I go if I get lost?

Please report to the nearest steward or under the control tower which is located in the corner of the main University of Wolverhampton Stand.

### Can I get a refund on my ticket?

In the event you are unable to attend the game it is possible to obtain a refund by contacting the fan services team no later than 48 hours prior to kick-off. The club will be unable to refund tickets after that point.

### Can I scan my ticket on a mobile device at the turnstiles?

Match to match ticket holders using print at home tickets should ensure this is printed in high quality in A4 size. Alternatively, the ticket can be loaded on a mobile device where you can then scan the QR code on the reader.

#### Further FAQs can be found here:

and several other subjects can be found at https://help.wolves.co.uk/support/solutions/44000820822.

### Thank you for reading

If you have any questions please feel free to contact:

fanservices@wolves.co.uk

01902 810485



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