



MATCHDAY GUIDE

Away supporters

Fan Services

fanservices@wolves.co.uk

Twitter: @WolvesHelp



Thank you for visiting us at Molineux.

This guide is for away supporters attending Molineux.

This guide has been created to help you get the most of your visit to Molineux.

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.

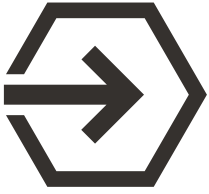
We also post updates on Twitter - please follow:

 [@WolvesHelp](https://twitter.com/WolvesHelp)

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Getting to Molineux

We strongly recommend that fans take advantage of public transport, walking or cycling when travelling to matchday at Molineux.

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.



Up to date travel information will be published on our Fan Services Twitter page [@WolvesHelp](#).

We liaise with key local and national travel networks and can provide up to date information ahead of your visit: [@TransportForWM](#) [@WestMidRailway](#) [@nxwestmidlands](#) [@WMmetro](#)

Train

Wolverhampton Train Station is the nearest:
1.1km / 15 Minute walk to Molineux.

West Midlands Trains operates high-speed trains to and from London and regional train services across the West Midlands.

networkwestmidlands.com

Metro

Wolverhampton St Georges is the nearest:
1km / 12 Minute walk to Molineux.

West Midlands Metro runs from Wolverhampton to Birmingham and runs every 6-8 minutes during the day and every 15 minutes on evenings and Sundays.

networkwestmidlands.com

Bus / Coach

Wolverhampton Bus Station is the nearest:
1km / 12 Minute walk to Molineux.

Buses to Wolverhampton are available from various locations across the West Midlands. Coaches to Wolverhampton are available from various locations across the UK.

nxbus.co.uk/west-midlands
nationalexpress.com/

Organised Coaches

Faulkland Street is the nearest coach parking:
0.7km / 10 minute walk to Molineux.

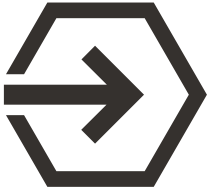
Coaches booked in advance will usually park on Faulkland Street, please check with the coach provider prior to departing.

Plane

Birmingham Airport is the nearest:
50km / Approx 45 Minute drive to Molineux
Birmingham Airport is our nearest airport just 50 kilometres from Wolverhampton and is easy to get to by most forms of transport.

The quickest and cheapest way to get from the airport to Molineux Stadium is via train which runs between the airport and Wolverhampton Railway Station every 30 minutes during the day. The journey takes less than 30 minutes and costs around £5 for an adult single.





Arriving by car

By road from the north

Exit M6 at junction 12. At island take third exit onto A5 for Wolverhampton. At the next island turn left onto A449. After six miles the A449 passes under the M54. Carry straight on and at the sixth island (Five Ways) take the third exit onto Waterloo Road. Molineux is one mile straight on.

By road from the south east

Exit M6 at junction 10. Take A454 via Willenhall to Wolverhampton Ring Road. At first Ring Road island, take the fourth exit (A449 to Stafford). Straight on at next two sets of traffic lights. Filter right at third set of lights into Waterloo Road. Molineux is 500 yards on the right.

By road from the south west

Exit M5 at junction 2. Follow the signs for Wolverhampton on the A4123 for eight miles to the Ring Road. Turn left on Ring Road, following signs for Molineux. Take second exit at next two islands, pass Banks's Brewery and swimming baths on left and then turn left at next set of traffic lights. Molineux is 500 yards on the right.

Car Parking

Car parking can be booked for each game through our ticketing website: eticketing.co.uk/wolves Molineux is located close to the city centre, and a range of council and privately run carparks can be found here: www.wolverhampton.gov.uk/parking-and-roads/city-centre-car-parks

Road closure information

A number of road closures around the stadium as part of spectator safety measures will affect supporters on matchdays. Please refer to the road closure map and information below for details.

Waterloo Road

Will be closed from the roundabout leading to ASDA up to the traffic lights at Newhampton Road from 90 minutes before kick off up until a period at the discretion of the Matchday Safety Officer at the end of the game. (expected to be between 15 and 30 minutes).

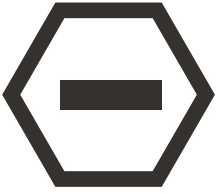
Molineux Street / Sir Jack Hayward Way

These roads will be closed as detailed on the map from one hour before kick off up until a period at the discretion of the Matchday Safety Officer at the end of the game (expected to be between 15 and 30 minutes).

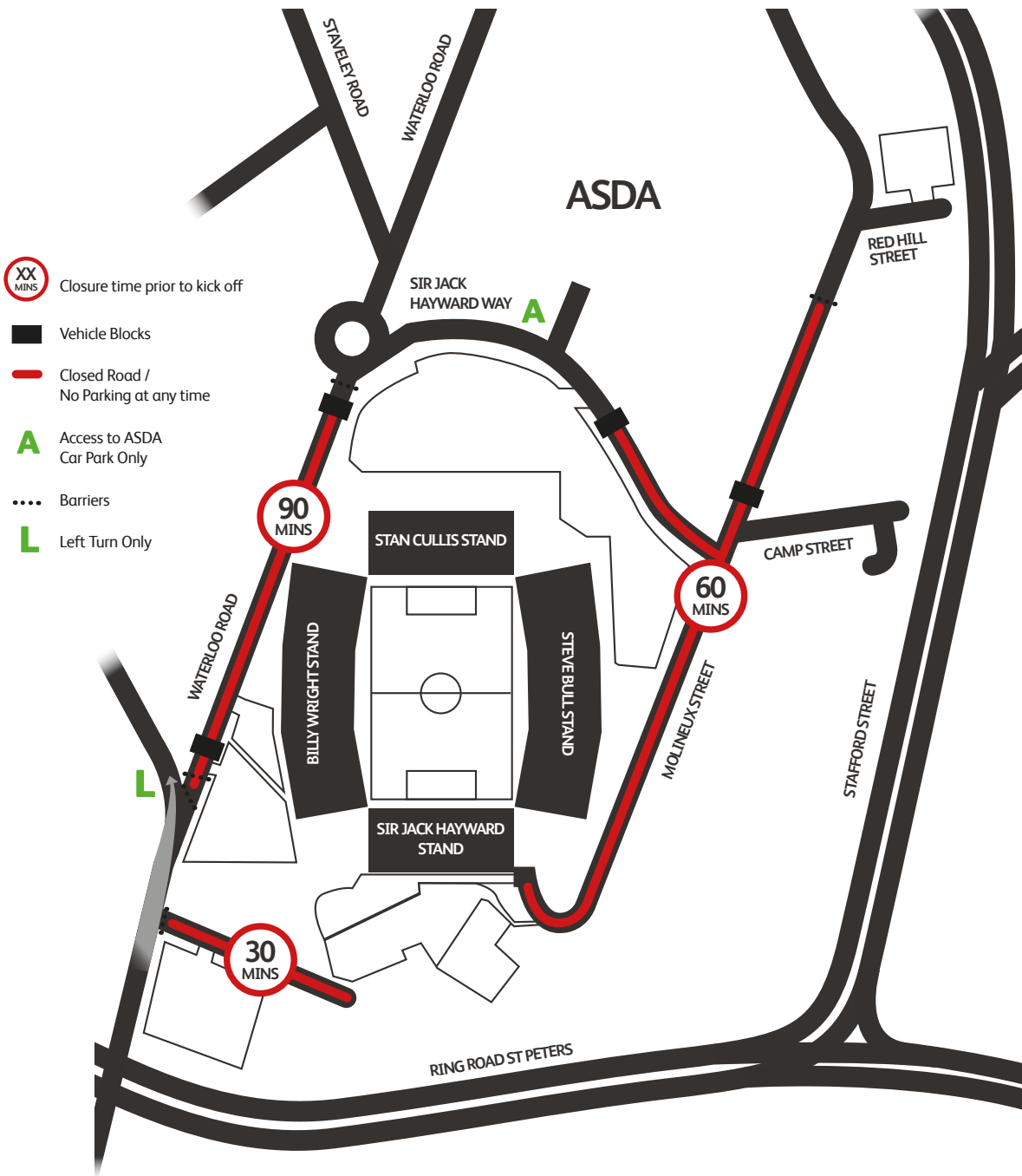
Whitmore Hill

Whitmore Hill closes 30 minutes prior to kick-off.

Please see the map overleaf for more information.



Road closure map





Tickets



Ticket Sales

Tickets will be fulfilled by your own club and dispatched via them by whichever method of delivery was selected.

These will be physical tickets, that can be scanned on the turnstiles to gain entry to the ground.

If you have an issue with your ticket or misplace it prior to the game. We advise contacting your club and they will discuss options with you. Any collections will be from our main ticket office located in the corner of the stadium, between the Stan Cullis stand and Billy Wright stand.

Re-Admittance

Molineux operates a no re-entry policy. If you must leave the stadium for any reason, you will not be permitted to re-enter.

Licensed Standing

There are various areas around the ground where licensed standing is in place.

There are licensed standing positions in the Stan Cullis Quadrant and Steve Bull Lower. Please pay attention when booking tickets, as licensed standing will be highlighted in the booking process.

Before arriving

Fan Services

If you require any assistance ahead of matchday or on the day itself, 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 and up until 2 hours before kick-off on matchday.

Fan services are also available on email at fanservices@wolves.co.uk with emails monitored up until kick-off on matchday.

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.



Around Molineux



Fan Zone

The Wolves Fan Zone is located next to the Sir Jack Hayward stand at turnstile block 5. The fan zone features special guests and live entertainment whilst serving a variety of food and drink. Molineux is a cashless stadium and only card payments will be accepted at the Fan Zone.

Megastore

The Molineux Megastore is located at the Stan Cullis stand and opens on all home matchdays up until half-time, reopening again at full-time. Opening times vary depending on kick-off time, please consult the official website ahead of the game for accurate timings.

Ticket Office

The ticket office is located in between the Stan Cullis and Billy Wright stands, opening on all home match days up until half-time.

Opening times vary depending on kick-off time, please consult the official website ahead of the game for accurate timings.

ATMs

ATMs can be found at Asda which is a 1-minute walk from the Stan Cullis stand. Please note that Molineux is a cashless stadium.

Matchday Programme

Matchday programmes can be purchased from programme sellers located at various points around the stadium.

Food & Drink

Several food and drink options are available at locations around the stadium and inside of the stadium.

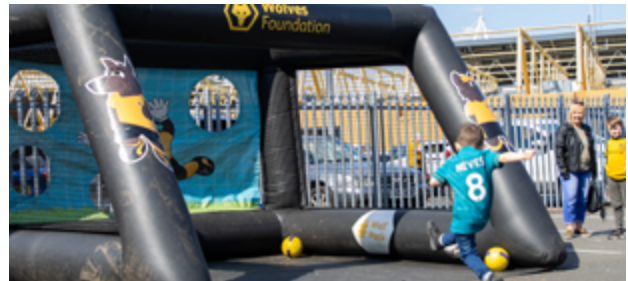


Molineux map





Wolves Official Fan Zone



The Fan Zone is the perfect place to build the atmosphere before an important fixture and reflect on the game post-match.

The Molineux Fan Zone will be open for all Premier League matchdays and is located on the site next to the subway and Sir Jack Hayward stand.

The fan zone will provide pre-match entertainment and food and drink options.

More information on the fan zone can be found on the official website and @WolvesHelp on Twitter in the build up to each home game.



Wolves Megastore



The Wolves Megastore is in the centre of the Stan Cullis stand. They stock and sell all the current season's kit, training wear, fashion, accessories, and souvenirs.

On a home Saturday matchday, the Megastore will open from 9am and stay open until kick off. They will also reopen after the final whistle, although we would advise checking ahead for any information that may have changed.





Matchday timings

3pm kick off

09:00	Ticket Office opens
10:00	Megastore opens Fan Services phone line opens
12:00	Official car parks open
12:30	Fan Zone opens
13:00	Hospitality areas open
13:00	Fan Services phones close
13:30	Turnstiles open
14:30	Make sure you take your seat to catch the pre match build up
15:00	Kick off
15:00	Megastore and Ticket Office close
15:45	Half-Time
16:45	Full Time
16:45	Megastore and Ticket Office re-open
17:30	Ticket Office closes
18:00	Megastore closes

7.45pm kick off

09:00	Megastore opens
10:00	Ticket Office opens
16:45	Fan Zone opens
18:00	Hospitality suites open
18:30	Turnstiles open
19:30	Make sure you take your seats to catch the pre-match build-up
19:45	Kick off
19:45	Megastore and Ticket Office close
20:30	Half time
21:15	Megastore reopens
21:30	Full time



Stadium entry

Wolves operate a staged queuing procedure (see below) to co-ordinate and moderate the flow of supporters to the turnstiles to ensure a safe entry into the Stadium.

On arrival at the queuing system the following processes will occur:

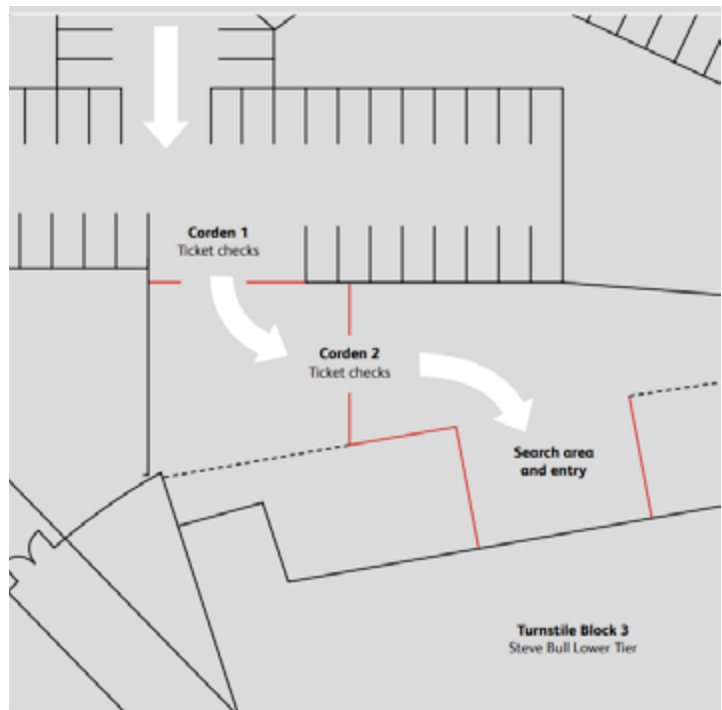
- Entry cordon 1, tickets will be required to pass this point.
- Entry cordon 2.
- Body and bag search area.
- Electronic ticket scan and entry through turnstile

During this process it may be necessary to temporarily hold supporters at the cordons to achieve a safe and steady flow through to the turnstiles.

Turnstiles will be open 90 minutes (75 minutes for midweek fixtures) before kick-off, and it is advised supporters to be in their seats no later than 30 minutes before kick-off.

Please note that large numbers of Supporters arriving late cannot have an expectation of making it into the Stadium before kick-off.

On some rare occasions, visiting supporters may be located in blocks NL5, NL6, NU5, NU6, NU7 of the Stan Cullis stand. In this situation a similar process will be in place for entry to those turnstiles.





Inside Molineux



Entering the stadium

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

Security and Searches

Security and bag searches will take place at the turnstiles before entry. Searches will be conducted, and you may be requested to open your own bag to allow it to be searched.

Bag Policy

Bags larger than an A4 size will not be permitted

Food & Drink

Food and drink outlets serving a variety of hot and cold food and drink options are available in every stand. Alcohol (when available) is served at every kiosk but cannot be taken into seating areas.

Cashless

Supporters are reminded that Molineux is a cashless stadium and only card payment will be accepted at food and drink outlets inside the stadium.

Licensed Standing

Licensed standing is in place in various areas of the ground and will be highlighted to you in the ticket purchasing process.

Licensed standing can be found for away supporters (subject to change depending on the allocation) in NL6, NU6 and NU7 in the Stan Cullis Stand. Along with the back three rows in the Steve Bull Lower, on Rows on M, N and P. There's a code of conduct with specific requirements in relation to licensed standing, this can be found on the Official Website.

Note: In all other areas supporters are not permitted to stand in any seating area whilst play is in progress. Persistent standing in seated areas other than licensed standing areas whilst play is in progress is strictly forbidden and may result in ejection from the ground.



Inside Molineux

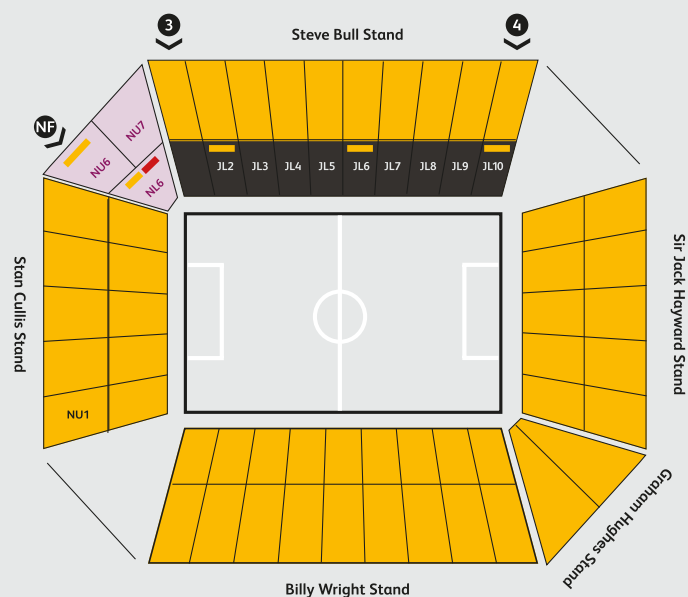
Concourse catering kiosks will be open inside the stadium for this fixture serving food hot and cold drinks and alcoholic drinks.

Molineux is a cashless stadium and supporters are advised to ensure they have card or contactless payment ready when being served.

We have a wide range of food options available, with both vegan and vegetarian alternatives provided.

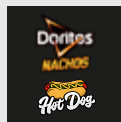
If you have any allergies or intolerances, we have QR codes set up around the concourse areas which can be scanned with further information provided on allergens throughout all the products that are available.

Dedicated stewards are available to assist in all accessible areas of the ground.



VISITORS SAFE STANDING

VISITORS SEATING



Hot Doritos Nachos
Frankfurter Hotdog
Vegan Dog



Tandoori Chicken Pie
Beef & Onion Pie
Vegan Keema Pie (Vegan)
Apple & Mustard Sausage Roll
Vegan Chorizo Roll (Vegan)



Safety & security

Bags

Bags larger than an A4 size will not be permitted inside the stadium. Unfortunately, there is not a luggage storage facility at Molineux.

Searches

Supporters will be searched at the turnstile prior to entering the stadium. No searching will be carried out on children (U14) unless there is a specific threat to the safety of others and then only with the child's permission and if possible, with a parent or carer present.

Smoking & Vaping

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

Flags & Banners

Flags and banners are permitted inside the stadium providing they are no larger than 150cm at their widest or longest section, permission from the club must be granted for flags larger than 150cm in size. The obstruction of gangways, access & exit routes, entrances, signage and stairways is prohibited.

Discrimination Reporting

Discrimination and antisocial behaviour will not be tolerated at Molineux. Supporters who witness this kind of behaviour should speak to their nearest steward or send details to 07723 479 887 starting their message with WOLVES.

Safeguarding

At Wolves we strive to ensure that children, young people and vulnerable adults are treated with respect, we are committed to hearing their voices and we want to create a positive environment that is supportive, warm and welcoming. More information on safeguarding at Wolves is available at wolves.co.uk/club/policies/safeguarding

Pyrotechnics and light shows

On particular fixtures there will be pyrotechnics and light shows - particularly on evening fixtures.

If you have any questions regarding this prior to a fixture, please contact Fan Services on fanservices@wolves.co.uk or 01902 810485

Premier League: Love Football, Protect The Game

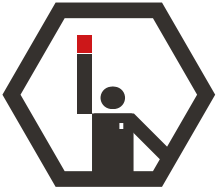
Various new policies, procedures and regulations will come into action from the start of the 2023/24 season, with the aim to address unacceptable conduct on the pitch, on the side-lines and in the stands. This is to ensure the actions of the minority do not spoil the game for all.

This will continue to combat dangerous and illegal fan behaviour, supported by the 'Love Football, Protect the Game' campaign.

LOVE FOOTBALL, PROTECT THE GAME

Supporters attending Molineux should make themselves familiar with the ground regulations which are available at wolves.co.uk/club/policies





Prohibited items

The following items are not permitted inside Molineux.



Glasses



Tools



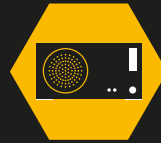
Glass bottles



Spiked umbrellas



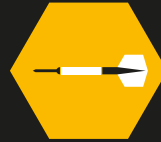
Drink cans



Large radio sets



Gas canisters



Darts



Smoke canisters



Air horns



Fireworks / Flares



Laser devices



Knives

Plus any other item that could cause an injury or disrupt the game.



Text reporting

Wolves is driven by progression and the values of determination, humility, and togetherness, along with the belief that these values can empower people to lead better lives.

We are proud that Wolverhampton is a diverse, vibrant, and multi-cultural community and we believe that by embracing that diversity and making a commitment to increasing representation across all groups who interact with the club, we will provide greater opportunity and equality for all.

The club's commitment is to promote inclusion and to confront and eliminate discrimination whether by reason of age, gender, gender reassignment, sexual orientation, race, marital status or civil partnership, race, nationality, ethnic origin, religion or belief, ability or disability, pregnancy and maternity and to encourage equal opportunities.

Discriminatory behaviour of any kind will not be tolerated at Molineux.

If you witness any act of hate, discrimination or abusive behaviour at Molineux, you can confidentially report it by the following methods.

- **Tell a steward**
- **Text 07723 479887 and start your message with the word WOLVES**

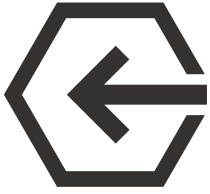
Once an incident has been reported, it will be logged and fed back to the stadium control room.

The area will then be monitored on CCTV and stewards in the area will be notified.

In some instances, it will not always be possible for the club to take visible action straight away. However, supporters should be assured that incidents will be logged and be monitored even if there is no visual indication that this is happening.

Having reported an incident using the text message reporting service, supporters may receive a reply from the club asking them for further information or providing further instructions.





Leaving Molineux

After final whistle here at Molineux, roads leading away from the stadium are immediately very congested leading both into the city centre and outwardly too.

There are walking routes back into the city centre, where the bus, coach and train stations are located.

Our Ticket Office and Megastore reopen after the final whistle.

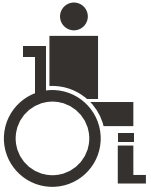
These are some options to consider allowing the traffic to subside, and to make your way home.

Carparks will reopen around 10 to 20 minutes after the final whistle but can also change at the discretion of the Matchday Safety Officer.

Friendly stewards will also be located around the area as you leave and will be happy to answer any questions supporters may have whilst leaving the stadium.

The immediate exit from the stadium for away supporters is a controlled route, so please follow further directions from the stewards and police.





Accessibility

Wolves are committed to providing services and facilities for supporters with accessibility requirements.

Audio Description Commentary

Audio description, with specialist commentators is available to be booked for fixtures at Molineux. To book or for further information, please contact the Fan Services team on fanservices@wolves.co.uk.

Dedicated Accessibility Guide

An in-depth guide to accessibility at Molineux can be found [here](#).

Dedicated Accessible Stewards

Dedicated accessible stewards are available throughout the stadium. They wear a dark blue vest that says disabled liaison steward. To request assistance please contact your nearest steward who can radio for the assistance.

Accessible Service at Concourse Kiosks

We have a braille, large print and easy read menus available on each kiosk.

BSL Matchday Interpreters

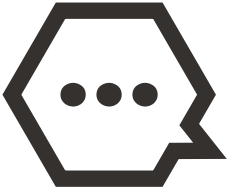
Wolves are pleased to offer support to Deaf supporters who use British Sign Language to communicate.

Interpreters are present on a match day and available if needed in the Ticket Office, Megastore and Fan Zone.

Please ask a steward to request an interpreter to come to your location.

Get In Touch

Visiting supporters with any queries or concerns regarding their visit to the stadium should contact Fan Services on fanservices@wolves.co.uk. The club has a dedicated Disability Access Officer who will be able to assist fans in making sure they have an accessible and enjoyable visit to Molineux.



Stay in touch

@WolvesHelp on Twitter is where we post all updates in the lead up to, and on the day of a matchday here at Molineux.

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:





Frequently asked questions

Can I store luggage at the stadium?

Unfortunately, there is no facility for storing bags or luggage at Molineux. Supporters are advised are not to travel to the stadium with luggage.

Can I re-enter the stadium after leaving?

Molineux operates a no re-entry policy. If you must leave the stadium for any reason, you will not be permitted to re-enter.

Is there a cash machine / ATM at the stadium?

There is not currently a cash machine / ATM located at Molineux, however there are a few ATM's located at Asda which is a short walk (1 minute) from the Stan Cullis stand.

What time do the turnstiles open?

Turnstiles at Molineux open 90 minutes prior to kick off.

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

Supporters who lose or forget their tickets are advised to contact their club's ticket office directly. They may be able to arrange a duplicate ticket to collect.

Where should I go if I get lost?

Molineux does not have a specific meeting point. When arriving at the venue it is recommended that you pre-arrange a meeting location with your party in the event your group gets split up or anyone gets lost. In the event of this occurring please contact the nearest steward for assistance.

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 FAQ's relating to matchday, and several other subjects can be found at help.wolves.co.uk

**Thank you for reading - we look forward
to welcoming you at Molineux.**



VERSION ONE
July 2023

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