



MATCHDAY GUIDE

Home supporters

Fan Services

fanservices@wolves.co.uk

Twitter: @WolvesHelp



Thank you for visiting us at Molineux.

This guide is for all supporters attending Molineux.

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

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.

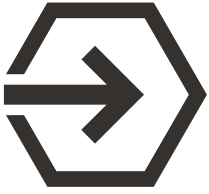
We also post updates on Twitter - please follow:

 [@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.

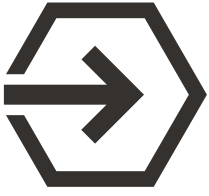
nxbus.co.uk/west-midlands
nationalexpress.com/

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 car parks 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

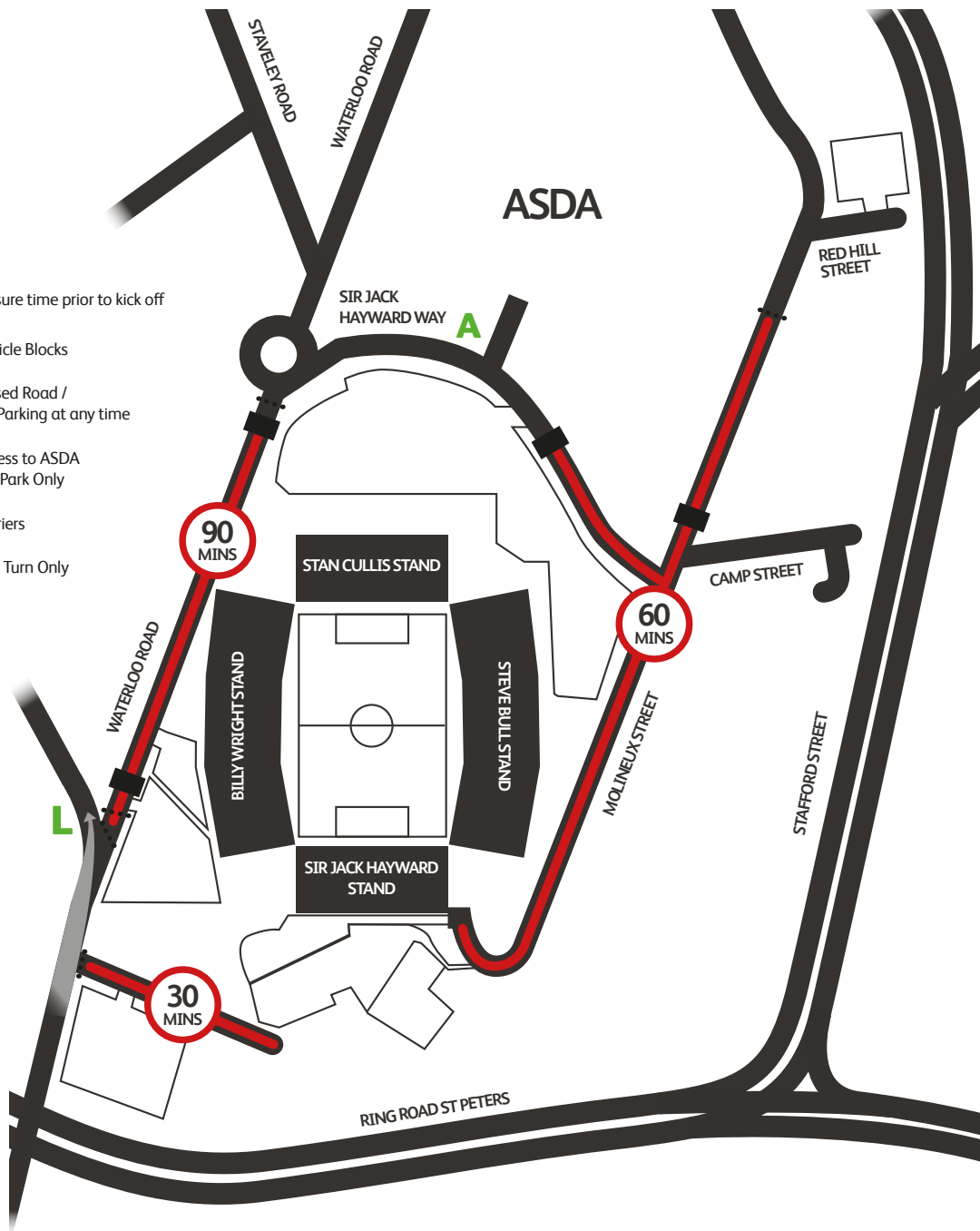
Whitmore Hill closes 30 minutes prior to kick-off.

Please see the map overleaf for more information.



Road closure map

- Closure time prior to kick off
- Vehicle Blocks
- Closed Road / No Parking at any time
- Access to ASDA Car Park Only
- Barriers
- Left Turn Only





Tickets

Ticket Sales

Tickets for each home game go on sale around 4 weeks prior to the date of the game.

Sales information for the 23/24 season fixtures is available at eticketing.co.uk/wolves

Tickets can be booked through the following channels:

Online: eticketing.co.uk/wolves

Phone: 0371 222 1877

In person: Molineux Ticket Office
(Wednesday 10am - 5pm
& Saturday 9am - 1pm)

Ticket Delivery

Supporters have a choice of delivery method for their ticket.

Supporters with a 23/24 season membership can choose to upload their ticket to their membership smartcard. Seat details for the booking will be included in an email confirmation.

Alternatively, supporters can choose to have an e-ticket delivered to their email address to print at home. It is also possible for the QR code on the ticket PDF to be scanned on the barcode reader at the turnstiles. The PDF will be attached to the booking email confirmation. Season ticket holders will be able to gain entry using their season ticket smartcard.

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, Steve Bull Lower and our Sir Jack Hayward Stand. Please pay attention when booking tickets, as licensed standing will be highlighted in the booking process.





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 the matchday.

Cashless Stadium

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

Special occasions and dedications

If you have a special occasion or dedication you would like to make, either on the big screen or in the matchday programme.

You can contact reception@wolves.co.uk with the text you want included, and a photograph of the supporter. This can be to celebrate a birthday, anniversary or just a special occasion.

We advise all entries to be sent in 14 days prior to the fixture, to ensure they are included. However, we cannot guarantee that all requests can be fulfilled.

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 and on occasions will re-open after the game. Opening times vary depending on kick-off time, please consult the official website ahead of the game for accurate timings.

North Bank Bar

The North Bank bar is exclusive to season ticket holders and members and serves a range of alcoholic and non-alcoholic drinks. Live sport is also shown on TV's within the bar. The bar has a limited capacity and supporters will be denied entry once capacity has been reached. This will be open two-and-a-half hours prior to kick-off. The bar will reopen for an hour following the final whistle.

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.

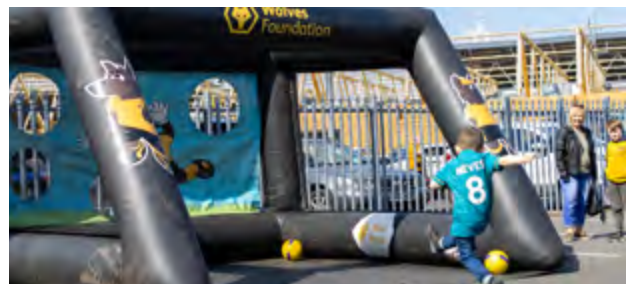


Molineux map





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 of the old Wanderer pub 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.

The Megastore can print personalised shirts instore too and will aim to print these whilst you wait. In some cases, they will get these printed whilst the game goes ahead, and ready to collect after the game has finished.

The Official Wolves Merchandise Kiosk opposite the subway entrance will be open from midday and for an hour post-match allowing fans to pick up Castore replica product along with a range of accessories and match day souvenirs, ideal for supporters heading to the fan zone, in a hurry or who simply can't make it down to the megastore.



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
12:00	North Bank Bar opens for season ticket holders and members
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	North Bank Bar, Megastore and Ticket Office close
15:45	Half-Time
16:45	Full Time
16:45	North Bank Bar, Megastore and Ticket Office re-open
17:30	Ticket Office closes
18:00	North Bank Bar closes
18:00	Megastore closes

7.45pm kick off

09:00	Megastore opens
10:00	Ticket Office opens
16:30	North Bank Bar opens to season ticket holders/members & official car parks open
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	North Bank Bar, Megastore and Ticket Office close
20:30	Half time
21:15	Megastore reopens
21:30	Full time
21:30	North Bank Bar reopens for home fans



Inside Molineux



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.

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

Family Area

Blocks WL1 to WL9 of the Billy Wright stand lower tier are the stadiums designated family area.

Food & Drink

Food and drink outlets serving a variety of hot and cold food and drink options are available in every stand. Alcohol 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 in the entirety of the Sir Jack Hayward Stand. NL6, NU6 and NU7 in the Stan Cullis Stand also operate as licensed standing. 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.

Please be aware, that non-compliance with the Licensed Standing code of conduct will be subject to sanctions from the **Acceptable Behaviour Policy**.



Inside Molineux

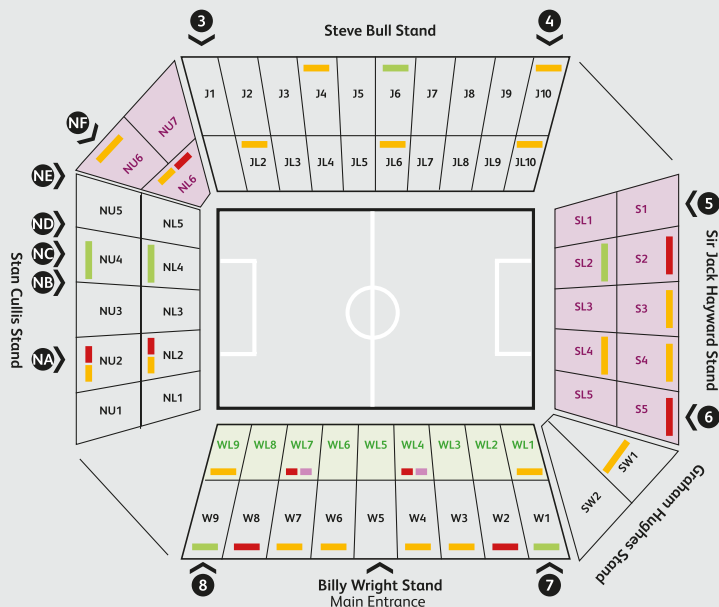
Concourse catering kiosks will be open inside the stadium for this fixture serving food hot and cold drinks and alcoholic drinks. Molineux is a cashless stadium and supporters are advised to ensure they have card or contactless payment ready when being served.

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

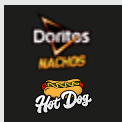
If you have any allergies or intolerances, we have QR codes set up around the concourse areas which can be scanned with further information provided on allergens throughout all the products that are available.

We also have lower accessible counters on catering kiosks across the Stan Cullis stand.

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



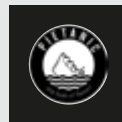
SAFE STANDING
FAMILY AREA



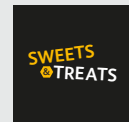
Hot Doritos Nachos
Frankfurter Hotdog
Vegan Dog



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



Black Country Chicken Balti Pie
Steak & Salt IPA Pie
Bacon Cheeseburger Pie
Spiced Potato & Spinach Pie (Vegan)



Pick n Mix
Planet Doughnut



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

Acceptable Behaviour Policy

The support from our fans is greatly appreciated by everyone at the club. Supporters travelling to and Wolves fixtures are asked to ensure they continue to represent the club in a positive manner.

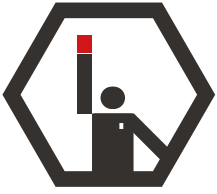
Unacceptable behaviour, both at Molineux and on our travels, will be dealt with in line with our acceptable behaviour policy.

Our acceptable behaviour policy can be found on our Official Website.



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



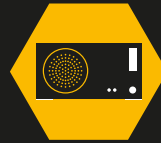
Glass bottles



Spiked umbrellas



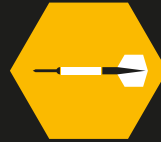
Drink cans



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**

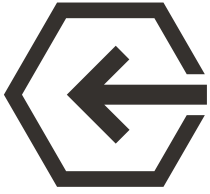
Once an incident has been reported, it will be logged and fed back to the stadium control room.

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.

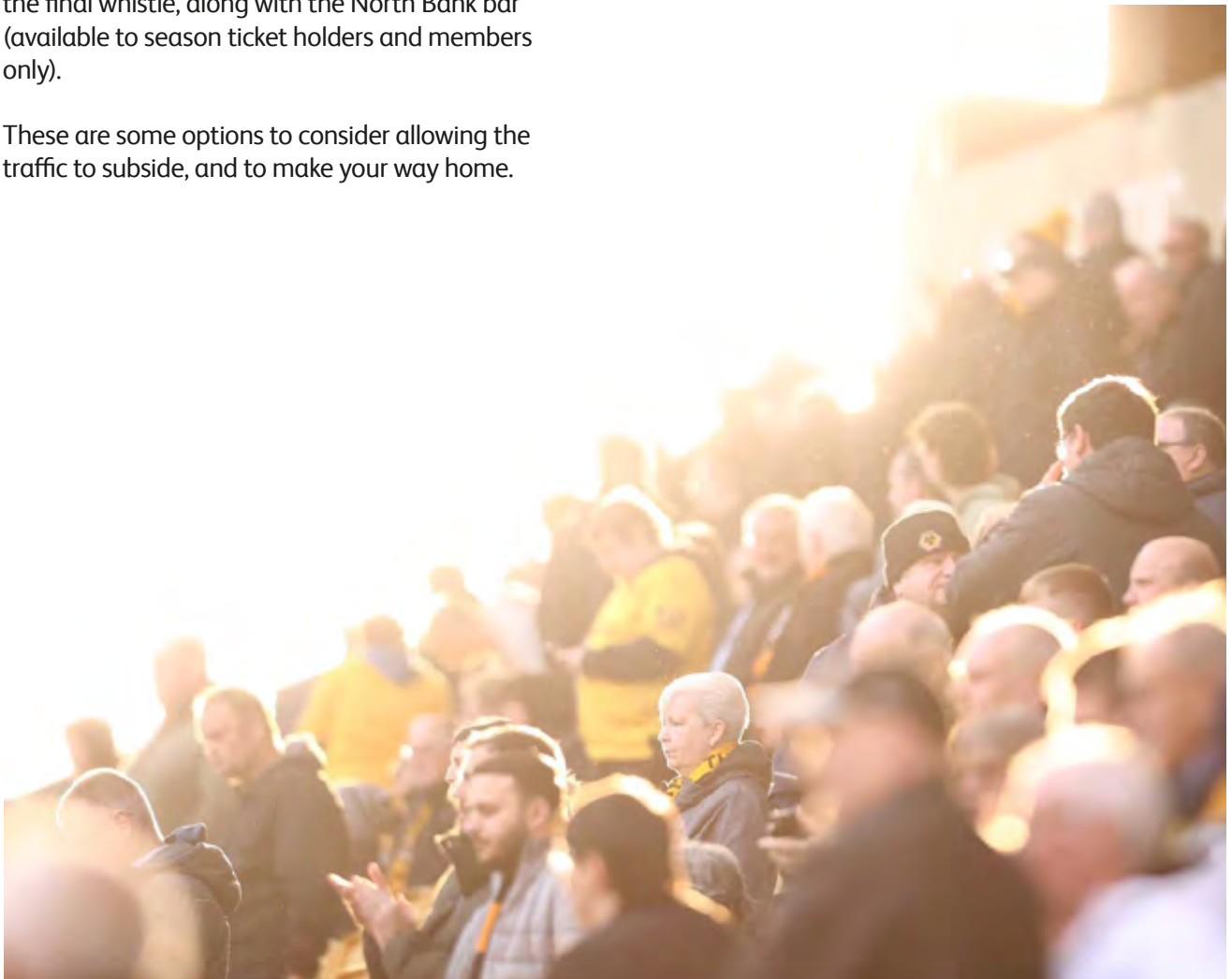
There are walking routes back into the city centre, where the bus, coach and train stations are located.

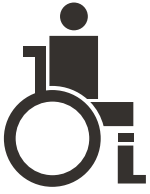
Our Ticket Office and Megastore reopen after the final whistle, along with the North Bank bar (available to season ticket holders and members only).

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.





Accessibility

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

Personal assistants are accommodated free of charge both seasonally or on a match-to-match basis when supporting evidence is provided.

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.

Sensory Room

Wolves have dedicated a Sensory Room for use on matchdays. Supporters with neurodiverse conditions such as autism and other sensory conditions can book this room on a match-by-match basis or use during the match when the need arises (subject to availability). To book or for further information, please contact the Fan Services team on fanservices@wolves.co.uk.

Accessibility Lounge

Disabled supporters are welcome to join us in the Rachael Heyhoe Flint Accessible lounge, which is located in the Stan Cullis stand. The facility is available to all disabled supporters. Supporters that wish to visit should speak to a steward when entering the stadium and there will also be a steward available to assist who is based in the lounge.

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 lowered counters on various concourse kiosks that make it accessible for all supporters.

All products can be purchased from here.

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

BSL Matchday Interpreters

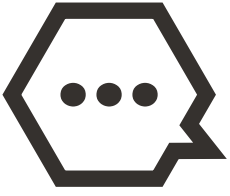
Wolves are pleased to offer support to Deaf supporters who use British Sign Language to communicate.

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

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.

Is there wi-fi available at the stadium?

Wolves App WiFi is available in all concourses (not in seating areas). To connect head to your device's WiFi settings and find 'WolvesApp' - no password is required, Once connected you will be able to connect to use the Wolves App and Wolves websites with quicker internet speeds - however please bear in mind that no other websites will load when connected.

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

A turnstile on each stand will remain open until half time to allow supporters who arrive late to enter the stadium via the turnstiles as they would usually. At half time all turnstiles will be closed. After half-time supporters should report to the ticket office where a steward will assist you to your seat.

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

Supporters who lose or forget their tickets are advised to visit the ticket office when they arrive at Molineux on the day of the game. Upon confirmation of a few details a duplicate ticket will be provided.

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



Matchday checklist

- Download the Wolves App** - this contains lots of important and useful information for your visit to Molineux.
- Follow @WolvesHelp on Twitter** where all up-to-date information on and before a matchday will be published.
- Ensure you have your tickets** for the fixture before leaving home. Whether this be your print at home tickets, or your smart card. Remember that Print at Home tickets can also be displayed and scanned from a smart phone screen.
- Check the travel information or route** prior to leaving. We advise considering public transport use. journeyplanner.networkwestmidlands.com/
- Ensure you have your car park pre-booked** (if arriving by car) or familiarise yourself with local city centre car parks that can be used. eticketing.co.uk/wolves & wolverhampton.gov.uk/parking-and-roads/city-centre-car-parks
- Plan a walking or bus route** (where applicable) to the stadium from the city centre. Molineux is signposted around the city too. wolves.co.uk/club/find-us/
- Think about taking in some of the atmosphere around the ground.** The Fan Zone opens around three hours prior to kick off. The Megastore and Ticket Office will also be open from 9am up until kick off.
- Check the turnstile you will need to enter** - this is printed on the ticket.
- Scan your ticket** at the turnstile. Printed tickets or phones a smart phone, will need to have the QR Code scanned in the mouth of the reader. Smart cards can be pressed against the glowing contactless icon. Stewards are located by each turnstile should you require assistance.
- Take a look at the food and drink options** available, in the concourses there are various options at the kiosks / bars.
- Take your seat around 30 minutes prior to kick off** and enjoy the pre-match build up and entertainment.
- Enjoy the game** - please ensure any litter is discarded in the bins located in the concourse.
- Leave the stadium safely** through the designated exits. Remember that traffic congestion away from the city is extremely busy following final whistle. Road closures will also be lifted around 30 minutes prior to the end of the game.
- Have a safe journey home** and we hope to welcome you back to Molineux soon!
- Keep up with the latest post match news on social media** with the official Wolves accounts on Twitter, Facebook, Instagram and TikTok
- Share your feedback with us** on fanservices@wolves.co.uk

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



VERSION ONE
July 2023

fanservices@wolves.co.uk
Wolverhampton Wanderers Football Club
Molineux Stadium, Waterloo Road, Wolverhampton WV1 4QR