

AFC Bournemouth FAQ's

'Friendly, Informed, Happy to Help'

Please remember to keep a 'heads up approach' on supporter arrivals and departures

WHEN DOES THE TICKET OFFICE CLOSE?

The ticket office stays open 20 minutes after the final whistle.

WHEN DOES THE SUPERSTORE CLOSE?

The superstore will also remain open 20 minutes after the final whistle.

CAN I USE MY DEBIT/ CREDIT CARD IN THE STADIUM?

Yes, you can use your debit/credit card in our concourses, hospitality areas and club shop, you can also use contactless payment, there is also a cash machine in the club superstore.

WHERE IS THE NEAREST BUS STOP?

Yellow Buses operate from Queens Park Hotel stop. The Number 2 Yellow buses run from Bournemouth Square every 15 minutes from 10:30am onwards until 7:10pm. After this time, they then arrive every 30 minutes (Monday- Saturday). On Sundays the bus arrives every 27 minutes and 3 minutes to every hour. E.g. 09:27, 09:57, 10:27, 10:57 up until 18:27. After that at 7:10pm the bus arrives every hour e.g. 7:10pm, 8:10pm

More Buses operate from the stop at Kings Park. Their m2 buses run every 7-10 minutes.

WHERE CAN I GET A TAXI FROM?

All supporters can receive a 10% discount with PRC (Poole Radio Cabs) Streamline upon production of a valid match ticket. PRC Streamline take bookings 24 hours a day, 365 days a year so call 01202 37 37 37 to take advantage of this offer. You can be picked up from the ground.

IS THERE ANOTHER WAY OUT OF THE CARPARK?

If you are parked in the south car park, you can now leave via the south of the car park to exit the park along Gloucester Road and so miss the traffic along Kings Park Drive.

WHERE IS THE NEAREST ACCESSIBLE TOILET?

Supporters both Home and Visiting disabled supporters can use the 'Changing Places' toilets located on south west corner of the stadium before the game. This can be used if the supporter has a RADAR key.

CAN I BRING LAPTOPS, UMBRELLA'S ETC. INTO THE STADIUM?

Unfortunately, for safety and security reasons, you cannot bring laptops or umbrellas into the stadium (see full list of prohibited items overleaf)

I DON'T KNOW THE ANSWER

Remember if you don't know an answer to a supporter's question, please find the answer from your supervisor or another member of matchday staff, 'I don't know' doesn't provide the supporter with a good matchday experience!

Latest Offers/ Information;

Food & Drink;

- Our meal deal is a pie, burger or hot dog, chocolate bar and a pint for £7, although due to licensing restrictions, alcohol is not available in the south stand. All stands offer a soft/hot drink option for £6 and all meal deals are available throughout once inside the ground.
- The Junior Cherries meal is £2.50 when you present your JC membership card.
- Away Supporters are welcomed into The Bell and Christopher Creek pubs as well as Mello Mello and Baxters Bar

TRAFFIC INFORMATION

Please be aware that the A338 may still be problematic for fans travelling to the match and we advise that you plan your journey accordingly. The latest updates can be found www.dorsetforyou.gov.uk.

'Remember not all disabilities are visible, you can use your disability etiquette card to help you'

YOUR SAFETY AND SECURITY AND THAT OF OTHERS IS PARAMOUNT TO US

WHAT CAN'T I BRING INTO VITALITY STADIUM

The infographic lists 16 prohibited items, each with a corresponding icon and label:

- Flares
- Bottles, glass vessels, cans and flasks
- Dangerous or hazardous items
- Illegal substances
- Explosives, ammunition and fireworks
- Knives, blades or other weapons
- Firearms
- Laser devices
- Smoke canisters
- Air horns
- Motor bike helmets
- Laptops & tablets (audio & video recording devices)
- Professional cameras & recording devices
- Alcohol

Entry to the Stadium will be refused with any other articles deemed dangerous, hazardous or that compromise public health and safety. Any questions before the event please contact enquiries@afch.co.uk or telephone 0344 576 1010.