



# Visitors Guide



# A warm North East Welcome

Whether you're a Newcastle United fan or you're following another team to Tyneside, you can look forward to a warm North East welcome at St. James' Park.

In this visitor guide, you'll find all the important information you need before your arrival, helping you to savour the experience of being at our magnificent home.

We look forward to seeing you soon!

## CONTENTS

3. History
4. Getting to Newcastle City Centre from Newcastle International Airport
- 5-7. Travelling to St. James' Park
8. Around the Ground
9. Food and Drinks
10. Digital Ticketing Information
11. At the Stadium
12. Stadium Map
13. Seating Categories
14. Visiting Supporters
15. Access to the Away End
16. Accessibility for Visiting Supporters
17. Prohibited Items List
18. Collect a Keepsake
19. Live Information & Lost Property
20. Things to do and Places to Stay in Newcastle and Gateshead



# The history of our home

St. James' Park has always been our home.

In fact, the first football match on the site took place in 1880 – a full 12 years before the official formation of Newcastle United in 1892.

Located in the heart of Newcastle's bustling city centre and ideally situated for fans travelling from near or far, it is clear to see why it became such a popular location for Tyneside's footballing pioneers.

While the pitch has remained in the same spot ever since, the stadium around it has changed beyond recognition.

Modern stands of steel, concrete and glass have continued to rise on the city's skyline, huge banks of seats have replaced concrete terraces and our facilities have been upgraded to match the finest arenas in world football.

We hope you'll enjoy everything we have to offer.

A large passenger airplane, likely an Airbus A330-300, is shown in flight against a cloudy sky. The aircraft is viewed from a low angle, showing its four engines and landing gear. The tail features a circular logo. The background consists of a bright, overcast sky with some wispy clouds.

# Getting to Newcastle City Centre from Newcastle International Airport

With a Metro station located at Newcastle International Airport, travelling by Metro couldn't be easier.

The Tyne and Wear Metro is a light rail system with 60 stations serving Newcastle, Gateshead, Sunderland, North Tyneside and South Tyneside. The Metro has been rated as one of the country's most efficient modes of transport and currently carries nearly 40 million passengers per year.

The journey from Newcastle International Airport to Newcastle city centre (Haymarket, Monument or Central Station) takes around 25 minutes. There are trains up to every 12 minutes (daytime) from 5.38am (Saturday 5.37am and Sundays 6.14am) to 11.07pm

Ticket information can be found here | [nexus.org.uk](https://www.nexus.org.uk)



# Travelling to St. James' Park

Strawberry Place, Newcastle upon Tyne, NE1 4ST

With a city centre location, St. James' Park is one of the most accessible and well-connected football grounds in the UK.

The stadium is located close to the junction of Gallowgate, St. James' Boulevard and Barrack Road, just a ten-minute walk from Newcastle Central Station and around five minutes from Monument Metro Station and the city's major bus stations. Simply follow the pedestrian signs located throughout the city centre.

For the latest travel and transport information across the North East, visit **Travel North East**, a one-stop website created by the North East Combined Authority.

## Park & Ride

We operate a park and ride system from the Metrocentre, one of Europe's biggest shopping centres. The X50 bus provides a direct link between the Metrocentre and St. James' Park on match days, at a cost of only £2 return for adults and £1 for under 19's. The X50 will drop off on Barrack Road but due to road closure trials for the 25/26 season, will return from St James' Boulevard. For directions, timetables and additional information, please visit **[gonortheast.co.uk/services/GNE/X50](http://gonortheast.co.uk/services/GNE/X50)**

## By Metro

Newcastle upon Tyne is served by the Tyne & Wear Metro system; a light rail network with frequent services between Newcastle Airport, Newcastle city centre, the coast, and major transport interchanges and destinations south to Wearside.

We recommend St. James' Metro station for local coastal destinations, while Monument station – a five-minute walk away – is served by both yellow and green line routes towards Newcastle International Airport, South Shields and the coast.

For more information, visit **[nexus.org.uk/metro](http://nexus.org.uk/metro)**.

## By Train

Situated on the East Coast Mainline, Newcastle Central Station is a principle stop for services between London and Edinburgh/Glasgow. In addition to regional services, it also offers direct cross-country routes to and from Leeds, Manchester, Liverpool, Birmingham and Bristol.

The station is a ten-minute walk from St. James' Park, walk west along Neville Street (A186) and turn right onto St. James' Boulevard. The stadium is located at the top of the road and will become visible as you reach the junction with Bath Lane/Wellington Street.

To plan your train journey, visit **[www.nationalrail.co.uk](http://www.nationalrail.co.uk)**.



### By Public Bus

Newcastle upon Tyne has two major bus stations for local and regional services – Haymarket, for services to and from Northumberland and the North, and Eldon Square, for services to and from County Durham and the South. Both are located on Percy Street, a five-minute walk from St. James' Park.

To reach the stadium, walk south west on Percy Street and turn right onto Gallowgate. St. James' Park will become visible on your right. For more information on local bus services, please visit [nexus.org.uk/bus](http://nexus.org.uk/bus).



### By Coach

Newcastle Coach Station is on St. James' Boulevard (NE1 4EE) and receives National Express coach services, while Flixbus operates services from John Dobson Street, located outside the City Library (NE 1 8EG). Both offer frequent services from across the UK with links to Europe.

If you plan to travel via a private fan coach, please contact Northumbria Police Football Planning team on **[planning.for.newcastle.football@northumbria.police.uk](mailto:planning.for.newcastle.football@northumbria.police.uk)**. They will be happy to advise you on suitable drop-off points.



### Taxi

There are taxi services available throughout the city, with major taxi ranks located at Newcastle Central Station and transport interchanges.

The nearest taxi rank to St. James' Park is situated two-minutes away on foot, opposite the entrance to Chinatown.

### Parking

There is no parking at St James' Park. JustPark offer a number of spaces in close proximity to the Stadium. They can be booked via the following link: **[www.justpark.com/uk/event-parking/newcastle-united-parking?utm\\_source=partner&utm\\_medium=football&utm\\_campaign=newcastleunited&utm\\_](http://www.justpark.com/uk/event-parking/newcastle-united-parking?utm_source=partner&utm_medium=football&utm_campaign=newcastleunited&utm_)**

**FEELING FIT?** Cycling is one of the healthiest ways of getting to the match.

There are 35 'Sheffield stands' located around the stadium for you to lock your bicycle at.

To plan your route, visit **[gosmartergoactive.co.uk/cycling-and-walking](http://gosmartergoactive.co.uk/cycling-and-walking)**.





# Road Closures & Tyne Bridge Lane Closure

The 2026/27 season coincides with major road renovations and redevelopments in the North East.

The Tyne Bridge is not only an iconic structure for the city's region, but also a major gateway to the city, used by tens of thousands of vehicles each day. It is currently undergoing major restoration works and the Tyne Bridge reduced to one lane in each direction, with further temporary lane closures and overnight closures scheduled for the remaining two years of restoration works.

Heavy congestion is expected on the Quayside route, Swing Bridge and routes to and from Redheugh Bridge and all approaches to the Tyne Bridge from both Newcastle and Gateshead sides.

Lane restrictions and temporary traffic lights are also expected to be in place at the junction of Percy Street and Gallowgate, which is just a short distance from the stadium, where works are taking place until late 2026. Drivers should allow more time for their travel. Pedestrian access will not be affected.

## **MATCHDAY ROAD CLOSURES**

Strawberry Place and Leazes Terrace in close proximity to St. James' Park are both closed 2 hours before kick-off until approximately 30-45 minutes after full time.

Barrack Road will close 10 minutes before the full-time whistle to allow for the safe exit of supporters. It will reopen once it's safe to do so – usually around 20 to 45 minutes later.

# Around the Ground

Newcastle upon Tyne is widely regarded as the region's capital and accordingly, you'll find all the amenities you'd expect from a major British city centre right on our doorstep.

While the Leazes Stand is bordered by the tranquillity of the historic Leazes Park, the rest of the stadium is surrounded by the city's world-class shopping centres, leisure facilities, museums, monuments, bars and restaurants.

## BARS AND RESTAURANTS

The stadium has its own external bar - Shearer's Bar, which is open to all supporters and members of the public. Shearer's Bar is located next to the club retail store beneath the Gallowgate Stand. St. James' STACK is dedicated fanzone for home fans on Newcastle United matchdays. For further information, please visit [here](#).

While there are a number of pubs and bars close by, please note that some venues may restrict entry for visiting supporters - particularly those wearing club colours. There is no designated pub/bar for visiting supporters.

If you decide to dine, you'll be spoilt for choice with The Gate and Chinatown a short walk from St. James' Park.

## CONTACTLESS PAYMENTS

Contactless payments are encouraged at kiosks in the concourse. Cash is accepted at a limited number of locations. There is a Barclays ATM at the South West corner of St. James' Park.

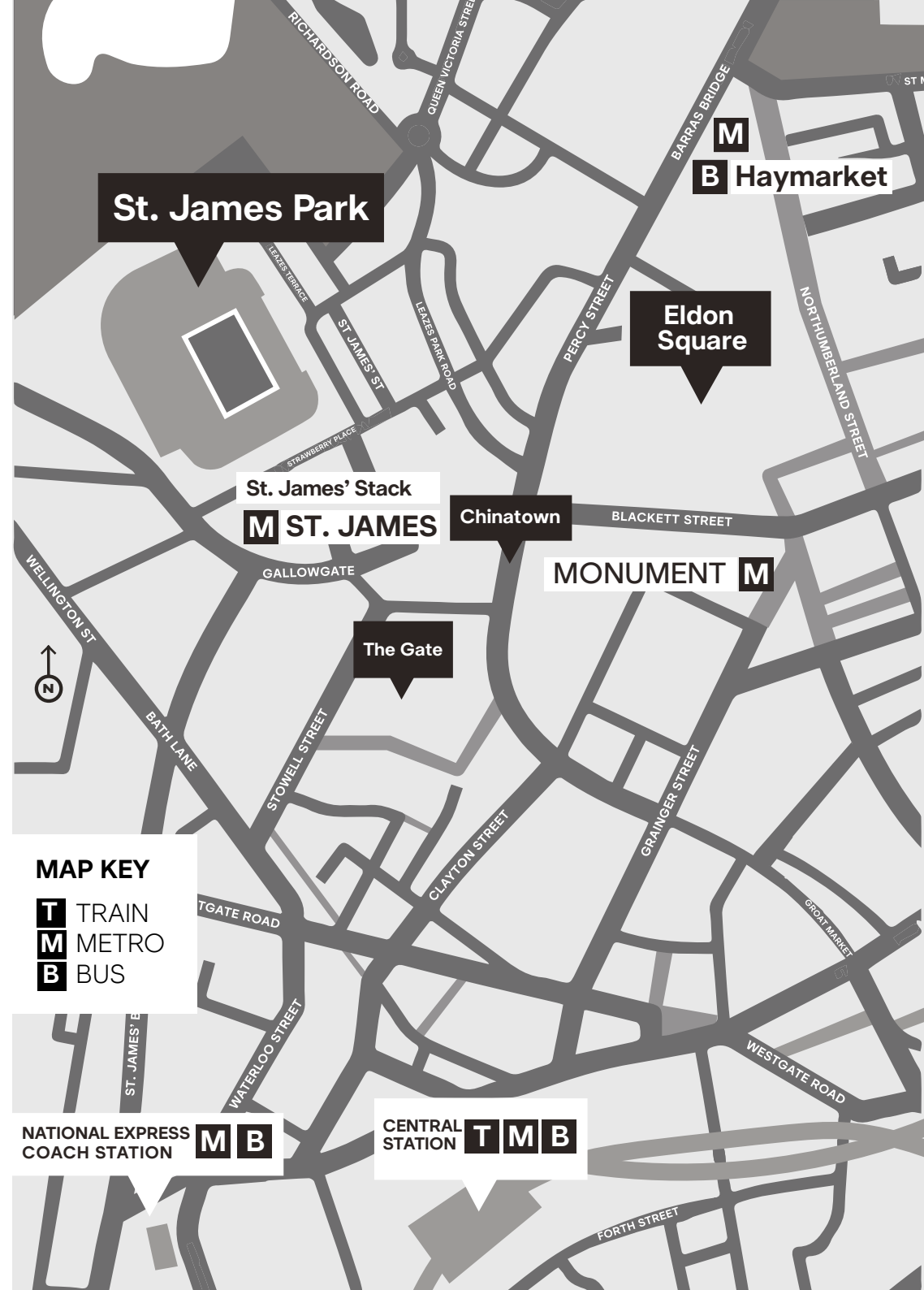
A free-to-use cash machine is also located at the Tesco Express store directly opposite the stadium on Barrack Road.

## TOILETS

St. James' Park concourses offer all the conveniences you would expect, including multiple accessible toilets and two Changing Places facilities.

These facilities can be opened with a radar key, please contact your nearest steward for assistance.

Shearer's Bar also has on-site toilets available to paying customers.







## Food & Drink

St. James' Park has a varied catering offering, including vegetarian and halal options.

Accessible on approach to the stadium, Shearer's Bar serves a range of food on both matchdays and non-matchdays.

In the main concourse, our kiosks serve a range of food including loaded options, burgers and pies. A full range of hot and cold drinks, as well as confectionery, is also available.

### **SHEARERS OPENING TIMES**

|           |             |
|-----------|-------------|
| Monday    | 11am - 10pm |
| Tuesday   | 11am - 10pm |
| Wednesday | 11am - 10pm |
| Thursday  | 11am - 10pm |
| Friday    | 11am - 11pm |
| Saturday  | 10am - 12am |
| Sunday    | 10am - 8pm  |

# Digital Ticketing Information

Please:

- Download your digital ticket as soon as possible before arriving at St. James' Park.
- Ensure you have fully charged your phone before you leave home!



## MATCHDAY ASSISTANCE

If you need any further matchday assistance, you can visit:

Box Office - located in the Milburn Stand.  
Open for general ticket enquiries;

Local Heroes - 'Happy to Help' Hub located near Sir Bobby Robson Statue – supporter assistance hub for any matchday queries.

All of our FAQs can be found here.



# At the Stadium

Each stand is signposted around the stadium but if you need further assistance, our stewards will be very happy to assist you.

## AT THE TURNSTILES

To enter the stadium, you'll need to scan your ticket in the ticket reader at the turnstiles indicated on your ticket.

If you need support, please speak to the nearest steward who will be able to assist you.

## STAIRS OR LIFT?

Most seats are on lower levels and easy to access on foot. If you are seated on level 7, which includes all supporters of visiting clubs, there are 140 steps and 14 landings on the way up to your seat. If you would like to use a lift, please speak with one of our stewards at the turnstiles who will be happy to direct you to the nearest one. We also offer Accessibility Passports which will detail the support you may need while at the stadium. Should you wish to have one in advance please e-mail [Accessibility@nufc.co.uk](mailto:Accessibility@nufc.co.uk)

## SUPPORTERS OF VISITING CLUBS

Supporters of visiting clubs are seated in the upper tier (Level 7) of the North Stand - better known as the Leazes End.

## FINDING YOUR SEAT

Our stewards will be located at strategic points in the seating deck to assist you in finding your allocated seat.

## LOCAL HEROES

In addition to our knowledgeable stewards, you'll also find our team of Local Heroes located around the ground and at our 'Here to Help' hub located near the Sir Bobby Robson statue.

Our matchday helpers are on hand before kick-off to offer a warm welcome to St. James' Park and provide any guidance you require to enhance your visit.

Our Local Heroes will be distributing 'Safeguarding Wristband' to parents/carers accompanying U14's. Parents/carers can add their own details, name, seat location and mobile number to the wristband for their child to wear so that they can be reunited should they become separated within the stadium.



# Welcome to St. James' park

**Main Reception** For access to hospitality suites and Milburn Stand executive boxes.  
(Except The Rooftops with Fenwick, Park Grill, South West, Leazes Boxes & Wings)

**South West Reception** For access to The Rooftops and South West Corner boxes

**Old Milburn Reception** Access for staff and officials only

**7** Ground level turnstiles

**74** Upper concourse turnstiles

**89-94** Away turnstiles

**Park Grill and Leazes Executive boxes** Leazes hospitality entrance :  
• Park Bar & Grill

**PC** Platinum club entrance

**1892** Bar 1892 entrance

**W** Wings entrance

**♿** Accessible entrance

**SB** Shearer's Bar

**C** Club store

**ATM** Cash machine

**CP** Changing Places facility

**P** Prayer Room

**SR** Sensory Room

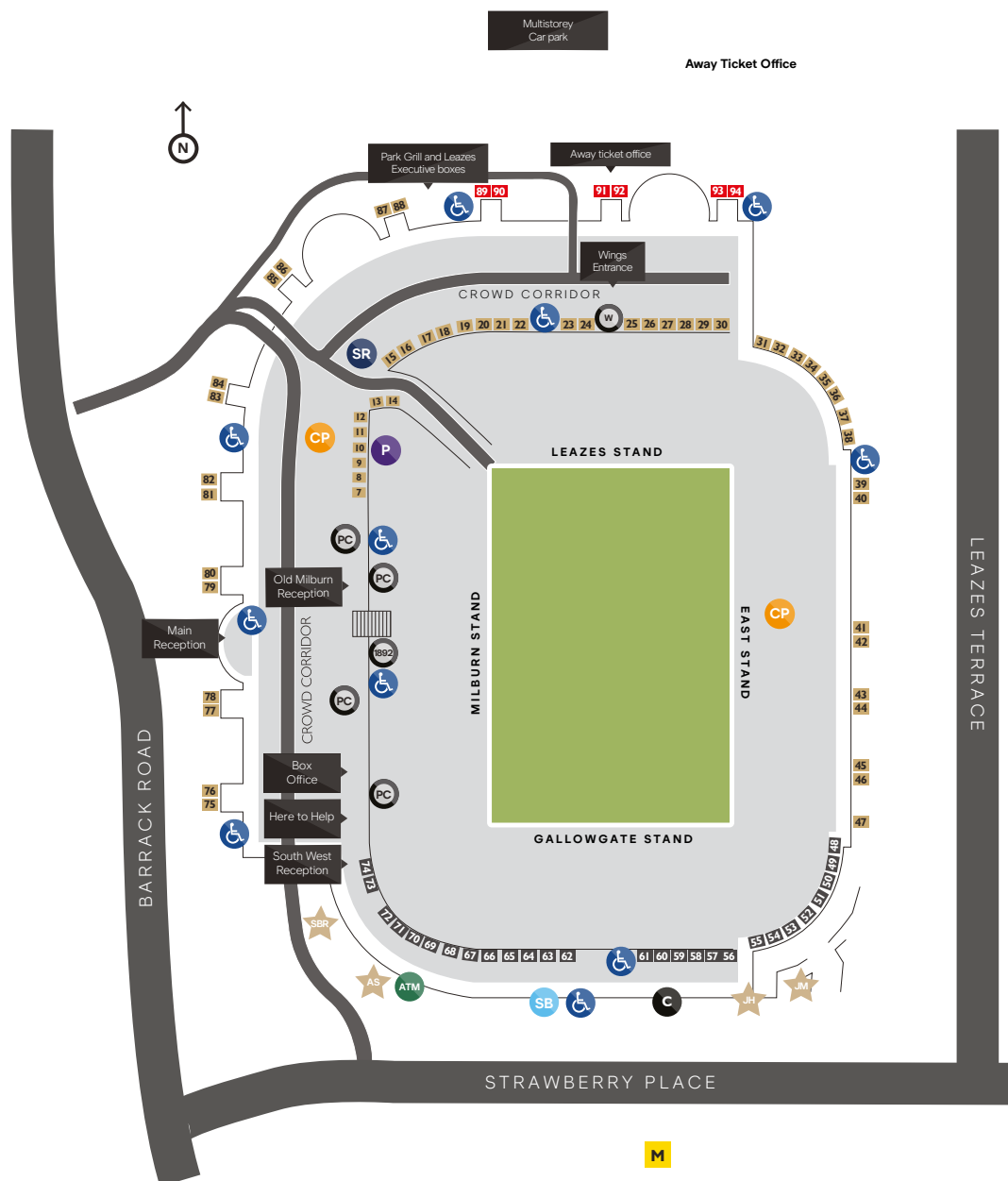
**M** St James Metro station

**SBR** Sir Bobby Robson statue

**JH** Joe Harvey plaque

**JM** Jackie Milburn statue

**AS** Alan Shearer statue



100

100

- [illegible]

☐ **Overall**

# Visiting Supporters

## **TURNSTILES**

Visiting fans should enter the stadium via the access number which can be found on their tickets. Normally, visiting supporters will be at turnstiles 89-94 which can be found in the Leazes Stand. Turnstiles in all areas of the stadium open 90 minutes before kick-off.

## **LEVEL 7**

Our visiting fans section is on Level 7, with 140 stairs and 14 landings on the way up to your seat. If you would like to use a lift, please speak with one of our stewards at the turnstiles who will be happy to direct you to the nearest one.

## **AWAY TICKET OFFICE**

The Away Ticket Office is located beside turnstile 91/92 and will be open from 1.5 hours prior to kick off.

## **SAFETY AND SECURITY**

For security reasons, you will receive a body search and any bag you arrive with will be searched at the stadium. Bags larger than A4 in size will not be permitted and there is no storage available at St James' Park. Glass bottles, weapons or pyrotechnics are banned from the stadium. Full terms can be found in our ground regulations at [nufc.co.uk/ground-regulations](http://nufc.co.uk/ground-regulations).

If you plan to travel via a private fan coach, please contact Northumbria Police's Football Planning team at [planning.for.newcastle.football@northumbria.police.uk](mailto:planning.for.newcastle.football@northumbria.police.uk) who will be happy to advise you on suitable drop off points.

If you need to bring medication or other medical equipment, please e-mail [accessibility@nufc.co.uk](mailto:accessibility@nufc.co.uk) to make us aware.

## **FOOD & DRINKS**

We have a concourse on Level 7 which has a range of food and hot & cold drinks.

## **ANYTHING ELSE?**

If you have any further questions, you can check our FAQs at [nufc.co.uk/faqs](http://nufc.co.uk/faqs). Alternatively you can ask our friendly Local Heroes on the day for any more information or advice.



# Turnstile Map



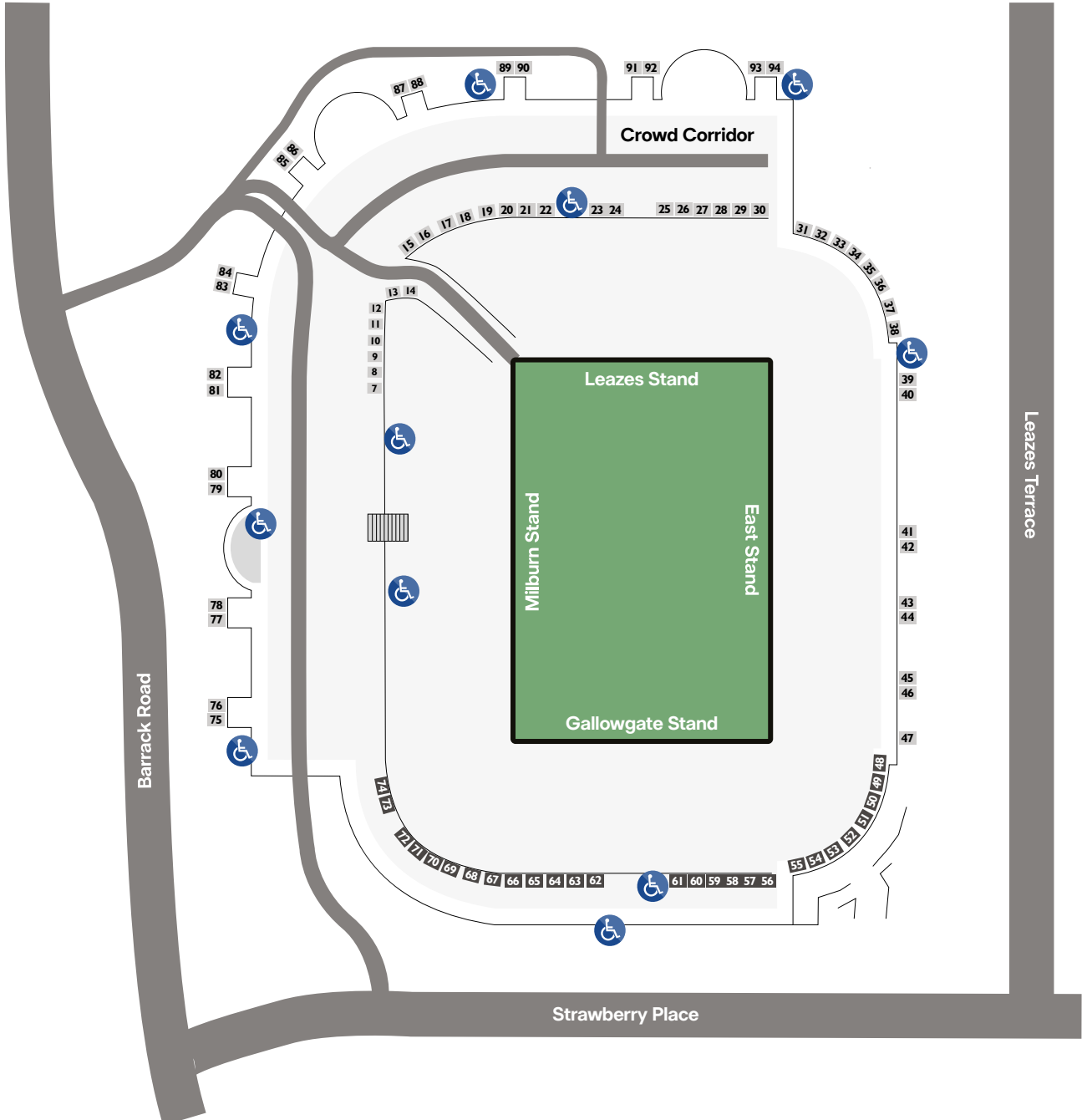
Accessible entrance

7

Ground level turnstiles

74

Upper concourse turnstiles





## Access to the Away End

Visiting fans enter via entrances turnstiles 89-94, in the Leazes Stand at the north end of the stadium, which can be accessed via either the east or west side.

Turnstiles will open at 90 minutes prior to kick off for visiting fans.

Fans are advised to arrive early at the stadium to allow enough time for necessary security checks.

**All** fans will be subject to searching. Drugs and Pyro detection dogs will be present.

Fans without tickets for this fixture are urged not to travel to the stadium. There are no alternative viewing areas for visiting supporters in the city.

# Accessibility

We are committed to providing an inclusive and accessible experience for all visiting supporters.

Supporters with access requirements are encouraged to contact us in advance so that appropriate support and reasonable adjustments can be put in place. Please email [accessibility@nufc.co.uk](mailto:accessibility@nufc.co.uk).

## ACCESSIBLE PARKING FOR VISITING SUPPORTERS

If you need accessible parking for a fixture, email a copy of the back of your Blue Badge to [car.parking@nufc.co.uk](mailto:car.parking@nufc.co.uk) once you've bought your tickets.

Spaces are limited and allocated by ballot one week before the match.

## ACCESSIBLE SEATING AND WHEELCHAIR PROVISION

Accessible seating and wheelchair bays are available for visiting

supporters on Level 7 of the Leazes Stand. These must be booked through your club in advance of the fixture.

There are 16 wheelchair spaces available for visiting supporters, located on dedicated viewing platforms within the Away End.

Step-free access to these areas is available via lifts, including access adjacent to turnstile 94.

## ACCESS ROUTES AND LIFTS

Step-free access is available via accessible entrances and lifts located around the stadium, including near turnstiles 93–94 in the Leazes Stand.

Supporters seated on Level 7 should note there are 140 steps. If you would prefer to use a lift, please speak to a steward on arrival who will be happy to assist.





## **ACCESSIBLE TOILETS AND CHANGING PLACES**

Accessible toilets are RADAR key-operated and located close to the visiting supporters' seating area, including:

- Level 7, opposite Stair 9
- Level 7, opposite Stair 10

A Changing Places facility is also available and can be accessed by visiting supporters.

Please speak to your nearest steward if you wish to access these facilities.

## **AUDIO DESCRIPTION COMMENTARY**

Audio Description Commentary is available at St. James' Park to support blind and partially sighted supporters.

- Headsets should be booked in advance
- Equipment is delivered to your seat before kick-off
- Supporters should bring their own jack-plug headphones

Visiting supporters wishing to use this service should email:  
**[accessibility@nufc.co.uk](mailto:accessibility@nufc.co.uk)**

## **ADDITIONAL SUPPORT**

- Matchday stewards and staff are available throughout the stadium to provide assistance
- Our Local Heroes team are also on hand to support with matchday enquiries and accessibility needs
- Assistance dogs are welcome; please contact us in advance so suitable arrangements can be made

Wheelchair storage is available if required. Please contact us in advance to arrange this.

If you require support with medication, equipment, or any other accessibility need, please contact **[accessibility@nufc.co.uk](mailto:accessibility@nufc.co.uk)** prior to attending.

# Prohibited Items

THE FOLLOWING ARTICLES  
**MUST NOT** BE BROUGHT  
WITHIN THE GROUND.

Any person in possession of such items  
will be refused entry to the Ground.

## Banners/Flags

There is only a limited amount of space to display banners and flags within the Stadium and they must therefore be no larger than 150cm in depth and 250cm in width. Banners and flags must not obstruct the view of others, cover advertising signs or cause a safety hazard.

Banners and flags must not display any abusive or threatening words, images, political statements or be deemed unacceptable. Flag poles are not allowed. All banners and flags must carry a Fire Safety Certificate.

Only National team flags representing current first team players of the playing teams are permitted.



NO BAGS LARGER  
THAN A4  
(10X20X30CM)



NO BABY  
BUGGIES OR  
PRAMS



NO SMOKING  
OR VAPING



NO VIDEO  
RECORDING  
EQUIPMENT



NO KNIVES OR  
WEAPONS



NO ILLEGAL  
SUBSTANCES



NO PYROTECHNICS



NO SMOKE  
CANISTERS



NO AIR-HORNS



NO DANGEROUS  
OR HAZARDOUS  
ITEMS



NO LASER  
DEVICES



NO GLASS  
BOTTLES



NO GLASS  
VESSELS



NO CANNED  
DRINKS



NO FLAG  
POLES



NO DRUMS

Full ground regulations can be found [here](#). Please note  
any abuse towards members of staff will not be tolerated.



# Collect a Keepsake

## MATCHDAY PROGRAMME

One of the most popular items bought by fans on a matchday is our programme, which is available for just £3.50 around the ground.

Each programme contains around 84 pages of content on a Premier League matchday, much of it exclusive, and has features dedicated to both Newcastle United and our visitors.

## OFFICIAL CLUB SHOP

Our stadium store is located at the Gallowgate End of St. James' Park on Strawberry Place, next to Shearer's Bar.

The store offers a selection of Newcastle United merchandise, including shirts, scarves and footballs.

Alternatively, if it's not convenient to buy on a matchday, you can order online at [shop.newcastleunited.com](https://shop.newcastleunited.com).

## OFFICIAL CLUB SHOP OPENING HOURS

|                  |                   |
|------------------|-------------------|
| Monday to Friday | 9:00am to 5:30pm  |
| Saturday         | 9:00am to 5:00pm  |
| Sunday           | 11:00am to 5:00pm |

|                |                |
|----------------|----------------|
| Home Matchdays | 10am - 10.30pm |
| (Midweek)      | 9am - 6pm      |

Any changes to trading hours are advertised in store.



# Lost Property

## I HAVE LOST SOMETHING ON A MATCHDAY. CAN THE CLUB HELP?

If you have lost an item during your visit to St. James' Park, please contact the team directly at [supporter.services@nufc.co.uk](mailto:supporter.services@nufc.co.uk) or by filling in the form:

<https://support.newcastleunited.com/hc/en-gb/requests/new>

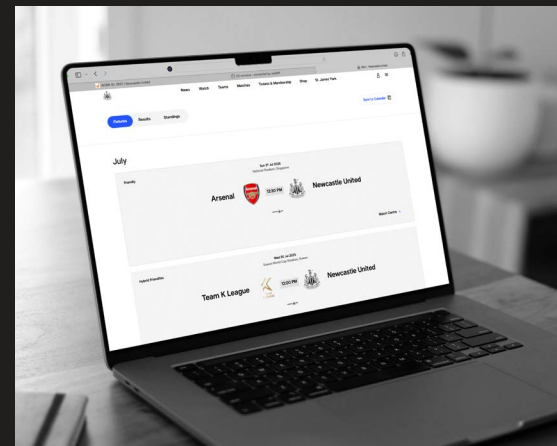
# Live Information

For live up-to-the-minute information and breaking news, we recommend following Newcastle United on social media.

On matchdays, follow us on Twitter and Facebook for all the key information you will need, including a countdown to kick off, travel news, stadium information, team news and exclusive behind-the-scenes content.

## Here's how you can follow us:

|        |           |                           |
|--------|-----------|---------------------------|
| @      | Instagram | @nufc and @stjamesparkne1 |
| X      | X         | @NUFC                     |
| TikTok | TikTok    | @nufc                     |
| f      | Facebook  | /newcastleunited          |



## MATCH CENTRE

Visit our official website to access match previews, commentary and live in-game statistics.



# Things to do & places to stay in Newcastle & Gateshead

United by seven iconic bridges across a bustling Quayside, Newcastle and Gateshead form a single, diverse and extremely vibrant visitor destination in the North East of England.

Newcastle is a city bursting with thriving nightlife, an award-winning restaurant scene, numerous attractions, museums and places to stay which span comfortable affordability to luxury rooms that overlook the Tyne.

You'll find everything you could possibly want to do in the region via the Newcastle and Gateshead Tourist board below.

**[newcastlegateshead.com](http://newcastlegateshead.com)**



## Contact Us

[Supporter.services@nufc.co.uk](mailto:Supporter.services@nufc.co.uk)

[Accessibility@nufc.co.uk](mailto:Accessibility@nufc.co.uk)

Newcastle United Visitors Guide | 2026/27 Season