

ST. JAMES' PARK  
**VISITOR 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!**

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# 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.

# 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 every 12 minutes from 5.39am (Sundays 6.26am) to 11.09pm.

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.

## PARK AND 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 and return from the same location. For directions, timetables and additional information, please visit [gonortheast.co.uk/nufcbuses](http://gonortheast.co.uk/nufcbuses).

## 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 and receives National Express coach services, while Megabus operates services from outside Newcastle Central Station. 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.



## BY 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.

**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 AND A1 TRAFFIC

The 2024/25 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. However, it is going under restoration works. The current programme of works will see lane restrictions in place for a minimum of two years, until 2026, 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.

The A1 between junctions 65 (Birtley) and 67 (Coal House) is being widened between to help manage traffic joining and leaving the A1. This may impact journey times travelling northbound for visitors travelling by car or bus and in turn southbound on the return journey. Please see the national highways website here for more information.

## **A1 Birtley to Coal House - National Highways**

### **MATCHDAY ROAD CLOSURES**

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

# AROUND THE GROUND

## MAP KEY

- T TRAIN
- M METRO
- B BUS



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.

While there are other 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 elsewhere, you'll be spoilt for choice in the City Centre. Eldon Square is just a five-minute walk away, while The Gate and Chinatown offer a variety of options to tempt your taste buds.

## 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.

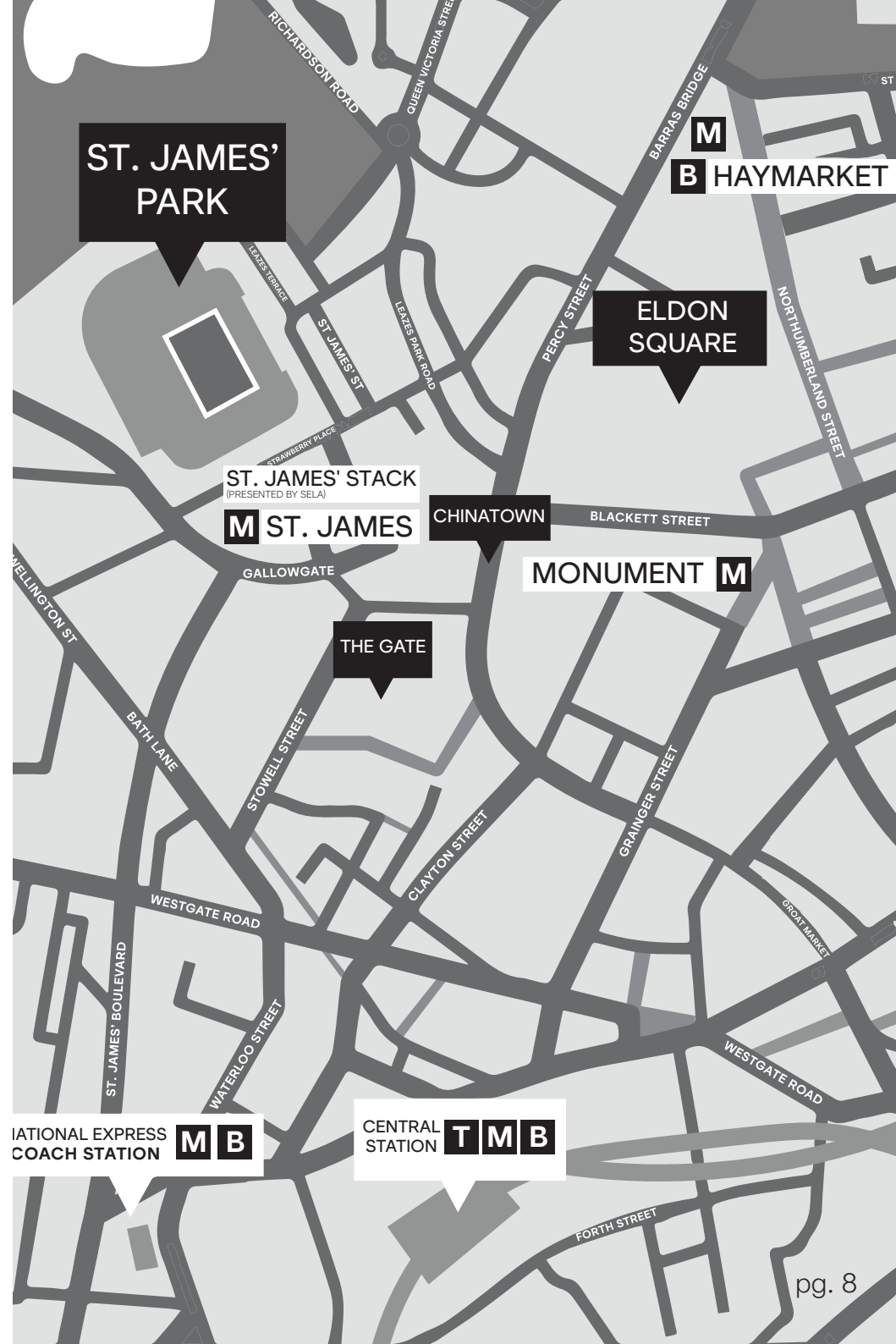
A free-to-use cash machine is also located at the Tesco Express store directly opposite the stadium on Barrack Road.

## 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 AND DRINK OPTIONS

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 pizzas, burgers and pies. A full range of hot and cold drinks, as well as confectionery, is also available.

## **SHEARER'S OPENING HOURS**

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

# DIGITAL TICKETING INFORMATION

For the 2024/25 season we have introduced digital ticketing which will be available to download to your smart phone.

It's secure, it's easy to use, and your ticket will always be up to date.

All of our FAQs can be found [here](#).

## MATCHDAY ASSISTANCE

Please:

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



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.



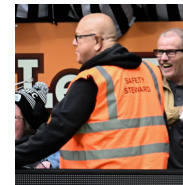
# AT THE STADIUM

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

## 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.

## 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.



## UNITED AS ONE

Newcastle United Football Club does not tolerate any form of direct, indirect discrimination, victimisation or harassment. If you have been subjected to or witnessed discriminatory behaviour whilst at St. James' Park please text **'HELP'** with your seat number and details of what is happening to **60070**.

St. James' Park

# LOST PROPERTY

## **I have lost something on a matchday. Can the club help?**

If you have lost something on a matchday or at the stadium, please email **Supporter.Services@nufc.co.uk**.

In order for us to identify your item, we kindly ask that you provide as much information as possible. Please include your name, location in which you believe the item was lost as well as a description of the item.

We will log your lost item into our database and, should it turn up, we will be in touch via the email address to arrange a convenient time for collection. Please allow up to two weeks after receiving the email for all lost property to be retrieved and logged.

If you have not heard back from us after this two-week period, we are sorry to say that your item was not found.

Any items not claimed 4 weeks from the date of the fixture will be disposed in the appropriate way or donated to local charities.





# WELCOME TO ST. JAMES' PARK

### Main Reception

For access to hospitality suites and Milburn Stand executive boxes. **( Except The Rooftop, 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

**T**

Pre-paid ticket collection

**CP**

Changing Places facility

**P**

Prayer Room

**SR**

Sensory Room

**M**

St James Metro station

**SBR**

Sir Bobby Robson statue

**JH**

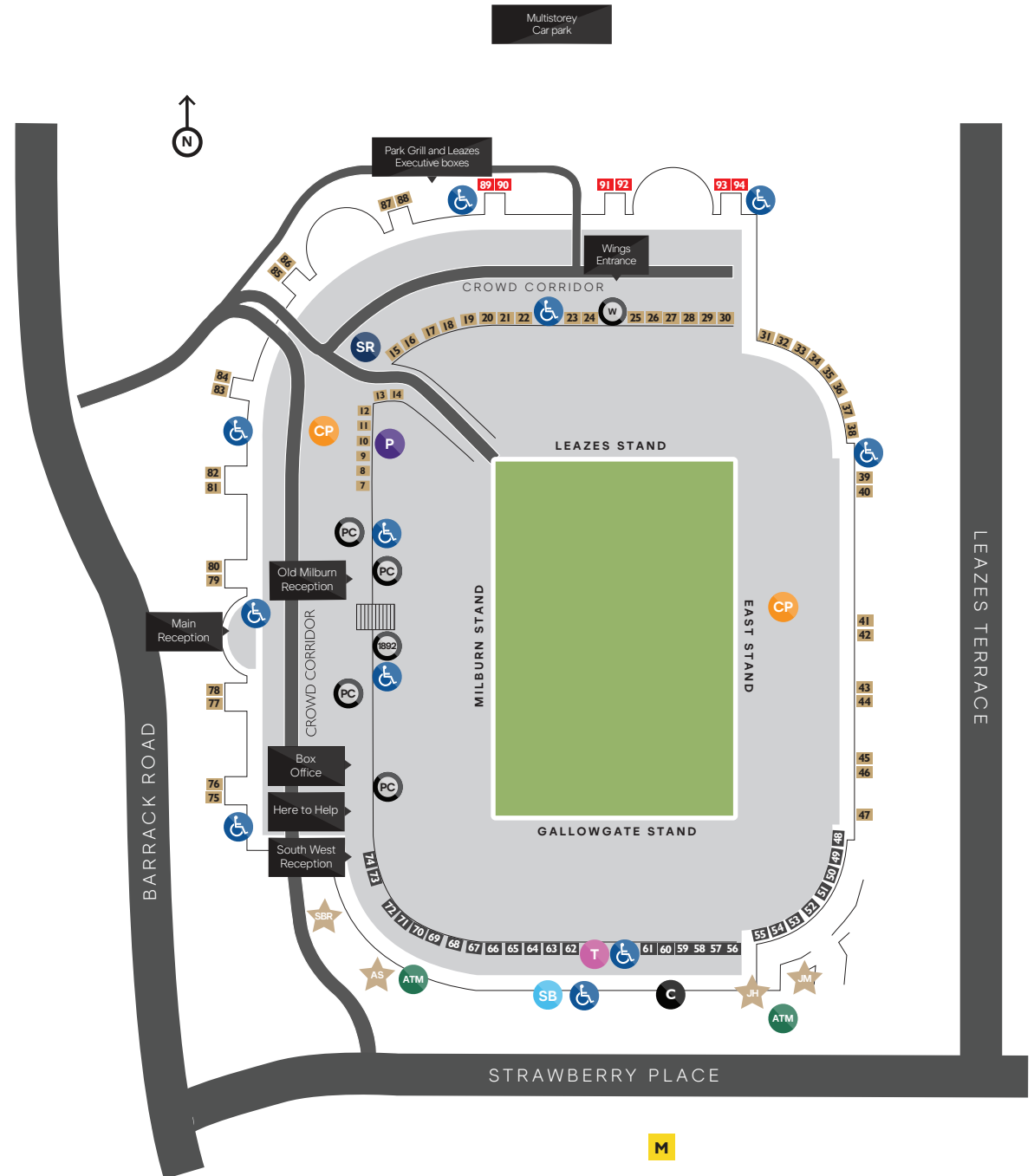
Joe Harvey plaque

**JM**

Jackie Milburn statue

**AS**

Alan Shearer statue



# SEATING CATEGORIES



## STANDARD AREAS

- Seating Category 1
- Seating Category 2
- Seating Category 3
- Family Area
- Licensed Standing
- Visiting Supporters

## PREMIUM AREAS

- Platinum Club
- Bar 1892

## CORPORATE AREAS

- Corporate Hospitality
- Directors Box

# 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.

## ACCESSIBILITY

On Level 7, we have accessible seating and wheelchair bays available. These should be booked through your club ahead of the game. Additionally, there are accessible toilets, changing and prayer facilities. Please ask one of our stewards for details should need to access these facilities. If you would like to discuss any accessibility needs you may have during your visit, please e-mail [disabilitysupport@nufc.co.uk](mailto:disabilitysupport@nufc.co.uk).

## 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.

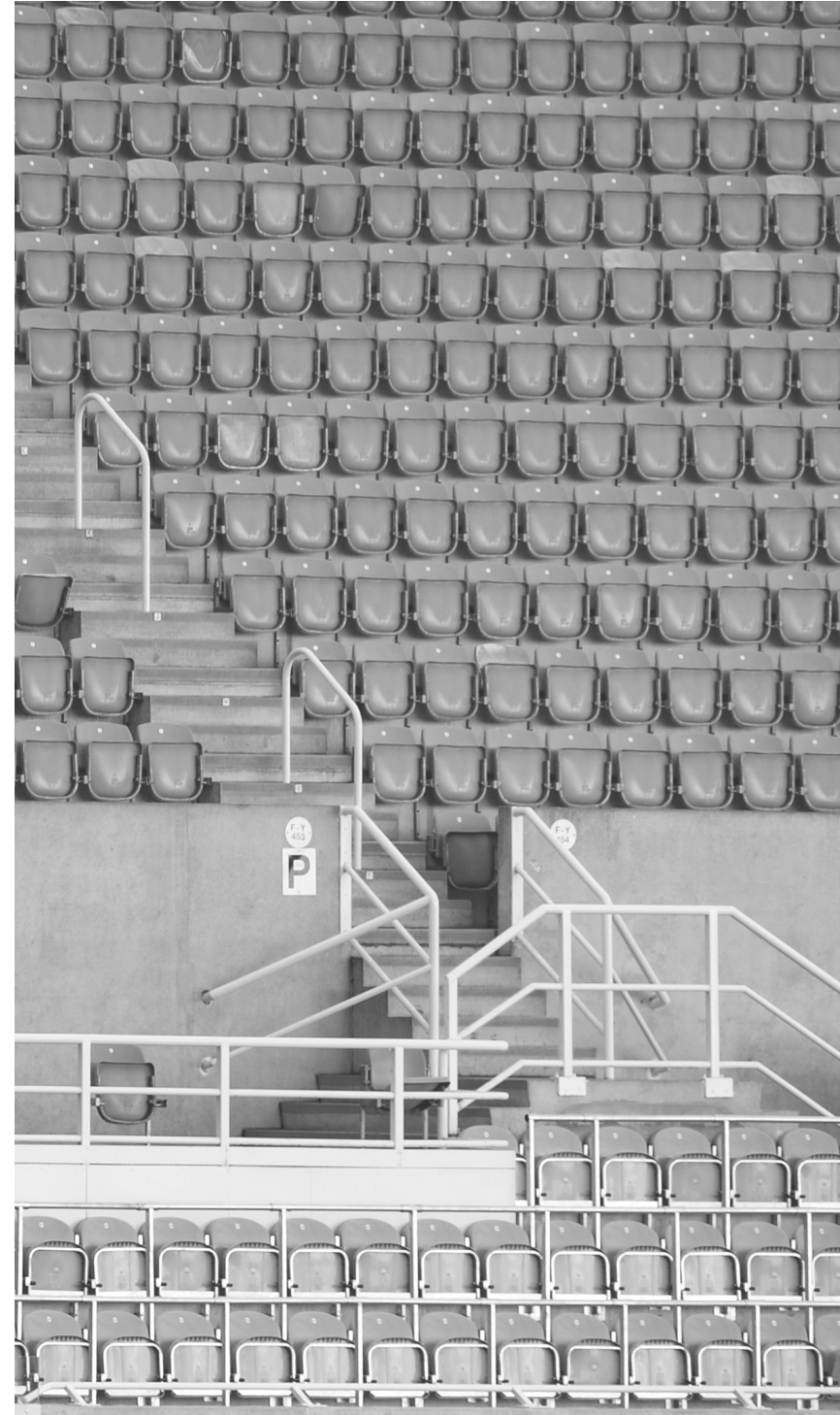
If you need to bring medication or other medical equipment, please e-mail [disabilitysupport@nufc.co.uk](mailto:disabilitysupport@nufc.co.uk) to make us aware.

## 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 [newcastleunited/support](http://newcastleunited/support). Alternatively you can ask our friendly Local Heroes on the day for any more information or advice.





## 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 FOR VISITING SUPPORTERS

## Accessibility for Visiting Supporters

Public Transport is generally accessible for wheelchairs users.

Car Parking – Matchday car parking facility on site is very limited. If you are coming to the game by car and have a Blue Badge, please contact **car.parking@nufc.co.uk** to request a space once you have purchased your match ticket through your home club. Spaces will be allocated on a first come first served basis. We have no alternative car parking on site. A drop-off option is available for those that aren't successful in their request for a parking space.

Any supporter attending with oxygen or other essential medication equipment must notify us prior to arrival by e-mailing **disabilitysupport@nufc.co.uk**.

There are 16 wheelchairs bays available which are located in front of the visiting supporters.

Entrance is via the lift adjacent to turnstile 94.

Accessible toilets, First Aid and Changing Place facilities are close to the viewing area. There is wheelchair storage space available if required at St James' Park. Please contact **disabilitysupport@nufc.co.uk** prior to the fixture.

Any Newcastle United steward or staff member will be able to assist with access needs should you have any questions or concerns.



# 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.



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

## 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.

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.

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## 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 (Midweek)	10am - 10.30pm
Home Matchdays (Saturday)	9am - 6pm
Home Matchdays (Sunday)	11am - 5pm

Any changes to trading hours are advertised in store.

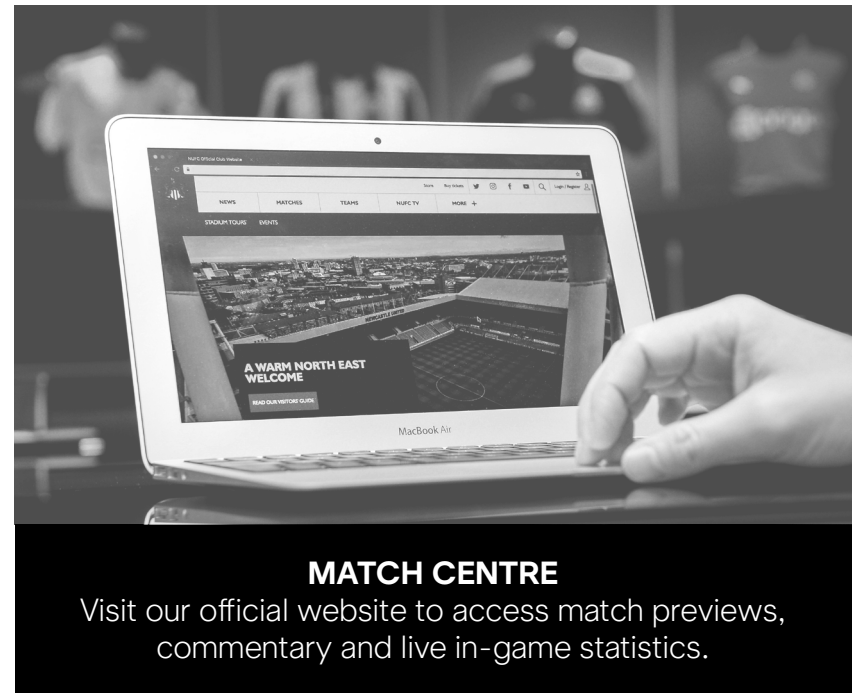
# LIVE INFORMATION

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

## Here's how you can follow us:

Twitter	@NUFC
Facebook	/newcastleunited
Instagram	nufc
TikTok	@nufc



## 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.

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