



WOMEN'S FIRST TEAM SUPPORTER CHARTER

2024/25 Season



CONTENTS

03	Welcome	15	Sanctions and Bans
04	Matchdays at the Joie Stadium	18	Sustainability
06	Ticketing	19	City In The Community
08	Travel and Transport	20	Contact Us
10	Accessibility and Safeguarding	21	Complaints
13	Equality and Diversity	22	Appendix
14	Supporter Groups and Engagement		





WELCOME

Manchester City Football Club (the Club) was founded in 1894 with our Women's team being established in 1988. In 2014 we had the professional relaunch of our Women's team and opened the Joie Stadium to be the home for the team. The Joie Stadium forms part of the Etihad Campus. Since the relaunch we have won the Women's Super League (WSL) in 2016, are 3 times Women's FA Cup winners, 4 times Women's League Cup Winners and most recently in the 2023/24 season runners up of the WSL.

The Club aims to serve our community and bring it together and through the years this has remained a key focus both on a local and global scale. We are proud of the steadfast support we receive from our fans in Manchester and around the world, this Supporter Charter is for all fans. Over this document fans will find key details for attending matchdays at the Joie Stadium, including details of the Club's ticketing policy and sanctions and bans policy as well as information on how to make the most out of their matchday experience.

This document also details the Clubs values and approach to supporter engagement and communication. It outlines our principal commitments and policies to ensure transparency and accountability. We will never forget who we are or where we come from. We are proud of our Women's team and the fans that support us.





MATCHDAY AT THE JOIE STADIUM

We seek to provide the best matchday experience for all our fans while ensuring the highest standards of health and safety are maintained. Whether you are visiting the Joie Stadium for the first time, attending a match at the Joie Stadium, or need assistance to plan your visit, you can search [Manchester City Matchdays at the Joie Stadium](#) for further information.

THE STADIUM

- Joie Stadium has a 6,447 capacity, including two standing terraces.

PLAYMAKERS

- Playmakers are dressed in yellow; they are around the inside of the stadium and Fan Zone and are stocked with free goodies and treats. They are happy to help if you have any questions.
- Face painters also walk around the stadium each match.

FOOD AND BEVERAGE

- Food and drink are available to buy, catering for a range of tastes and dietary requirements, including vegetarian and vegan options.
- Alcohol can be purchased in our bar located behind the North Stand. Alcohol must not be consumed in view of the pitch.
- Payment is not available using cash.
- Women's Season Ticket Members get 10% off food and beverages in the Joie Stadium.
- If you have a food intolerances or allergies and need more information, please contact the Access Team. For more information on the Access Team please see the Access and Safeguarding section.

FAN ZONE

- Free event running every weekend match.
- The Fan Zone includes soft play for the kids, interactive competitions with prizes to be won and appearances from the Clubs mascots - the Moonies.
- Located behind the seated area in the West Stand.
- You need a valid match ticket to gain entry.
- Children must be accompanied by an adult.



MATCHDAY TIMINGS

We advise fans arrive no later than 60 minutes before kick-off and encourage fans to be in their seats at least 5 minutes before kick-off.

TIME BEFORE KICK-OFF

2.5 HOURS

Hospitality

1.5 HOURS

General Admission
Turnstiles Open

1.5 HOURS

Fan Zone Opens
West Stand

5 MINUTES

Team Entry
To The Pitch

BAGS

- Small handheld bags no larger than A4 size (12"x8"x3") will be accepted. If you require a larger bag for medical reasons, please contact access@mancity.co.uk who can provide a medical exemption certificate.
- There is no bag storage facility.
- There will be security checks.

SEARCHES

- Personal searches are required for fans aged 14 and over. These will be conducted appropriately.
- Searches are conducted with a wand. If you are unable to be searched via wand (i.e. you have a pacemaker) please make the steward aware.

For information for the women's games held at the Etihad Stadium please visit <https://www.mancity.com/etihad-stadium/visiting-the-etihad-stadium>





TICKETING

Match Ticket Information:

- Details regarding Manchester City Women's match tickets can be found at **Manchester City Women Fixtures for the upcoming 24/25 season (mancity.com)**
- To buy Manchester City Women's match tickets please see **[Buy Man City Women's Tickets](#)**

How to Buy:

Match tickets can be purchased online or over the telephone.

Ticket Criteria:

- **Season Ticket Members:** enjoy access to all 11 Women's Super League matches, with the option to sign up for the Club's Cup Schemes to attend domestic and European cup matches.
- **Cityzen Matchday and Junior Members:** For each fixture tickets will be on sale to Cityzens Matchday and Junior Members during a priority access window. Should any tickets remain, these will go on general sale.
- **Hat-Trick Pack:** A Manchester City Women Season Ticket covering our Barclays WSL matches at the Etihad Stadium. This pack guarantees you the same seat for every Etihad Stadium match and represents more than a 10% discount than if you bought each match individually. The Hat-Trick Pack is the only way to secure your seat for all 3 games held in the stadium for the 2024/25 season.
- **Joie Family Pass:** Fans can access a discounted family area in W1. This pass also gives 50% off the price of a second child ticket. To book the Joie Family Pass you must be attending the match with at least one child.

Entry Methods and Requirements:

- **Mobile Ticket:** Entry to the stadium is via a Mobile Ticket. If you have access requirements and need a physical season ticket please contact the Access Team.
- **Under 14s:** Must be accompanied by an adult (over 18) to enter the stadium.
- **Children Aged 5 and Over:** Must possess a valid ticket for the match they are attending.
- **Children Under 5:** May enter the stadium for free if accompanied by an adult aged 18 or over, but no seat will be provided for the child.
- **Supervision:** Appropriate supervision must be provided to all children at all times.

Group Bookings:

- Group bookings are available for all Women's home matches, to enquire please visit **Register Your Interest (mancity.com)**

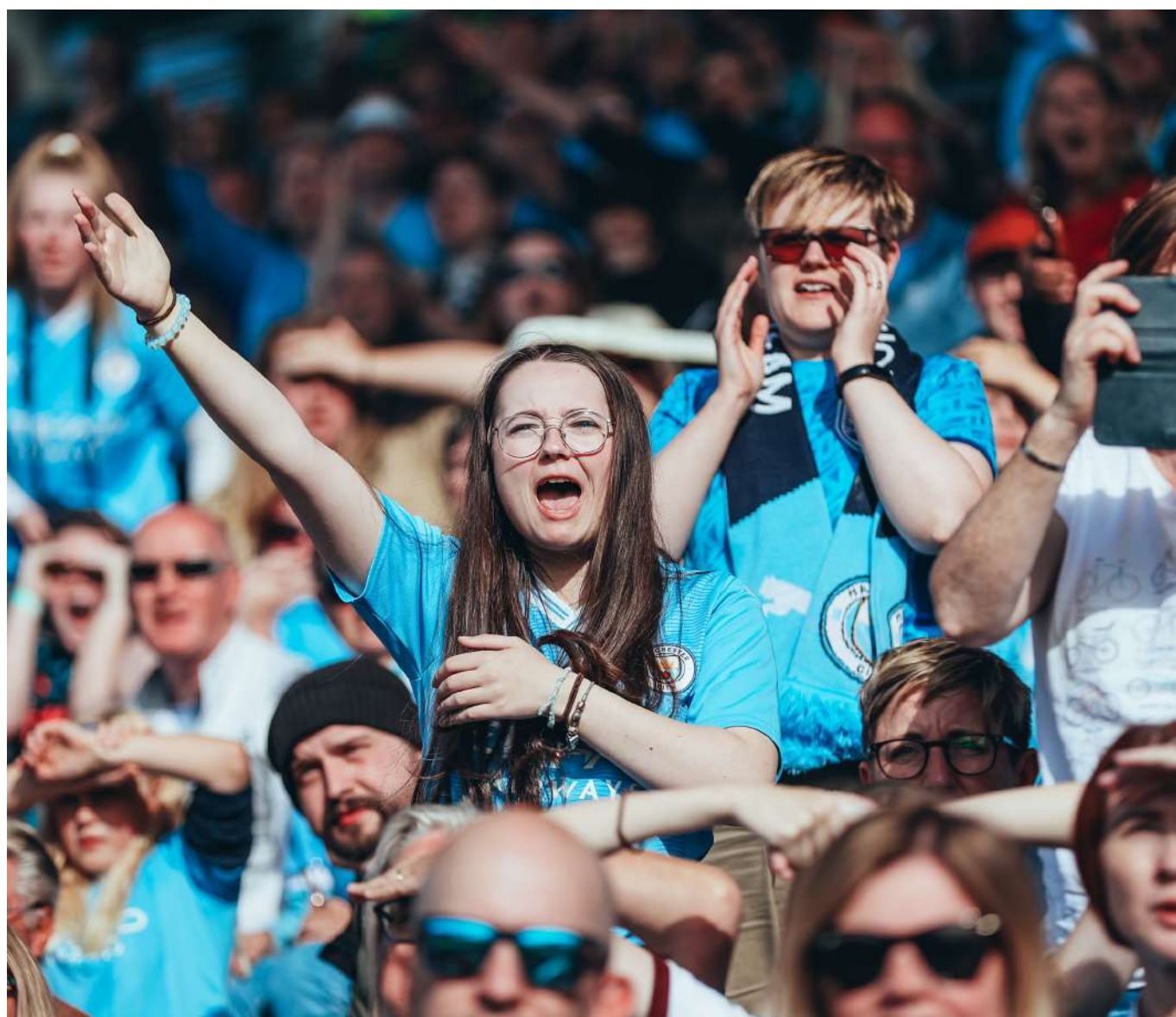


Can't Attend?:

- **Ticket Exchange:** Season Ticket Members can list their ticket for all WSL matches played at the Joie Stadium on the ticket exchange from the start of the Season.
- **Ticket Transfer:** Season Ticket Members can transfer their ticket for WSL home games. For cup games only Season Ticket Holders on the scheme can transfer.

4 Match Policy:

- Season Ticket Members are required to use, list on the Ticket Exchange or transfer your ticket for at least 4 home WSL matches in the 2024/25 season. If this criterion is not met, you may not be able to continue to use your Season Ticket.
- You will be deemed to have 'used' your Season Ticket for a match if one of the following actions takes place:
 - You attend the match and have your Season Ticket scanned on entry to the stadium.
 - You transfer your ticket to another fan.
 - You list your ticket on the ticket exchange up until 6 hours before kick-off.





TRAVEL AND TRANSPORT

Joie Stadium Address

Joie Stadium
Etihad Campus
North Gate
400 Ashton New Road
Manchester
M11 4TQ

PARKING

- Fans wishing to drive to the Joie Stadium must pre-book a parking spot via our website. Spaces are issued on a match-by-match basis and are subject to availability with only one space allowed per fan. The parking slots may change between Blue and Orange on a match-by-match basis
- The pre-booking car parking system uses Auto Number Plate Recognition (ANPR) technology.

For more information and to book parking please visit [Etihad Campus - Travelling by Car \(mancity.com\)](https://www.mancity.com/etihad-campus-travelling-by-car)

ACCESSIBLE PARKING

- Accessible parking is available on a first come first served basis.
- Can be booked online or by contacting our Access Team. To book online please visit **Buy: Manchester City Ticketing (mancity.com)** or via the Access Team please email access@mancity.com or call 0161-444-1894.

METROLINK

- Fans can use Metrolink to travel to and from the Joie Stadium. The Velopark stop is situated opposite the Joie Stadium. Trams run approximately every 12 minutes, for more information please visit <https://www.tfgm.com/plan-a-journey/schedules/tram-schedule>

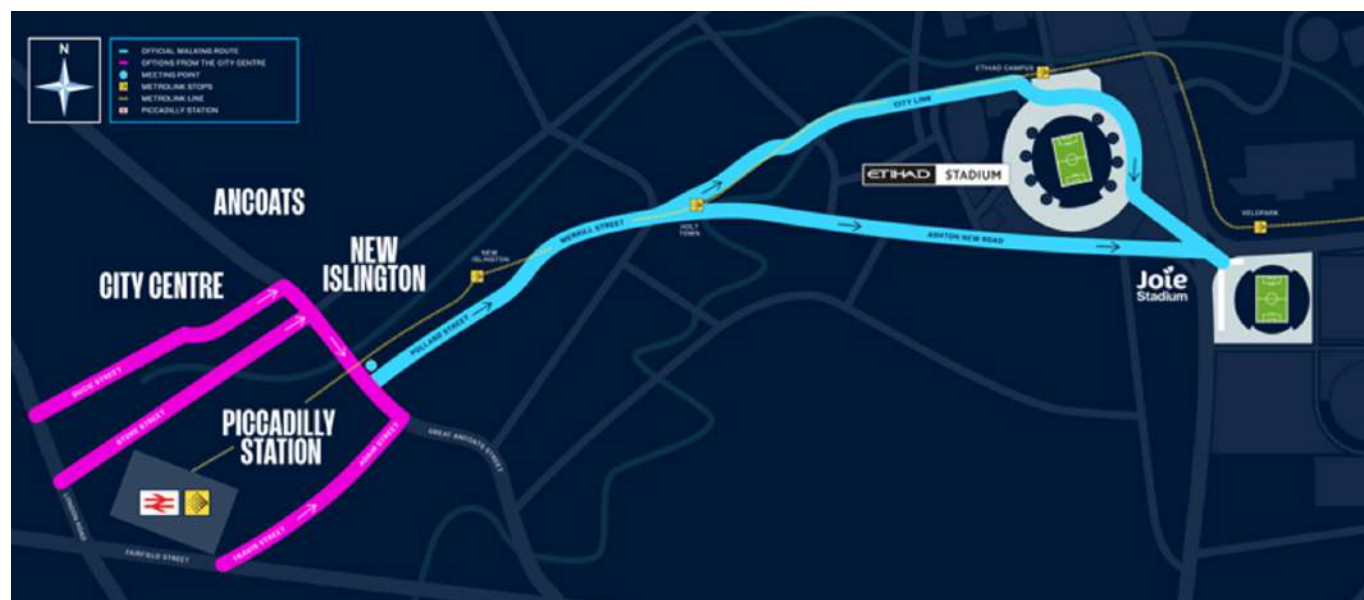
BUS SERVICE

- There are several public bus services available that will bring you close to the stadium. For more information, please visit [Getting to the Etihad Campus | Bee Network | Powered by TfGM](#)



WALK TO THE MATCH

- The Joie Stadium is walkable from Manchester City Centre and on average it takes around 35 minutes to walk from the city centre to the Joie Stadium. The walk is well lit and signposted. Please see map below:



CYCLING

- Fans can cycle to the stadium.
- There are over 300 bike storage spaces, the largest storage facility is located underneath the Nexen Tyre Bridge near Ashton New Road. Additional storage facilities can be found outside of the East and West Stands as well as around the wider Etihad Campus.

RESIDENT PARKING

- A resident parking scheme is in place in the streets around the Etihad campus. This is identified via on-street signage. More information on the resident parking scheme can be found on Manchester City Council's website, please follow [this link](#).
- Please respect the needs of local residents and do not park in these areas. If you park in these areas, you will be fined and your vehicle may be clamped or removed.
- For Manchester City Women's football matches held at the Etihad Stadium parking and travel information may be different, please see [Man City - Visiting The Etihad Stadium Guide | Manchester City F.C.](#) for more information.



ACCESSIBILITY AND SAFEGUARDING

ACCESSIBILITY FOR DISABLED SUPPORTERS

We are committed to ensuring that all supporters have a positive matchday experience. Our dedicated Access Team is available 7 days a week, including on matchdays, to help and support to disabled supporters. We work closely with our disabled supporters to remove barriers to enjoying football and are constantly seeking new ways to ensure a fully inclusive and equal experience for all.

SUPPORT FOR DISABLED FANS

Disabled supporters over the age of 14 who need assistance can bring a personal assistant or essential companion at no additional cost.

WHEELCHAIR POSITIONS

At the Joie Stadium there are 66 wheelchair bays available, some pitch side some raised at the back of the East Stand (reached via lift access). There are 6 wheelchair accessible toilets; 2 in the East Stand concourse area, 2 in the West Stand concourse area and 2 inside the inside the Heart of the City hospitality area

AMBULANT SUPPORTERS

Supporters are encouraged to purchase tickets in the stadium that best suits their needs. The Access Team can provide advice on the best seats based on specific requirements. Please call the Access Team on 0161-444-1894 (opt 1) if you require any guidance.

ACCESSIBILITY SERVICES

- Sensory equipment available for use. In house audio descriptive commentary is available, to book this service please contact the Access Team on 0161-444-1894 (opt 1) no later than 72 hours prior to the game.
- Accessible toilets available at each entrance of the stadium. If you require a radar key, please speak to one of our stewards
- Matchday information is displayed on the electronic scoreboard and announced via the Public Address System.
- If you have a food intolerances or allergies and need more information, please contact the Access Team.



- There is an accessible window at the ticket trailer.
- There are accessible counters at the North, West and East kiosks. The South Asahi bar has an accessible ramp to the seating area so if needed you can be served here, and the staff can bring the card machine to the customer.

ADDITIONAL ACCESSIBILITY SERVICES

- If you need to bring sensory aids or an assistance dog, please email access@mancity.com at least 3 days before the match.

For more information please visit [Joie Stadium Access Information | Manchester City F.C. \(mancity.com\)](#). If you have any feedback or suggestions, please contact us at access@mancity.com or by calling 0161-444-1894 (opt 1).





SAFEGUARDING

We are dedicated to ensuring that everyone in our care or attending our activities feels safe and free from harm. The Club takes safeguarding very seriously and is committed to creating a safe and positive environment for everyone.

RECRUITMENT AND TRAINING

Safeguarding responsibilities are shared by everyone at the Club. Our policies and practices apply to all involved, and we strive to embed a culture of safeguarding across all aspects of the Club.

We are committed to involving the right people through a robust recruitment process, including checks, training, and monitoring.

SAFE AT CITY

On matchdays, a designated Safeguarding Officer and welfare team are on duty. If you have a concern about the welfare of a child or vulnerable person, or the behaviour of an adult towards them, please speak to a member of staff.

POLICIES AND PROCEDURES

The Club has developed and implemented effective policies, procedures, and good practices to protect all children and vulnerable people involved in our activities. Our "Safe at City" safeguarding policy is a comprehensive resource that outlines how good practice is embedded across all activities.

GOVERNANCE

The Club complies with government legislation related to safeguarding children and vulnerable people, adheres to regulatory requirements set by the Football Association and works closely with the NSPCC and Local Children's Safeguarding Board guidelines.

For further information, visit www.mancity.com/club/safeguarding or email safeatcity@mancity.com. All matters will be treated with the strictest confidence.



EQUALITY AND DIVERSITY

At Manchester City, we are committed to embedding equality and diversity at every level of our Club. We believe that football's values of performance, teamwork, and sportsmanship can empower individuals to lead better lives.

Our Commitment:

Zero-Tolerance Policy: We maintain a zero-tolerance approach to all forms of discriminatory and abusive behaviour, including Racism, Homophobia, Islamophobia, Antisemitism, Sexism, and disability discrimination. This includes abusive comments, tragedy chanting, and gestures. Those found acting in such a manner will receive an automatic Club ban.

Reporting Misconduct:

- Fans who witness or experience such behaviour can report it anonymously by texting **077 001 518 94** with seat details and a description of the incident.
- Alternatively, unacceptable behaviour can also be reported to a steward or the police.

We Are Committed To:

- **Addressing Discriminatory Behaviour:** Ensuring that any discriminatory behaviour is managed in line with Club policy, working with law enforcement and other partners as necessary.
- **Reporting Facilities:** Providing multiple ways to report inappropriate or discriminatory behaviour, including anonymous text reporting, and reporting to stewards or the police.
- **Inclusive Services and Facilities:** Ensuring our services and facilities exceed fan requirements, which includes a prayer room, halal catering, and accessible facilities throughout the stadium.
- **Fan Engagement:** Working closely with fans to gather feedback through working closely with fans to gather feedback, including regular meetings with our Women's Official Supporters Club.
- **Partnerships for inclusion:** We are proud to collaborate with a range of partners to promote inclusion in football and ensure that our community is welcoming and supportive for everyone. For more information search 'equality and diversity' in our Help Centre.





SUPPORTER GROUPS AND ENGAGEMENT

Manchester City Women's Official Supporter Club

- Allows fans to meet on a regular basis, organise tickets and travel and discuss all things Manchester City Women's Football Club.

We strive to keep supporters informed and involved through various channels:

- **Club Newsletter:** Regular updates and information.
- **Matchday Surveys:** Gathering insights from fans.

Stay updated with the Club's news, highlights, interviews, and policy changes on our website at www.mancity.com. Follow us on social media:



@ManCityWomen



[instagram.com/mancitywomen](https://www.instagram.com/mancitywomen)



[tiktok.com/@mancitywomen](https://www.tiktok.com/@mancitywomen)

For supporter and matchday information, follow [@mancityhelp](#) on X.



SANCTIONS AND BANS

When attending any football activity (for example but not limited to matches, training or coaching sessions) involving a Manchester City representative side and purchasing a ticket you must be aware of, and adhere to, the terms and conditions of sale, Ground Regulations and any applicable Code of Conduct. These can be found on the Club's official website.

Failure to make yourself aware of these conditions, and follow them at all times, may lead to a sanction being applied in line with the Club's official sanction process. The Club reserves the right to investigate incidents at any time that evidence is presented to them and will work with the police and other authorities where a criminal act has taken place.

ADDITIONAL INFORMATION

- 01** The Club's Investigations Team will conduct an investigation following receipt of a formal complaint through Club Staff, through the Kick It Out app or the Club's discriminatory reporting text service, or Fan Support. The Investigations Team will investigate all complaints in line with the process shown in the Appendix: Investigation Process (page 24).
- 02** Examples of the factors which may be considered by the Investigation Team, Sanction and Appeal Panel when applying any sanction shall include but not be limited to any previous offence committed by the supporter, age of the supporter, multiple offences committed in one incident, safety risk to other individuals and intent. The Investigation Team, Sanction and Appeal Panel will also consider any reasonable mitigation offered by the supporter when deciding the level of sanction applicable.
- 03** The Club reserves the right to impose a temporary suspension of a supporter's Season Ticket and/or their ability to purchase match tickets and to cancel any match tickets already purchased (for matches at home, away or neutral stadia), during an investigation and/or prior to making any further decisions. In such circumstances the Club will communicate with the supporter in writing and will provide the facts and evidence it has based its decision on.
- 04** The Club may impose a sanction independent of any action/sanction applied by the police and/or other relevant authorities. The Club will proactively provide relevant information to the police and/or other relevant authorities
- 05** Any supporter issued with a sanction by the Club further to this sanction process and procedure shall not be entitled to any refunds unless the Club informs the relevant supporter otherwise.
- 06** All formal correspondence shall be provided to the supporter via post or email and sent to the details which are registered on the supporter's account.



We appreciate that no two incidents are the same. Our Investigations Team, Sanction and Appal Panels will consider all available evidence when dealing with incidents and determining the length of a ban, if applicable. The table alongside indicates the type of penalties that may be issued against supporters. Please note this is intended as guidance only and we reserve the right to suspend a supporter's account whilst the investigation takes place.

Supporters are also advised that:

- Bans may carry over from one season to the next.
- The number of match bans apply to home matches only but restrictions apply to all matches (home and away) until the number of home match bans has been served.
- The Club reserve the right to uplift and/or apply additional sanctions not shown.
- Supporters may need to sign an Acceptable Behaviour Agreement before they return to the Club. Supporters may also be required to take part in an education course.
- Parents/Guardians will be held responsible for any offence committed by children under the age of 14 and may be subject to a sanction.
- All adults and children may be subject to a sanction.
- Supporters who breach any of these offences on non-matchdays towards staff (for example, in the City Store, in conversations with Fan Support, or Security/Stewards) the sanctions and bans procedure will be followed.
- Bans of greater than one year in length will result in revocation of a supporter's season ticket and membership with no option to renew. Upon expiry of the ban the supporter will, subject to availability, be entitled to purchase a new membership, join the waiting list for future season ticket sales and/or purchase another ticket product that is available from the Club at such time.



Offence	5-Match Home Ban	10-Match Home Ban	1 Year+ Ban	3 Year+ Ban	Indefinite Ban
Unacceptable Conduct Including but not limited to: Persistent standing - outside of designated safe standing areas, visiting supporters in home areas and any conduct the Club deems to be unacceptable in its full discretion	×				×
Persistent, Threatening, Abusive or Insulting Language Towards players, staff (Club and non-Club), fellow supporters home and visiting	×				×
Drinking Alcohol in View of The Pitch In stands, marked concourse areas, hospitality areas with a view of the pitch	×				×
Smoking / Vaping Non-compliance in Stadium and on Campus	×				×
Alcohol Abuse On concourses, in stands and/or hospitality areas, or elsewhere within the campus footprint		×			×
Class A Drugs The possession and/or use of class A drugs on concourses, in stands and/or hospitality areas, or elsewhere within the campus footprint			×		×
Controlled Substances Criminal possession and or use of controlled substances (including Class B and C drugs) on concourses, in stands and/or hospitality areas, or elsewhere within the campus footprint		×			×
Ticketing Touting, mis-use of concessionary tickets, failure to upgrade, accountability of friend or family member using your ticket		×			×
Physical Abuse/Aggression Towards players, staff (Club and non-Club), fellow supporters home and visiting			×		×
Discriminatory Behaviour/Activity Inside or outside the stadium, including social media and tragedy chanting/mockering				×	×
Missile Throwing / Possession of Prohibited Items Objects thrown onto the pitch, in stand, flares, pyrotechnics and smoke bombs (including the lighting of)			×		×
Pitch Incursion Pre, post or in-game			×		×
Other Criminal Offences		×			×

× Minimum Suggested Ban

× Maximum Suggested Ban



SUSTAINABILITY

The Club is dedicated to creating a sustainable environment and aims to achieve CO2 Net Zero by the end of the decade. Our goal is to make the Etihad Campus one of the country's most sustainable sports venues.

Key Initiatives:

- **Single-Use Plastics:** All single-use plastics have been removed from the stadium. We have reduced our waste output to ensure none goes to landfill.
- **Compostable Packaging:** We use only compostable packaging on matchdays. Food waste and grass cuttings are composted and used on landscape areas across the City Football Academy Campus, saving 180 tonnes of waste from being transferred off-site.
- **Local Sourcing:** About 70% of our food and drink are supplied by local producers, reducing food miles on matchdays.

- **Energy Efficiency:** LED lighting in the stadium is 55% more efficient, saving nearly 30 tonnes of CO2 annually. The underground 'Permavoid' system holds up to 500 cubic meters of water from rainfall, which is then reused to water the pitch.
- **Solar Panels:** At the start of the 24/25 season, the Club started the installation of more than 3,000 solar panels on the roof at the Joie Stadium. Once complete, the combined 10,500 panels installed across the City Football Academy will produce enough renewable electricity to offset the Joie Stadium's annual usage.
- **Sustainable Transport:** We are developing practical travel and transport plans for the future.

Further information about the Club's sustainable efforts can be accessed here, please follow [this link](#).

COMMUNITY COMMITMENT

The Club is committed to being a considerate neighbour to the residents of East Manchester. We ask all visitors to:

- **Respect Local Property:** Carefully dispose of rubbish and use the toilets provided on the campus.
- **Adhere to Parking Regulations:** Follow the residents' parking scheme.
- **Minimise Disruption:** Be mindful of noise and disruption as you arrive and leave the campus.

Local residents who wish to contact the Club can email mancity@mancity.com.





CITY IN THE COMMUNITY

The Club’s community involvement dates back to 1880 when the Connell family used football to support their local community. Today, the Club continues to drive positive change through football both locally and globally.

About City in the Community:

Founded in 1986, City in the Community is Manchester City’s official charity. It focuses on empowering healthier lives through football by addressing physical and mental wellbeing, and fostering healthy futures and communities.

Programmes and Impact:

- **Programmes:** City in the Community runs 17 programmes categorized under three main pillars:
 - Healthy People
 - Healthy Futures
 - Healthy Communities

- **Reach:** In the 2021/22 season, these programmes engaged 20,000 people aged 2 to 79, delivered over 22,000 community sessions, and averaged 29 hours of contact time per participant.

Core Values:

- **Caring:** Prioritizing people with compassion, pride, and passion.
- **Inclusive:** Ensuring all individuals and communities have access to opportunities and support.
- **Transformative:** Driving positive change through innovative and individualized programmes.
- **Youth-led:** Involving and empowering young people in decisions affecting them.

New Fundraising Initiative:

In May 2023, City in the Community introduced "Healthy Goals," a fundraising initiative aimed at improving the physical and mental health of local youth. The funds raised will be used to create new community football pitches in Manchester, where youth-led programmes will be delivered.

For more information about City in the Community, please follow [this link](#).





CONTACT US

We are extremely proud of our relationship with our fans and constantly strive to improve our matchday experience. You can contact us using one of the following methods:

-  mancity.com/help
-  mancity@mancity.com
-  +44 (0)161-444-1894
-  access@mancity.com
-  @ManCityHelp
-  **Joie Stadium**
Etihad Campus, North Gate,
400 Ashton New Road,
Manchester, M11 4TQ
-  Online form available at
www.mancity.com/contact-us

CITYSTORE

Please contact a member of the Retail Customer service team should you have a question, query, complaint or any feedback relating to an item purchased within the City Store or online using one of the following methods;

-  +44 (0)161-444-1894 (opt 3)
-  **Customer Help**
www.shop.mancity.com/gb/en/customer-service
-  **Manchester Arndale,**
Manchester, M4 1AZ
-  **Manchester City Football Club,**
Etihad Stadium, Etihad Campus,
Manchester, M11 3FF
-  shop@mancity.com





COMPLAINTS

If you encounter any issues, please contact us as soon as possible. We aim to resolve most problem immediately, but we will keep you informed of our progress. For unresolved issues or further complaints:

01 Immediate Assistance:

- Speak to a steward or uniformed staff member at the venue.
- Call the Fan Support Team: **+44 (0) 161-444-1894**.
- Email: **mancity@mancity.com** or **access@mancity.com** (for registered disabled supporters).
- Write to us at: Fan Support, **Manchester City Fan Support, City Football Academy, 400 Ashton New Road, Manchester, M11 4TQ**.

02 Resolution Timeframe:

We aim to settle complaints within 10 working days. If more time is needed, we will inform you of the expected timeline and keep you updated.

03 Further Review:

If you're not satisfied with the outcome, your complaint will be reviewed by our Head of Fan support. You will receive a final response detailing our position.

04 Independent Review:

If you remain dissatisfied after following our complaints process, or if your complaint remains unresolved after 8 weeks, you can escalate it to the Independent Football Ombudsman at [theifo.co.uk](https://www.theifo.co.uk). The Club reserves the right to update information contained within the Supporter Charter during the season.



Process from Investigation Team to Sanction & Appeal Panel - 2024/25 Season.

