

# Hitchin Town FC - Guidance for Visiting Supporters

## Tickets

From the start of season 2021-22, entry to games at Hitchin Town will only be through tickets bought online in advance. There will be no turn up and pay on the gate facility. So we strongly recommend you **please purchase your tickets in advance before setting out**. No ticket, no entry. We will keep the online Box Office open until 30 minutes after kick off, but it will be for any spectator turning up without a ticket to access this themselves to set up an account and buy their own ticket. We will have no facility available ourselves for doing this.

Link to our ticket sales site is: <https://hitchintownfc.ktckts.com/>

## Car Parking:

For those travelling by car, there is an adequate amount of free Car Parking at Top Field, but should the car park become full there is limited street parking close to the ground or car parks in the Town Centre which are a 10-15 minute walk to the ground. Local Car Parks can be found as follows:

Lairage Car Park, Bedford Road, Hitchin SG5 1GB

Bancroft Car Park, Bancroft, Hitchin SG5 1NJ

## Before you get to the turnstiles for entry

Before you join any queues to enter the ground, please make sure you have your ticket with its QR code ready for scanning. A marshal or a steward will be on hand to assist if you have any issues, but if you join a queue without having your ticket ready to present for scanning, you will be asked to step out of the queue until you are ready. A receipt confirming payment is not sufficient to gain entry – you must present the QR code.

Many clubs in our League are using the same ticketing system as ours, so we are hopeful that many will already know how it works. If you have any other questions regarding our ticketing, our FAQs on the website can be found at: <https://hitchintownfc.club/admission-prices/>

## Once in the stadium

**Programmes:** £2.50, card payment preferred.

## Access to Bar area (need to check back in)

The bar facilities are outside of the ground and will be open throughout the duration of the game, before and afterwards. Once you enter the ground for the game, if anyone wishes to leave the ground to go to the bar, you will need to go to the side gate by the car park and have a hand stamp. You will need to show this to gain re-entry.

## Disabled Facilities

We have a designated covered area available for three wheelchairs for disabled persons and their carers, close to the entrance from the Car Park. We will also do our very best to allocate a parking spot close to the entrance to the ground for you. There are Disabled Toilet facilities available in the Canary Club Bar, which is close to the designated area. We charge normal prices for disabled persons but Carers are free (but a ticket must be obtained online).

Please let us know in advance if you would like one of these spaces, a Car Parking space and/or a free ticket for any carer by emailing: [clubadmin@hitchintownfc.club](mailto:clubadmin@hitchintownfc.club)

If the Wheelchair spaces are all allocated, wheelchairs can be placed in one of the two areas allocated for pushchairs and buggies. We cannot permit wheelchairs to be parked in any stands or seating areas, for safety reasons.

## Children

Children attending the match must **at all times** stay with to their parent(s) or guardians. They will not be allowed to roam freely around the ground.

### **Dogs**

We welcome dog owners bringing well-behaved dogs , but they must be kept on a lead at all times.

### **Pushchairs/Buggies**

These will be allocated to the best points to accommodate these and allow for social distancing (open area between Fishponds Road stand and the Main Stand, and the grassed area between the Main Stand and the Lancaster Avenue end). **These cannot be accommodated in stands under cover.**

### **Smoking/Vaping**

Smoking and vaping will only be permitted in the following areas of the ground:

- The open Lancaster Avenue terrace.
- Either of the open areas either side of the main stand.

It is not permitted anywhere else in the ground.

### **Food and Drink**

Food and Drink will be available from the Canary Kitchen. Please respect Social Distancing when queuing where possible. The Kitchen will accept card or cash.

### **Toilets**

Toilets in the ground are behind the Main stand. There are also toilet facilities in the bar area.

If there are any other questions not covered here, please email [clubadmin@hitchintownfc.club](mailto:clubadmin@hitchintownfc.club)