



A-Z GUIDE

Contact information for Ticketing & Membership Operations:

 supporters@scottishfa.co.uk

 0141 616 6000 (Option 1)

 @SSCMembers

A

A-Z GUIDE

ACCESSIBLE FACILITIES



Our stadium is fully compliant with CAFÉ and exceeds in many areas. The stadium has Wheelchair Accessible seating in the lower stadium bowl and Ambulant/Easy Access seating located within the South Lower Stand.

Both sets of seating have their own access either via the Entrance Tunnels or via Lift Access.

We have flexibility in both Wheelchair & Accessible seats in the South Lower to accommodate family groups to sit with the area and wheelchair/accessible user.

The kiosks by design are lowered for ease of access by design. In the South Lower Stand there are fully dedicated kiosks to Accessible supporters with the appropriate toilets located there also.

If you have any queries please contact supporters@scottiahfa.co.uk or you can visit our [Disability Guide for Tickets](#) which covers the detail in full.

ACCESSIBLE TOILETS



20 accessible toilets are available, with 14 in the South Stand, 5 in the East Stand and 1 in the North Stand. Every other toilet block also has an accessible toilet, meaning there are an additional 76 available around the stadium.

There are several accessible unisex toilets across all areas of the stadium. The accessible toilets offer a mix of left- and right-hand transfer and are spacious.

All the accessible toilets are located close to accessible viewing areas.

The accessible toilets are indicated by signage using the internationally recognised symbol for disability, which is placed at an adequate height, so it is visible in crowded concourses.

ASSISTANCE DOGS



Away fans for international matches are housed in Section A. There are also Wheelchair & Carer seats at the back of the section.

AUDIO DESCRIPTION



You can reserve your audio pack after you have purchased your ticket, email us with your name, account number and ticket details and we will reply with where you can pick them up in the stadium prior to the match.

Audio Description Commentary packs are available to both members and general public in the accessible or standard areas of the stadium.

AWAY FANS



Away fans for international matches are housed in Section A. There are also Wheelchair & Carer seats at the back of the section.

B

BAG POLICY



Bags may be no larger than an A4 sized piece of paper. They will be searched by security before entry to the stadium. Unfortunately there is no bag storage facility at the stadium.

BABY CHANGING



There are baby changing facilities located in the South Lower Stand on Level 4. Please ask the nearest steward to assist you.

BIKES



There are cycle racks located in front of the South Lower Stand to the left of the main entrance.

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BUSES



There are several buses which run from Glasgow City Centre to Hampden Park (6, 75, 4A). The following buses pass by or near Hampden Park (31, 34A, 5, 6, 90).

Some services allow the use of contactless cards; mobile tickets can also be bought using the First Bus mTickets app.

Leave adequate time to get to Hampden Park from the City Centre if travelling via public bus.

The Association of Tartan Army Clubs have also compiled a list of supporters' buses available [here](#).

All buses operating in Glasgow are wheelchair accessible with low-level floors and space on-board for one wheelchair user.

Ramps are available and operated by the driver. More information on the accessibility features on buses in Scotland, please visit the First Bus website.

C

CAR PARKING



At Hampden Park we have 4 Car Parks that are coloured coded in Red, Yellow & Blue for the South Stand and Purple for the North Stand.

Parking Passes are issued by the Supporters Club and can only be issued with prior notice. You will be unable to park without a physical car parking pass.

For Wheelchair Accessible Vehicles there are larger bays available.

If you need a car park after you have purchased your match tickets, please contact us by email with your name, supporters/account number and where your tickets are situated.

It may be the case where we do not have car park passes in the areas that are closest to your seat, however we will endeavour to do our best. You need to be in the car park 1 hour before kick-off.

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CASHLESS PAYMENTS



Within the Stadium Concourses and Hospitality areas we are a completely cashless stadium. We accept most major bank cards and accept contactless payments via card or mobile wallets.

CATERING KIOSKS



There are kiosks all around the concourses offering a variety of food and drink. There is lowered height for easier access within the accessible seating in the stadium. The payment method for the food kiosks within the stadium are card only.

The kiosks in the South Stand have dedicated for accessible supporters.

CHANGING PLACES



Changing Places toilets are available on level 4 of the stadium. Please enquire with the nearest steward to assist you in direction from your seat and opening of the facility.

CLOSING TIMES



Within the Stadium Concourses the food kiosks will shut around 80mins into the match.

Hospitality will depend on the package; it will be open till at maximum 2 hours after full time.

COACH PARKING



We have limited coach passes in both the Blue and Purple car park.

Once tickets have been purchased, please inform the SSC of your request.

CONCOURSES



Both the toilets and kiosks are located in the stadium concourses.

CONTEMPLATION ROOM



There is a multi-faith contemplation room which is available on matchdays. The venue is subject to change on each matchday so please enquire prior to the match.

CONTROLLED PARKING ZONE (CPZ)



As Hampden Park is in a residential area, the local council and police put a parking cordon around the residential streets. Depending on the category of the match, this can be a minimum of a one-mile radius.

The resident parking area extends to approximately a mile around the stadium, so parking will be severely limited in the surrounding area; take this into consideration when planning your journey.

We recommend supporters take public transport to get to the stadium.

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CRUTCHES



There are kiosks all around the concourses offering a variety of food and drink. There is lowered height for easier access within the accessible seating in the stadium. The payment method for the food kiosks within the stadium are card only.

The kiosks in the South Stand have dedicated for accessible supporters.

D

DROP OFF POINT



There is a drop off location for accessible supporters via Kinghorn Drive for someone to drop you off at the front of the stadium.

E

EMERGENCY EVACUATION



In case of an emergency please leave the stadium towards your nearest exit or as directed by a steward. You will be notified by the PA Announcement on any advice.

ENTRANCES



Please enter the stadium via the turnstiles directed on your ticket. There is signage above each turnstile to indicate which one. Please use all available turnstiles that you see on your ticket. Once inside you are able to roam the designated concourses based on your entry point.

EXIT PROCEDURE



Please exit the stadium via the nearest exit or as indicated by the steward. Please take care within the car park especially at night for moving vehicles.

F

FANZONE



The fanzone is located usually in the Purple car park. There is activities for kids and a range of street food that can be purchased. The event is on a first come, first served basis. See website for details.

FILMING



Any photography and filming of the pitch is forbidden during the match. Only with photographers/videographers with accreditation have permission.

FIRST AID



Located in 4 out of the 5 stands (not in South Upper), please ask a steward to assist you in taking you to the nearest First Aid Room if you require assistance.

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FLAGS & BANNERS



Flags should be no more than 2m in size at their widest or longest section and flagpoles must be no greater than 1mm in diameter. They must not obstruct passageways, access routes, exits and signage. Flags must not be offensive in any manner and Stadium Security have the right to remove any banners at their discretion.

FOOD



The food kiosk within the stadium concourses offer a wide variety of usual football fare. The menus are located above the kiosks. Please inform our staff if you have any dietary or allergy requirements. All payments within the stadium concourse is card only.

There are several food vendors on the stadium campus that offer different food and drink. They can be purchased with cash or card.

Within the fanzone there is a few street food vendors offering a variety of options. You can pay by cash or card.

G

GUIDE DOGS



Guide dogs are permitted into the stadium; however, you will need a seat for them to be booked next to yours. Please contact the Ticketing & Membership Operations Team for further detail.

H

HALF TIME ENTERTAINMENT



We plan to bring you a range of Half Time Entertainment with the help of the PA System, Light shows & video screens. Further detail will be provided closer to the match via the website.

HOUSEKEEPING & MAINTENANCE



If there are any issues with housekeeping or a maintenance, please contact the control room: +44 7700 170820

I

INFORMATION POINT



There is no specific information point at the stadium, however on matchday volunteers and stewards will be able to guide and assist you.

There is a ticket help point for any specific ticket issues on matchday located behind the west stand.

J

JUNIORS



A junior ticket consists of a supporter under the age of 16. Any junior that is not accompanied by an adult will not be allowed to enter the stadium.

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LOST CHILDREN



Lost children and fans should be taken to the nearest Steward or Police Officer. For safety reasons, Hampden Park are unable to make stadium-wide announcements for lost children or fans.

LOST & FOUND



All fans looking to claim, or report lost items during an event can contact 0141 616 4051 after the match if there has been any items returned to security.

M

MUSEUM



Scotland's National Football museum is based right here at Hampden Park. You can arrange visits on non-matchdays via the website.

N

NEIGHBOURS



Hampden Park is located in a residential area. Please be respectful to the surrounding areas and keep the streets litter free. There are bins and toilets located around the stadium campus.

O

OPENING TIMES



The stadium opens 2 hours prior to kick off and we really encourage supporters to get to the stadium at least 1 hour prior to kick-off via public transport, so that they can get in the turnstiles.

Hospitality can open 1-2 hours before kick-off depending on your package.

P

PROGRAMMES



A matchday classic, programme vendors will be located outside on the stadium campus. Supporters can pay with either cash or card.

PUBLIC TRANSPORT



The stadium is well served by public transport and is the best way to get to the stadium. Hampden Park is in the residential Southside, therefore parking is limited due to the police cordons.

PUSH CHAIRS



There are no storage facilities available for push chairs.

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QUEUE MANAGEMENT



When queues form at the stadium please follow the available signage. Please pay attention to any instructions from the Stewards/Stand Managers or Police in these instances. Please use all available turnstiles stated on your ticket.

R

REFUNDS (TICKETS)



If you are unable to attend a match please notify the Ticketing Department. Refunds are only issued on a case by case basis and is not guaranteed as per the T&C's.

Members tickets are only to be used said member and should not be used by other supporters. This is against the SSC Membership T&C's.

S

SEATS



There is signage located around the stadium to indicate passageway, row and seat numbers as identified on your ticket. Please use the seat as indicated on your ticket and do not take up a seat of another supporter.

SHOP



There is a shop ran by JD Sports selling Scotland kit, training wear and merchandise. The retail until is in the northwest corner of the stadium campus.

SMOKING



Hampden Park is a smoke-free facility. Smoking is prohibited in all areas of the Stadium, including concourses, seating areas, suites and club areas. This includes but is not limited to cigarettes, e-cigarettes, and vaporizers.

STANDING



Fans that enter Hampden Park are encouraged to enjoy the event from the comfort of the seat that is indicated on their ticket. Please keep in mind that when you stand, you block the view of other fans seated behind you.

It is not the Scottish FA's intent to limit the enjoyment of the game and cheering after great moments, but continuous standing in seating areas may result in requests from Stadium staff to limit the standing as it obstructs the enjoyment for other fans.

T

TAXIS



Black Taxi cabs can be hailed from all over the city and they can drop you off near the stadium outside the CRZ. Accessible users can be dropped of at Kinghorn Drive.

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TICKETS



Tickets can only be purchased via the Scottish FA website. Members will receive priority access before tickets go to public sale. Standard ticket will be available via an E-ticket PDF. This E-ticket can be scanned directly from your mobile device or printed off and scanned.

Please ensure if you have purchased tickets for multiple people that they have been distributed prior to coming to the stadium. With a full Hampden Park, the mobile data is very limited, so it may be difficult to send tickets to your friends/family.

Tickets are limited to one scan per entry and for members they can only be used for the intended member.

There is no facility for purchasing tickets at the stadium, tickets must be purchased online.

Paper tickets are only available to accessible users, youth groups and hospitality guests.

If you have any issues you can contact the Ticket Help Point behind the West Stand.

TICKET TOUTING



Tickets for all Tottenham Hotspur matches should only be purchased from official sellers and should only be sold at the face value shown on the ticket.

Please note that tickets purchased from unofficial websites/agencies, social media sites, or from touts will be invalid and you are likely to be refused entry or ejected from the stadium.

If you have any reason to doubt the validity of your ticket(s), you can check with the Ticketing Department. The unauthorised sale of match tickets above face value is a criminal offence under UK law and is a matter we take very seriously. If you see any tickets being sold against our terms and conditions, please report this to the Ticketing department. All cases are investigated, and where possible those responsible banned.

TOILETS



Toilets are located in both around the stadium campus and in the stadium concourse.

TRAINS



The nearest train station to the stadium is Mount Florida which is served by trains running to and from Glasgow Central. Mount Florida is fully step-free. From here, the stadium is approximately half a kilometre's walk.

Scotrail offers an Assisted Travel Service which will be available for disabled spectators using any Scotrail trains.

King's Park Station is also a nearby station with it being about 5 kilometres from the stadium.

King's Park is not wheelchair accessible.

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TURNSTILES



Insert your ticket into the scanner with the QR code or barcode.

Once the scanner turns green, please push the turnstile with medium force to navigate through into the concourse.

If attending with younger kids, it is recommended that you assist them first through the turnstile.

If you have any issues, you can contact the Ticket Help Point behind the West Stand.

U

UNMANNED & REMOTE-CONTROLLED AIRCRAFT



Use of Unmanned or remote-controlled aircraft systems at Hampden Park, including its surrounding parking areas, is strictly always prohibited.

W

WIFI



There is no public Wi-Fi available at Hampden Park.

We highly recommend that tickets are distributed prior to coming to the stadium.