



2012/13 Fan Guide Nottingham Forest FC

TOGETHER WE ARE
FOREST
★★

Welcome

TO NOTTINGHAM FOREST FOOTBALL CLUB

We look forward to seeing you at The City Ground

Thank you for booking tickets with Nottingham Forest . We understand you haven't booked tickets before and therefore you will now hold your very own client reference number, which can be found on your match ticket.

It's not long now until you visit The City Ground so we wanted to give you an insight into your forthcoming matchday experience with us. Whether you're visiting Nottingham for the first time or if this is your first match, our guide will help you make the most of your time at Nottingham Forest.



If you need a hotel for the night, food and drink before the game or need to find a place to park your car, all the information you need is here. Unfortunately we can't guarantee the score but we can ensure you and your friends or family have a great day out at The City Ground.

Take your time to look through this guide and if there is anything else you need to know all our contact details are at the back of this guide.

NFFC has a heritage that is unique in English and European football.



How to Book Tickets

Your guide to booking tickets in person, online or over the phone.

The City Ground Ticket Office

Buying tickets with Nottingham Forest couldn't be easier. Our friendly staff are on hand to help with all your ticket enquiries. Simply walk up to the counter and ask for assistance. You will be asked for your client reference number - this can be found on your ticket. Make sure you keep hold of this as it is unique to you.

Over the phone

If you are unable to visit us at the Ticket Office, you can call us on **0871 226 1980*** and book tickets over the phone. You can then arrange collection or delivery - whichever suits you best. We also have a matchday Saturday booking line, which is available from 9am - 12 noon for 3pm kick-offs.

Ticket Office Opening Hours:

Monday - Friday 9am - 5pm

Friday (during season) 9am - 8pm

Matchday 9am - kick off then 15 minutes after the match

Saturday (non-matchday) 9am - 1pm



Online Tickets

Tickets are also available online at

www.nffcretail.com. Registering your client

reference number will allow you to browse fixtures, buy tickets and see our exciting membership schemes.

Contact

Ticket Office: 0871 226 1980*

Online: www.nffcretail.com

Visit www.nottinghamforest.co.uk for up to date ticket prices

*Calls cost 10p per minute, mobile rates may vary.

Restrictions

- Tickets in our Family Area are only available in person or over the phone.
- Tickets in Block A are restricted to customers who are 21 and over.

Make sure you tell the staff you haven't bought tickets before and we will assist you in any way we can.



Your Match Ticket

What Your Ticket Means



Time the match will kick-off.

We recommend you take your seat at least 30 minutes before the start of the game.

Do not remove the stub of your ticket at any time.

Your ticket stub will be torn off the ticket upon entry to the ground.

Opposition.

Date of fixture.

The turnstile number, which you will need to use to gain access to the stadium.

Block of the stand you are sitting in.

Have a look at the ground plan on the reverse to see where it is.

This is your unique client reference number which you should quote when purchasing tickets in the future.

This is the seat number, which corresponds to the back of your seat.



If you have any problems or wish to purchase additional tickets please contact the Ticket Office by calling 0871 226 1980*

The club will **NOT** issue duplicate match tickets for individual games in the event of the ticket being lost, destroyed, forgotten or stolen.

Tickets will only be refunded if returned to the Ticket Office 48 Hours prior to the appropriate fixture.

* Calls cost 10p per minute, mobile rates may vary

my tickets2012-13

Where to go

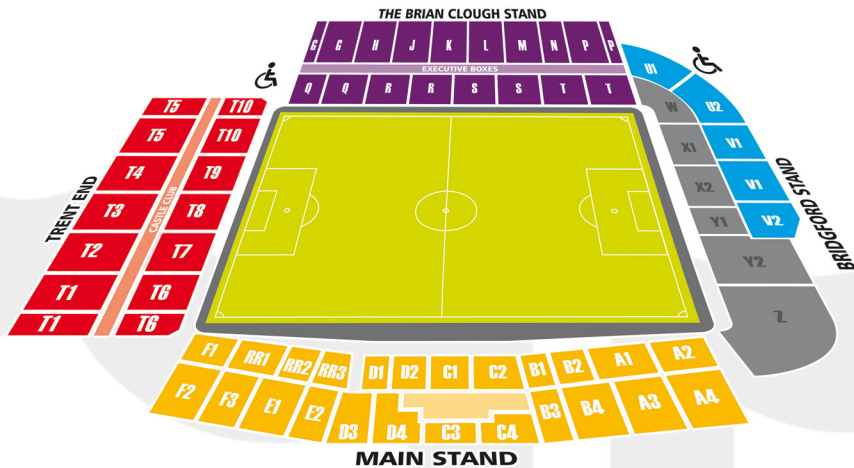
All You Need To Know About Your Tickets

Now you have purchased your tickets you will need to know where to sit and how to get into the ground. If you have purchased your tickets online and have not had them posted they will be available for collection from the ticket collection window. The ticket collection window is next to the Main Reception entrance at The Main Stand. Make sure you bring your booking confirmation e-mail containing your booking reference number with you on the day.

Once you have collected your tickets, make your way to the stand and turnstile indicated on your ticket.

We have included a map of the blocks and stands below so you know where to go. However, if you are unsure on the day please approach our stewards who will be more than happy to assist you.

All you need to do now is take your seat and enjoy the match.



Contact

Should you require any additional ticketing information or to check you booking please contact the Ticket Office on 0871 226 1980* or email tickets@nottinghamforest.co.uk

*Calls cost 10p per minute, mobile rates may vary.



Ground Guide

The City Ground



The City Ground Key

- | | |
|--|-------------------------------------|
| 1. Main Reception | 7. Away Matchday Ticket Office |
| 2. Ticket Office / City Ground Megastore | 8. Brian Clough Stand Ticket Office |
| 3. Robin Hood Suite | |
| 4. 1865 Club | |
| 5. The Pitch Sports Diner | |
| 6. Civic Centre | |
| | - Turnstiles |
| | - Cycle Lock Area |

The Official Matchday Mascot

Robin Hood

Robin is not just an heroic outlaw in English Folklore but he is also the Official Nottingham Forest Mascot. Robin will be wandering around the stadium and its vicinity prior to kick-off meeting and greeting Forest fans young and old. When you enter the stadium look out for Robin who will be walking around the pitch offering high fives, hugs and lots of pre-match entertainment.

Junior Reds membership has changed for the new 2012-13 season and it has never been better. It is now divided into three separate age categories, each with their own special benefits. For just £25 for the season you can either join 'Little John's Juniors' (0-3 years), Junior Reds (4-11 years) or Robin's Outlaws (12-17 years).

For a full list of benefits see the 'Junior Reds' section of the Official Website or e-mail robin.hood@nottinghamforest.co.uk for more details.



"Join me in cheering on The Reds and supporting the best team in the land!"
Robin Hood

Prices

Junior Membership **£25** p/season.

Please contact the Ticket Office to purchase.

my mascot 2012-13

Matchday Magazine

Available every matchday. The perfect start to your afternoon.

Your matchday magazine includes:

- In-depth player features.
- Exclusive Manager and Captain columns.
- Focus on the opposition, including an interview with a visiting player.
- Focus on the club's reserves and academy teams.
- "My favourite" features with Forest first-team stars.
- A run-down of all the latest news from The City Ground.
- Dedicated young supporters 'Robin's Reds' section, which has games, quizzes and interesting facts about the forthcoming fixture.
- Interviews with Forest first-team stars.



Make sure you pick up a copy on the day of the game from one of our vendors situated around the ground.

Your matchday magazine is the perfect place to get up to speed with all the goings on at The City Ground.

Rich content, up to date features and in depth interviews. The matchday magazine has it all.

Prices

Official Matchday Magazine 2012-13 - £3.

mymagazine2012-13





Merchandise

The City Ground Megastore
Your chance to take a piece of Nottingham Forest home with you

The City Ground Megastore is the home of Nottingham Forest's official club merchandise. If you are looking to buy a replica shirt or simply get your hands on the latest Forest souvenirs this is the place to be. The store offers exciting product ranges including all home, away and training kits, a variety of fantastic fashion collections and souvenirs as well as a heritage and memorabilia display area.

Toddlers will love the Forest new fan hat and bootie, while teenagers can look the part with the on-trend Forest fashion collections, or perhaps a new tracksuit from our training range. Make sure you visit The City Ground Megastore before the game and take home a memento of your day. Plus, you can now order online and have your purchase delivered to The City Ground Megastore free of charge with our click and collect service.



Opening Hours:

- Monday - Thursday 9am - 5pm
- Friday (during season) 9am - 8pm
- Friday (close season) 9am - 5pm
- Saturday 9am - 5pm
- Sunday 11am - 5pm
- Matchdays 9am - 1 hour after full-time.



The City Ground Megastore OPEN 7 DAYS A WEEK



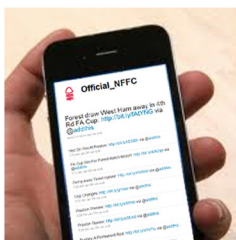
Fanzone

Ways to follow Nottingham Forest Football Club

The home of all Forest information can be found at www.nottinghamforest.co.uk. This is the central hub for team news, tickets, travel and fan information. Below is a range of other ways to keep up-to-date with what's happening at The City Ground while you're on the move.

FOREST PLAYER

This subscription service hosts all the media content the club has to offer including live audio commentary, extended match highlights and exclusive news and interviews. If you can't make the match, Forest Player is a great way to listen to live commentary of the game and provides live up to date stats of the fixture. All other npower Championship fixtures are covered so you can keep up to date with live League tables and results from across the country.



SOCIAL MEDIA

Our Facebook, Twitter and YouTube pages provide our fans with up-to-date information so you can follow Forest whenever and wherever you are.



my opinion 2012-13

**A great place to
have your say
on The Reds.**





Contact Us

If you're unsure of anything please get in touch Nottingham Forest Contact Directory

Address

Nottingham Forest Football Club

The City Ground

Nottingham

NG2 5FJ

Website

Official Site - www.nottinghamforest.co.uk

Tickets - www.nffcretail.com

Merchandise - www.nottinghamforestdirect.com

Telephone - Reception

0115 982 4444

Fax

0115 982 4455

E-mail

enquiries@nottinghamforest.co.uk

Ticket Office

0871 226 1980*

tickets@nottinghamforest.co.uk

The City Ground Megastore

0871 226 1980*

customerservices@nottinghamforestdirect.com

Young supporters/Mascots

0115 982 4400

robin.hood@nottinghamforest.co.uk

Hospitality & Advertising

0115 982 4450



Transport

Getting to The City Ground

Nottingham Forest has compiled a comprehensive guide on how to get to The City Ground to make sure you don't have any problems getting here on matchday. Parking isn't available at the ground however there is a range of parking areas in close proximity. For full information on how to get to The City Ground, please visit the travel and parking section on the Official Website.

by car

If you are travelling to the ground on matchdays, the route is well signposted as 'football and cricket traffic' from all directions. Once you are in the vicinity of the ground please follow temporary matchday signs to local car parks. There is no parking at the stadium itself as priority is given to disabled supporters, coaches, players, match and Club officials.

by rail

The train station is roughly a 20 minute walk or 10 minute bus ride from The City Ground. The following online rail journey planners might help you to plan your journey:

www.nationalrail.co.uk

www.eastmidlandstrains.co.uk/EMTrains

by foot/bike

The City Ground is roughly a 20 minute walk from West Bridgford, The Meadows and Nottingham Railway Station, while Gamston and Wilford Hill and the City Centre are roughly 30 minutes on foot. Supporters cycling to the ground can securely park their bikes at three new cycle shelters situated around the ground. To use them you will need to bring your own bike lock.

by bus

The bus is a great way to get to the stadium. You can get maps, timetables and further information on local bus and tram services at the following websites:

City Transport: www.nctx.co.uk

Trent Barton: www.trentbarton.co.uk

City Trams www.thetram.net

*Calls cost 10p per minute, mobile rates may vary.