

A group photo of Queens Park Rangers players, referees, and young fans on a football pitch. The players and fans are wearing blue and white striped kits with 'Air Asia' branding. A mascot in a bear costume is also present. The background shows a large crowd of spectators in a stadium.

# QUEENS PARK RANGERS MATCHDAY EASY READ FAN GUIDE



# Thank you for choosing to watch QPR

We hope this guide will help you plan your visit Loftus Road – the home of QPR.

It is written in an easy read style for people who find simple, clear information helpful. (This might include some people with autism or learning difficulties). It explains how to buy a ticket, get to the stadium and the timings of the day. It also tells you about rules that fans should follow and tips for avoiding busy crowds if you have sensory issues.

You may also want to read our other fan guide which can be viewed here -

<http://www.qpr.co.uk/documents/2014-fanguide-v564-1999488.pdf>

Information for disabled fans can be found here - <http://www.qpr.co.uk/fans/info/disabled-fans/>

Information for families can be found at <http://www.qpr.co.uk/tickets/information/Family-Stand/>

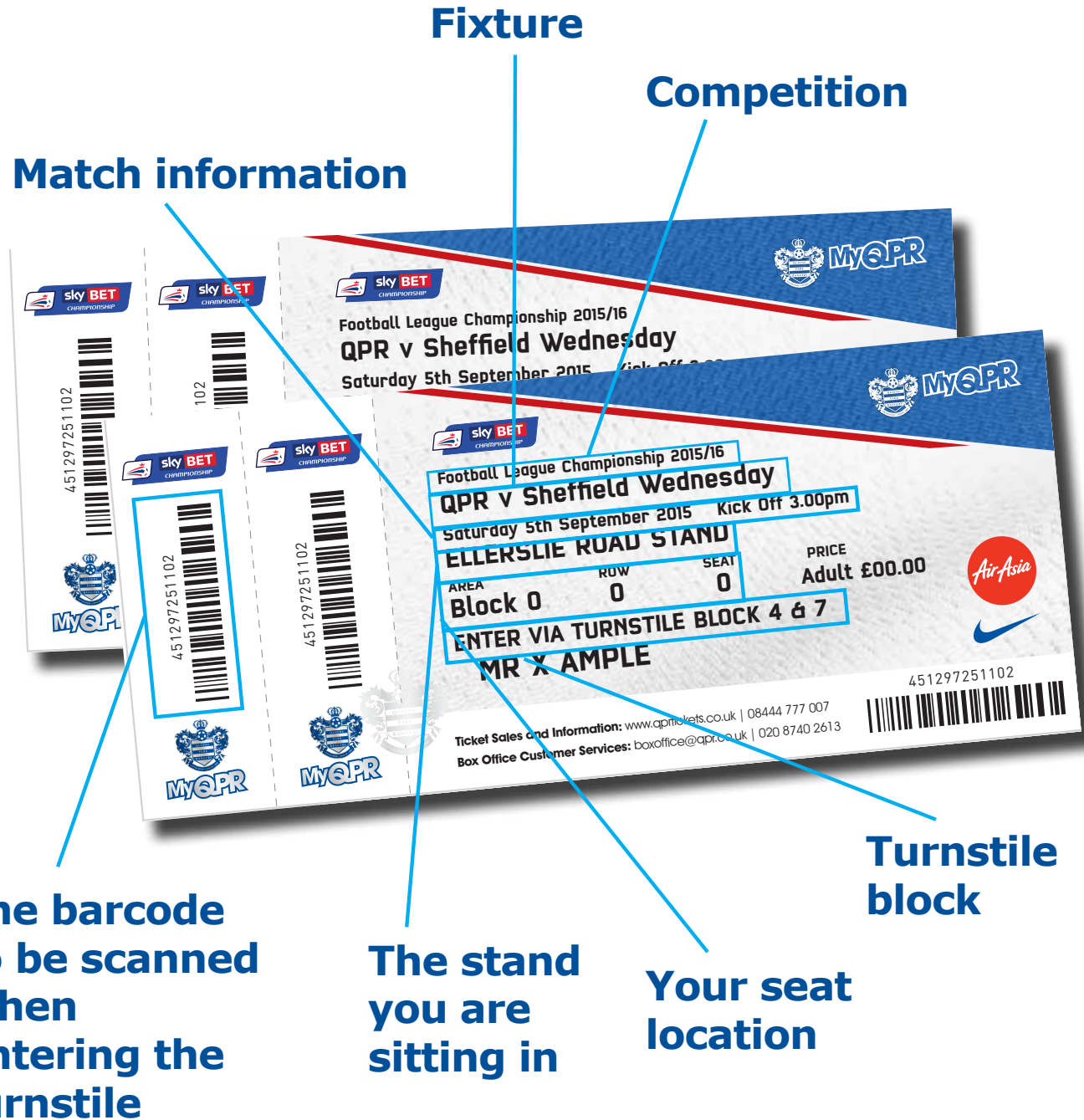


# Understanding your ticket

Make sure you keep your ticket with you at all times during the match.

Try not to fold it.

Your ticket will have the following information:





# How to buy a ticket for a match

If you need help in buying a ticket or have any special requests then phone our Box Office Customer Service on 020 8740 2613.

You can buy a ticket by going to the Box Office.

The Box Office is at the front of the stadium on South Africa Road.





## How to buy a ticket for a match

The Box Office is open Monday to Friday from 9am to 5pm. On a Saturday when there is no match, it is open from 9am to 12pm. On a Saturday when there is a match, it is open from 9am to when the match starts for a 3pm kick-off.

Tickets often sell out before the day of the match so it is best to try to buy a ticket a few weeks before the match you want to see.

You can also buy a ticket by phoning the Box Office on 08444 777 007.

Or you can buy a ticket by going to our website [www.qprtickets.co.uk](http://www.qprtickets.co.uk)

# Box Office





# Getting to QPR's Stadium

Whilst Loftus Road has limited matchday parking due to our city centre location, you can book your parking space in advance with our partner Just Park. Click [HERE](#) for more information.

## Train

There are three train stations near QPR.

Station	Line	How far
White City Station	Central Line	About 5 minutes walk
Wood Lane Station	Hammersmith and City Line	About 7 minutes walk
Shepherd's Bush Station	Central Line and Overground	About 15 minutes walk

## Bus

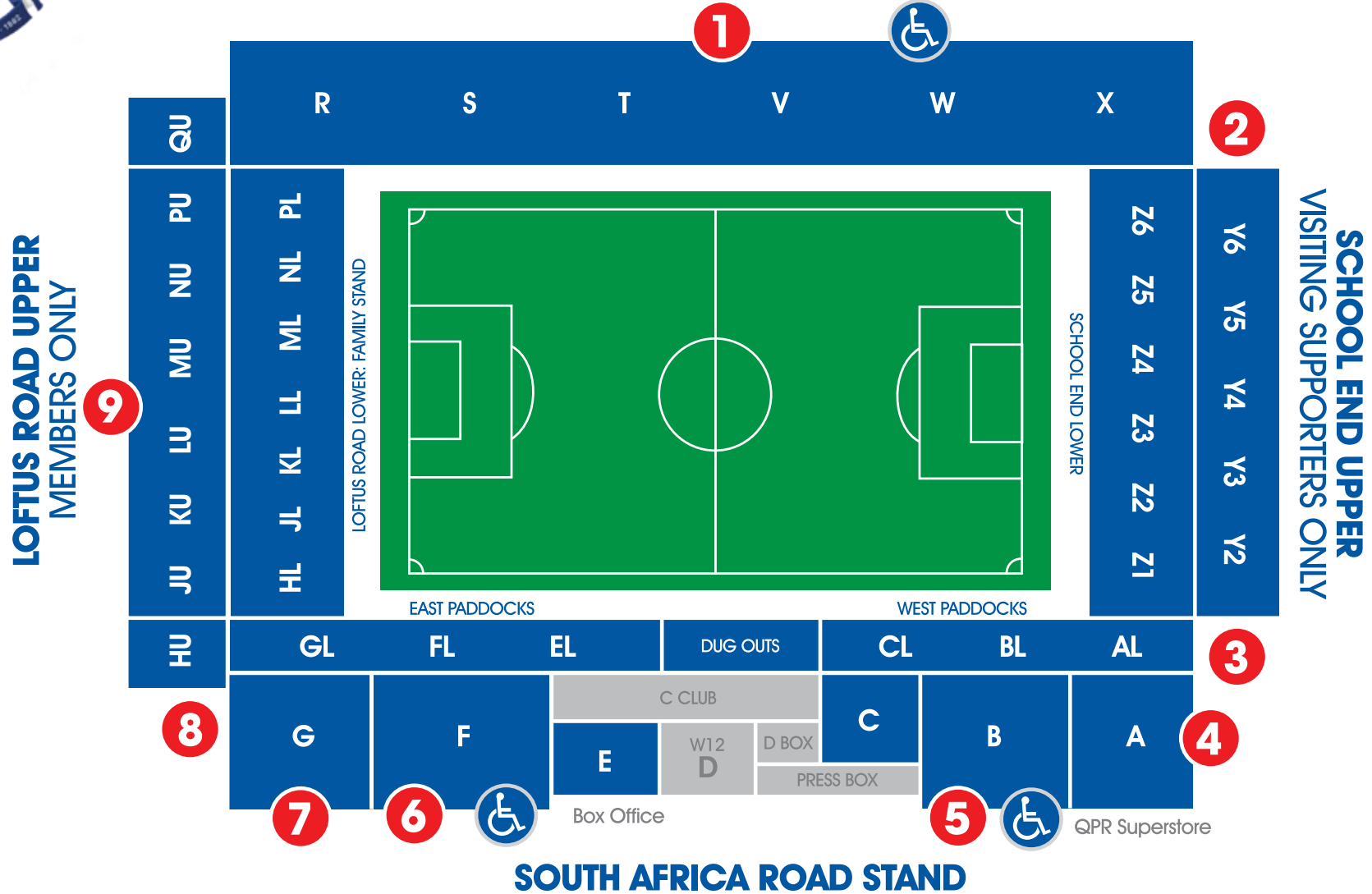
Take either the 283 to Bloemfontein Road or the 72, 95 or 220 to White City Station.





# Stadium Seating Plan

## ELLERSLIE ROAD STAND



Key



Turnstile Block



Family Stand Entrance



Disabled Supporters Entrance



# Matchday timings

(Timings based on a 3pm kick-off)

**12.00** - From about this time, players and fans start to arrive at QPR

**About 1:30** - Gates Open about this time so fans can go to their seats

**About 2:15** - Birthday messages displayed on the screen and read out

**About 2:20** - Both teams come onto the pitch around this time for their pre-match warm up and then go back into the dressing room around 2.45

**About 2:55** - The team and mascots come onto the pitch around this time

**About 3:00** - Kick-off is about this time

**About 3:45** - Half time is about this time

**About 4:00** - Second half kick-off starts around this time

**About 4:45** - Full time is about this time





## Arriving at Loftus Road

If you need help when you get to the stadium, look for men or women wearing bright red t-shirts. They may be standing by the 'Fan Info Point' or be carrying large 'Here to Help' signs. These are the 'Loftus Roadies' and their job is to answer any of your questions.

Stewards will also be on hand to answer any of your questions. They will be wearing hi-vis jackets, and are located all around the ground.

If you do not have your ticket and need to buy or collect it, you will need to find the Box Office which is at the front of the stadium. Please be aware, the box office can get

very busy at times on matchdays and there may be a queue. 90 minutes before kick-off, any tickets that need to be collected are moved from the Box Office to the 'Tickets for Collection' kiosk which is between the Box Office and the Superstore.

You can visit the Club Superstore and see if there are any gifts you want to buy. You can also buy a programme in the Superstore or from one of the programme sellers outside the stadium.

90 minutes before the match starts, the gates of the stadium open so you can go inside.



# Arriving at Loftus Road

You need to look at your ticket to see what turnstile block you should enter through. There are 9 turnstile blocks. Do not worry if you are not sure where to go. Look out for the signs, or ask one of the 'Loftus Roadies' or stewards and they will tell you where to go.





## Arriving at Loftus Road

When you get to the turnstile block, some stewards will be standing outside. They may ask you to open your bag if you have one so they can see what is inside. They may pat the sides of your coat or jacket. They do this to make sure no fans bring anything in that they are not allowed to.

This is a list of some of the things you are not allowed to bring inside the stadium:

Knives, fireworks, laser devices, bottles, cans, big umbrellas.

You will then need to go to one of the turnstiles. The man or woman sitting inside will ask for your ticket, take it and then give it back to you. They will press a button so you can walk through the turnstile.

When you are inside you can buy food or drink, go to the toilet or go to your seat. Your ticket will show what block you are sitting in, the row where your seat is and the number of the seat. If you cannot find it ask a steward.



# Rules

We want you to have a fun time at the match but here are some rules to remember.

- 1** You cannot smoke anywhere inside the stadium.
- 2** If you are over 18 you can buy an alcoholic drink from one of the kiosks in the concourse area. but you must drink it before you can walk up the stairs to your seat.
- 3** For most of the match you should sit down. Fans often stand up if we score a goal or if the match is really exciting but should not stand up for too long.

If you see a fan breaking a rule it may not be a good idea to speak to them yourself. It is the job of the stewards to make sure fans obey the rules.



## Tips if you do not like being in a busy crowd

Lots of fans being at a match makes it fun but we know that being in a busy crowd can be unpleasant for some people. We hope these tips help.

- 1.** League games are very busy. You may prefer to go to a reserve match. Some cup games are also less busy. Ask the people at the Box Office for advice.
- 2.** Talk to the people at the Box Office about what areas of the ground tend to be quieter.
- 3.** If you want to visit the Club Superstore plan to get to QPR about two hours before the match as the Club Superstore will be less crowded then. If the Superstore is too crowded go to the Loft Store which is further down South Africa Road. It is smaller but often less busy. You can also buy gifts by visiting our on-line store at [www.shop.qpr.co.uk](http://www.shop.qpr.co.uk). Alternatively the main superstore is open during the week, and will certainly be less crowded then.



## Tips if you do not like being in a busy crowd

- 4.** When the gates open 90 minutes before kick-off you may want to go straight inside. The toilets and food stands will be less busy and it will be easier to get to your seat.
- 5.** The toilets are very busy at half time so if you need to go to toilet think about going while the match is still being played.
- 6.** When the match finishes you may want to stand by your seat for about 20 minutes and let other fans leave first.
- 7.** If you are sitting in the Family Stand and want to take a short break from the action, our 'Matchday Activity Centre' is used as a 'Quiet Room' during the match. This can be found on your right hand side as you exit down the main stairs.



FROM EVERYONE AT QPR,  
**WE HOPE YOU ENJOY THE MATCH!**