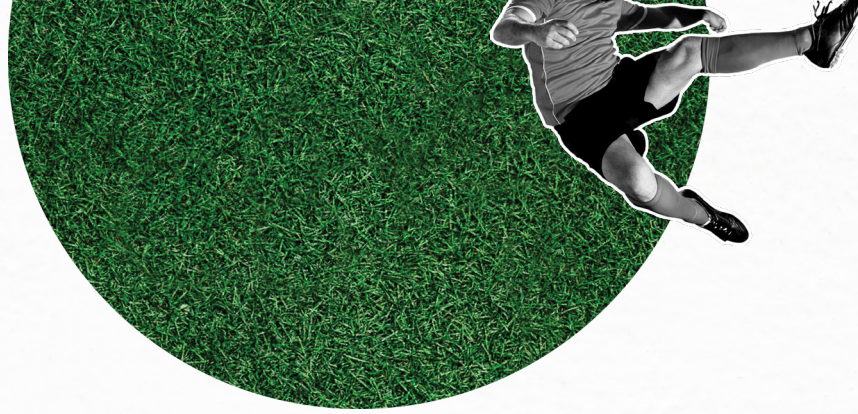


# Whaddon Road

**Completely-Suzuki Stadium**  
Cheltenham



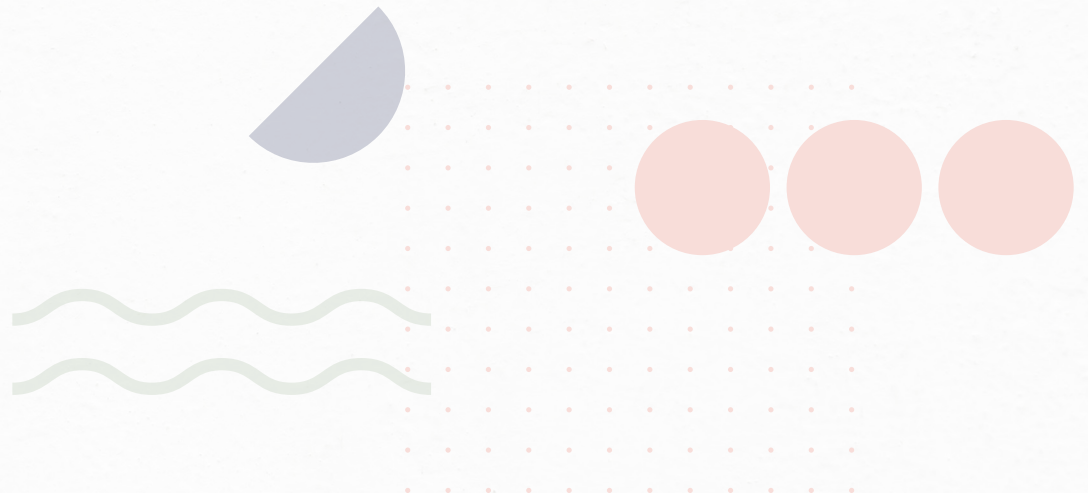
**Visitor  
Guide**



Welcome to the Completely-Suzuki Stadium, the home of **Cheltenham Town Football Club**.

Having developed in various stages over many years, the Completely Suzuki Stadium (traditionally known as Whaddon Road) is a unique stadium with a character all of its own. It's a world away from a modern concrete bowl. From the sedate calm of neighbouring Cheltenham Whaddon Bowling Club playing on oblivious to the noise coming from inside, to the Cotswold hills clambering into the sky behind the Colin Farmer Stand, Cheltenham Town's home is unlike anywhere else.

**We hope this guide will help you plan your visit  
and have a great time on the day.**





Turnstiles | disabled access

Toilets | disabled access

Alcohol

Food

First aid

Wheelchair platform

Ticket office

Ticket booth

Club shop



Colin Farmer Stand sponsored by JM Weston Construction

Optimising IT Stand

Hazlewoods Stand



Tunnel area

Paddock

HGV Drivers UK Stand





## HOW TO BUY TICKETS

### Ticket Office Opening Hours

|           |               |
|-----------|---------------|
| Monday    | 10:00 – 15:00 |
| Tuesday   | 10:00 – 15:00 |
| Wednesday | Closed        |
| Thursday  | 10:00 – 15:00 |
| Friday    | 10:00 – 15:00 |

### Matchdays

**Saturday:** 12:00 – 15:00, and then for 30 minutes after the match.

**Weekday evening:** 17:30 – 19:45, and then for 30 minutes after the match.

Tickets are scanned at the turnstiles using hand scanners.



#### Online

The best way to buy tickets is through <https://www.ctfc.com/tickets/> - tickets can be delivered to your phone, to be scanned directly from the screen, or you can print at home for a paper ticket.



#### In person

**Outside of matchdays**, tickets are available to buy from the Ticket Office at the ground, near the main entrance.

**On matchdays** (when tickets will be £2 more expensive than those bought in advance), home tickets should be purchased from:

- the Ticket Office (for the HGV Drivers UK Stand)
- the red Ticket Collection booth in the club car-park (for terraces – Optimising IT Stand, the Paddock, Canteen area or the Tunnel terracing)
- the ticket outlet accessed through the Parklands entrance (or the entrance from the Wyman's Road if the Parklands entrance is closed) for the Colin Farmer Stand sponsored by JM Weston Construction.



#### By phone

During opening hours, call **01242 573558** and select **Option 1**

#### Away supporters

Uncollected pre-bought tickets are available for pick up from the red ticket booth next to the away turnstiles; any unsold away tickets will be available at either the red ticket booth or the main Ticket Office in the club car park, depending on the arrangements in place for the specific match.



## HOW TO GET TO THE COMPLETELY-SUZUKI STADIUM



### By car

The postcode for the stadium is: **GL52 5NA**

Directions for driving can be found on the club's website:

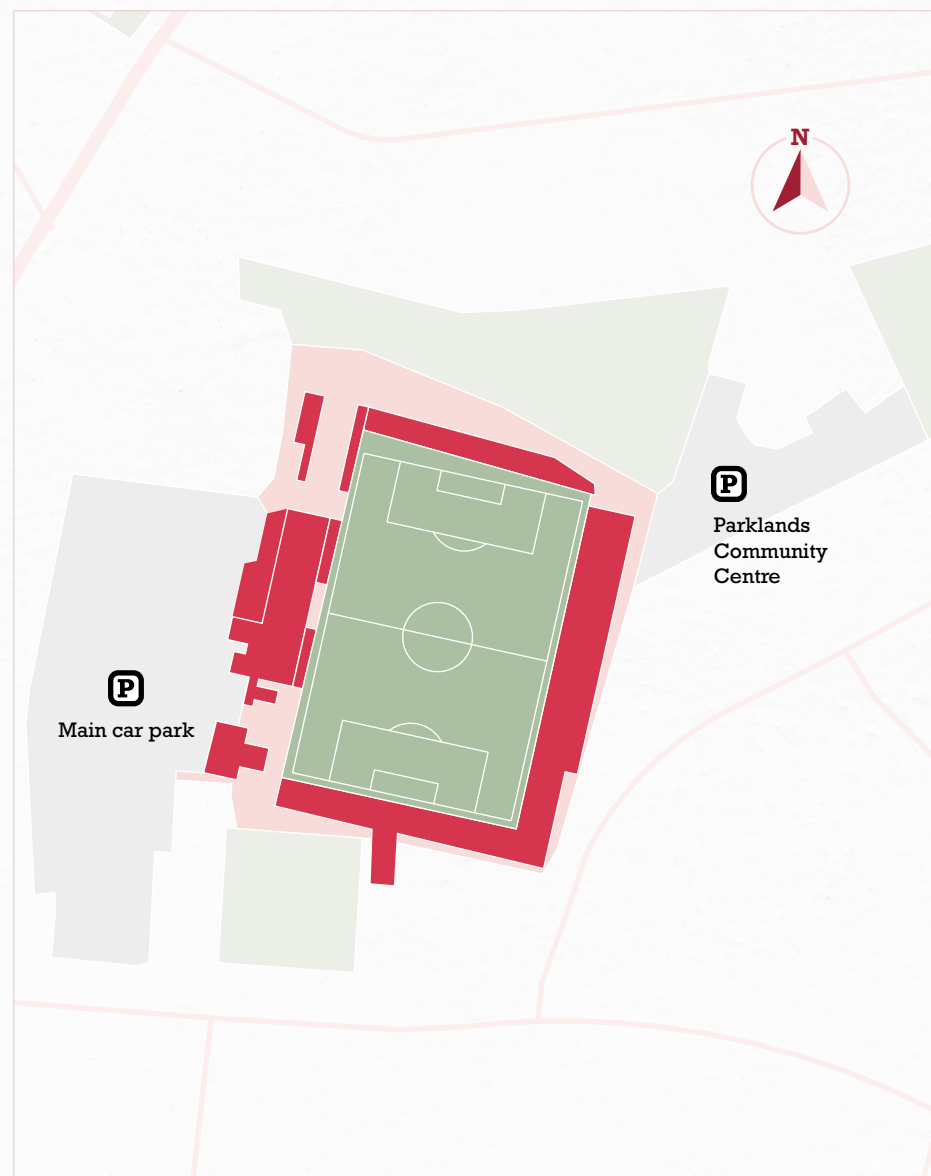
<https://www.ctfc.com/club/jonnyrocksstadium/directions/>

There is a **main car park** at the ground with very limited spaces. There is a charge for parking and places must be booked online before the day of the game. No places are available on match day. The link for booking a parking space is available here:

<https://www.ctfc.com/tickets/matchday-parking/>

A limited number of disabled spaces are available. Blue badge details are required to secure the booking. E-mail [tickets@ctfc.com](mailto:tickets@ctfc.com) or call **01242 573558** to arrange a booking.

Some alternative parking is often available (for a fee) in the grounds of the **Parklands Community Centre**, located off Wyman's Road (GL52 5PR). The nearest public car parks are **Portland Street** (GL52 2NX) and **North Place** (GL50 4JL) about 10–15-minute walk from the ground. The ground is located in a residential area, where there is very limited street parking that will be claimed before 2pm, beyond that there is no public street parking on matchdays and enforced restrictions are in place. Please respect our local community by not parking on the street around the ground.





## HOW TO GET TO THE COMPLETELY-SUZUKI STADIUM



### By train

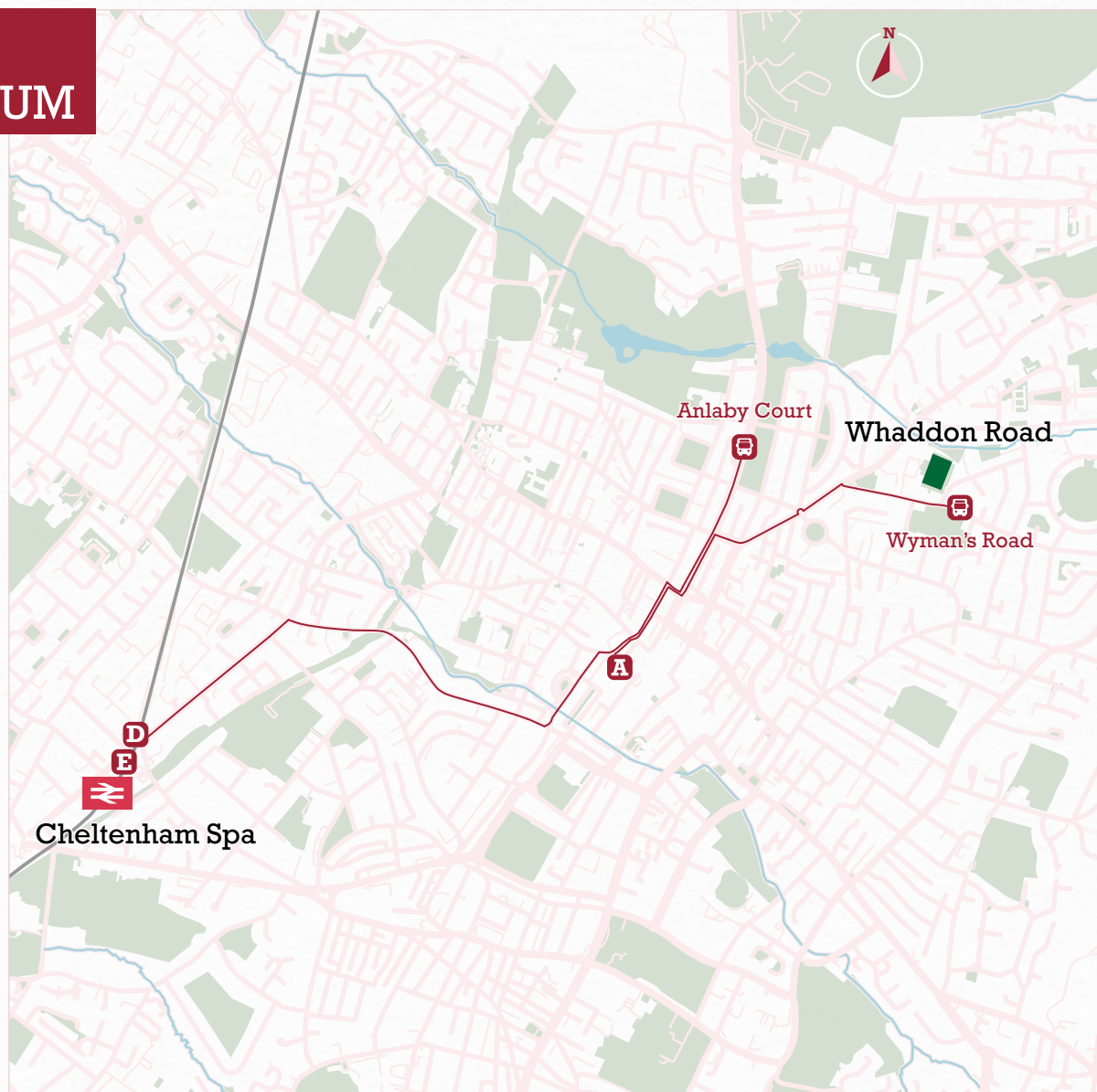
Cheltenham Spa Railway station is located the opposite side of Cheltenham Town centre to Whaddon Road (just over 2 miles/3.3 km). It is a 40-minute walk via the town centre.

**Bus letter D or E** (for Bishop's Cleeve) can be taken from Cheltenham Spa station: disembark at **Anlaby Court** (10 stops in) and the ground is a ten-minute walk.



### By bus

From the town centre, **Bus letter A** departs from Clarence Street (stop 7) and takes around ten minutes to reach **Wyman's Road** (6 stops). It is a short walk to the ground from here. All buses are wheelchair accessible.





## FINDING YOUR SEAT

Occasionally some turnstiles may not be in use, or alternative arrangements may be in place. Check the club website for the latest news: [www.cfc.com](http://www.cfc.com)

There are several entrances to the Completely-Suzuki Stadium, depending on the stand your ticket is for.

1

The main entrance, via the car park on Whaddon Road, is the location of the main Ticket Office, club shop, and the **Main Stand (HGV Drivers UK Stand)**, which houses the Robins Nest bar and all of the hospitality areas. There is currently a food outlet operating in this area.

2

In front of the HGV Drivers UK Stand (to the right when the stand is viewed from behind), are the turnstiles to the **Paddock**. This area has terracing in front of the HGV Drivers UK Stand and a flat ground-level concrete area adjacent to it with some catering provision (known as the Canteen area).

3

The **Tunnel area** is between the raised HGV Drivers UK Stand and the pitch. As the name suggests, this is the area next to the player's tunnel. This is a small terrace that hosts just over 300 people. To the side of this is the new covered area for supporters using wheelchairs.

4

Further along the car park (behind the HGV Drivers UK Stand from the car park), is the entrance to the **Optimising IT Stand**. This is a covered terrace (although the small section that runs from the corner along the side of the pitch towards the Main Stand is uncovered).

5

The **Colin Farmer Stand sponsored by JM Weston Construction** runs the entire length of the pitch opposite the Main Stand. This stand is all-seater and offers excellent unobstructed views. As a result, demand for tickets can be high for the most popular matches. The Colin Farmer Stand is usually accessed via the Parklands Community Centre car park – this means leaving the Club's main park and walking around to the entrance accessed from Wyman's Road. There is a ticket purchase and collection point near the entrance to the Colin Farmer stand.

6

The large screen **scoreboard** is located in the corner between the Colin Farmer Stand sponsored by JM Weston Construction and the Hazelwoods Stand (which houses away supporters).

7

### Away supporters

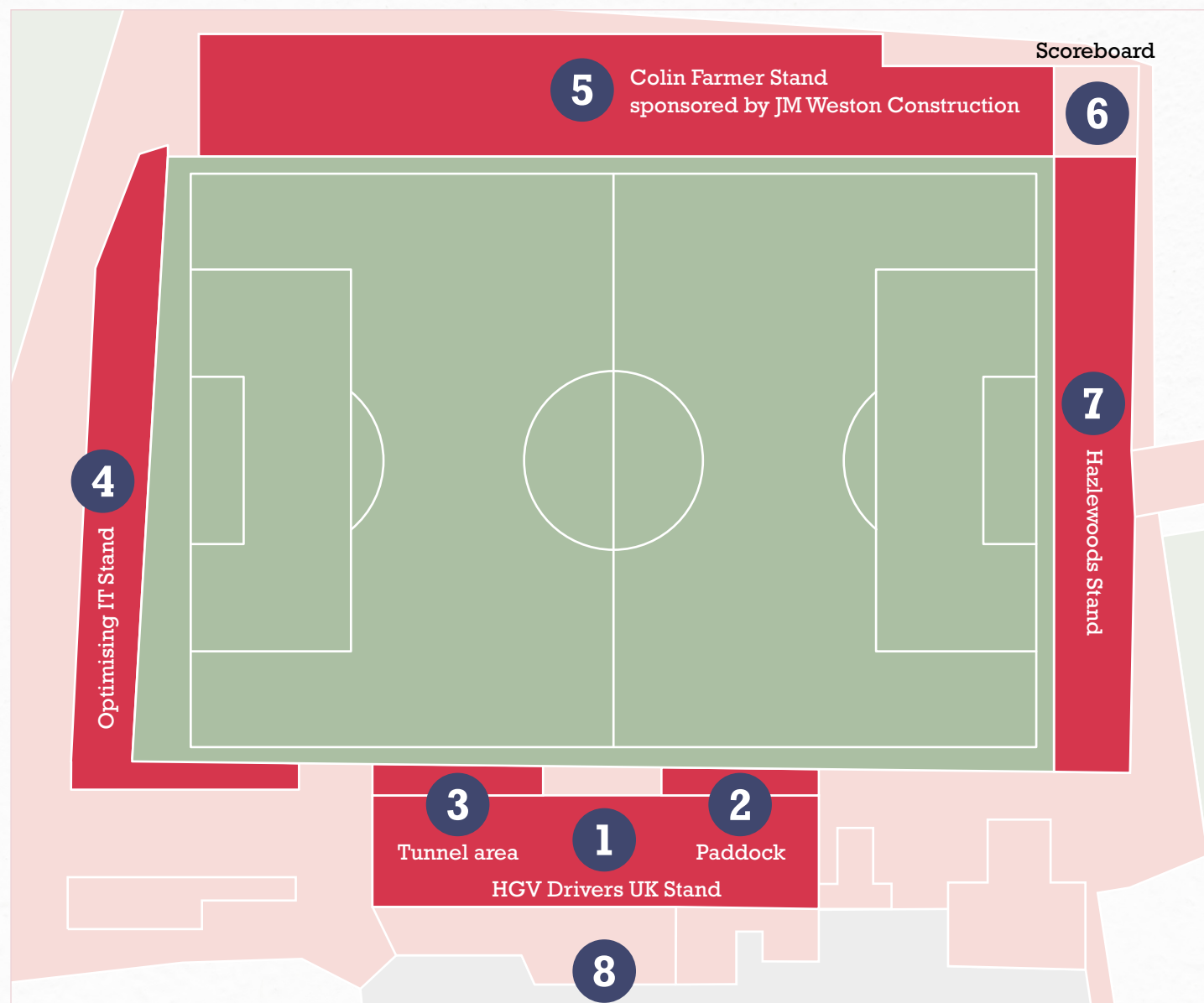
are seated in the Hazelwoods Stand. This is accessed from an entrance between the Bowls club and a house on Whaddon Road. This is a covered, all-seater stand.



**8** **The Robins Nest** is the main social facility at the Stadium. Located at the back of the HGV Drivers UK Stand, it is open to everyone, has a widescreen TV and hot food served on Saturdays from 12:00 – 14:25, with some light snacks on offer after full time. Numbers are limited, so it's worth arriving early if you wish to eat and drink. Once the Robins Nest reaches maximum capacity, it will be necessary to turn supporters away. However, there is an overflow bar close to the entrance which is used when the weather allows. The bar stops serving 15 minutes before kick-off and will not reopen at half time.

The Robins Nest is not accessible once you have entered the turnstiles.

Alcoholic beverages are available in some home sections inside the ground but are **not** currently served in the away end.







## INFORMATION FOR SUPPORTERS WITH HEALTH CONDITIONS AND IMPAIRMENTS

Please visit: <https://www.levelplayingfield.org.uk/club/cheltenham-town/> for an assessment of the Completely-Suzuki Stadium for disabled supporters.

### Tickets

Disabled supporters who rely on a wheelchair will need to purchase the appropriate price (for their age) ticket for the relevant area of the ground. This also permits a carer to attend free of charge. (While supporters using wheelchairs are not obliged to be accompanied by a carer, they are strongly encouraged to do so for safety reasons).

### Toilets

There are disabled adapted toilets in the Colin Farmer Stand sponsored by JM Weston Construction and accessible toilets in the bar and The Paddock area.

### Catering

Catering facilities are available but not dedicated to disabled supporters. Please contact the Disability Liaison Officer via [slo@ctfc.com](mailto:slo@ctfc.com) if you need any assistance or advice.

### Those with temporary mobility restrictions

People with temporary impairments should contact the Disability Liaison Officer via [slo@ctfc.com](mailto:slo@ctfc.com). The DLO will help anyone who needs any assistance on the day and can discuss fans' needs in advance.

### Wheelchair users

Users of both manual and powered wheelchairs are encouraged (but not obliged) to be accompanied by a personal assistant. Designated spaces are available in the Colin Farmer Stand sponsored by JM Weston Construction, or the wheelchair users' section of the Optimising IT Stand closest to the Main Stand. Tickets for wheelchair users and carers need to be booked before the day of the match.

The wheelchair spaces in the Colin Farmer Stand are pitchside and are open to the elements in bad weather. The wheelchair users' section of the Optimising IT Stand is raised and has some cover.

### Ambulant supporters

Supporters pay the standard price for their age category in whichever area of the ground they choose.

### Carer Tickets

If the disabled supporter would otherwise be unable to attend, then a carer ticket will be provided free of charge for the same area of the ground. Proof of highest rate disability allowance may be requested at the ticket office.

### Visually-impaired supporters

Commentary is available on most home matches on BBC Radio Gloucestershire, accessible via a DAB radio.



## INFORMATION FOR SUPPORTERS WITH HEALTH CONDITIONS AND IMPAIRMENTS

### Sensory packs, ear defenders and radios

The Community Trust has provided sensory pack, ear-defenders and radios for those who require them. The numbers of these aids are limited and can be booked in advance by contacting [slo@ctfc.com](mailto:slo@ctfc.com) or sending a Direct Message to [@CheltTownSLO](https://twitter.com/CheltTownSLO) on Twitter.

### Parking

There are limited accessible spaces at Whaddon Road, but the club strives to help at every opportunity. Access to the ground is through the main gate to the Optimising IT Stand, via the main car park and is on a level surface. Supporters should note that the car park is on the opposite side of the ground to the Colin Farmer Stand sponsored by JM Weston Construction, so the club advise allowing plenty of time to get from the car park to the turnstiles.

### Public transport

The Stagecoach bus route A from Clarence Street (Stop 7) in the town centre stops outside the football ground and picks up opposite the ground to return to the town centre. For the most up-to-date information, please visit: <https://www.ctfc.com/fans/>

### Away supporters

Wheelchair spaces (with adjacent Personal Assistant seating) are located in the Hazelwoods Stand. This is accessed from Whaddon Road. Disabled tickets can be bought through the away team's ticket office (if given a designated allocation). Alternatively, they can be bought at the Cheltenham Town ticket office on the matchday. Personal assistants are seated in the designated areas next to the wheelchair space. These are also subject to availability and can be bought through the away team's ticket office, or from the Cheltenham ticket office on the day of the game if there are tickets remaining.

Disabled away supporters are welcome to approach the stewards at the entrance for help with access. They can also contact the SLO team ([slo@ctfc.com](mailto:slo@ctfc.com)) ahead of the match to arrange assistance.



## OTHER SERVICES AND FACILITIES

### The Club Shop

The Club Shop is located near to the HGV Drivers UK Stand. On **Saturday Matchdays**, the club shop is open from **12:00 – 15:00** and then for 30 mins after the match. The Shop is also open on **Tuesday, Thursday and Friday 10:00 – 15:00**

The physical shop is quite a small space, offering a selection of merchandise, but the online site has a more complete offering if you are unable to find what you want at the ground: [shop.ctfc.com/](http://shop.ctfc.com/). It is possible to order online and collect in person from the shop. There is a **mini-shop** in the Colin Farmer Stand. This doesn't carry the full range of merchandise, but it's a great place to pick up stationary and stickers.

### Families

The **Family Seating Area** is located in the HGV Drivers UK Stand. Cheltenham Town's **mascot**, Whaddney the Robin, can be found strolling around the ground and entertaining children on matchdays.

The Supporter Liaison Officer (SLO) team organise **the cross-bar challenge**. Participants (including away supporters, who are welcome to participate) should contact [slo@ctfc.com](mailto:slo@ctfc.com) ahead of the match to register their interest. On previous occasions, in good weather, a **Hot-shot** has been set up in the car-park. This is an inflatable goal that people can shoot at and will tell them how fast the ball is travelling. This is an ad-hoc arrangement and won't be available at every match.

### Inside the Ground

There are **food and drink outlets** available in all sections of the ground. Queues can be quite long, so it's often worth not leaving it to the last minute if you want to get food or drink at half time. Alcoholic drinks are available in some home stands but are **not** currently offered in the away stand, the Paddock, and Tunnel areas, as the sales point is in view of the pitch.

**Toilet facilities** are available around the ground, with accessible toilets available for those who need them.

**Emergency routes** are clearly marked, but it's always a good idea to be familiar with your nearest exit.

The **First Aid Hut** is located between the HGV Drivers UK Stand and the Optimising IT Stand adjacent to the turnstiles (see map on page 3).

**If you need any help or assistance:** the safety officer is a visible presence on matchdays, if you have any concerns about safety or unacceptable behaviour please speak to a steward, they are also there to provide you with support and information. The SLO team aim to be visible on matchdays and are there for your feedback and suggestions or just to say hello.

A **large-screen scoreboard** is located in the corner between the Colin Farmer Stand sponsored by JM Weston Construction and the Hazlewoods Stand. There is also a clock near the corner that is diagonally opposite.



## MATCHDAY TIMETABLE

### Saturday matches

**12:00** The club shop and ticket office are open for business.  
The Robins Nest is open for food and drink.

**13:30** The gates to the turnstiles are open and fans can enter the ground.

**14:00** The teams are announced online and in the media.

**14:20** Both teams begin their warm-ups on the pitch.

**14:45** The warm-ups end and the teams return to their changing rooms.

**14:55** The teams, officials and mascots take to the field ahead of kick-off.

**15:00** Kick-off.

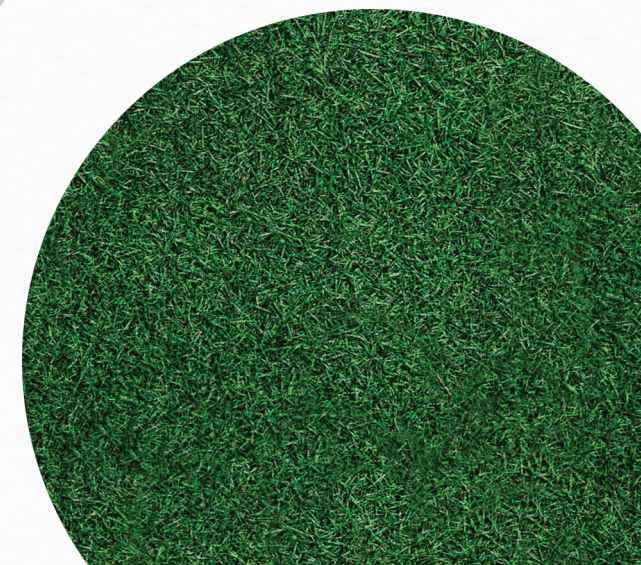
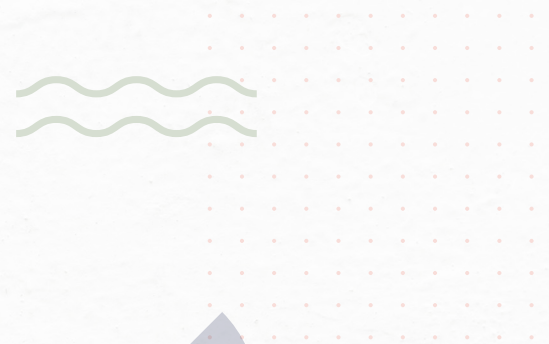
**15:45** Half-time.

**16:00** Start of the second half.

**16:50** Full time whistle.

### Weekday evening kick-offs

The club is open from 17:30, with the gates opening at 18:30  
(Kick-off is usually at 19:45)





## FURTHER INFORMATION

### The Robins Trust

Founded in 2005, the Robins Trust is now the fourth largest shareholder in Cheltenham Town Football Club, holding just over 10% of the issued shares. Our commitment is to make consistent and regular investments in OUR club to help maintain the current success and build stronger long-term foundations.

The Robins Trust brings together Cheltenham Town FC and its fan base. We achieve this through a clear dialogue between the Trust Members, our Board and the Board of the Club via our Fan Elected Director. The Trust's role is that of a 'Critical Friend' to the Club - providing advice, insight and fundraising (via share investment) to the Club when it needs it most.

Website: <https://www.robinstrust.org/>

Twitter: <https://twitter.com/robinstrust>

### Trust Email

[info@robinstrust.org](mailto:info@robinstrust.org)

The club's **Reception** is open on matchdays where staff can answer any questions you have. This is located on the car-park side of the HGV Drivers UK Main Stand.

The club's '**Customer Charter**' contains a lot of useful information and is available here: <https://www.ctfc.com/club/customer-charter/>

### Fan Elected Director

David Beesley at [fed@robinstrust.org](mailto:fed@robinstrust.org)

### Supporter Liaison Officer (SLO)

[slo@ctfc.com](mailto:slo@ctfc.com)

### Disability Liaison Officer (DLO)

Dave Hardy at [slo@ctfc.com](mailto:slo@ctfc.com)



### Proud Robins

Proud Robins is the the official LGBTQ+ supporters network at Cheltenham Town FC. Twitter: [@ProudRobins](https://twitter.com/ProudRobins)

### Tickets

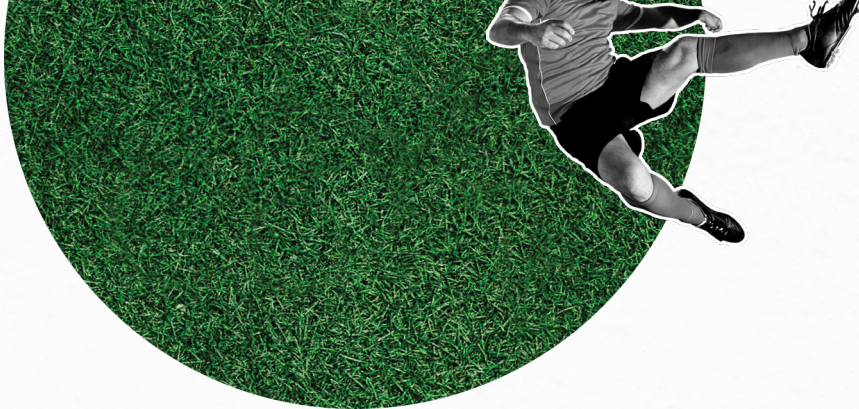
Tim Nicholls at [tickets@ctfc.com](mailto:tickets@ctfc.com) or 01242 573558 (option 1)

### Parking

<https://www.ctfc.com/tickets/matchday-parking/>

### Lost property

Any lost property found in or around the ground on a matchday will be passed to the Stadium Safety Officer for safe-keeping for a period of 28 days after the event at which the property was lost. To claim an item of lost property please contact [info@ctfc.com](mailto:info@ctfc.com) or call **01242 573558**.



## Join the Robins Trust

It is easier than ever to join the Trust, either as a rolling-monthly investor or an annual Trust member.

Join now via our Online Membership Platform at [www.robinstrust.org/join/](http://www.robinstrust.org/join/)

The more money our members contribute, the more shares we will buy and the more of the club we will own together.

Every pound paid by our members will help to grow the stake you have in the club and the say you have in how the club is run.

Every pound we receive we will invest in the club, but we want Robins Trust membership to be affordable to every fan, so we also offer a yearly membership that still provides full voting rights.

### Monthly Investor

as much as you like (**£5 min per month**)

### Yearly Member

**£10 per annum**

If you don't want to join but would still like to support the work we do, you can donate as much as you like as a One-off supporter.



**Produced** by the Robins Trust

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