



AWAY SUPPORTERS

2026/27 GUIDE



WELCOME TO THE TOUGHSHEET COMMUNITY STADIUM

The Toughsheet Community Stadium has been the home ground of Bolton Wanderers Football Club since 1997. This guide will cover all the information that you need to get the best out of your matchday including parking, ticket collection, catering and more.

If you have any specific queries, please do get in touch either by calling **01204 673 673** or emailing **reception@bwfc.co.uk**. For any accessibility requirements, please contact Daniel Scott, Disability Liaison Officer by calling **01204 328 888** or by emailing **customerservices@bwfc.co.uk**.

We look forward to welcoming you and hope that this pack will help ensure you have a positive matchday experience.

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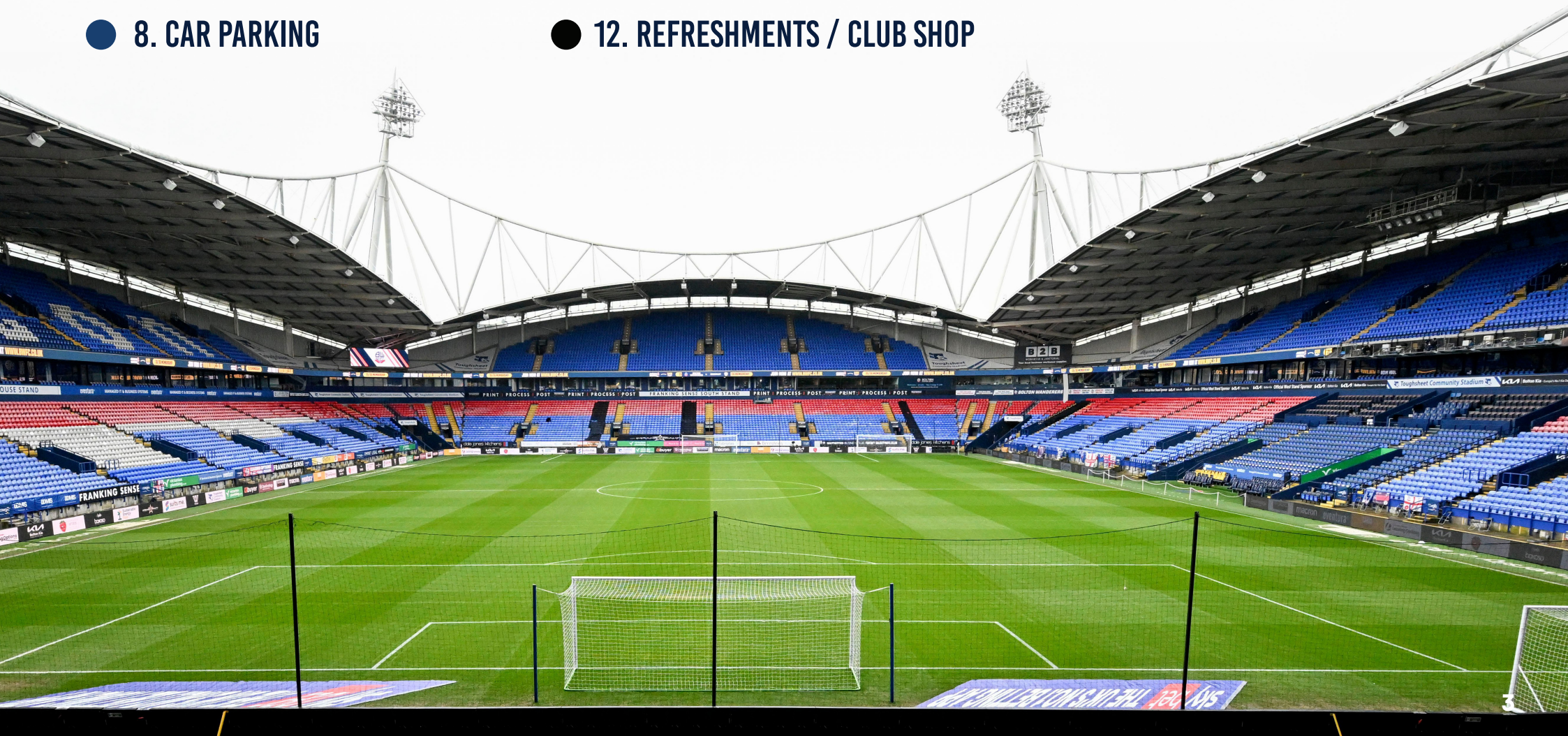
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MAP

KEY

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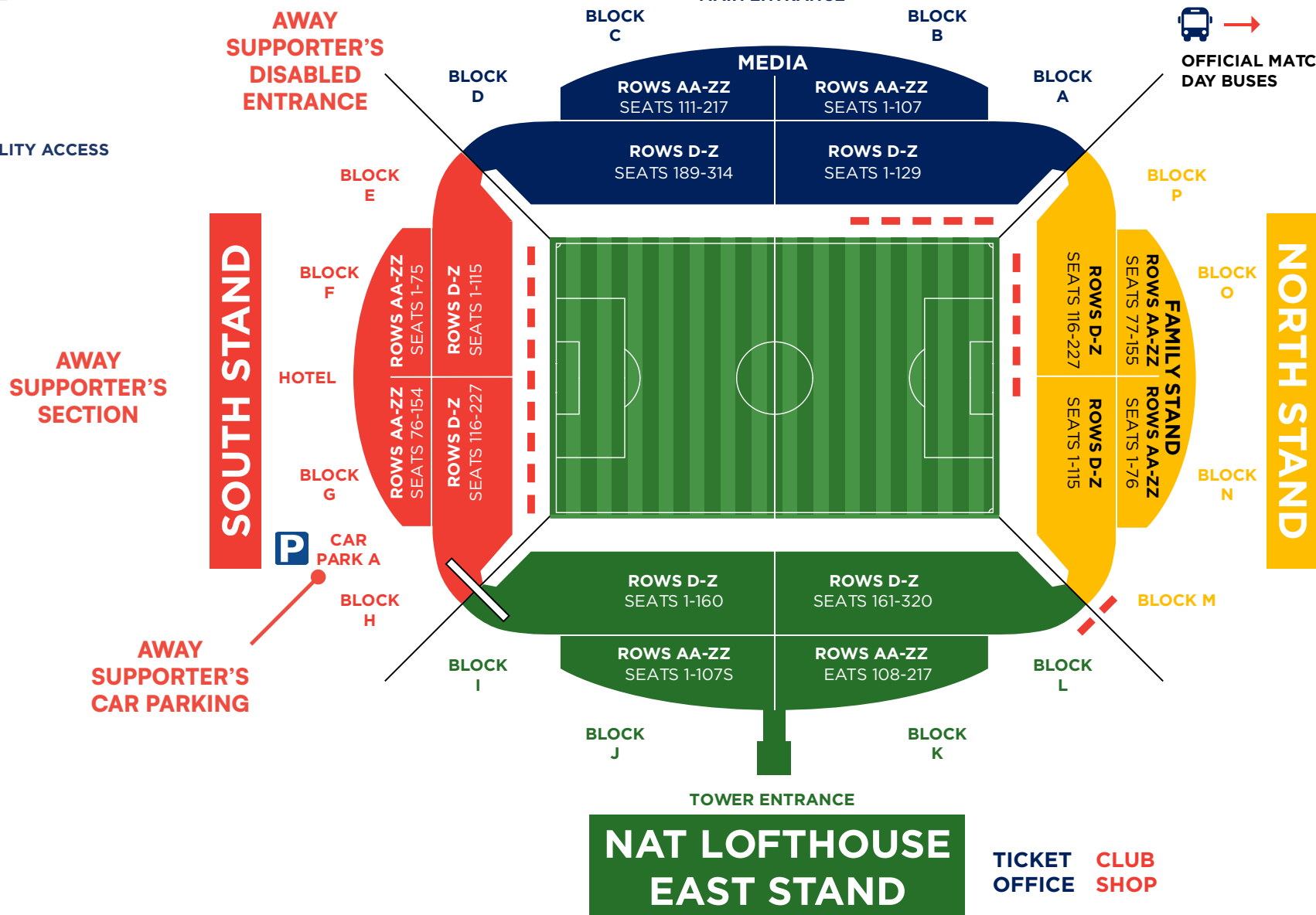
P CAR PARKING



UPPER CONCOURSE
LOWER CONCOURSE
B, C



OFFICIAL MATCH
DAY BUSES



IMPORTANT INFORMATION

Keeping Each Other Safe

Football is for everyone and that is why it is of the utmost importance to Bolton Wanderers that all visitors inside our stadium feel safe, comfortable and welcome. We therefore have a zero-tolerance policy on incidents of discrimination towards any of the protected characteristics outlined within the Equality Act 2010 or any other anti-social behaviour.

If you witness or experience any behaviours of hate or division, please report it to your closest match day steward. The One Wanderers Family campaign allows supporters or visitors to share information or report incidents of disorder in and around the stadium. This is done via a dedicated TEXT number. We encourage fans to **'See it. Report It. Stop It.'** If you would like to utilise this service, please TEXT or WhatsApp **07542 850 902**.

For any more information please visit www.bwfc.co.uk/club/one-wanderers-family-safeguarding. Our ED&I statement can be found on the back of your match ticket.

First Aid

Our medical room can be found in Block I in our Eventura East Stand. Match day stewards are first aid trained and senior stewards are defibrillator trained. If you are unwell and need medical assistance, please inform the closest steward.

Complaints Policy

Bolton Wanderers are committed to delivering the highest standard of customer service to all its visitors; however, we do accept that occasionally issues can naturally arise. We aim to respond to any complaint correspondence received within seven working days. If you would like to raise an issue, please email customerservices@bwfc.co.uk and we will reply as quickly as is possible within that timeframe.

Sensory Room

The Sensory Room is available to supporters on matchdays. All supporters are welcome. To arrange access or for any accessibility query, contact Daniel Scott, Disability Liaison Officer: dscott@bwfc.co.uk / 01204 328 888.





IMPORTANT INFORMATION

Prohibited items

Bolton Wanderers would like to remind visitors to the stadium that under no circumstances are flares, smoke bombs or pyrotechnics tolerated inside the Toughsheet Community Stadium. Anyone found in possession of, or identified in setting off such devices will face a club ban and will have their details passed onto the police. For a full list of prohibited items, please visit our website www.bwfc.co.uk.

Smoking

Toughsheet Community Stadium and Bolton Stadium Hotel are smoke free venues. This includes the use of electronic cigarettes. Therefore, we would like to remind all supporters, guests and visitors that they are not permitted to smoke within any area of the stadium including the stadium bowl and its adjoining facilities.

Cash Free Stadium

The Toughsheet Community Stadium is a cashless stadium accepting only contactless and card as means of payment. The closest cashpoints are located outside Asda on Middlebrook Retail Park or outside Tesco, located opposite the stadium. The Retail Park can be accessed via the steps next to the Club Shop.

Re-Admittance

You will not be allowed to re-enter the ground if you leave the stadium before the end of the fixture.

Away Supporters in Home Areas

If any visiting supporters are found in the home areas of the stadium they will be ejected from the stadium by security.

Bag Policy

We strongly recommend that no bags bigger than A4 size are brought to the Stadium. Any bags bigger than A4 size will be subject to full bag checks. Please note that there are no storage facilities at the Toughsheet Community Stadium for large bags, pushchairs or luggage.

After The Final Whistle

We ask you to please dispose of your rubbish in the bins provided and be mindful of minimising noise and disruption when leaving the stadium.

Ground Regulations and Ticket Ts & Cs

Entry to the Toughsheet Community Stadium is expressly subject to acceptance by the visitor of the Ground Regulations and the rules and regulations of FIFA, UEFA, the Football Association and the EFL in respect of the relevant competition. Entry to the stadium shall constitute acceptance of the Ground Regulations.

Please note, the club reserves the right to eject from the stadium any person who does not comply with the terms and conditions of entry and the Ground Regulations. These can be found in part on the back of your ticket and in full by visiting www.bwfc.co.uk/club/policies-reports/ground-regulations

GETTING HERE

Road Travel

If travelling down the M6, follow signs for the M61 and leave at Junction 30. Once on the M61, follow signs for Manchester/Bolton and leave at Junction 6 (the stadium should be visible on the left). Take the first exit off the roundabout onto the A6027, the De Havilland Way. At the next roundabout, take a left turn onto Burnden Way.

From the West and the East

If travelling from the West or the East, join the M62 and then the M62 to join the M60 at junction 12 if travelling from the West and junction 18 if travelling from the East. Once on the M60, leave at junction 15 to join the M61 heading towards Preston. Turn off the M61 at junction 6 and take the third exit off the roundabout onto A6027, De Havilland Way.

From the South

If travelling up the M6, follow signs for the M62 and leave at Junction 21a, following signs for Manchester. Join the M60 at Junction 12 and proceed to follow signs for the M61 towards Preston. Do NOT take the A666 towards Bolton. Turn off the M61 at Junction 6 and take the third exit off the roundabout onto the A6027, the De Havilland Way. At the next roundabout, take a left turn onto Burnden Way.

Public Transport

For train travel, Horwich Parkway station is less than a five-minute walk from the stadium, with services to / from Blackpool and Preston in the north, and Manchester and Bolton in the south. Please visit National Rail to book your rail travel in advance and for real-time journey updates on matchday.

Please see the **Parking** information on page 8 for information on availability and parking payments.



CAR PARKING

Where To Park

Away supporters parking is on Car Park A, which is signposted, but if you have any issues on the day of the fixture, there will be parking attendants who will be happy to provide further direction.

Prices & Pre-Booking

Parking spaces are not pre-bookable, spaces are sold on matchday on a first come, first served basis.

Prices on Car Park A are £10 per vehicle.

How To Pay For Parking

Parking on all car parks at the Toughsheet Community Stadium is cashless.

ANPR cameras are installed across all stadium car parks which work in tandem with Parking Eye's secure portal. The club primarily encourages supporters and other visitors to utilise **www.parkgood2go.com** for match day payments.

This portal allows users to register their number plate and payment details and once registered, the ANPR cameras will recognise the number plate as the vehicle enters the stadium car park and payment will automatically be taken.

For any other parking queries please contact **carparks@bwfc.co.uk**.

You can also pay for parking via either of the two below methods:



PayByPhone app

Payment can also be made via the PayByPhone app, which is available to download for free on mobile phones. The app is easy to use, and payment can be made at any time up until midnight on the day of parking.



Pay via car park kiosk

In addition to the previous options, supporters can also simply make a contactless card payment via one of the payment kiosks that will be in place in all car parks. Payment must be made on departure. For any other parking queries please contact **carparks@bwfc.co.uk**.



GENERAL INFORMATION



Turnstile Entry

Turnstiles will open an hour and a half before kick-off.

We operate QR code/barcode scanners so please ensure that you have your ticket ready and in good condition to avoid queues building up at the turnstiles. If you are using an e-ticket, please ensure that your phone brightness is turned up to full and you have your ticket on your smart device screen in readiness for it to be scanned.

There is a map of the stadium on the back of the ticket and the front of your ticket shows your stand, row and seat number and the entrance that you need to use. Away fans will be seated in our Franking Sense South Stand.

Please ensure that you take care of your match ticket as we will not accept liability for refused access due to damaged tickets. Any supporter attempting to enter the stadium using a ticket that has already been scanned in or that has been cancelled will not be allowed entry.

Supporters under 14 must be accompanied by an adult (over 18).

Ticket Information

For any ticketing queries before the day of the game, please contact your own club's Ticket Office for assistance.

If you require a duplicate ticket, please contact your club prior to matchday as they will approve us to re-print your ticket. We will only issue duplicate tickets that have been authorised by the visiting club. Duplicate tickets will be available for collection from approximately 1-2 hours prior to kick-off on matchday. Tickets can then be collected from the ticket collection window in the Club Shop which is adjacent to the Ticket Office.



Flags and Banners

Bolton Wanderers do allow flags in the away end providing permission from the club is sought by the supporter and there is space to display your flag. Flags must comply with fire regulations.

The club reserves the right to ban any flag which can be considered as offensive, discriminatory, insulting or that contains commercial language or messaging.

ACCESSIBILITY

Bolton Wanderers have an excellent reputation for ensuring all supporters enjoy their visit to the Toughsheet Community Stadium.

We know that disabilities are wide-ranging and not always visible, and our aim is to deliver access and inclusion for all to ensure that everybody has the very best possible match day experience. Our dedication to removing barriers to ensure accessibility to services and facilities has changed the focus to enable supporters to come to matches independently wherever possible.

Parking

Accessible car parking for visiting supporters is available from Car Park A at the Toughsheet Community Stadium. There are spaces available for blue badge holders on Car Park A (a valid blue badge must be shown to the car park steward before entry is permitted).

Parking spaces do not need to be pre-booked; however, spaces are sold on matchday on a first come, first served basis. Prices on Car Park A are £10 per vehicle.

Tickets

Visiting supporters requiring accessible seating are advised that an allocation of wheelchair and carer tickets will be sent to the visiting club for advance sales via their own Ticket Office.

Wheelchair bays are located on a raised platform in front of the Franking Sense South Stand.

Ambulant disabled supporters who have difficulty walking or climbing stairs are advised to sit in the front two rows of the allocated blocks. Pitch level entry is available for all our stands.

Seating bays are also available for assistance dogs and their owners at pitch level around the ground. Please contact the Ticket Office to discuss the best possible seating arrangements.



FACILITIES

Commentary Service

We provide an audio-descriptive commentary service for visually impaired supporters. Headsets are to be booked on a first come first served basis. These must be ordered in advance of the game by emailing tickets@bwfc.co.uk. On matchday, headsets will need to be collected and returned via the Ticket Office.

Sensory Room

The Sensory Room is available to supporters on matchdays. All supporters are welcome. To arrange access or for any accessibility query, contact Daniel Scott, Disability Liaison Officer: dscott@bwfc.co.uk / 01204 328 888.

Changing Places

A state-of-the-art Changing Places facility is onsite which provides accommodation for those who cannot use a standard accessible toilet and may need assistance to be changed. The facility includes a changing bench and hoist, shower facilities, sink and a toilet.

The facility is in the south-east corner of the stadium opposite the Club Shop and will be open throughout matchday. Please ask your nearest available steward (usually located at the entrance to the stand) for directions and access.

Accessible Toilets

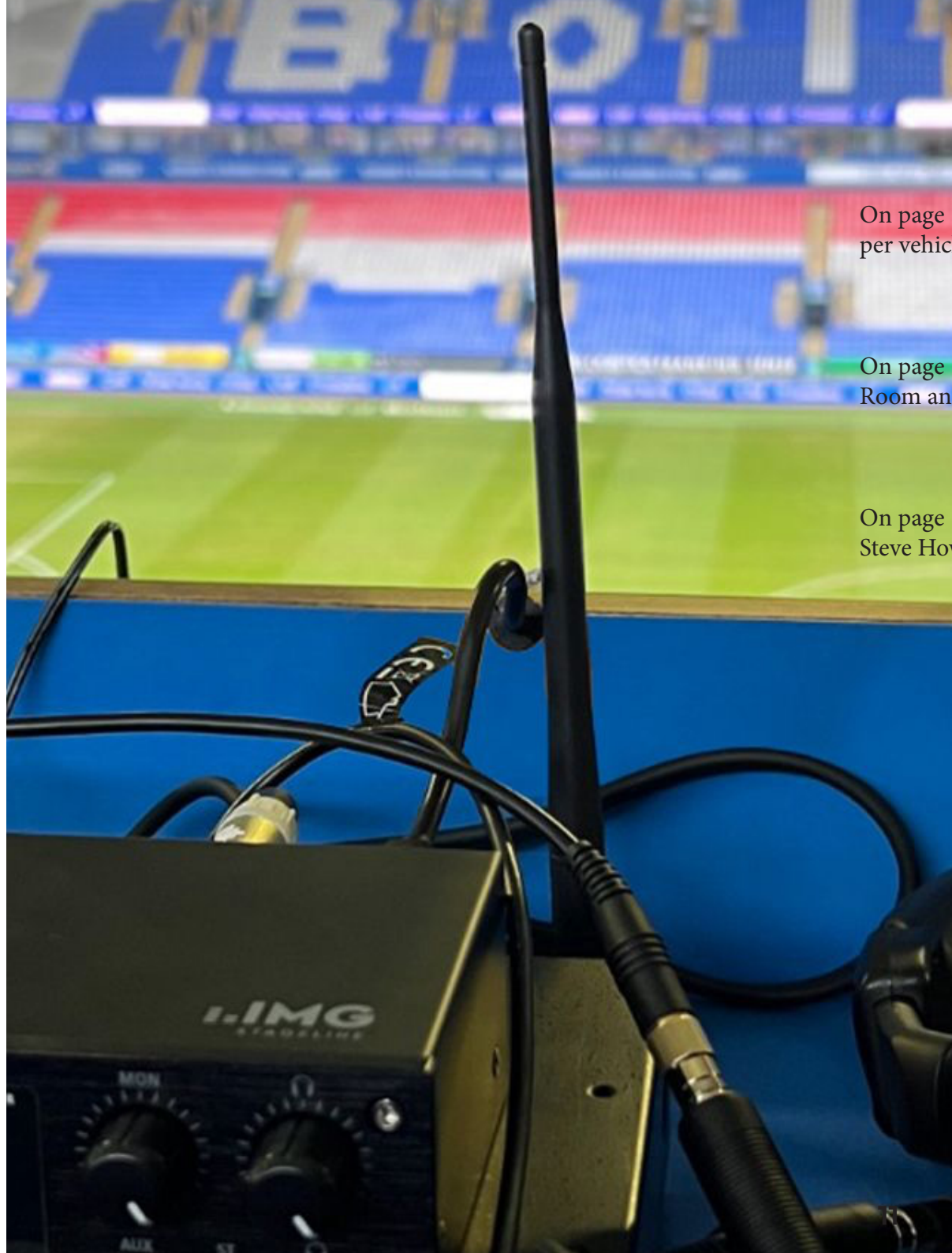
These are available in all areas of the stadium where accessible seating is provided.

They contain the following facilities:

- Grab rails by the toilet and sink
- Emergency assistance alarms
- Full-length mirror
- Mounted flushing lever
- Sanitary bins

Contact

For any more information please contact our Disability Liaison Officer Daniel Scott on **01204 328 888** or emailing tickets@bwfc.co.uk.



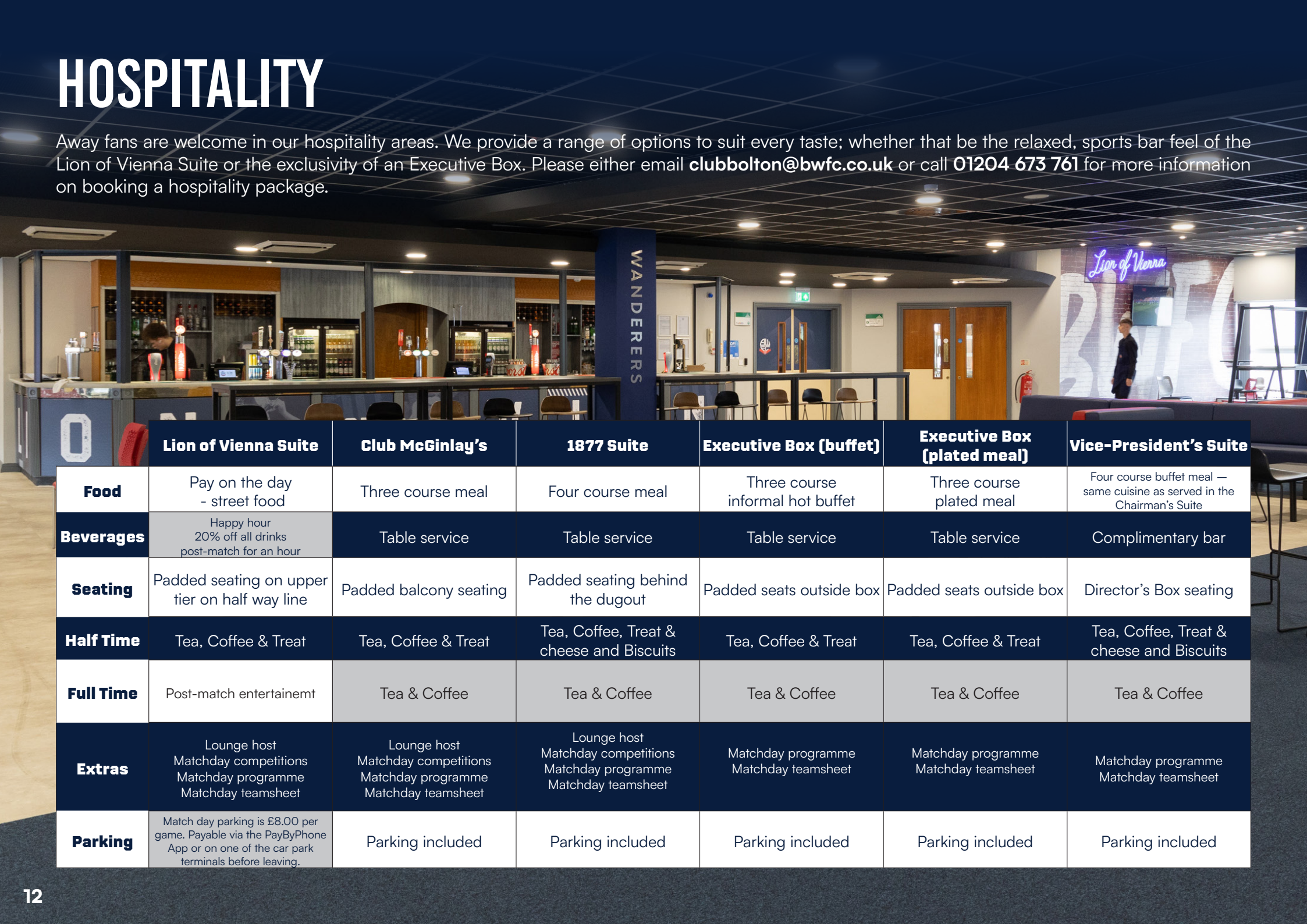
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HOSPITALITY

Away fans are welcome in our hospitality areas. We provide a range of options to suit every taste; whether that be the relaxed, sports bar feel of the Lion of Vienna Suite or the exclusivity of an Executive Box. Please either email clubbolton@bwfc.co.uk or call **01204 673 761** for more information on booking a hospitality package.



	Lion of Vienna Suite	Club McGinlay's	1877 Suite	Executive Box (buffet)	Executive Box (plated meal)	Vice-President's Suite
Food	Pay on the day - street food	Three course meal	Four course meal	Three course informal hot buffet	Three course plated meal	Four course buffet meal — same cuisine as served in the Chairman's Suite
Beverages	Happy hour 20% off all drinks post-match for an hour	Table service	Table service	Table service	Table service	Complimentary bar
Seating	Padded seating on upper tier on half way line	Padded balcony seating	Padded seating behind the dugout	Padded seats outside box	Padded seats outside box	Director's Box seating
Half Time	Tea, Coffee & Treat	Tea, Coffee & Treat	Tea, Coffee, Treat & cheese and Biscuits	Tea, Coffee & Treat	Tea, Coffee & Treat	Tea, Coffee, Treat & cheese and Biscuits
Full Time	Post-match entertainemt	Tea & Coffee	Tea & Coffee	Tea & Coffee	Tea & Coffee	Tea & Coffee
Extras	Lounge host Matchday competitions Matchday programme Matchday teamsheet	Lounge host Matchday competitions Matchday programme Matchday teamsheet	Lounge host Matchday competitions Matchday programme Matchday teamsheet	Matchday programme Matchday teamsheet	Matchday programme Matchday teamsheet	Matchday programme Matchday teamsheet
Parking	Match day parking is £8.00 per game. Payable via the PayByPhone App or on one of the car park terminals before leaving.	Parking included	Parking included	Parking included	Parking included	Parking included

BOLTON STADIUM HOTEL

Located in the Franking Sense South Stand, Bolton Stadium Hotel is ideally positioned for those wishing to stay overnight before or after a match. The hotel has 125 modern and spacious rooms from standard to penthouse suites. Accessible rooms are also available. If you are looking for something special, the hotel boasts 19 Pitchview rooms with amazing views over the Toughsheet Community Stadium.

Take advantage of the facilities at Bolton Stadium Hotel on a matchday, whether its staying in their unique pitch views rooms and watching the game from your balcony or enjoying the food & drink offering in the Hotel Bar, they have something for everyone.

On Level 1 of the Hotel, you will find a large bar with a range of beer, wine, spirit & soft drink options, alongside 2 further express bars & delicious food prepared in house — for all home fans to enjoy! Watch live sports on one of their 70" TV screens with TNT & Sky Sports. For 12.30pm & 3pm kick offs, enjoy post-match live music from a range of local acts.

For entry, just show your season ticket or match ticket on the door.



If you would like more information or to book this ultimate football fans viewing experience, please contact the hotel by phone on **01204 673 610** or via email **reception@boltonstadiumhotel.co.uk**.

REFRESHMENTS

The away section within the stadium provides a selection of hot drinks including Bean2Cup teas and coffees, hot food such as pasties, pies, flame grilled cheeseburgers and hot dogs, and a wide selection of soft drinks, crisps, and confectionery.

A varied selection of beers, cider and wine are also available to purchase on the concourses. Supporters must be 18 years of age as a minimum to purchase and consume alcohol. Photo ID may be requested to determine proof of age. Anyone found consuming alcohol in view of the pitch will be ejected and may face criminal prosecution.

Again, please note the stadium is a cashless venue.



CLUB SHOP

Our stadium Club Shop is located opposite the (Nat Lofthouse) Eventura East Stand, next to the Ticket Office.

For Saturday home fixtures, the store is open from 9am until approximately 30 minutes after the final whistle (the store remains open during the match).

Store opening times for midweek fixtures is 9am until kick off and then for approximately 30 minutes after the final whistle (the store will close at kick off for cup games and not re-open after the match unless stated otherwise).

Contact the Club Shop on **01204 673 650** for more information.

TOP TIPS



1. Check the weather before you leave for the game and dress accordingly as you will be outside in the open air for the match.



2. Traffic around the Toughsheet Community Stadium will be heavy so please plan your journey to and from the ground accordingly. The stadium is well signposted around the local area. Horwich Parkway railway station is situated adjacent to the stadium and is served by regular trains from Bolton, Manchester and Preston (visit National Rail for times and fares), or you may wish to use our matchday bus service.



3. If you are travelling with young children, make sure each has an emergency contact number with them in case you become separated. Once at your seats identify the nearest steward (usually located at each entrance to the stand) in case you need assistance for any reason.



4. Customer service representatives can be found wearing yellow jackets around the outside of the stadium and are there to help you with any enquiries.



5. There are food kiosks in the ground which are open before the match until just after half time, all serving a range of cold and hot drinks and snacks.



6. The club's retail store is open from early morning until 30 minutes after the final whistle, giving you plenty of time to purchase your souvenirs. Matchday programmes can be purchased from the Club Shop or inside the stadium.

Should you have any further enquiries regarding your visit please email tickets@bwfc.co.uk.

USEFUL CONTACTS

Bolton Council Safeguarding Team

(inc out of hours)

Tel: **01204 337 777**

Email: boltonsafeguardingchildren@bolton.gov.uk

Bolton Stadium Hotel

Tel: **01204 673 610**

Email: reception@boltonstadiumhotel.co.uk

Website: www.boltonstadiumhotel.co.uk

Club Shop

Tel: **01204 673 650**

Email: shop@bwfc.co.uk

Website: www.bwfcdirect.co.uk

Hospitality

Tel: **01204 673 761**

Email: clubbolton@bwfc.co.uk

One Wanderers (reporting concerns via text)

TEXT: **07542 850 902**

Reception

Tel: **01204 673 673**

Email: reception@bwfc.co.uk

Safety Officer

Nick Hill

Tel: **01204 327 573**

Email: safety.officer@bwfc.co.uk

Safeguarding

Email: safeguarding@bwfc.co.uk

Supporter Liaison Officer/ Disability Access Officer

Daniel Scott

Tel: **01204 673 652**

Email: customerservices@bwfc.co.uk

Ticket Office

Tel: **01204 328 888**

Email: tickets@bwfc.co.uk





AWAY SUPPORTERS

G U I D E