



# IPSWICH TOWN V FORTUNA DUSSELDORF

SATURDAY 27 JULY, KICK-OFF 15:00

Note the game will include a 30-minute period of extra-time, regardless of the score after 90 minutes, followed by a penalty shootout.

*Information in this guide is correct as at 18 July 2024.*

Willkommen in Ipswich.

The Club is looking forward to welcoming you to Portman Road, and hopes you enjoy your visit.

This is a short guide, designed to answer the kind of questions that are often asked by visiting fans, and provides the information found useful when travelling away ourselves.

For any further information, or if you have any feedback on our guide, please contact Elizabeth Edwards, Supporter Liaison Officer, on [slo@itfc.co.uk](mailto:slo@itfc.co.uk) or 07968 876504 or via Twitter on @ITFC\_SLO.

## IPSWICH TOWN FOOTBALL CLUB INFORMATION

**Address:** Ipswich Town Football Club, Portman Road, Ipswich, IP12DA

**Website:** [www.itfc.co.uk](http://www.itfc.co.uk)

**Club Telephone Number:** 01473 400500

**Ticket Office Number:** 03330 050503

**Supporter Liaison Officer:** Elizabeth Edwards, [slo@itfc.co.uk](mailto:slo@itfc.co.uk), 07968 876504, @ITFC\_SLO

**Disability Liaison Officer:** Lee Smith, [lee.smith@itfc.co.uk](mailto:lee.smith@itfc.co.uk), 01473 400556

**Supporter Services:** [supporter.services@itfc.co.uk](mailto:supporter.services@itfc.co.uk)

**Twitter:** @IpswichTown, @itfchelp

**Matchday Safeguarding Policy:** Please see section 8 (page 6), Away Fan Procedures: <https://s3.eu-west-1.amazonaws.com/gc-media-assets.gc.ipswichtownfncservices.co.uk/d029d910-11cf-11ee-8720-1571f0e0fb1a.pdf>

## IF YOU HAVE AN HOUR OR TWO PRE-MATCH IN IPSWICH

The Club shop Planet Blue can be found on the corner of the Cobbold Stand and Sir Bobby Robson Stand. Here you can buy your souvenirs including replica shirts, scarves, hats and much more. If you want to look at the items for sale before you arrive then you can do so here: <https://shop.itfc.co.uk/>

The statue of Sir Bobby Robson is on Portman Road opposite the Cobbold Stand, where away fans are located. Further along the road, diagonally opposite the club shop Planet Blue, you will find the statue of club legend Kevin Beattie which was unveiled in December 2021. Diagonally opposite Kevin you will find the statue of another Town great, Sir Alf Ramsey. All three statues are the work of local sculptor Sean Hedges-Quinn.

The stadium is just a short, 5-10 minute, walk to the town centre, with shops, pubs, cafes and restaurants. The waterfront area is around a 15-minute walk from the ground, with a yachting marina and a range of cafes and restaurants.

More information is given at the end of this guide for fans staying in the area for longer.

## TICKET INFORMATION

***Note that if you are travelling on one of the two organised trips your tickets have been purchased by the tour group.***

Tickets are on sale from the Ipswich Town ticketing website at a cost of £20 for adults, £15 for seniors (65+) and Under 23s and £10 for under 19s. An initial allocation of 1,571 has been provided for Fortuna fans.

You will be located in blocks VU1 and VU2 of the upper tier of the Cobbold Stand. Within these two blocks you can choose either a Safe Standing or Seated option. We recommend that you buy a ticket in the Seated area if you are unable to stand for long periods, are a family or are a fan who prefers to sit. Block VU1 has 759 Safe Standing spaces with 362 seats in the Seated section. VU2 has 290 Safe Standing spaces with 160 Seats in the Seated section.

Note that there is no lift to the upper tier. If you are in need of accessible seating, whether that be a wheelchair space or you are unable to climb stairs, please contact our ticket office on 03330 05 05 03 or [mainticketoffice@itfc.co.uk](mailto:mainticketoffice@itfc.co.uk) and we will manage those requests direct.

To purchase tickets in blocks VU1 and VU2 click on the following link:

[https://tickets.itfc.co.uk/en-GB/events/ipswich%20town%20v%20fortuna%20d%C3%BCsseldorf/2024-7-27\\_15.00/portman%20road?hallmap&promo=visitors](https://tickets.itfc.co.uk/en-GB/events/ipswich%20town%20v%20fortuna%20d%C3%BCsseldorf/2024-7-27_15.00/portman%20road?hallmap&promo=visitors)

The link will take you to the stadium map with the away sections, blocks VU1 and VU2 of the Cobbold Stand, highlighted in pink.

Note that you will need to create an account with ITFC. This account will include the email address that will be used to email pdf tickets out to supporters to use to enter the stadium.

To do this click on the link, select your seat, and during the checkout process you will be asked to Log In/Create an Account. Once the account has been created you will be able to finalise the transaction.

Tickets will be issued via email to your email address upon completion of the sale. Tickets will then be able to be scanned from a mobile device or by printing off and bringing them with you.

If you have any questions, or need help, please contact the ticket office on [mainticketoffice@itfc.co.uk](mailto:mainticketoffice@itfc.co.uk).

## HOW TO GET TO IPSWICH

### BY AIR

STANSTED:

The nearest airport to Ipswich is Stansted. The quickest way to get to Ipswich then is by taxi (75 minutes), but of course this is expensive, unless there are maybe 4 of you in a car. It may be best to book a taxi from an Ipswich company, for example:

<https://www.hawkexpresscabs.co.uk/>.

The next quickest way is to hire a car.

There are occasional coach services (every 2-3 hours). The details can be found here: <https://www.nationalexpress.com/en/destinations/ipswich/stansted-to-ipswich>. The coaches take about 90 minutes.

Usually, it is quicker to travel by train rather than coach, but it is much more expensive. You need first to take the Stansted Express train to London Liverpool Street (every 15 minutes for most of the day, taking about 50 minutes), then change for a train to Ipswich. There are regular trains from London Liverpool Street, normally leaving at 00 and 30 minutes. The last train in the evening leaves London at 23:30. It is best to buy your ticket online from <https://www.greateranglia.co.uk/> (we often find that their app works better than their website).

#### HEATHROW, GATWICK OR LONDON CITY AIRPORTS:

First, you need to get to Liverpool Street station in the city of London.

From Heathrow, take the new Elizabeth Line train, which runs frequently and takes just over 30 minutes.

From Gatwick, take a Thameslink train to Farringdon and then a Circle / Metropolitan Line tube to Liverpool Street. From London City Airport, take the DLR to Bank or to Stratford (whichever comes first) and then Central Line tube to Liverpool Street.

There are regular trains from London Liverpool Street, normally leaving at 00 and 30 minutes. The last train in the evening leaves London at 23:30. It is best to buy your ticket online from <https://www.greateranglia.co.uk/> (we often find that their app works better than their website).

#### BY SHIP

Most fans arriving by ship will go from Hoek van Holland – Harwich. From Harwich there are occasionally direct trains to Ipswich, timed soon after the arrival of the ship. The rest of the day, there are frequent trains, but you will need to change at Manningtree. The journey will take around 30-40 minutes.

#### BY CAR

*Note: For any fans travelling via the A12, there are two sets of long-term roadworks on the A12 between the M25 and Ipswich. Road closures can occur both during the day and overnight with diversions in place. Long delays can occur so do allow plenty of time.*

The stadium address is Portman Road, Ipswich, IP1 2DA, although you may prefer to use the postcode for your chosen car park.

If you are driving from Dover or Folkestone, take the M20 or M2 to the M25, head towards Dartford, drive through the tunnel and, about 15km later, take the A12 to Ipswich. Note that you have to pay an online toll for the Dartford tunnel / bridge: <https://www.gov.uk/pay-dartford-crossing-charge> (we do not know if there is a system in place to fine German drivers for non-payment).

If you are driving from the port of Harwich, simply follow signs to Ipswich – it takes about 45 minutes.

## THE LAST FEW MILES

Sat Navs vary in their recommended route into town, but whichever way you go, it shouldn't take more than 15 minutes from the A14 / A12 junction.

For those not using a Sat Nav, once you reach the junction of the A14 and A12, just south of Ipswich, take the A1214 (London Road) for a couple of miles into town. As you approach the town centre area, there's a Sainsbury's supermarket on the left – at this point, go straight on past Sainsbury's and then almost immediately right onto West End Road. Take the first left (after about half a mile) onto Sir Alf Ramsey Way and continue to the stadium.

Note that the road immediately behind the Cobbold Stand is blocked permanently at both ends behind the stand, and the road behind the Sir Bobby Robson Stand is closed about 90 minutes before the game, so to access the NCP car park on Portman Road you will need to continue on London Road, straight on to Handford Road and then turn right at a set of traffic lights onto Portman Road (if you miss the turning, just do a U-turn at the roundabout with Civic Drive, turning back onto Handford Road, then taking the first left into Portman Road).

## PARKING

There is no official stadium car park, but there is parking all around the ground. The closest is a large car park on Portman Road (right by the away end, post code IP1 2BP) which is likely to have space for this game up to perhaps 30 minutes before kick-off. Note that the Portman Road entry/exit for this car park will be closed from 15 minutes before the end of the game until 15 minutes after the game. Vehicle access via Friars Bridge Road remains open at all times.

There are also large car parks on West End Road (5 minutes' walk away, post code IP1 2DZ) and at the railway station (less than 10 minutes, postcode IP2 8AL). The town centre is less than 10 minutes' walk, and has numerous car parks, as you'd expect.

Being a town centre ground, most streets are controlled (residents only) parking, so free parking tends to be at least a 20-minute walk away. As usual, the car parks nearest the ground are a bit slow to clear after the game – the further you park from the ground, the less likely you are to face lengthy traffic delays post-match. One good option is the railway station car park (it's controlled by cameras, and the pay stations are by the entrance to the station – it costs £6.30 at a weekend) - exit left onto Burrell Road / Ranelagh Road (B1075), then (after about a mile) left onto the A1214 to get out to the A14.

Three car parking spaces are available for visiting disabled supporters. Spaces can be booked, on a first come first served basis, by contacting your own Club. For more information or help please contact Ipswich Town's Disability Liaison Officer, Lee Smith, on 01473 400556. There is no charge for this parking which is a short walk from the away turnstiles.

## BY COACH

The organised coach trips will park in the West End Road car park which is 5 - 10 minutes' walk from the ground.

Those of you on the Fortuna Blues trip will be met by Friedie Schacht and, along with Ulli Munsterberg, he will provide you with any updated information before heading to Bears.

## HOW TO GET TO THE STADIUM ONCE IN IPSWICH

Portman Road is between the town centre and railway station. It is an 8-10 minute walk from the railway station. If you come out of the station, and look straight ahead you will see the floodlights and the stadium.

If you are travelling on the organised coach trips, from the coach park on West End Road the walk to the stadium is about the same distance.

## PUBS ON MATCHDAY

There is no pub just for away fans for this game – we expect Fortuna fans will be welcome in most or all pubs in the town centre. Please understand that some pubs do get very busy, and so they may only allow home fans (this is quite normal in England). If you have this problem, just move on – you will find a welcoming pub very soon!

Fortuna Blues fans usually meet at Bears, which is a snooker hall about 15 minutes walk from the ground, at Star Lane, Ipswich IP4 1JN.

At the end of this guide are suggestions of pubs and bars for fans who like to seek out great local beers. There is also the chance to go to the annual Ipswich Beer & Cider Festival, taking place at a converted church (St Clement's), Fore St, Ipswich IP4 1JZ. It is just a 4 minute walk from Bears, and opens on Saturday at 12 noon. If you do go to the beer festival, please don't take your glass away, as you will not be allowed to take it into the football ground!

## NEED CASH?

The nearest cash machines to the stadium are a 5-10 minute walk away, (a) at the railway station, (b) at the Cardinal Park leisure facility (which has a number of chain restaurants, plus a KFC and a McDonalds), and (c) throughout the town centre. Note that the stadium itself is now entirely cashless.

## DISABLED FANS – SOCCER SIGHT

The Club has radio headsets available to supporters with visual impairments ran through Soccer Sight, who provide dedicated descriptive commentary allowing the supporter to sit anywhere in the stadium. If you would like to reserve headsets or you have any special requirements please contact Ipswich's Disability Liaison Officer Lee Smith on [lee.smith@itfc.co.uk](mailto:lee.smith@itfc.co.uk) or 01473 400556 in advance of the game.

## OUTSIDE THE STADIUM

### CASHLESS STADIUM

Portman Road is a cashless stadium. This includes Planet Blue (the Club shop), the programme kiosks positioned around the stadium, and all concourse bars.

### HERE2HELP

Look out for our Here2Help team who are positioned around the stadium on a matchday. They can be identified by their blue tabards. They will be pleased to answer your questions and provide any help you may need.

## **MATCHDAY PROGRAMME – NOT AVAILABLE INSIDE THE STADIUM**

The matchday programme for this game costs £2.00. This can be purchased from the Club shop Planet Blue and from kiosks outside the stadium. Note that programmes are not available to purchase once inside the ground. Note that cash payments will not be accepted for programmes at any vendor.

## **PUSHCHAIRS**

Pushchairs are not allowed into the stadium. No storage is available so they will need to be left in your car.

## **AWAY TICKET OFFICE**

The away ticket office in Portman Road (next to the away turnstiles) will be open on matchday to deal with any queries.

## **ENTERING THE STADIUM**

### **AWAY END**

The entrances to the away end blocks VU1 and VU2 of the Cobbold Stand are situated on Portman Road.

The away turnstiles will open approximately 90 minutes prior to kick-off.

## **SECURITY**

Supporters may be searched prior to entering Portman Road. The Club also uses a trained K9 unit and some stewards, as well as police officers, wear body cameras on matchdays

Anyone who attends the match and is considered to have consumed too much alcohol/drugs will not be allowed into the stadium.

## **BAGS**

Large bags will not be permitted to be taken into the stadium. By way of guidance, nothing larger than a standard carrier bag or handbag will be allowed. There are no facilities to leave bags.

## **FLAGS/BANNERS**

Subject to space, flags and banners are allowed in the away end. These will require a safety fire certificate and should be fire retardant. All flags and banners will be scrutinised before you enter the stadium. For questions relating to this contact Neil McCluskey on [neil.mccluskey@itfc.co.uk](mailto:neil.mccluskey@itfc.co.uk).

## **PYROTECHNICS**

It is a criminal offence to enter or attempt to enter a stadium in possession of any type of pyrotechnic. Anyone found in possession will be ejected.

## **MUSICAL INSTRUMENTS AND SELFIE STICKS**

Musical instruments and selfie sticks are not allowed in the away end.

# INSIDE THE STADIUM

## SMOKING POLICY

Portman Road is a no smoking stadium. This includes e-cigarettes. Anyone found smoking will be ejected from the ground. For anyone considering leaving the stadium, note that no re-admission to the ground is permitted.

## SEATING / SAFE STANDING

If your ticket is for one of blocks VU1 or VU2 you will be in the upper tier of the Cobbold Stand. This gives you a good side-stand upper-tier view of the action, though it is an older stand, which celebrated its 50th birthday in 2021.

The back of each block is a Safe Standing area, with the front rows a seated section for those unable to stand for long periods, families or fans who prefer to sit. If you have a ticket in the seated section, you will be required to sit. Anyone standing in the seated area will be asked to sit down and any continued non-compliance may lead to ejection. No one is allowed to stand either in the vomitory or stairwells.

Those fans needing a wheelchair space or accessible seating will be located in the lower tier of the Cobbold Stand in block VL. Please note that this area is not all undercover so do be prepared in the event that it rains.

## ACCESSIBLE TOILET, BABY CHANGING FACILITY AND SANITARY PRODUCTS

Accessible toilets are on the concourse of the lower tier of the Cobbold Stand. A baby changing facility can be found in the ladies toilets in the lower tier. Sanitary product vending machines are installed in a number of the ladies toilets. These products are free of charge.

## HUNGRY OR THIRSTY?

Note that all food and drink kiosks are cashless. Card and contactless will be accepted. Food and drink facilities are what you'd expect with pies, sausage rolls, crisps and chocolate bars available. Vegetarian options are also stocked.

Note that you will be able to purchase alcohol from the kiosks (subject to there being no issues). However, fans are not allowed to drink alcohol in view of the pitch. Anyone found to be in breach of this law will be asked to stop and may be ejected for non-compliance.

## STAMP IT OUT



**REPORT.IT >>>>>**  
**TACKLING ALL FORMS OF DISCRIMINATION AND ANTI-SOCIAL BEHAVIOUR IN FOOTBALL**  
If you see/hear something that doesn't look right, send a message to our dedicated reporting number.

**TEXT "ITFC + YOUR MESSAGE" TO 60650**

Ipswich Town Football Club is committed to providing a safe and enjoyable experience for all supporters and staff.

The Club takes a zero-tolerance stance on any form of discrimination or anti-social behaviour. Supporters can report any incident instantly that they feel needs attention by texting ITFC and your message to the anonymous number 60650 (standard text rate applies).

All reports will be handled in the strictest confidence. Please include Stand, Row, Seat Number and names if known.

You can also report any discrimination or anti-social behaviour to Kick it Out using the Kick It Out app which is available to download from the App Store or Google Play, or via: Facebook /kickitoutofficial; Twitter @kickitout; email info@kickitout.org; phone 0800 169 9414.

Alternatively, our supporter services team can be contacted on [supporter.services@itfc.co.uk](mailto:supporter.services@itfc.co.uk).

## IF YOU'RE SPENDING A BIT MORE TIME IN IPSWICH...

### HOTELS

Ipswich has numerous hotels, many at the budget end of the market, within a comfortable walk from the ground. Of the chains, the nearest is the newly-opened Travelodge (Ipswich Central) next to the stadium, then the Penta hotel (5 mins), Novotel (10 minutes) with the Premier Inn and Travelodge (Ipswich) around 10-15 mins from the ground in the harbourside area and a lodge at the Mermaid pub (Marstons), also about a 10-minute walk. For a more upmarket option, the Salthouse Harbour Hotel is on the harbourside, and Milsoms (Kesgrave) is in a country house setting on the eastern edge of Ipswich. The Railway at Westerfield is about 2 miles out of town, but is a lovely traditional pub with great food and frequent trains that get you to Ipswich station in just a few minutes. There are also Holiday Inns on the edge of the town (south and east), and a Premier Inn (east). Many fans take the opportunity for a seaside break in Felixstowe, around 15 miles to the east of Ipswich, and well connected by road, train and bus. (There are many other hotels in and around Ipswich – we have no connection with these listed, but suggest them for convenience as they are mostly close to the ground and have been well spoken of by many fans).

Hotel weblinks:

<https://www.salthouseharbour.co.uk/>

<https://www.milsomhotels.com/kesgrave-hall/>

<https://all.accor.com/hotel/0995/index.en.shtml>

<https://www.pentahotels.com/en/hotels/ipswich/hotel-information/>

<https://www.travelodge.co.uk/uk/hotels-in-ipswich>

<http://www.premierinn.com/gb/en/hotels/england/suffolk/ipswich/ipswich-town-centre-quayside.html>

<http://www.marstonsinns.co.uk/inns/mermaid-ipswich>

<https://www.therailwaywesterfield.co.uk/>

### LOCAL ATTRACTIONS

There is so much to do in and around Ipswich, making it ideal for a short break.

Local attractions include:

- Harbourside and marina, with numerous restaurants, cafes and bars
- Town centre, with many independent stores dotted around a fairly compact area
- New Wolsey Theatre, one of the UK's leading regional theatres, with a year-round programme of great plays and shows, including their own productions and national tours.

- Christchurch Park, Mansion and Gallery – a huge, 70-acre park just north of the town centre, including a Tudor mansion which houses a renowned (and free) art gallery (with a permanent display of local artist John Constable)
- Pubs selling a wide range of locally-brewed real ales, including the Fat Cat, Dove Street Inn, Woolpack, Greyhound, St Judes Tavern, Arcade Street Tavern, Three Wise Monkeys, Thomas Wolsey, Spread Eagle, Lord Nelson and Briarbank Brewery. Of these, the Dove and St Judes often have their own-brewed beers amongst a wider range, whilst the Briarbank is a microbrewery with a wide range of its own ales. The closest Ipswich has to a micropub is Hopsters on St Nicholas Street, which is primarily a craft beer shop, but has space for a few onsite drinkers. A number of fans have suggested we recommend the Dove Street Inn, Briarbank and Arcade Street Tavern for craft beers.
- Felixstowe is just 15 miles (15 minutes, via the A14) away to the east, and is both a traditional seaside resort (there's a pier and the promenade stretches for a couple of miles) and major container port, which includes a fantastic viewing point, where you can see shipping movements and the loading / unloading of the world's largest container ships.
- The Orwell Bridge carries the A14 over the river to Felixstowe, and is an impressive sight from below. You get to it off the A137, which is a mile or so east of the A12/A14 junction (turn towards Ipswich, down the hill, and then turn right at the first roundabout towards Shotley). The road
- under the Orwell Bridge then meanders for a few miles past Pin Mill (the Butt & Oyster is a lovely old waterside inn) and onto Shotley, which has loads of yachts and great views of the ports of Felixstowe and Harwich.
- The historic little town of Woodbridge is just a few miles from Ipswich, with a tide mill, lots of little boutiques, some fine pubs, and an Adnams Wine and Beer store (next to the station).
- Just a bit further up the coast you'll find the beautiful seaside town of Aldeburgh with its famous fish & chip shop (it's the one at the south end of the High Street, with the big queue outside), as well as some wonderful little shops and pubs. You'll pass the concert hall, antique, home furnishings and fine foods shops of Snape Maltings en route to Aldeburgh, and it's well worth the short detour – no national chains here!
- If you've managed to get as far as Aldeburgh, you may well be tempted to continue a bit further up the coast, past the impressive power station at Sizewell, to the beautiful seaside town of Southwold, home of Adnams beers, a pier, and lots of little shops and galleries.
- The delightful market town of Framlingham is about 20 miles north-east of Ipswich, home turf of the club's main sponsor Ed Sheeran, who put the town on the world stage with his 'Castle on the Hill' track.
- 10 miles south of Ipswich, on the Essex border, is Constable country, where you can visit the artist's famous locations along the Stour valley, including Willy Lott's cottage and the Haywain at Flatford Mill.