



# MATCHDAY VIP

E X P E R I E N C E

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RED CAFÉ



## YOUR MATCHDAY VIP EXPERIENCE RED CAFÉ

Thank you for purchasing a Matchday VIP Experience. Please find below your itinerary, which explains everything you need to know to ensure you make the most of your visit to Old Trafford. A copy of this itinerary will also be included in your ticket pack.

### THREE HOURS BEFORE KICK-OFF:

Your Matchday VIP Experience begins three hours prior to kick-off. Access to the Red Café is via the Sir Alex Ferguson Stand Reception, where you will be greeted by our welcome team. Take the escalator to Level 3, which brings you to the Red Café. Your package includes a drinks reception on arrival, followed by a delicious three-course meal, complimentary bar\* and matchday entertainment.

### FIFTEEN MINUTES BEFORE KICK-OFF:

A matchday host will direct you to your stadium seat in the Sir Alex Ferguson Stand.

### HALF-TIME:

Please remain in your stadium seats, or purchase refreshments from the stadium kiosks. Access to the Red Café is not available at half-time.

### FULL-TIME:

After the final whistle, a matchday host will direct you back to the Red Café. Enjoy a selection of hot & cold traditional pies and complimentary drinks\*.

### ONE HOUR AFTER THE FINAL WHISTLE:

Bar closes. Departure from the Red Café commences.

*Casual Dress Code: Strictly no away team colours or shorts. No attire displaying offensive language or imagery. The Club has the right to refuse admission to any person wearing attire deemed unsuitable.*

*\*Excludes Champagne and spirits*



**MATCHDAY VIP**  
EXPERIENCE

## FAQs

Please see below a few frequently asked questions, to help answer any queries you may have.

### WHERE CAN I COLLECT MY TICKETS FROM?

Depending on what you have requested, your ticket pack will either be posted to you, or you can collect your tickets on the day of the game. Please note, ticket packs will be dispatched to the UK and Europe approx. two weeks prior to the fixture. For all rest of the world addresses, tickets will be held for collection. If you have requested to collect your tickets on the day of the game you can do so from Old Trafford Stadium. A separate email will be sent to you prior to the fixture, giving full collection details.

### DO I NEED TO BUY CAR PARKING?

Complimentary car parking is available on request. To book car parking, please contact the Event Delivery team at least three working days before the game. Call 0161 868 8000 (option 2, then 3) or email [Matchday.vip@manutd.co.uk](mailto:Matchday.vip@manutd.co.uk)

### IS THE FIXTURE DATE OR KICK-OFF TIME LIKELY TO CHANGE?

Any fixture date could change and sometimes at short notice. If the fixture date does change, your ticket will remain valid for that game, we therefore advise that you do not finalise any travel arrangements until the date and kick-off time is confirmed. To check confirmation of a fixture please visit [manutd.com/matchdayvip](http://manutd.com/matchdayvip) or call the Event Delivery team on **0161 868 8000** (option 2, then 3).

### SHOULD I BUY A PROGRAMME?

A complimentary official match programme will be available for you and your guests on arrival.

### WHO DO I TELL ABOUT SPECIAL DIETARY REQUIREMENTS?

Please call or email us regarding all dietary requirements, including Halal and Kosher requests, at least five working days before the game. Call **0161 868 8000** (option 2, then 3) or email [matchday.vip@manutd.co.uk](mailto:matchday.vip@manutd.co.uk)

### ONCE I'VE ENTERED THE STADIUM CAN I GO BACK OUTSIDE?

For security reasons, once you've entered the stadium, should you wish to go back outside, you will not be permitted back into the stadium. We therefore advise that if you want to take photos outside, or visit the Man Utd Megastore, you do so before you enter the stadium.

### ARE THERE ANY CASH MACHINES?

There are cash machines, which do not charge for cash withdrawals, located outside East Stand, near the Munich Tunnel. Please note that there are no cash machines inside the stadium.

## WHAT IF OUR VISIT IS FOR A SPECIAL OCCASION?

We have many additional items available at an extra charge to enhance your day, including flowers and celebration cakes for any occasion. Simply contact a member of the Event Delivery team at least 14 days in advance of the game. Call **0161 868 8000** (option 2, then 3) or email [matchday.vip@manutd.co.uk](mailto:matchday.vip@manutd.co.uk)

## SECURITY, HEALTH & SAFETY

### PERMITTED ITEMS:

- Clear plastic bottles of water 500ml or less with top removed
- Bags smaller than 20cm x 15cm x 5cm (8" x 6" x 2")
- Small fold-up umbrellas
- Small lens camera – 3 inch zoom or less
- Non-offensive flags or banners 2m x 1m or less
- Crutches / walking aids

### PROHIBITED ITEMS:

- Large electronic devices such as laptops, tablets, iPads, iPad minis and camcorders
- Bags larger than 20cm x 15cm x 5cm (8" x 6" x 2")

For a full list of prohibited items please visit: [manutd.com/prohibiteditems](http://manutd.com/prohibiteditems)

### SMOKING:

Old Trafford Stadium is a no-smoking area. Smoking, including electronic cigarettes, is prohibited in all areas. Stewards are briefed to be vigilant for anyone in breach of this rule and offending supporters will be asked to leave the stadium. Please note that once you have entered the stadium, should you wish to go back outside, you will not be permitted back into the stadium.

### ACCESSIBILITY:

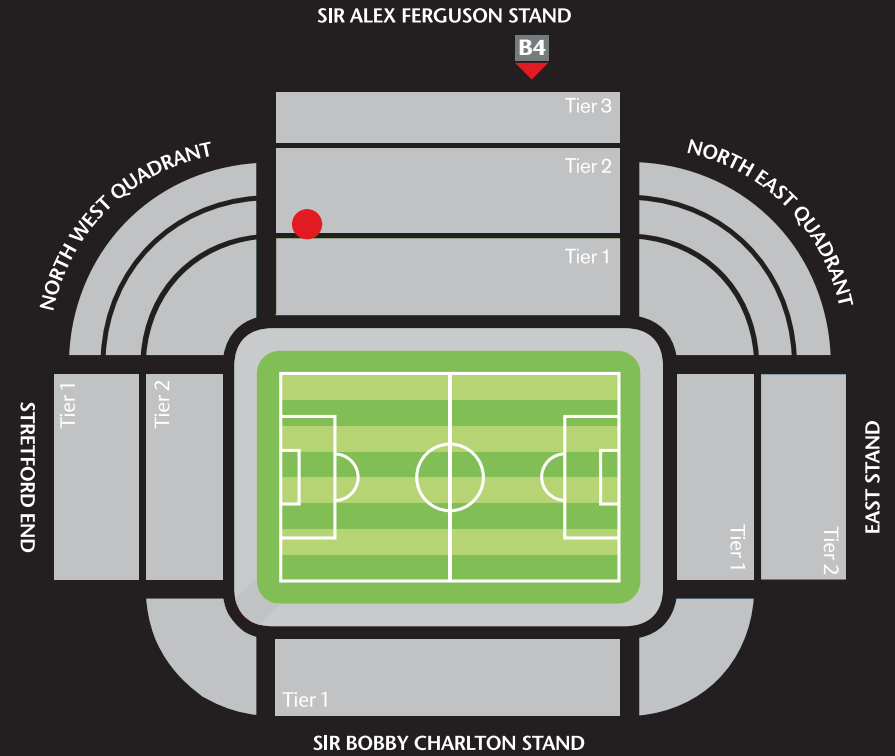
If you think that you, or a member of your party, may have difficulty accessing seating around the stadium please contact the Event Delivery team.

For more information on any of the above:

**Call: 0161 868 8000 (option 2, then 3)**

**Email: [matchday.vip@manutd.co.uk](mailto:matchday.vip@manutd.co.uk)**

# MAPS



**B4** RED CAFÉ ENTRANCE  
SIR ALEX FERGUSON STAND

**●** RED CAFÉ MATCH SEATS