

HTAFC HOME SUPPORTERS GUIDE 2024/25

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WELCOME TO THE HTAFC FAN GUIDE

Thank you for choosing to visit Huddersfield Town.

On behalf of everyone at Huddersfield Town, we look forward to welcoming you to the John Smith's Stadium.

This guide is intended to help you make the most of your trip. It provides information on travel to and from the Stadium, ticketing and what to expect on the match day.

We hope that you find these pages useful and wish you a safe and memorable trip.

@htafc @htafchelp



Town currently hold the record for the most unbeaten Football League matches, going 43 unbeaten from 1 January to 19 November 2011

A BRIEF HISTORY OF HUDDERSFIELD TOWN

Formed in 1908, Huddersfield Town has one of the proudest histories of any club in English football.

Recognised as one of the most successful English clubs of all time, we were the first to win the English League title three times in a row in 1923/24, 1924/25 and 1925/26.

This feat that has only been repeated by four other teams;

Arsenal
Liverpool
Manchester United
Manchester City

Simply, our history serves as an inspiration for our future as we build a Club that our supporters can be proud of.

To view the Club's Charter – where our principal commitments and policies are outlined please visit **htafc.com/club/club-charter/**



HOW TO BUY TICKETS

HUDDERSFIELD TOWN OFFERS THREE EASY WAYS OF BUYING TICKETS; YOU CAN EITHER BUY IN PERSON, OVER THE PHONE OR ONLINE.

IN PERSON

At the Stadium Ticket Office situated to the left of the Main Reception in the Riverside Stand. Our friendly Ticket Office staff will be on hand to deal with any ticket enquiries.

OVER THE PHONE

To purchase tickets over the telephone, or for other ticket enquiries, please call the Ticket Office on **01484 960 606,** during Ticket Office opening hours.

ONLINE TICKETS

Simply search **www.htafc.com**, find the Tickets tab at the top of the home page and click **'BUY ONLINE'**. This dedicated ticketing website enables you to purchase home and away match tickets plus official away coach travel.

An added feature is that you can print your home match tickets at home with no booking fee.

Please note this season, anyone under 16 buying online must purchase with an adult, senior or Under 23's ticket. Supporters aged 14 and 15 can purchase in person at the ticket office without an adult, senior or under 23's.

BOOKING FEES

With the exception of print at home and cash purchases all tickets are subject to booking fees:
- Online: £1.25 per ticket plus £1.50 postage
- By phone: £1.50 per ticket plus £1.50 postage

OPENING HOURS

Monday–Friday: 9am–5pm
Saturday (non match day): 9am–12noon
Sunday: Closed

Weekday Matches: 9am until kick off
Saturday (match day): 9am until kick off

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YOUR TICKET

FROM THE TICKET OFFICE

The QR Code will be scanned by the turnstile operator as you enter the ground.

On the back is a map of the Stadium and the surrounding area. There is also a map and postcode for your Sat Nav.

Tickets are not transferable and may not be offered for sale without the prior written permission of the Club. The Club reserves the right to refuse admission to or eject from the Ground, and/or deny any further access to the stadium to any person who has offered for sale or transferred his/her ticket in contravention of the relevant ticket terms and conditions (and/or the holder of any ticket that has been transferred in contravention of the relevant ticket terms and conditions).

Tickets remain the property of the Club at all times.

If you have any problems or wish to purchase additional tickets – please contact the Ticket Office on **01484 960 606 - option 5.**

PRINT AT HOME & DIGITAL TICKETS

If you purchase your ticket online and print at home, you will receive a different style of match ticket.

The online ticket has the same information as a ticket purchased from the Stadium Ticket Office but all the information is in different places.

DIGITAL DELIVERY

Supporters who purchase their ticket online will see a 'digital delivery' option!

If this option is selected, you will receive an email that allows you to print your tickets at home, or add the ticket to your smartphone via the Apple Wallet or Google Pay functions.

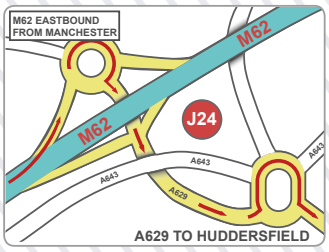
Details on how to download your ticket to your smartphone will be on the email that you receive after purchasing your ticket.

If you have any further queries, please email **ticketenquiries@htafc.com.**

@htafc @htafchelp

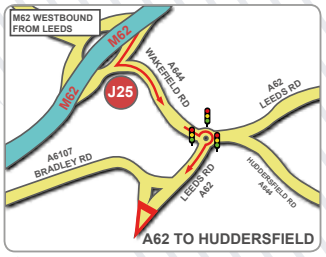
GETTING TO THE JOHN SMITH'S STADIUM

M62 EASTBOUND FROM MANCHESTER



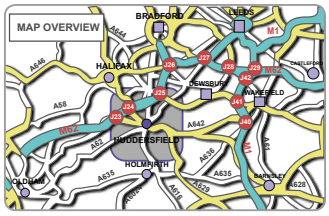
Exit the M62 at Junction 24 onto the A629 and follow the signs towards Huddersfield Town Centre.
After approximately two miles follow the signs for the Stadium, turning left on to Castlegate Ring Road, turn left onto Leeds Road (A62) then follow the official car park signs.

M62 WESTBOUND FROM LEEDS



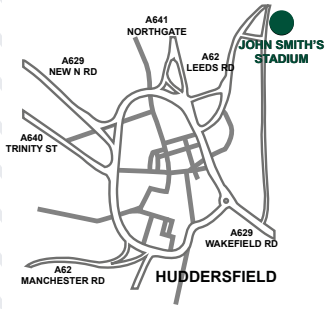
Exit the M62 at Junction 25 onto the A644 (Wakefield Road). At the junction with the A62 take the second exit towards Huddersfield (Leeds Road) A62. Continue along this road for approximately three miles, and then follow the official car park signs.

M1 NORTH/SOUTHBOUND



Exit the M1 at Junction 42 and continue West on the M62. Exit the M62 at Junction 25 onto the A644 (Wakefield Road). At the junction with the A62 take the second exit towards Huddersfield (Leeds Road) A62. Continue along this road for approximately three miles then follow the official car park signs.

TRAIN



The nearest train station is Huddersfield Train Station and is a short walk or taxi ride from the Stadium. For train times call **08457 48 49 50.**

BUS

The 202 and 203 Arriva buses leave every 15 minutes from Stand Y in Huddersfield Bus Station. The bus then collects from stop S4 on St George's Square near to Huddersfield Train Station, before dropping off on Leeds Road which is the road next to the John Smith's Stadium.

After the match, buses leave Leeds Road every 15 minutes back to Northumberland Street for the Train Station and Huddersfield Bus Station, until 6pm when they go every half an hour.

TAXI

The cost of a taxi from the Bus Station or Train Station to the Stadium is approximately £5.

STADIUM SITE MAP





THE TERRIER
MATCH DAY PROGRAMME

If you want to read about the latest events and news from Huddersfield Town, then look no further than 'The Terrier' – the Club's official match day magazine.

'The Terrier' offers supporters wide-ranging editorial including exclusive club content, articles focusing on the wider issues in football and high-quality bespoke imagery. The publication also contains a section aimed specifically at kids – helping to keep our younger fans entertained throughout the day!

Priced at just £3.50, the programme is available from sellers all around the ground on match days as well as from the Stadium Superstore.

If you would like to purchase a programme from a previous game (subject to availability) or you would like to buy a programme subscription for the 2024/25 season, you can do so online **here**.

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ESSENTIAL INFORMATION FOR MATCH DAY

INFORMATION FOR DISABLED SUPPORTERS

The Club's Disabled Liason Officer, Michelle McQueen, can be contacted on **dlo@htafc.com** or by calling **01484 960 606** should you require any assistance.

Please refer to the Match Day Disabled Access Guide for more information.

PARKING

Home and Away Supporters can park in the Gasworks Street car park (HD1 6AF) on match day for £5, **however there is no cash pay on the day at this car park.** You can either call the Ticket Office on **01484 960 606** or book online by visiting **eticketing.co.uk/huddersfieldtown/Events,** sign in to your account, select the relevant game, then choose Car Parking.

You can either print the parking pass at home with no booking fees, or alternatively the Ticket Office will post one out to you however booking fees and postage will apply.

Supporters can purchase a season pass for the car park by calling **01484 960 606.** The Gasworks Street car park is approximately a 10 minute walk to the Stadium.

Alternatively, there are unofficial business car parks on Leeds Road and St Andrews Road. Please note these are not affiliated with the Club. Most of the surrounding streets have parking restrictions or are for permit holders only on a match day.

FLAGS AND BANNERS

Home Supporters are welcome to bring flags and banners to the ground, as long as they meet the Club's safety requirements.

For further details, please view the stadium's policy here: https://images.gc.huddersfieldtownafcservices.co.uk/30c7a5a0-530f-11ef-9fc6-33b381a4e70b.pdf

Please note that the Club reserves the right to turn banners away on the grounds of offensive content.

REPORT IT TEXT LINE

If you ever hear anything on a match day that makes you feel uncomfortable or you believe qualifies as abusive behaviour, you can contact the Stadium Report Line. Please text **07741 528 949**, with information on the block and stand you are situated in. Please note, this line is only monitored during a match.

Alternatively 'Kick It Out' have their own reporting lines; email **info@kickitout.org**, call **0800 169 9414, tweet @kickitout, visit facebook.com/kickitoutofficial** or download the official 'Kick It Out' App from the App Store or Google Play.

ESSENTIAL INFORMATION FOR MATCH DAY

'HERE TO HELP' TEAM & SLO

We have a 'Here to Help' team wearing red hoodies that will be based in locations around the Stadium, please feel free to ask them for assistance. There are also a number of stewards present who would be happy to assist you. We are always looking for ways in which we can improve your experience here with us. If you have any comments or questions, please do not hesitate to contact our Supporter Liaison Officer (SLO) Rachel Taylor on **supporterservices@htafc.com.**

LOST PROPERTY

If you become aware you have lost something during your visit to the John Smith's Stadium, please contact your nearest steward, who will ask for details of the lost item and will verify whether something of that description has been handed in.

If you become aware you have lost something after the game, please email **reception@ksdl.org.uk** providing details of the item lost, where you were sitting and daytime contact details.

PERIOD PRODUCTS

Huddersfield Town provides female supporters with a variety of free period products in female and accessible toilets around the stadium on home match days. Fans are welcome to use them where necessary.

CHILDREN UNDER 2

The Club welcome supporters of all ages to the John Smiths Stadium.

We would recommend fans with small children to purchase tickets in the Riverside Lower Tier and Kilner Bank Stand.

Due to the height and accessibility of the Terriers Together Upper Tier and Riverside Upper Tier and the possibility of inclement weather and the danger of being hit by a ball in the Terriers Together Lower Tier and Cowshed Stand, we would not recommend these stands.

Should you require any further details or need assistance in booking tickets please contact the Supporter Services department **supporterservices@htafc.com** or **ticketenquiries@htafc.com** or call the Ticket Office on **01484 960 606**

BREASTFEEDING FRIENDLY SCHEME

The Legends Café Bar located in between the Riverside and Terriers Together Stand can be utilised to support with feeding on HTAFC home matches from 12noon to 5.30pm for 3pm kick offs or 5pm to 10pm on evening matches.

A seasonal pass can be arranged by contacting **supporterservices@htafc.com** which will give access from the stand into Legends Bar should it be required for feeding, otherwise please contact the nearest steward on the match day.

Legends Bar has baby changing facilities and staff can also support with heating bottles for formula if required.

Breastfeeding Friendly

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PRE-MATCH FAMILY ACTIVITIES

COMMUNITY HUB

A perfect place to start the matchday fun, children can play table football with their friends or pretend to be Town on FIFA. With a colouring table, young fans can show off their artistic side, or even write a letter to their favourite Town player! Get your face painted and even get a Terry the Terrier balloon model!

The Community Hub is situated opposite Legend's Bar and Café, the hub has limited capacity, so please do come along early to avoid disappointment! Available to Under-18's only, children must be accompanied by an adult to gain entry.



OUTDOOR ACTIVITIES

Young supporters can enjoy photo opportunities in our giant deckchair, get to meet Terry the Terrier, and play sub soccer with their friends outside the Community Hub.

Get a selfie or autograph of one of the first team squad or our Club Ambassador!







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EAT. DRINK. LIVE.



WELCOME TO H TOWN!

EAT, DRINK, LIVE HUDDERSFIELD TOWN

H Town is the perfect space for pre-match pints. Complete with a fully stocked bar featuring a wide range draught options, bottles and spirits and a top class kitchen serving up anything from light bites to full meals, you'll never want to leave!

H Town gives friends and family the perfect place to meet up for food and drink before and after the game.

H Town will open at noon for a 3pm kick-off, and will be open post-match.
Please check Club channels ahead of fixtures for up to date opening times.

To view a sample menu, please **CLICK HERE.**







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THE LEGENDS BAR

LEGENDS BAR: ENHANCE YOUR MATCH DAY EXPERIENCE!

Level up your match day experience for the new season!



The Legends Bar, located in the Terriers Together stand, by the swimming pool entrance, offers a variety of stylish and comfortable seating options both inside and out, as well as a wide range of delicious home baked produce, Legends Bar is the perfect place to begin your match day.

The Legends Bar will open two and a half hours before kick-off.



HOW TO FOLLOW TOWN

HTAFC.COM

This is the main place to find out all the latest news about your Club, as well as read exclusive interviews with the Head Coach and all the first team stars! It is also the home of our online ticket store, which allows you to buy your ticket and print it off at home!

SHOP.HTAFC.COM

Open 24 hours a day, seven days a week, the online shop is the only place on the world wide web that you can buy official Huddersfield Town merchandise! Look out for special online-only offers and exclusive internet-only items.

COMMERCIAL & HOSPITALITY

If you want to come and watch the team again and make your day at the Stadium a bit more special, **htafc.com.hospitality/match-day-hospitality** is the place for you. This is the place to book hospitality, sponsorship and find out more about the Club's Official Partners.

Please contact the Commercial department by e-mailing **commercial@htafc.com** or calling **01484 960 612.**

THE TOWN SQUARE APP

Take the Club with you wherever you go, by dowloading the Huddersfield Town App! With the latest news, HTTV content, fixtures and tables in the palm of your hand - the Huddersfield Town app is your one stop shop for everything HTAFC.

Free to download on Android and Apple smartphones and tablets, just search "Huddersfield Town" on your app store.

HOW TO FOLLOW TOWN

YOU CAN ALSO FOLLOW TOWN ON THE FOLLOWING SOCIAL MEDIA PLATFORMS

- /htafc
- @htafc @htafcacademy
- @htafc @htafcacademy
- @htafc @htafchelp
- @htafc
- HTAFC

YOU CAN ALSO FOLLOW OUR SPECIFIC X ACCOUNTS

General Enquiries @htafchelp
Academy @htafcacademy
Huddersfield Town Foundation @htafcfoundation

Between all our social media channels we have a combined following of over 887,000 people





STADIUM STORE

THERE ARE SEVERAL WAYS TO PURCHASE TOWN MERCHANDISE!

The Stadium Store is the main Club Shop and is located on the Stadium site, next to the main entrance in the Riverside Stand Lower Tier. Please note that this shop does get very busy before and after the match.

The store is accessible, with automatic doors with a low counter in the shop. It does have an induction loop at the tills.

Staff are available on the shop floor in store to assist.

STADIUM STORE OPENING HOURS:

For current shop opening hours please see **shop.htafc.com/page/storeopeningtimes**

You can also shop online at **shop.htafc.com**

Any issues or queries can be answered via our **@htafchelp** twitter account.

@htafc @htafchelp

GET IN TOUCH
KEY CONTACT INFORMATION

TICKET OFFICE
Gina Buckley
Call: 01484 960 609
Email: gina.buckley@htafc.com

HOSPITALITY
Tracy Nelson
Call: 01484 960 612
Email: tracy.nelson@htafc.com

SUPPORTER SERVICES
Rachel Taylor
Call: 01484 960 696
Email: supporterservices@htafc.com

COMMUNICATIONS
David Threlfall-Sykes
Call: 01484 960 644
Email: david.threlfall-sykes@htafc.com

RETAIL
Luke Cowan
Call: 01484 960 699
Email: luke.cowan@htafc.com

SAFEGUARDING
Karen Crosland
Call: 01484 960 600
Email: karen.crosland@htafc.com

MARKETING
Jonathan Wilkinson
Call: 01484 960 645
Email: jonathan.wilkinson@htafc.com

GOLDEN GAMBLE
Karen Haigh
Call: 01484 960 626
Email: karen.haigh@htafc.com

DISABILITY LIAISON
Michelle McQueen
Call: 01484 960 606 - option 5
Email: dlo@htafc.com

WRITE TO US:
Huddersfield Town
The John Smiths Stadium
Stadium Way
Huddersfield
HD1 6PX

GENERAL ENQUIRIES:
info@htafc.com

For useful information on a match day, follow the West Yorkshire Police X account ***@WYP-HTAFC***

FAQS - FREQUENTLY ASKED QUESTIONS

CAN I OBTAIN 'THE TERRIER' AT A DIFFERENT TIME IF I CAN'T MAKE THE MATCH?

Yes, you can purchase via the Stadium Store or order online **via our Programme Publishers – ACA Creative HERE,** for a matchday team sheet **click HERE**

DO I HAVE TO PAY FOR A TODDLERS TICKET?

Yes. If a child is able to walk, then you will have to purchase a ticket for them to access the ground.

DO YOU PROVIDE PRAYER ROOM FACILITIES?

Yes, we will endeavour to provide an area for prayer if requested.
Please contact the Club Chaplain, Dudley Martin **dudley.martin@htafc.com**

WHAT TIME DO THE TURNSTILES OPEN?

1 hour 15 minutes before kick off, 1.45pm for 3pm kick-offs, and 6:30pm for 7.45pm kick-offs.

IS THERE PARKING FOR MY BIKE?

We do have the ability to store bikes on site on a first come first served basis. This is situated across from the Riverside Lower Tier, turnstiles 1–4. Please bring your own bike lock.

CAN I BRING A BAG INSIDE THE GROUND?

We do not allow large bags or suitcases into the Stadium, and unfortunately we do not have storage for these. Supporters can bring small rucksacks and bags, but nothing larger than A4 in size.

THANK YOU FOR READING OUR HOME SUPPORTERS GUIDE 2024/25

WE HOPE YOU ENJOY YOUR VISIT TO THE JOHN SMITH'S STADIUM


19 08
HUDDERSFIELD TOWN