

CROESO TO YOUR DEFINITIVE MATCHDAY GUIDE



From everyone at **Cardiff Rugby,** **Croeso I Barc Arfau Caerdydd.**

Whether you are a first-timer, a South Terrace regular or a Season Member, we want to make your visit to our iconic home as easy as possible and ensure you get the very best out of your match-day experience.

This indicative, but thorough, matchday guide is designed to give you every you need for your visit, providing helpful guidance, information and tips to ensure that you are prepared in the best possible way to back the Blue and Blacks in the heart of the Welsh capital.

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MATCHDAY CHECKLIST

Match-days at Cardiff Arms Park can be very busy and we want to make sure you do not miss a minute of the action, whether it is the pre-match build-up, on the pitch or the post-match atmosphere. Here is everything you need to know.



DON'T FORGET YOUR TICKETS

To get into the stadium you will need a valid match-ticket, Season Membership, hospitality pass or accreditation. Make sure you don't leave without them.

If you have bought tickets online you can print your tickets at home or download them to your mobile phone!



CHECK THE WEATHER FORECAST

Don't forget that rugby is an outdoor sport and you may be exposed to the elements. Keep a close eye on the weather forecast and dress appropriately. Please remember supporters are not permitted to bring umbrellas into the ground.



PLAN YOUR ROUTE

Make sure you plan your route to arrive with plenty of time. Gates open 1.5 hours before kick-off and there is always plenty going on around the Arms Park.

If you are travelling by public transport, please make sure that you check the relevant timetables and for possible delays



DON'T FORGET YOUR BANK CARD

Cardiff Arms Park is cashless stadium, so make sure you remember your debit/credit card or have contactless payment on your phone



CHECK THAT YOUR PHONE IS FULLY CHARGED

You never know when you'll need your mobile phone or why, so make sure that it is fully charged before you leave the house



CHOOSE A DESIGNATED MEETING PLACE

* It can get busy on match-days and you may lose your friends/-family at peak times around the ground.. Make sure you choose a memorable landmark around the stadium where you can reconvene. If in doubt, seek the advice of one of our brilliant Safety Stewards



DRINK IN MODERATION

Everyone wants to enjoy the game and a couple of pints is a big part for many supporters but please drink responsibly and respect others

BUYERS GUIDE TO TICKETS AND MERCHANDISE



BUYING TICKETS

Cardiff Rugby fixtures are often limited in availability or even sold out, so our advice is to purchase your tickets in advance of match-day to avoid disappointment. Buying early also ensures you can purchase at the cheapest possible price!



BUY ONLINE

www.eticketing.co.uk/cardiffrugby
This is the most convenient and often cheapest way to purchase. You can buy 24 hours a day!



BUY OVER THE PHONE

Call our fantastic Ticket Office staff on **029 20 302030** for assistance



BUY OVER THE COUNTER

Call into our office reception during the week **09:00 - 16:30**
Visit our **Ticket Office** from 10:00 on matchdays.



SALE WINDOW EARLY BIRD PRICE

Valid until 2 weeks prior to matchday or until Early Bird ticket limit is reached



SALE WINDOW GENERAL SALE

Available from 2 weeks prior to matchday or once Early Bird has ended



DIGITAL/PRINT-AT-HOME TICKET

Cardiff Arms Park is cashless stadium, so make sure you remember your debit/credit card



TRADITIONAL PAPER TICKET

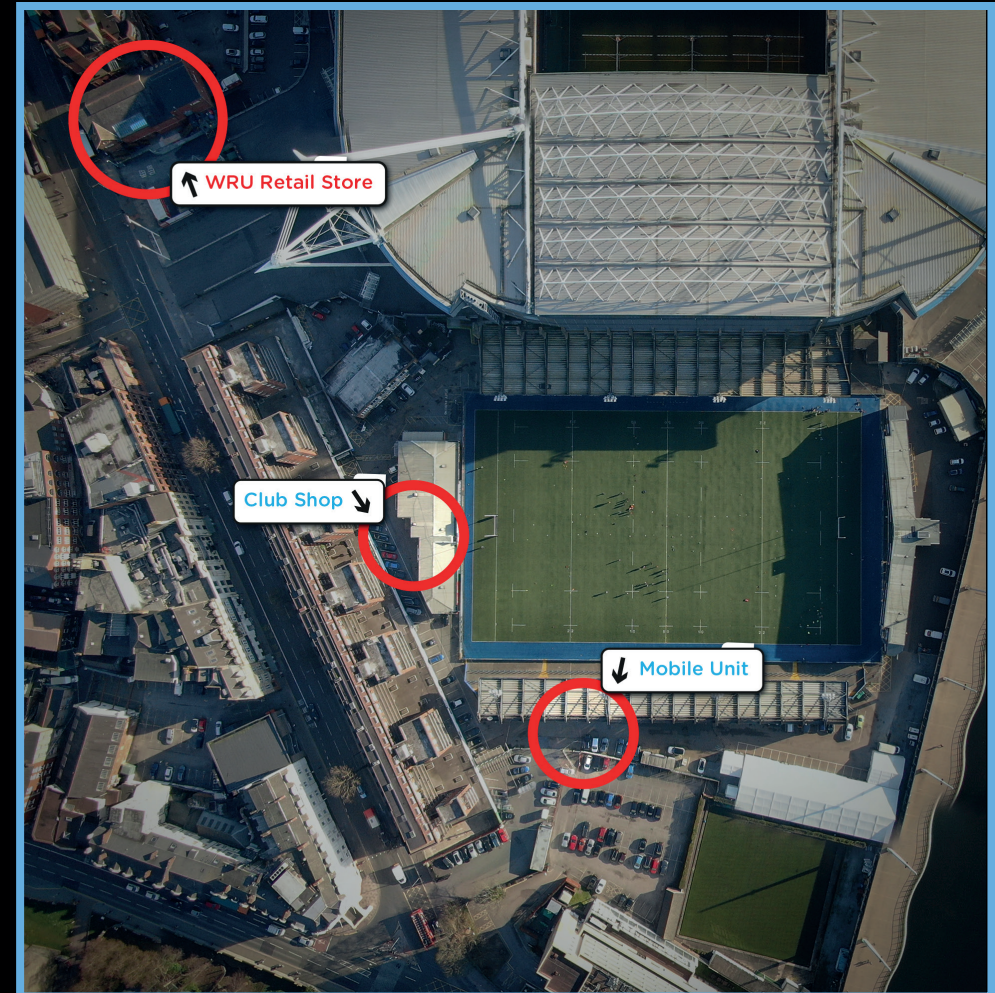
Cardiff Arms Park is cashless stadium, so make sure you remember your debit/credit card



RETAIL

While our main retail operation is now housed within the **WRU Retail Store** on Westgate Street, on match-days you can also attend a further **club shop** behind the Family Stand and a **mobile unit** behind the North Stand.

Here you will find our full range of available merchandise, which can also be bought online by clicking [here](#)



For more information on the history of the ground, car parking in the week or disabled visitor information please [click here](#).

TRAVELLING TO THE ICONIC ARMS PARK

Rugby supporters visit Cardiff Arms Park from across the country and beyond. Everybody's journey is different, dependent upon where you are travelling from and how you are intending to get here and the competition we face in.

WHERE IS CARDIFF?

Cardiff – in Welsh 'Caerdydd' – is the capital city of Wales and is located on the Southern coast of Wales. More specifically, Cardiff is located within the historic county of Glamorgan on the Bristol Channel, at the mouth of the River Taff



TRAVEL BY AIR

Cardiff Airport offers direct flights to cities including Edinburgh, Belfast, Dublin, Glasgow, Paris, Milan, Venice, and Rome, as well as connecting routes to more than 900 destinations worldwide. The Airport is located in the Vale of Glamorgan, 13 miles to the west of Cardiff. Supporters can travel to and from the airport with ease by using public transport, which runs regularly and frequently.



TRAVEL BY CAR

Cardiff is easily accessible via the **M4 motorway**, which runs through the north of the city, with central **London** only a 3 hour drive to the east. Access from West Wales is by the **M4**. From the **Midlands**, the **North of England** and **Scotland** it is a straightforward drive via the **M6**, **M5** and **M50/M4**. From the **South** and **South West of England** the approach is by the **M5** and **M4**.

Cardiff has three **Park & Ride** sites to the **South**, **West** and **East** of the City, these can be an easier option than trying to park in the city centre. For information on parking in Cardiff or park and ride services, click [here](#).



ON BUS

Cardiff Bus runs an extensive system throughout **Cardiff** and the local area, travelling to **Penarth** and **Barry**. To pay by cash you need the exact change. You can also pay by contactless card. Many of the main routes stop on Westgate Street. To plan your journey please click [here](#).

Stagecoach runs services to surrounding areas such as **Caerphilly**, **Tongwynlais** and the **Valleys**. **Adventure Travel** runs services within **Cardiff** and surrounding areas. For information on all public transport in Wales see **Traveline Cymru**.

<https://www.visitcardiff.com/highlights/cardiff-bus/>



TRAVEL BY TRAIN

There are 20 railway stations in Cardiff, most of which form part of the commuter rail network, known locally as Valley Lines, with **Cardiff Central** and **Cardiff Queen Street** being the main hubs of the city. We are just a 10 minute walk from Cardiff Central and a 15 minute walk from Cardiff Queen Street.

Regular trains run from **Cardiff's Queen Street station** to **Cardiff Bay** and city stops including **Cathays**, **Ninian Park** and **Llandaff North**. Trains from **Cardiff Central station** link to the **Valleys** and **Vale of Glamorgan**.

Cardiff is also less than two hours from **London** by train, with services every 30 minutes. **Cardiff** also has direct routes to **Bristol**, **Bath**, **Birmingham**, **Manchester**, **Nottingham**, and other main towns and cities.

For information on trains within Wales visit Transport For Wales; <https://www.visitcardiff.com/highlights/transport-for-wales/>



ON FOOT

Large parts of the city centre are pedestrianised, so it's easy to get around on foot. The **Arms Park** is right next to the **Principality Stadium**, just around the corner from **Cardiff Castle**. Simply follow the brown tourism street signs directed to **Principality Stadium/Cardiff Arms Park**.



ON BIKE

Cardiff is flat, compact and easily to get around using a bike. You'll find plenty of bike racks around the city centre, and we have two within **Cardiff Arms Park**.

Didn't bring your bike with you? Not to worry! With **Nextbike**, it has never been easier to get around **Cardiff** by bike. The high quality bikes are situated all across the city, all you have to do is create an account using your smart phone, and hire a bike.

<https://www.visitcardiff.com/highlights/nextbike/>



BY BOAT

This is a fun and exciting way to get between the **City Centre** and **Cardiff Bay**. If you are heading to the city centre the **Waterbus** stop is in **Bute Park**, just across the bridge from **Cardiff Arms Park**. You can't miss the **Principality Stadium**, and we're right nextdoor!

The **Cardiff Bay** departure point is from the dock located in front of **Mermaid Quay** and the **Pierhead building**.





-1hr 30mins

Gates open
Players also begin to arrive from this point!



-1hr 15mins

Bruiser is out and about.
Make sure you meet our mascot for a selfie!



-50mins

Player signing opposite the
Community Foundation
Kid Zone

-30mins

The team warm-up begins



-15mins

Cardiff Arms Park can get very busy on match-days and we encourage you to get to your seats at least 15 minutes before kick-off.



-2mins

Teams out. Make some noise for the boys!

 **MATCHDAY EXPERIENCE**

Full Time

Once the formalities are completed and it's safe. Please join us on the pitch and meet your heroes



Half Time

Make sure you cheer the stars of the future playing tag rugby! We also often have live music on the pitch.



KO



ENTERTAINMENT

There is always plenty going on around Cardiff Arms Park and entertainment for all the family.

Cor y Gleision, the Cardiff Arms Park Male Voice Choir, Ragsy, Bass 12 and Cardiff University Brass Society are among our regular performers as well as numerous other singers, bands and DJs.

Typically players arrive an hour and half before kick-off, you can see them arrive behind the **South Stand**, and before each game we also host a **player signing** (approx 1 hour before kick-off) with non-playing players so you can meet some of your heroes.

This takes place in the **South Stand** tunnel and opposite the **Cardiff Rugby Community Foundation**, which is located at the back of the clubhouse.



FOOD & DRINK

No matter which part of the ground you are in, there are always plenty of food and drink options available.

As well as the regular gourmet burger vans, we regularly invite independent street food vendors to our matches including **Santa Maria, Lekker Food Co, Fizz N Flour, Changs Wok and Meating Point**, who have all been frequent attendees.

There are a range of options available to suit all tastes and budgets with the vendors serving from gates opening. We also welcome a number of independent coffee companies including **Dillon Lewis and Brad Thyer's** very own **Fat Dragon Coffee, Bro Coffee** and **the Handlebar Barista**. The majority of these can be found in front of the clubhouse, which is always a hive of activity.

With regards to bars, the North side of the ground is predominately served by the **Black Bar** and a **Gin Bar**. Those in the North can also enjoy the Clubhouse, if members of the **Cardiff Athletic Club, the Guinness Bar** and the **Pack Bar**, which is directly opposite.

Attendees in the South can also access these, however they also benefit from four further bars - the **Fanzone, Jack Matthews Bar** and **Taff End Bar**, which are all behind the **South Terrace** and a further unit in the **South Stand Concourse**



FOOD & DRINK LOCATIONS




PRICE LIST



	PINT	HALF PINT
HEINEKEN	£5.00	£2.50
AMSTEL	£5.00	£2.50
STRONGBOW	£5.00	£2.50
STRONGBOW DARK FRUIT	£5.00	£2.50
GLAMORGAN SMOOTH	£5.00	£2.50
GUINNESS	£5.00	£2.50
SOFT DRINK BOTTLES	£2.50	
BOTTLE OF WATER	£2.00	



 **COMMUNITY FOUNDATION**

Cardiff Rugby Community Foundation are the charitable, not for profit community arm of Cardiff Rugby.

They use the power and values of sport to **INSPIRE, ENGAGE** and **IMPROVE** opportunities for all people within our community and have a significant presence on matchdays at the Arms Park.

Not only do the Foundation facilitate our flag bearers, half-time tag rugby and multiple visits from clubs and schools but they host the Cardiff Rugby Community Foundation **Kids Zone**.

Located at the back of the clubhouse, here you will find a range of rugby-based inflatables and games. Put your skills to the test with friends and see how the professionals perform!



STADIUM ACCESS

SOUTH STAND

If you are seated in the South Stand you can access your seats by going up the ramp at the Quay Street Entrance.

SOUTH TERRACE EAST & WEST

South Terrace can be accessed by walking down the ramp at the Quay Street Entrance. Here you will be met by stewards, who will scan your tickets and direct you to the correct side.

NORTH STAND & TERRACE

Please enter the stadium via the Angel Hotel entrance and pass through the famous Gwyn Nicholls Memorial gates.

FAMILY STAND

If you are sitting in the family stand, you can enter via either entrance to take your seat. We are currently reviewing our offering for families and hope to bring a number of initiatives into play for the 2022-23 season.

ACCESSIBILITY

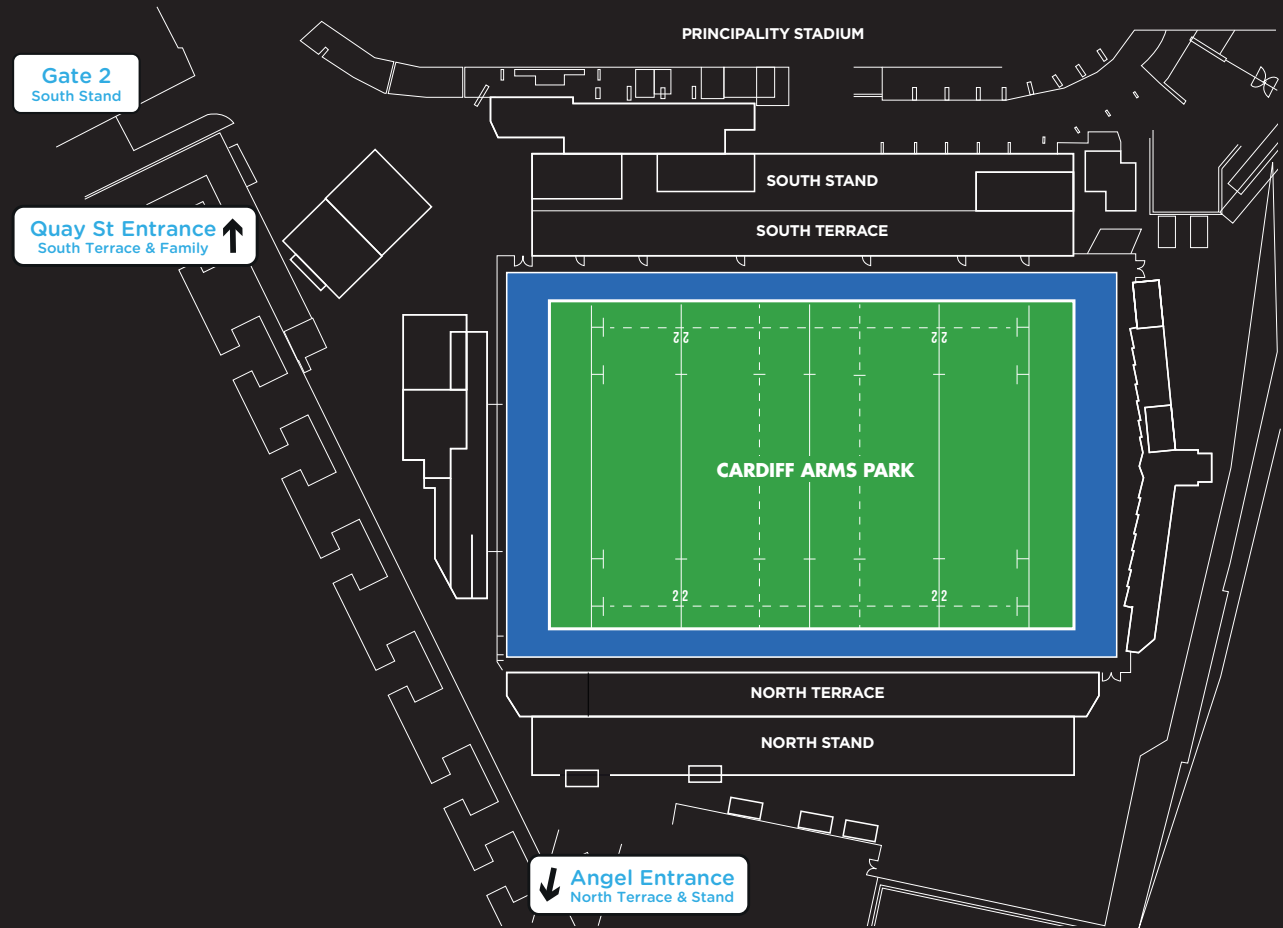
Cardiff Rugby welcomes all visitors and supporters to our stadium grounds and we have a range of seating available for supporters with disabilities.

VIEWING AREAS

We have accessible viewing areas located at the Taff and Westgate Street ends of the ground with positions for wheelchair access and carer seating. In 2022, we also introduced a new accessible viewing platform on the North Terrace. Each area is stewarded by specialist-trained stewards.

PURCHASING TICKETS

Wheelchair and carer, along with visually impaired tickets are sold on a two-for-one basis at the normal price for the available stand (carer goes free).



TICKETING INFORMATION



What ages qualifies as a senior?
Seniors are classed as those 65 or over.



What ages qualify for a junior ticket?
Juniors are those who are under the age of 16.



What do I need to show to qualify for a student ticket?
Students will need to show proof of education with a valid NUS card.



Ticket Delivery
For Cardiff Rugby fixtures at Cardiff Arms Park, tickets will be delivered via email, and a downloadable version will be available to Apple Wallet and Google Pay. Supporters will also have the option to print at home. For those purchasing tickets on matchday, general sale prices will be retained for online purchases.



The fixture has been postponed, cancelled or played behind closed doors, do I get my money back?
In the event of fixtures being postponed your tickets will be valid for the rearranged fixture. Unfortunately, due to unforeseen circumstances there is the possibility that fixtures may be cancelled. In this case we will contact you by email as soon as we are made aware.



Is there a booking fee?
For Cardiff Rugby fixtures at Cardiff Arms Park, there will be an additional charge of £2.00 per overall booking for supporters who opt for standard post or collection. There is no booking fee for supporters who use the TicketFast print at home option.



What do I do if I lose my tickets or forget to bring it with me?
If you have lost or forgotten your ticket, please visit the Ticket Office who will be able to provide you with a replacement for the day. We would advise having as much booking information as possible to hand when making a query. Please note you may be liable to pay a reprint fee.



Is there a designated section for families?
There is a designated family area at Cardiff Arms Park which is located behind the posts on the Westgate Street side of the ground in Blocks 16-19. All children under the age of 16 must be accompanied by an adult over the age of 18. This applies to all sections of the ground.



I can no longer attend a match which I have booked tickets for, can I return the tickets?
Match tickets are non-refundable, apart from exceptional circumstances in which our Ticket Office staff will assess each case. This case will have to be submitted 72 hours prior to Kick Off. No refunds will be given on match day or after the fixture has taken place.



My question is still unanswered, what can I do?
If you feel that your question is still unanswered please feel free to contact the Ticket Office on 02920 302030 or email ticket.office@cardiffrugby.wales



SAFETY



The safety of spectators is an important consideration in staging sporting events and one that Cardiff Rugby management takes seriously.

We do however need your cooperation in maintaining a safe environment and appreciate your understanding that bags will be searched when entering the ground and other security measures that we may need to implement e.g. asking you to open your coat on entry and/or searching. If you have any concerns regarding security, please speak with a Safety Steward who will report the matter to the Safety Control Room. We also ask that you assist us with the following:

Keep gangways on the terraces and in the stands clear at all times.

Do NOT go on the pitch except in an emergency or when invited e.g. pitch access at the end of a game.

Do NOT leave your children unattended and we ask you prevent them from running around the ground.

When waiting for relatives or friends keep away from entry/exit points to avoid congestion.

SAFETY ANNOUNCEMENTS

Before a safety announcement you will hear a two tone signal (bing bong); this means a safety announcement is about to be made to either a section or the whole of the ground. Please assist us by following any instruction given either through the PA system or by the Safety Stewards.

MEDICAL PROVISIONS

During each event, Cardiff Rugby provide medical cover for spectators. If you have a problem, please contact your nearest Safety Steward.

GROUND REGULATIONS

Copies of the Ground Regulations are displayed at each entrance and can be viewed here. Spectators who do not comply with these may be refused entry or ejected from the ground.

HOSPITALITY

We have a wide-range of hospitality options available at the Arms Park. To enquire about availability please email beth.sheen@cardiffrugby.wales.

Sir Gareth Edwards Lounge

VENUE & TIMINGS

The Sir Gareth Edwards Lounge is located on the upper level of the Clubhouse, which can be accessed via the Quay Street entrance of the Stadium. Our staff on-site will be happy to help, should you require assistance when locating the lounge.

- **2 hours pre-KO:** Sir Gareth Edwards Lounge opens
- **1.5 hours pre-KO** Food service commences
- **1 hour pre-KO** Q&A with Cardiff Rugby players and coaches
- **KO** Cardiff Rugby KO
- **Half-time** Return to the GEL for tea and coffee
- **Final Whistle** Approx. final whistle and access to the Sir Gareth Edwards Lounge reopens

DRESS CODE

The dress code in our Sir Gareth Edwards Lounge is smart-casual. Please note, you will be seated in our prime seating outside, so bring weather-appropriate clothing.

F&B

Your food and drink is complimentary before kick-off, with a luxury tapas-style buffet on offer throughout the day and access to an exclusive hospitality bar. After kick-off, a cash bar will be available for you to enjoy for the remainder of the day.

Please inform us of any dietary requirements and speak with a member of staff on the day.

If you have any questions before the game then please don't hesitate to get in touch and please let me know if you won't be attending.

Llandaff Laminates Sky Lounge

VENUE & TIMINGS

The Llandaff Laminates Sky Lounge is above the South Stand, which can be accessed via the Gate 2 entrance of the Stadium.

Our staff on-site will be happy to help, should you require assistance when locating the lounge.

- **1.5 hours pre-KO:** Llandaff Laminates Sky Lounge opens
- **KO** Cardiff Rugby KO
- **Half-time** Player appearance
- **Final Whistle** Approx. final whistle and access to the Sir Gareth Edwards Lounge reopens

DRESS CODE

The dress code in our Llandaff Laminates Sky Lounge is smart-casual

F&B

You will have access to an exclusive bar with a welcome drink on arrival. Pasties will be available to purchase throughout the game.

If you have any questions before the game then please don't hesitate to get in touch and please confirm your attendance.

JAR Site Front Row Club

VENUE & TIMINGS

The JAR Site Front Row Club is located in the Taff-end suites.

Our staff on-site will be happy to help, should you require assistance when locating the lounge.

- **1.5 hours pre-KO:** JAR Site Front Row Club opens
- **KO** Cardiff Rugby KO
- **Final Whistle** Approx. final whistle and access to the Sir Gareth Edwards Lounge reopens
- **1 hour post match:** Jar Site Front Row Club closes

DRESS CODE

The dress code in our JAR Site Front Row Club is smart-casual

F&B

Your food and drink is complimentary for the duration of the game, with a luxury hot food buffet provided and access to an exclusive bar for you to enjoy. Please note, this is only valid in the Jar Site Front Row Club, and the other bars on site all function on a cash-bar basis.

Please inform us of any dietary requirements and speak with a member of staff on the day.

If you have any questions before the game then please don't hesitate to get in touch and please let me know if you won't be attending.

Suites

F&B

Please choose your catering here:

[Cardiff Rugby Menu](#)

A gentle reminder will be sent out on Wednesday for those who have not sent over their requests and a final call on Monday 24th will be sent out detailing the deadline information. We will note a deadline for catering, however, earlier submission of the form will always be appreciated.

- **1.5 hours pre-KO** Hospitality Suite Opens
- **KO** Cardiff Rugby KO
- **Final Whistle** Approx. final whistle and access to the Sir Gareth Edwards Lounge reopens
- 1 hour post-match: Hospitality Suite closes

BAR

Your fridge will come with a standard stock that will be charged on consumption. If you require any additional drinks then do let me know and I will be happy to arrange..

DRESS CODE

The dress code is smart-casual

