

GILLINGHAM FC FAN GUIDE



SEASON 2019/20

www.gillinghamfootballclub.com

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WELCOME TO GILLINGHAM FC

WELCOME TO THE MEMS PRIESTFIELD STADIUM, THE HOME OF LEAGUE FOOTBALL IN KENT.

Thank you for your support of Gillingham Football Club. We are proud that, alongside our long standing, loyal fans, we are continuously able to attract new supporters to Priestfield.

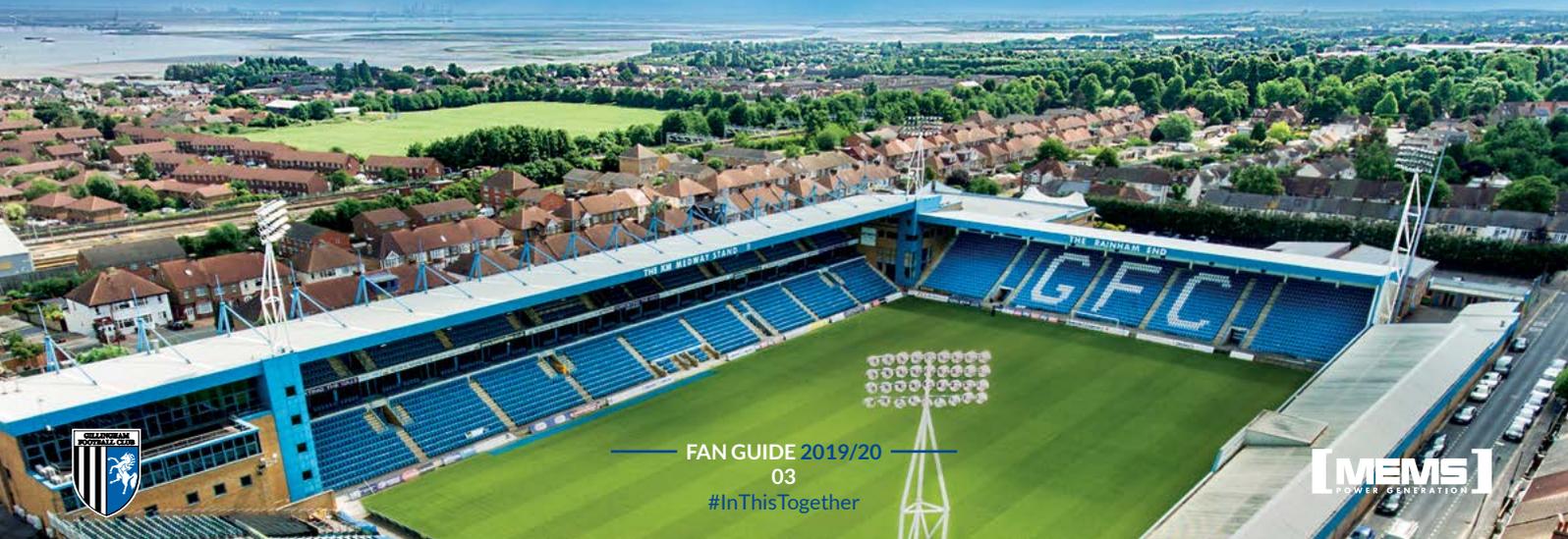
We understand that you may not have previously visited us, so before your first trip to ME7, we wanted to give you the best insight possible into your forthcoming matchday experience.

If you are wondering how to get to the stadium, unsure of the best food and drink options before and after the match, or to simply learn how to book match day tickets, this guide will prove invaluable to you.

At Gillingham FC, we welcome supporters of all ages and backgrounds, and pride ourselves on being a club for the community.

We care for the interest of our supporters and the community of Medway. It is therefore imperative that although we can't guarantee a Gills victory, we aim to make the match day experience as good and as pleasant for all of our supporters.

If you have any comments or suggestions on ways we can improve your experience at The MEMS Priestfield Stadium, please do not hesitate to contact the club via email at: CEnquiries@priestfield.com



VISIT US

GETTING TO THE GROUND

THERE ARE MANY WAYS OF GETTING TO THE MEMS PRIESTFIELD STADIUM, WHICH IS SITUATED IN THE HEART OF THE MEDWAY TOWNS.

Our full address is:
MEMS Priestfield Stadium
Redfern Avenue
Gillingham
Kent ME7 4DD

TRAVELLING BY CAR

The MEMS Priestfield Stadium is easily accessible by car, and sits within a 15-minute drive of M2 junctions one and four, as well as the A2, Medway Tunnel and A289. Priestfield Stadium signs are along routes into the ground from all directions.

PARKING

There is no available parking at, or outside the stadium, on matchdays. However, there is parking available at the nearby Woodlands Academy (postcode: ME7 2DU) and Our Lady of Gillingham Church (postcode: ME7 1YL) for a small fee. Both are within a 10-minute walk of the stadium.

TRAIN TRAVEL

Southeastern operate train services in the region, and Gillingham station is served by those departing St Pancras International and Victoria.

On Saturdays, Thameslink operate two services per hour between Kentish Town and Rainham calling at Blackfriars and London Bridge, Charlton, Woolwich Arsenal, Abbey Wood, Dartford, Gravesend among others to Gillingham. Weekdays is similar but the service starts at Luton calling at principal intermediate stations.

A faster journey is available by changing at St Pancras International for Gillingham onto the premium fare High Speed train.

Supporters are advised to check train times and schedules in advance in case of any engineering work: visit www.nationalrail.co.uk for more information.

Upon leaving Gillingham station turn left on to Balmoral Road, and follow it to the end of the road. Home supporters should then turn left



onto Gillingham Road and then take the first right onto Linden Road (parallel to the Sainsbury's Local store).

Follow that to the end, and then turn right onto Redfern Avenue, upon which you will be greeted by the MEMS Priestfield Stadium's Medway Stand.

Unfortunately we do not have a cash point at the stadium, so supporters needing to withdraw cash before entering the stadium can do so from Sainsbury's. The store is located on the corner of Linden Road and Gillingham Rd. There are also cashpoints located outside of Gillingham's train station, and in Gillingham high street which is a 10-15 minute walk from the stadium.



STADIUM PLAN GILLINGHAM FC

ALL PRICES CHEAPER IF BOUGHT BEFORE
MATCH DAY:

MEDWAY STAND	Pre-Matchday	Matchday
Adult	£22	£24
Senior (65+)	£19	£21
U18/Students	£7	£9
U12	£7	£9
(Lower) D,E,F	£25	£27

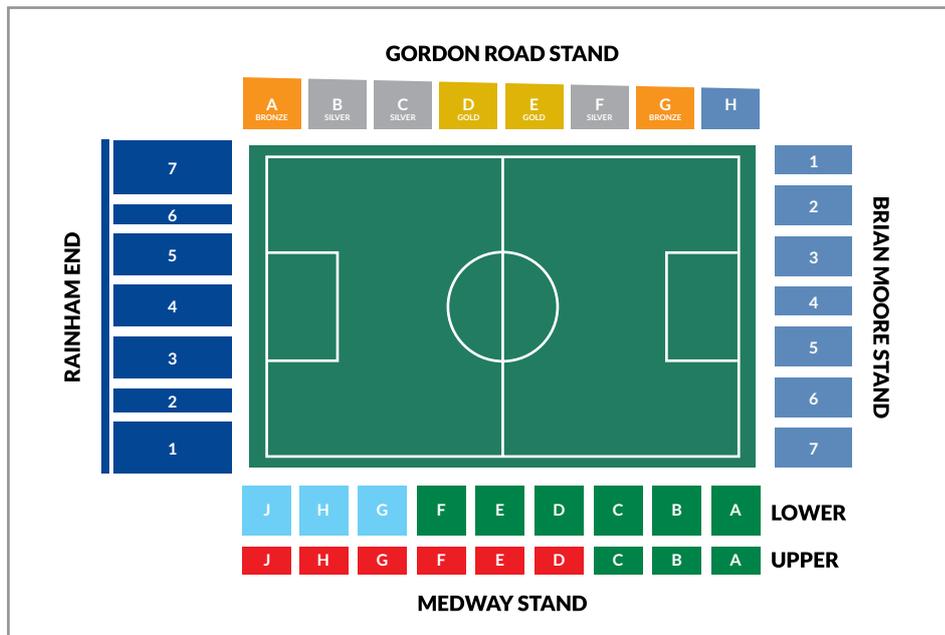
BLOCKS G, H and J

These are our family area seats and we advise all families joining us to book their seats here. We offer lots of family entertainment and fun!

RAINHAM END	Pre-Matchday	Matchday
Adult	£22	£24
Senior (65+)	£19	£21
U18/Students	£7	£9
U12	£7	£9

GORDON ROAD BLOCKS D and E

	Pre-Matchday	Matchday
Adult	£25	£27
Senior (65+)	£19	£21
U18/Students	£7	£9
U12	£7	£9



BLOCKS A, B, C, F and G

	Pre-Matchday	Matchday
Adult	£22	£24
Senior (65+)	£19	£21
U18/Students	£7	£9
U12	£7	£9

PLEASE LOOK ON THE GILLS WEBSITE,
OR CONTACT THE TICKET OFFICE
(01634 350350)

FOR MORE INFORMATION AND
SEASON TICKET PRICES.



TICKETING

GILLINGHAM FC

YOUR GUIDE TO BOOKING MATCHDAY TICKETS FOR GILLS GAMES AT THE MEMS PRIESTFIELD STADIUM.

Buying tickets for forthcoming fixtures could not be any simpler: fans are able to book their seat with ease online, over the phone or in person at the stadium prior to matchdays.

ONLINE

Tickets for home and away matches are available online via our official club website, www.gfctickets.com. Fans can register in advance, in doing so creating a customer reference number.

All future ticket purchases will be logged under your account, giving you easy access to future ticket sales. Our interactive online system gives fans the option of picking their own seats, or choosing a best available option.

PHONE

Situated at the MEMS Priestfield Stadium, our specialist customer service centre staff can also help you make your ticketing purchase. Should you have any queries over ticket sales we'll be able to help. Call now on (01634) 300 000; phone lines are open Monday to Friday, 9am-5.30pm.

GILLINGHAM FC TICKET OFFICE

If you want to get a feel for the stadium prior to your visit, then why not come into our megastore to make your purchase? Situated in the Medway Stand along Redfern Avenue, our friendly staff will be on hand to help you with all your ticket enquiries.

TICKET OFFICE OPENING HOURS

Monday – Fridays: 9am – 5pm
Matchday Saturdays: 9am – 3.30pm
Non-matchday Saturdays: 9am – 1pm

Should you need to collect your tickets prior to kick-off, supporters can do so at the ticket office (situated on Redfern Avenue) from 9am-1pm for Saturday 3pm fixtures, and from 9am-6pm for weeknight 7.45pm matches.

After that, tickets will be sent to the collection points around the ground:

- Medway Stand & Rainham End tickets – Collection Point L, Redfern Avenue (by the Factory)
- Gordon Road & Brian Moore Stand tickets – Gordon Road Collection Point (situated in the corner of the Rainham End and Gordon Road Stands)

All tickets will clearly indicate where entrance turnstiles are situated. If you need help, stewards are placed around the stadium and will be happy to help.

PLUS...

Keep an eye out on the Gills website and social media platforms (p14) for ticket release dates, special offers and competitions!



FAMILY VISITORS

GILLINGHAM FC

We are a family-friendly club, and whether it's your first visit or you are a season ticket holder coming to see us every matchday, we want fans of all ages to have a great time whenever they come to the Gills! In addition to the football, there are lots of exciting activities for families to take part in like our pre-match Family Activity Zone where you can meet our mascots!

This season there is also the opportunity to be a flag bearer - welcoming the Gills team onto the pitch - and access to our safe and fun family zone pre and post-match. We hope you and your family have a great time!

TICKETS:

- We have a dedicated Family zone, in the Medway stand, blocks G, H and J with great deals for families.
- Throughout the season, we run a range of promotional ticket deals: free tickets for local primary schools as part of our Schools Partnership Scheme, and ticket giveaways for every child at our Soccer schools, as well as competitions on our family and community social media platforms.
- We know that not everybody can come and watch Football matches on a regular basis, but we are trying to make it as possible for as many Gills fans as we can.

We offer family match day tickets, which means a child under 12 goes FREE with a full paying adult!



FAMILY ACTIVITY ZONE GILLINGHAM FC



Our **FREE** Family Activity Zone runs every match day between 1.15pm-2.30pm and is a great way for young fans and families to begin their matchdays.

Located in the Family Zone on Redfern Avenue (next to the club megastore and ticket office) there are lots of activities that take place to keep youngsters occupied, including face painting, our mini-Megastore, visits from Tommy T and lots more!

Don't forget to grab your match day programme before the game – We have a **FREE** children's programme filled with fun games, quizzes and activities for you to enjoy.



WHAT TO DO IF YOU GET LOST

OUTSIDE:

If an unaccompanied child requires assistance outside of the stadium, they are encouraged to make their way to a staff member at any stadium entrance, the club Megastore or ticket office.

INSIDE:

If an unaccompanied child requires assistance once inside the stadium, they are advised to find their nearest steward (look for someone in high-vis) who will assist with any issues.



FOOD AND DRINK GILLINGHAM FC

To make it as easy as possible for families, we have hot and cold food and drink available in the Family enclosure, situated within the Family seating area.

We have also added our new Kids Lunchbox that is priced at £5.50 and includes a sandwich, a packet of crisps, a soft drink and fruit/yoghurt.

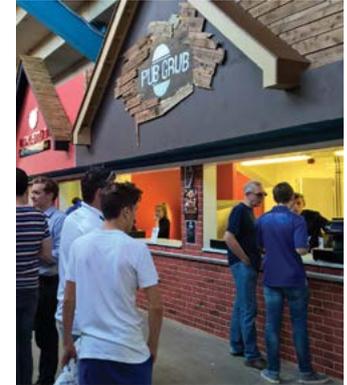
Refreshments can be purchased from Gillingham's kiosks using cash or electronic payment.

FLAG BEARING:

Every match, we select six young fans to be flag bearers to welcome the team on to the pitch.

If you are sitting in the Family Stand, look out for our Community team, you'll need to be waving at them when they go around the stand to look for flag bearers.

If selected, you'll be able to wave one of our big flags to welcome the team onto the pitch. You will be escorted to and from your seat to make sure you are safe and sound.





A TYPICAL MATCHDAY

- Most of the time, kick-off will take place at 3pm on a Saturday and 7.45pm if we have a fixture on a Tuesday night.
- Our friendly mascots will be making their way around the stadium before every home game – children and adults are very welcome to come down to pitchside and say hello!
- We also have a photographer walking around with the mascots if you would like to capture a special memory. Images will be posted to our Facebook page for you to use and save.

- The game is split into two halves of 45 minutes, with a 15-minute break for half-time in between.
- Matches normally finish just before 5pm on a Saturday and at 9.45pm on a Tuesday.
- You can avoid the rush leaving the stadium, by heading into The Factory after the game. Access to The Factory is on Redfern Avenue and entry is free to all supporters with home match tickets.

Download our family match day timetable on the Gills website, family zone page!

DON'T FORGET

- We also have an amazing match day programme just for kids! (see p16).
- Keep an eye out on our social media platforms (p17) for our special family offers & events throughout the season.
- Why not make your experience with us extra special and become a Gills mascot at one of our home games!



For more information about our amazing mascot packages please email Val Rault on sales@priestfield.com. Packages must be booked in advance of your chosen fixture.



DISABLED ACCESS PERSONAL ASSISTANTS

FOR EVERY HOME GAMES, TICKETS FOR WHEELCHAIR AND AMBULANT DISABLED SUPPORTERS PRICES ARE IN ACCORDANCE WITH THE PRICING STRUCTURE ON P6.

If a supporter receives high disability living allowance or enhanced personal independence payment, a personal assistant can attend alongside free of charge.

For all enquiries please contact the club's DLO (Disability Liaison Officer) Ben Reeves on 01634 300000 or by email at: Breeves@priestfield.com

BOOKING TICKETS:

To book tickets as a disabled supporter, please contact our customer service call centre and one of our friendly staff will be able to assist you.

ACCESS:

All stands in the club have disabled access, and there are disabled turnstiles located in the Medway stand and Gordon Road, next to match control.

When attending a home game, we offer all our disabled supporters an early entrance into the stadium 10 minutes before other fans and a steward will assist you. This is an optional service, aiming to help make your day as relaxed and enjoyable as possible.



TOILETS:

There are disabled toilets located in each of the home stands (Medway Stand, Rainham End and Gordon Road stand). If you have any queries about the location of the toilets our stewards will be more than happy to direct you to the right place.



FACTORY / HOSPITALITY

THE FACTORY

Make the most of your time with us and enhance your match day experience with our exciting atmosphere in The Factory!

Open from 11am on every home matchday to all Gills supporters with match tickets, located on Redfern Avenue.

The Factory is a free lounge and is a fantastic place for supporters to grab a drink and some food* with their fellow fans.

The Factory opens four hours before kick-off for Saturday games and at 5pm for midweek fixtures and shows live games on its big screens, both before and after the Gills match has taken place.

Check out The Factory's social media platforms for up to date news and match day timings.

Twitter: @events_gfc
Facebook: @FactoryPriestfield

For information on hiring The factory for a private event, please email: events@priestfield.com

*On Saturdays, food is available 12pm-3pm on a match day.



A number of 'combo deals' are available for supporters to take advantage of in every stand. A burger or pie with a soft or hot drink is £5.50 with a hot dog or sausage roll with a soft or hot drink costing £5. As well as these, each stand boasts its own individual items that are displayed above each concourse kiosk.

GFC KIDS LUNCH BOX

Available exclusively in the Family Stand, a special GFC Kids Box. The kids box includes a sandwich, a packet of crisps, a soft drink and a piece of fruit or a yoghurt.





SOMETHING SPECIAL

However, if you want to attend the game in style then why not take advantage of the superior level of hospitality and catering offered by The MEMS Priestfield Stadium?

We offer a range of packages so you can host customers, family and friends in some of the most comfortable surroundings available and enjoy the pre-match menu and entertainment.

The club's Watch Wine and Dine offer can be added onto any ticket purchase for a total of **£45 +VAT** (£25 +VAT for children).

Fans can enjoy a two-course meal and welcome drink in our Priestfield banqueting facilities and watch the game from a premium seat in the Medway Stand. This is one of a number of luxury match day experiences the club offer.

Throughout the year we also hold our very popular hospitality events, including our Curry night!

For all hospitality enquiries, please contact the commercial team on **(01634) 350 350** or email sales@priestfield.com



CLUB MEGASTORE

GILLINGHAM FC

Located on Redfern Avenue, The Megastore is the only place where fans can stock up on official GFC merchandise.

- From our bespoke replica kits to training wear, hats and scarves and small gifts, the Megastore sells a variety of products that suit all price ranges.
- Supporters have the option to have their new kit shirts personalised and printed, and on some match days there is the option to have your merchandise signed by a Gills player!
- The Gills Megastore is spacious with plenty of room to look around. We have a number of tills to reduce waiting times and to enhance the shopping experience, even on busy match days.
- There are lots of exciting products available in store and, with new items arriving throughout the season, there are plenty of reasons to come back and visit time and again!
- Keep an eye out on our social media accounts (p17) for exciting store promotions and competitions!



OPENING HOURS:

The Megastore's opening hours are:

Monday-Friday:	9am-5pm
Weekday matchday:	9am until KO
Saturday matchday:	9am until KO
Saturday non-matchday:	9am-1pm
Sunday:	Closed

Supporters can also purchase items online 24 hours a day, seven days a week by visiting The Gills online store: www.gillinghamfc.talent-sport.co.uk, offering a delivery or collection service.

For any questions please contact the store team by email to gillsshop@priestfield.com

THE MINI MEGASTORE

This year we have a small addition of the Megastore located in our Family Enclosure. Here you can purchase items such as replica tops and gloves, as well as being a great place for kids to get a little something from our 'pocket money' items!



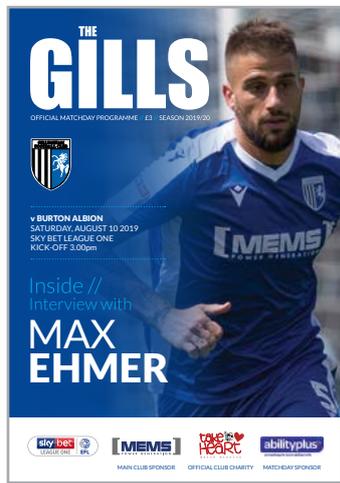
MATCHDAY PROGRAMME

Boasting exclusive interviews and content every home matchday, the club's official programme is an essential accompaniment to your matchday experience at Gillingham.

For just £3, our match day programme includes a one-on-one in-depth interview with a member of the club's first-team squad in every edition, as well as exclusive columns from the Chairman and the club manager and many more features that cater for supporters both young and old.

The match day programme is available to purchase in and around MEMS Priestfield Stadium, as well as in the Club Megastore and The Factory bar, both located on Redfern Avenue.

We also offer a programme subscription service, where we will send each edition to your home or a preferred address via first-class post.



WANT A MESSAGE PRINTED IN THE GILLS PROGRAMME?

If you want a message for a loved one or a friend printed in an upcoming edition, please make sure you email the exact message to media@priestfield.com at least a week before the game!

We have very limited space for messages so these will be chosen on a first come, first serve basis.

If you have a message and we cannot print it for your desired game, we can

have your message read out over Gillingham FC's PA system at half-time.

CHILDREN'S MATCHDAY PROGRAMME

We have a FREE children's programme with every normal programme purchased at the same time!

A great booklet designed for kids, we have interviews by children, for children, plus fun games, quizzes and activities for you to enjoy.

Keep an eye out for our competitions!



STAY CONNECTED GILLINGHAM FC

GILLINGHAM'S SOCIAL MEDIA CHANNELS PROVIDE FANS WITH THE PERFECT CHANGE TO INTERACT WITH EACH OTHER AND THE CLUB, AND KEEP UP TO DATE WITH THE LATEST NEWS, VIEWS AND INTERVIEWS FROM INSIDE THE CLUB.

- Get closer to your favourite players with live matchday commentary, extended video and highlights.
- Keep an eye on our social media accounts for special promotions, competitions and events too!

 **56,061**
@GillinghamFootballClubOfficial

 **69,320**
@TheGillsFC

 **16,200**
@gfcofficial

 **4,500**
/GFCofficial





JUNIOR GILLS (KIDS) SOCIAL PLATFORMS:

Twitter: @Gfccommunity

Instagram: gfc.community

PRIESTFIELD EVENTS SOCIAL PLATFORMS:

Twitter: Events_GFC

Facebook: facebook.com/PriestfieldEvents/

THE FACTORY SOCIAL PLATFORMS:

Facebook: facebook.com/FactoryPriestfield/



CONTACTS

GILLINGHAM FC

CONTACT US

Gillingham Football Club
MEMS Priestfield Stadium
Redfern Avenue
ME7 4DD

Phone: 01634 300000
Website: www.gillinghamfootballclub.com
Twitter: @TheGillsFC
Facebook: [@gillinghamfootballclubofficial](https://www.facebook.com/gillinghamfootballclubofficial)
Instagram: [@gfcofficial](https://www.instagram.com/gfcofficial)

CLUB STORE

Website: www.gillsshop.com
Phone: 01634 350140
Email: gillsshop@priestfield.com

TICKET OFFICE AND HOSPITALITY

Website: www.gfctickets.com
Phone: 01634 300 000
Email: ticketoffice@priestfield.com/sales@priestfield.com

RULES AND REGULATIONS

In order for all our supporters to enjoy their visit to the MEMS Priestfield Stadium, we ask that you follow a few rules and regulations. These regulations can be accessed via the club's official website. We ask you to be mindful when in or being near the family zones.

FEEDBACK

Providing excellent customer service is important to all our staff and is exactly what you should expect to receive. Once you have visited us please let us know your feedback either by emailing CEnquiries@priestfield.com or by sending a letter by post to:

Customer Services
Gillingham Football Club
MEMS Priestfield Stadium
Redfern Avenue
ME7 4DD





Gillingham Football Club, MEMS Priestfield Stadium, Redfern Avenue, Gillingham, Kent ME7 4DD

Phone: 01634 300000 Email: CEnquiries@priestfield.com Web: www.gillinghamfootballclub.com Twitter: [@TheGillsFC](https://twitter.com/TheGillsFC)



Main Club Sponsor



Official Club Charity