

GILLINGHAM FC FAN GUIDE



SEASON 2018/19

www.gillinghamfootballclub.com



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WELCOME TO GILLINGHAM FC

WELCOME TO THE MEDWAY 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 matchday 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 Medway 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 MEDWAY PRIESTFIELD STADIUM, WHICH IS SITUATED IN THE HEART OF THE MEDWAY TOWNS.

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

TRAVELLING BY CAR

The Medway 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, Victoria, Charing Cross as well as across Kent.

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. Turn left onto Gillingham Road, then take the first left 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 Medway Priestfield Stadium's Medway Stand.



STADIUM PLAN GILLINGHAM FC

THE MEDWAY PRIESTFIELD STADIUM IS AN ALL-SEATED SPORTS ARENA.

With great views on offer from all stands, fans can be assured they won't miss any of the action from their seat.

PRICES:

All prices cheaper if bought before match day:

MEDWAY STAND

Adult	£22	£24
Senior (65+)	£19	£21
U18/Students	£7	£9
U12 <i>Free with an adult ticket</i>	£7	£9
Block DEF - no concession		

RAINHAM END

Adult	£22	£24
Senior (65+)	£19	£21
U18/Students	£7	£9
U12 <i>Free with an adult ticket</i>	£7	£9



GORDON ROAD

Blocks D and E

Adult	£25	£27
Senior (65+)	£19	£21
U18/Students	£7	£9
U12 <i>(Free with an adult ticket)</i>	£7	£9

Blocks A, B, C, G+ and F

Adult	£22	£24
Senior (65+)	£19	£21
U18/Students	£7	£9
U12 <i>Free with an adult ticket</i>	£7	£9

Please look on the Gills website, or contact the ticket office (number) for more information and season ticket prices.

TICKETING

GILLINGHAM FC

YOUR GUIDE TO BOOKING MATCHDAY TICKETS FOR GILLS GAMES AT THE MEDWAY 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 also 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 Medway 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-5pm.

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, and our stadium plan on this page should help you find your way into the stadium. However, if fans are unsure where to go, our stewards will be happy to help.



YOUR MATCHDAY TICKET (TICKET CO SYSTEM COMING SOON)

MAKE SENSE OF YOUR MATCHDAY TICKET TO ENSURE A STRESS-FREE DAY AT THE MEDWAY PRIESTFIELD STADIUM.

All tickets will clearly indicate where entrance turnstiles are situated, and our stadium plan on this page should help you find your way into the stadium. However, if fans are unsure where to go, our stewards will be happy to help.

If you have any problems or wish to purchase additional tickets, please contact the ticket office by calling 01634 300000.

Do not remove ticket stub of your ticket at any time. Your ticket stub will be torn off the ticket upon entry.



Date of Fixture

Opposition

Client Reference Number

This is your unique reference number, which you should quote when purchasing tickets in the future.

Time of kick-off

We recommend you take your seat at least 30 minutes before the start of the game.

Seat Number

Block

Block of the stand you are sitting in. Have a look at the ground plan on the reverse to see where it is.

Turnstile Number

The turnstile number, which you will need to use to gain access to the Stadium.

Row

This is the row you will be sat in, the rows progress up the stands in alphabetical order.

Price

FAMILY VISITORS

GILLINGHAM FC

WE HAVE A SPECIFIC AREA DEDICATED TO FAMILIES AT PRIESTFIELD STADIUM. THIS AREA IS LOCATED IN THE MEDWAY STAND, BLOCKS G, H AND J.

Enter the stadium from turnstiles 6, 7, 8 and 9 where you can then purchase food and drink.

Our friendly mascot Tommy Trewblu will be making his way around the stadium before every home game – children and adults are very welcome to come down to pitchside and say hello to Tommy!

We also have our photography team (Kent Pro Images) walking around with Tommy if you would like to capture a special memory! Images will be posted to our Facebook page for you to use and save.

We also have some family fun games in our match day programme (see more p12).

Keep an eye out on our social media platforms (p13) for our special family offers and events throughout the season.

If you're interested in becoming a Gills mascot at one of our home games (aged 4 -15 years) please email Val Rault on sales@priestfield.com. Please be aware that we must receive applications at least 10 working days before your chosen fixture.



DISABLED ACCESS EXTRA SUPPORT

FOR EACH OF THE LISTED FIRST-TEAM HOME GAMES, TICKETS FOR SUPPORTERS REQUIRING USE OF A WHEELCHAIR AND AMBULANT DISABLED SUPPORTERS ARE PRICES IN ACCORDANCE WITH THE PRICING STRUCTURE ON P5.

Tickets for personal assistants are free, provided the club is in receipt of evidence that the disabled supporter receives high disability living allowance or enhanced personal independence payment.

For all enquiries please contact the club's DLO (Disability Liaison Officer) Ben Reeves on 01634 300000/breeves@priestfield.com

BOOKING TICKETS:

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

ACCESS:

All entrances to the club have disabled access.

When attending a home game, we offer all our disabled visitors an early entrance into the stadium 10 minutes before other fans and a steward will take you to your seats, this is to help make your day as relaxed and enjoyable as possible. Please note this is completely optional.



Headsets which provide match commentary for partially sighted and blind fans. These are available on request from the club's ticket office. We currently have a limited amount of headsets in use which usually suffice on a matchday, however to guarantee you have access to the facility please ring **01634 300000** in advance and we can reserve one for you.

TOILETS:

There are disabled toilets located in each of the Priestfield 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.

FOOD, DRINK & HOSPITALITY

THE FACTORY

Factory opens at 11am on all home matchdays and closes at approximately 8pm. Food is available on occasions with drinks offers communicated as and when confirmed.

STALLS

Food and drink is available throughout the stadium with our pies courtesy of Kent supplier, Goddard's, with the traditional burgers, hot dogs and chips also available.

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 Medway 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.



CLUB MEGASTORE GILLINGHAM FC

THE CLUB STORE IS LOCATED ON REDFERN AVENUE, NEXT TO THE TICKET OFFICE AND MEDWAY STAND TURNSTILES.

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.

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!

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 (p13) for exciting store promotions and competitions!

MEGASTORE OPENING HOURS

Monday to Friday: 9am – 5pm
Matchday Saturdays: 9am – 3pm
Non-matchday Saturday: 9am – 1pm

THE GILLS ONLINE STORE:

Gills fans can also make use of our 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



MATCHDAY PROGRAMME

THERE'S NO BETTER ACCOMPANIMENT TO LIVE FOOTBALL THAN OUR MATCHDAY PROGRAMME.

On sale around The Medway Priestfield Stadium for just £3, the programme includes:

- Up-to-date news from inside the club
- Exclusive columns from chairman Paul Scally and the club manager
- In-depth player features
- Focus on the club's reserves, ladies and academy teams
- Dedicated young supporters' pages
- Match reports, statistics, pictures

While buying your matchday programme, why not play our 50/50 Lottery? Tickets cost just £1, and each matchday winner can win up to £500.



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!

 **54,840**

@gillinghamFootballClubOfficial

 **64,633**

@TheGillsFC

 **8,970**

@gfcofficial

 **3,637**

/GFCofficial

CONTACTS

GILLINGHAM FC

CONTACT US

Gillingham Football Club
Priestfield Stadium
Redfern Avenue
ME7 4DD

Phone: 01634 300000
Website: www.gillinghamfootballclub.com
Twitter: @TheGillsFC
Facebook: @gillinghamfootballclubofficial
Instagram: @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 Medway 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 the family seating 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
Priestfield Stadium
Redfern Avenue
ME7 4DD



Gillingham Football Club, The Medway 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)



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Official Club Charity