

# **WELCOME TO THE CROWN OIL ARENA - A GUIDE FOR FIRST TIME VISITORS.**



**The following information is aimed at providing details of what you may need in order to plan your visit and make the most of your matchday experience at the Crown Oil Arena, should you be attending a game in the home areas of the ground.**

**We hope you enjoy your visit to the Crown Oil Arena!**

**Our Supporter Liaison Officer is Nicola Toolan. Nicola is located in the Main Reception /Ticket Office on a matchday and she welcomes any interaction with fans.**

**On a non-matchday, Nicola can be contacted by emailing [nicola.toolan@rochdaleafc.co.uk](mailto:nicola.toolan@rochdaleafc.co.uk)**



# **FIRST TIME VISITOR SHOUT OUT**

**If you're a first time visitor to the Crown Oil Arena, let us know and we will get our matchday announcer to give you a special welcome over the PA system! You can contact us by emailing [media@rochdaleafc.co.uk](mailto:media@rochdaleafc.co.uk)**

**You can upgrade and have your message/ a photo displayed on our big screen for just £25! Please email [commercial@rochdaleafc.co.uk](mailto:commercial@rochdaleafc.co.uk) at least 48 hours before the fixture to have your message/ photo displayed on our scoreboard.**



# HOW TO GET TO THE CROWN OIL ARENA

## By Road (Please use OL11 5DR for Sat Navs)

From either the East or West via the M62: The Crown Oil Arena is just over two miles from junction 20 of the M62.

Follow signs for Rochdale along the A627(M). At the first set of traffic lights keep left, sign posted Bury and Rochdale Town Centre. The Trade Centre UK will be on your right hand side, follow this road until the next set of traffic lights. Here you need to be in the second lane of four lanes, to head straight across (sign posted Blackburn). Follow this road (Roch Valley Way) until the next set of traffic lights, remaining in the left hand lane. At the traffic lights go straight ahead on to Sandy Lane (the Cemetery pub should be on your right hand side). Continue along this road and the Stadium is on your right hand side after approximately half a mile.

## By Rail

Rochdale train station, which is served by trains from Manchester Victoria and Leeds, is around 2.5 miles and a 40-45 minute walk from the Crown Oil Arena. Taxis are available outside the station at a cost of around £7/£8.

## By Bus

You can find our local bus time tables here:  
[tfgm.com/public-transport/bus/stations/rochdale-interchange-bus](http://tfgm.com/public-transport/bus/stations/rochdale-interchange-bus)



The Crown Oil Arena is around a 25-30 minute walk from Rochdale Town Centre.

# WHERE TO SIT/ STAND AT THE CROWN OIL ARENA

Home supporters have the option to sit or stand at the Crown Oil Arena.

The David Kilpatrick Stand (Main Stand), which runs the length of the pitch, and the Smith Metals Family Stand, behind the goal, offers seating, while the Sandy Lane end offers the option to stand. All three stands are covered.

The Smith Metals Family Stand is also home to our junior fanzone, Desmond's Den! Take your seat in the Joshua McCormack Family Enclosure after taking part in our Junior Event in Desmond's Den. More information on this area is available further down this guide.

Turnstiles open an hour before kick-off.



# ADMISSION DETAILS

## There are no cash turnstiles at the Crown Oil Arena.

The quickest and easiest way to purchase tickets for a fixture is online at <https://www.rafcshop.co.uk/tickets>

Tickets remain online up until kick-off. You can save your e-ticket, which will be emailed to you, directly to your phone to scan upon entry to the turnstiles. Or you can print off your e-ticket and bring it with you to the game.

If you prefer not to buy online, you can call the Ticket Office at the Crown Oil Arena prior to matchday to buy your tickets - 01706 644 648 (option 1), or visit the Crown Oil Arena in person.

In addition to buying online on matchday, you can purchase tickets from the Ticket Office by cash or card. However, please note that our new ticketing system requires the details of all purchasers to be stored on our system, so it will take time to process your details and issue your match ticket. Therefore, to avoid delaying your entry to the ground further, please allow plenty of time to visit the Ticket Office.

## ADMISSION PRICES

	Adults (22+)	Senior (65+) & Young Person (21 & under)	Youth (12-18)	Junior (11 & under)	Family Ticket*
Sandy Lane Standing Terrace	£20	£15	£10	£5	N/A
Smith Metals Family Stand	£22	£17	£10	£5	£45
The David Kilpatrick Stand (Main Stand)	£24	£19	£14	£7	N/A

\*Family tickets are now available to purchase online ([www.rafcshop.co.uk](http://www.rafcshop.co.uk)) as well as in-person and over the phone. call 01706 644648 (option 1) or visit the Ticket Office in person.

Infants aged 2 and under are free of charge. However, please note that a ticket is still required.

Disabled supporters pay the price of their age band, as above, with carer free. Please contact the Ticket Office directly to book tickets.

# DISABLED SUPPORTERS

Team Rochdale,  
**Together as one**

Our Disability Liaison Officer is Nicola Toolan. Nicola is located in the Main Reception /Ticket Office on a matchday and she welcomes any interaction with fans.. On a non-matchday, Nicola can be contacted by emailing [nicola.toolan@rochdaleafc.co.uk](mailto:nicola.toolan@rochdaleafc.co.uk)

We introduced an Accessibility Passport during the 2021/22 campaign - this remains in place for 2022/23 campaign. The passport aim of improving the matchday experience for supporters with disabilities.

If a person wishes to obtain a complimentary Accessibility Passport, they can do so by contacting Nicola on the above email address.



# MATCHDAY HOSPITALITY

Matchday hospitality in our 1907 Lounge is a fantastic way to impress and entertain your clients, reward your employees or treat your friends and family to a VIP experience.

Our hospitality package includes:

- VIP treatment from our corporate hospitality team;
- Delicious three-course meal served in our 1907 Lounge before kick-off;
- Ticket to watch the game from the David Kilpatrick Stand;
- Matchday programme and team sheet;
- Half-time cake and refreshment.

Email [commercial@rochdaleafc.co.uk](mailto:commercial@rochdaleafc.co.uk) for full details and to book.





# WHERE TO PARK

The Crown Oil Arena has a small car park which can accommodate hospitality guests and staff only. Street parking is available around the stadium, however please be aware that parking restrictions are in place in the yellow coned areas – these are monitored by traffic control. Please park courteously in public areas

## VISITING COACHES

On the instructions of the police ALL coaches with visiting supporters must park, drop-off and pick up on Ings Lane. Supporters will then make their way on foot to the Stadium. Under NO circumstances must coaches' drop-off or pick-up on either Sandy Lane or Willbutts Lane.



**SATNAV: Use Post Code OL12 7AL**

Leave the **M62** at junction **20**, onto **A627M (SIGNPOSTED ROCHDALE)**

At the end of **A627M** turn left into **EDINBURGH WAY**.

At the next junction straight through the traffic lights onto **ROCH VALLEY WAY**

At the next lights turn right onto **BURY ROAD** (Cemetery public house on opposite corner).

At the next lights turn left onto **MELLOR STREET**

At the 1st mini roundabout take second exit (straight on).

At the 2nd mini roundabout take second exit (straight on) into **ROOLEY MOOR ROAD**

The 10th road on the left is **INGS LANE**. Turn left and park in the coned area.

Steward will guide supporters to the Stadium. **COACHES ARE TO PARK IN THE AREAS MARKED WITH CONES.**



# SMITH METALS FAMILY STAND/ DESMOND'S DEN

Got a youngster? Why not join us in the Joshua McCormack Family Enclosure which is located in the Smith Metals Family Stand.

You'll find the family enclosure in the last two blocks of the stand, closest to the Main Stand. You'll be able to identify the area by looking out for the blue 'Enjoy the Match' signage which is visible around the area.

Our mascot is a friendly dragon named Desmond. You'll find him in and around the family area on a matchday, as well as in Desmond's Den. Make sure you say hello!

Desmond's Den, situated inside the Smith Metals Family Stand, is open before every Dale home game, with our Junior Events being held in there.

There are games for youngsters to play, as well PlayStation 4s with the latest FIFA game on them!

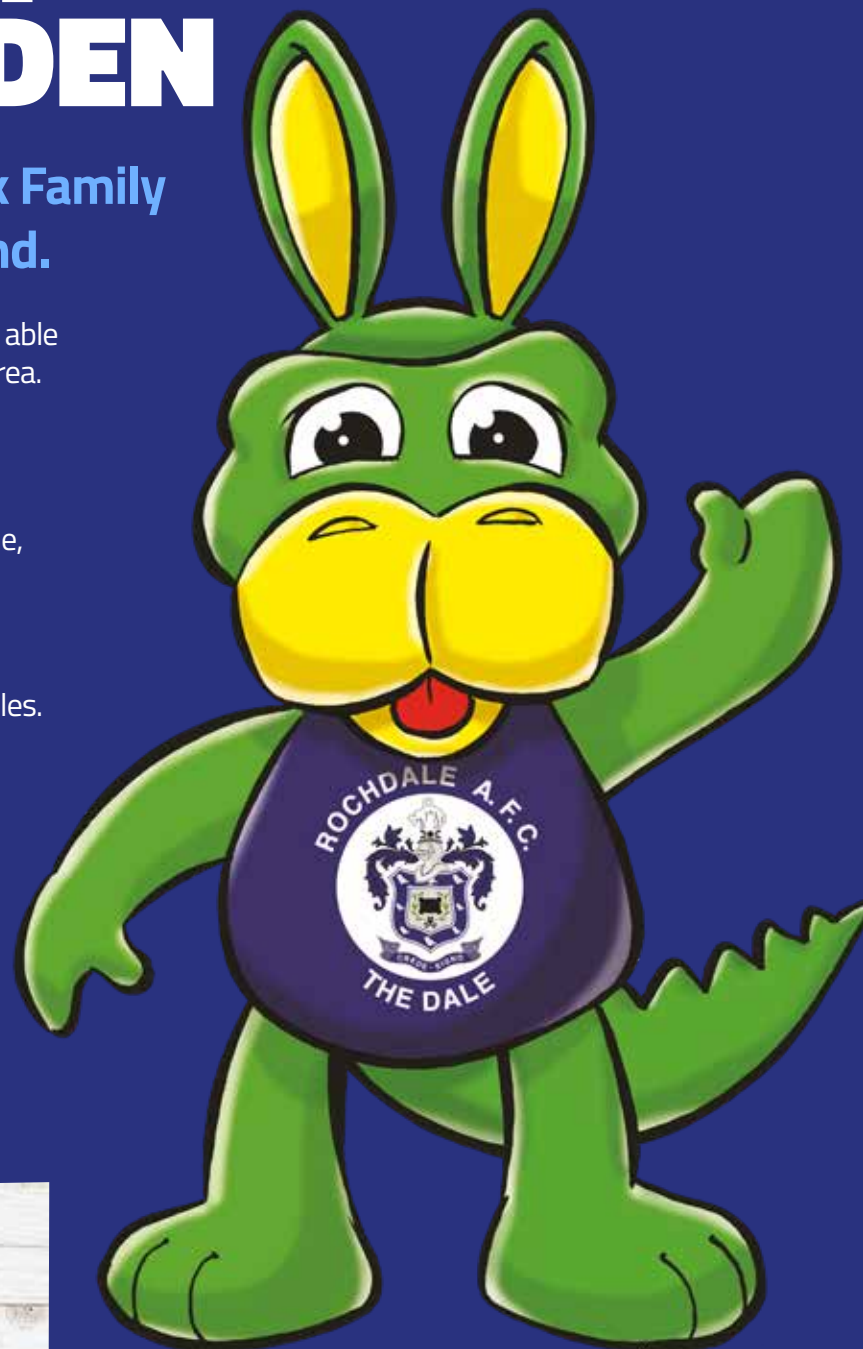
In order to enter Desmond's Den, supporters must go through the Smith Metals Family Stand turnstiles. You cannot enter Desmond's Den from the car park.

Turnstiles will open an hour before kick-off, for both Tuesday night weekday evenings and Saturday games.

## Visit Desmond's Den from other stands

Fans in other stands who wish to visit Desmond's Den can now do so, following the relaxation of Covid restrictions. So if you want to take part in the activities but you or your youngster has a season/match ticket elsewhere in the ground, then simply visit the Dale Ticket Office in the run up to kick-off with your season/match tickets, and you will receive a junior matchday club pass. This will allow entry into Desmond's Den from elsewhere in the ground and will permit access for your return to the Main Stand or Sandy Lane.

# Desmond's DEN



# THINGS TO DO AT THE GROUND

Come and join us in the Ratcliffe Bars and Our Spot Community Hub. Both bars are situated at the ground. They are licensed premises, showing BT Sports.

The Ratcliffe Bars are open to home and away supporters, while the Carlsberg Lounge is open to home fans only.

The Ratcliffe Bars open at 11am on a Saturday matchday. It is open from 5pm on a midweek matchday.



Our Spot Community Hub is accessible from inside the Smith Metals Family Stand only. Turnstiles open at 2pm on a Saturday and an hour before kick-off on Tuesday night games.

The Our Spot Community Hub is perfect for supporters with families, as it houses Desmond's Den. Desmond's Den is home of our friendly mascot and is packed with things for youngsters to do, including PS4s and junior workshop events.

You can also visit our Club Shop, located at the back of the Smith Metals Family Stand.



# FAN ZONE



**New for 2022/23, there's a FanZone in the Ratcliffe Bars.**

**Enjoy an extended happy hour from 11am-12.30pm and watch the early kick-off on BT Sports (should a game be being broadcast).**

**The FanZone will also be open after the game for the Man of the Match presentation, and there's a happy hour from 5pm-6pm**

**Happy hour drinks are: JW Lees Bitter / Lager, Craft Pale ale or Somersby Cider for just £2.40.**

# KIOSKS

You'll find kiosks in the concourses around the ground, which sell a range of hot and cold food, as well as drinks.

Our catering partners, the Lancashire Hospitality Co-Operation, have some delicious items on their menu!

Make sure you get into the ground early to sample some of their food before the game.

You can pay by cash or card at the kiosks.



# MENU

Meat & Potato Pie	£3.50
Cheese & Onion Pie (V)	£3.50
Steak Pie	£3.50
Chicken, Ham & Leak Pie	£3.50
Chicken Balti Pie	£3.50
Sausage, Cheese & Bean Slice	£2.50
Tandori Chicken Kebab	£4.00
Samosa Smash (VE) Kebab	£4.00
Crispy Chicken Kebab	£2.50
Wigan Kebab	£4.00
Beefy Beef Soup	£3.00
Vegan Sausage Roll (VE)	£2.50
Kids Sausage, Cheese & Bean Slice	£2.50
Kids Chicken Kebab	£2.50
Crisps	£1.00
Chocolate Bar	£1.50
Pick N Mix Tub	£3.00
Easy Peeler (orange)	FREE!
500ml Carling/Guinness/Cask Ale Pint/Strongbow	£3.50
500ml Dark Fruit	£4.00
Tea / Coffee / Bovril	£2.00
Hot Chocolate	£2.50
Assorted Soft Drinks	£2.00
Water	£1.00

**SEE KIOSK FOR MEAL DEALS & OFFERS**

# CLUB SHOP

Visit the RAFC club shop at the Crown Oil Arena before the game to purchase your official merchandise. The store is open from 10am on a matchday through until kick-off. It will re-open on the full time whistle for around 15 minutes.

Our Club Shop Manager is Stuart. Feel free to say hello!



# MATCHDAY PROGRAMME

The Voice of Spotland is back for the 2022/23 campaign! Priced at £3 for league games, it is available to purchase from the Club Shop/ from programme sellers around the ground.



# HALF-TIME DRAW

Our 50/50 half-time draw is back for the 2022/23 season.

Look out for our sellers around the Crown Oil Arena in the run up to kick-off.

Tickets are priced at £1. First prize is 50% of the takings, whilst second prize is a match-worn Dale shirt!



## NO SMOKING

Smoking of cigarettes and e-cigarettes anywhere in the stadium is not permitted.



# DRUMS, BANNERS & FLAGS

Drums are allowed into the ground, although this is reviewed on a match by match basis. If this policy changes, spectators will be notified via social media.

Banners are allowed in the home end. A fire safety certificate is required for all banners over 7ft x 3ft. All fire rating documents should be supplied before banners can enter the stadium. Approach a steward who will show the best place the banners can be placed. We do not allow any banner considered offensive to be put on display. If a supporter is unsure whether the content is offensive they can contact the club's Supporter Liaison Officer (Nicola Toolan) by emailing [nicola.toolan@rochdaleafc.co.uk](mailto:nicola.toolan@rochdaleafc.co.uk)

No flags on poles are allowed.



## NO FLARES & PYROTECHNICS

The Club operate a strictly no tolerance policy towards flares and pyrotechnics of any kind inside the Crown Oil Arena.



# HOW TO GET IN TOUCH WITH US/ KEEP UP TO DATE ON SOCIAL MEDIA

## ADDRESS:

Rochdale Football Club, The Crown Oil Arena,  
Sandy Lane, Rochdale, OL11 5DR.

**WEBSITE:** [www.rochdaleafc.co.uk](http://www.rochdaleafc.co.uk)

**PHONE NUMBER:** 01706 644648

## EMAIL ADDRESSES:

[office@rochdaleafc.co.uk](mailto:office@rochdaleafc.co.uk) or [tickets@rochdaleafc.co.uk](mailto:tickets@rochdaleafc.co.uk)

 [officially.rochdale](https://www.facebook.com/officially.rochdale)

 [@officiallydale](https://www.instagram.com/officiallydale)

 [@officiallydale](https://twitter.com/officiallydale)

 [@officiallyrochdale](https://www.tiktok.com/@officiallyrochdale)