



Advice for Liverpool Football Club supporters, TSG 1899 Hoffenheim v Liverpool FC

Liverpool Football Club appreciates the dedication and loyalty of our travelling fans.

Below are general travel advice and information which you may find helpful when planning your trip:

1. If you are travelling on the rail network, travel is free on production of a match ticket. The stop to alight is '**Sinsheim-Museum/Arena**' the walk from the railway station to the stadium is quite short as the stadium is visible from the rail station.
2. If your arrival is by coach you will be directed to the dedicated coach parking area at the back of the away turnstiles. Please park in the marked area. The parking fee is €10 per coach.
3. As the facilities in the town of Sinsheim are not extensive, the town authorities in conjunction with the Police are providing a 'Fan Zone' in the region of **Bahnhofstrasse** to **Karlsplatz**. There will be ample food and drink available together with live music. The fan zone will be open from 10.30am to 19.30pm. There will be a shuttle bus running from the pedestrian area to the stadium starting at 5.00pm and ending at 19.30. The shuttle buses will be clearly marked with the LFC Logo placed in the front window.



4. The stadium will open the turnstiles at 2 hours before kick-off. The walk from the fan zone is approximately 20 minutes, but due to increased security checks fans are advised to arrive at the stadium in good time to make sure you get in for kick-off.
5. Fans are asked to respect and comply with the searchers and what they have to do, please make their job easier and you will get in without any bother.
6. Please do NOT bring bags to the stadium. There are no storage facilities and they cannot be looked after.
7. The visitors section is located in the North east corner of the stadium, blocks G1 & G2, H1 & H2.
8. Access to the stadium is by electronic bar coded entry, the turnstiles are full height, exactly the same as at Anfield.
9. Parking for the away supporters is in parking area P15 shown on the plan below. This is next to the **Auto and Techno museum**. The parking fee is €5.
10. The usual list of banned items, includes Glass, bottles, cans and Pyros. The German police have a strict policy towards pyros, you will be arrested if they are let off anywhere, there will be on the spot fines and if the offence is serious (As deemed by the magistrate who will presiding in the Police station) a custodial sentence can be handed out. Fans letting off Pyros inside the stadium will be arrested and fined. The stadium is covered by an extensive CCTV system and fans will be monitored at all times. The Police Chief has asked that Liverpool fans be responsible and reasonable towards other supporters and NOT to bring Pyros to Sinsheim.
11. Food and drink is NOT permitted to be brought into the stadium and will be taken off you at the turnstiles, so dispose of early in the bins provided.
12. The food and drink concessions in the stadium will only accept **CASH**.
13. There is no 'HOLD BACK' planned at the end of the game, unless there is a very good operational reason, as they are aware that fans need to get back to the public transport and that Hoffenheim fans do not present a high risk to other supporters.
14. Trains will be running at the end of the game from the station in both directions towards Frankfurt and Stuttgart.
15. Police dress code will be 'Riot Gear' this is the usual dress code for German Police deployed to football. Our fans should not be alarmed by this, but please treat the officers with respect and engage with them. They are there to protect all the fans at the stadium. Due to the heightened security risk on mainland Europe ALL German Police officers are armed with side arms. Other more heavily armed officers are available close by should they be needed.

16. Supporter liaison Officer

17. To assist those supporters who are attending away matches both domestically and in Europe, a dedicated fan support telephone number and email address has been introduced which is available for travelling fans attending away fixtures (this line of communication is for urgent matters relating to the game only).
18. This line / email will be made available two hours before kick-off and will be open until one hour after final whistle. Outside of these times there will be a recorded message facility available for travelling fans to record any issues with regard to the game. The telephone number is 0151 230 5770 (From Europe 0044 151 230 5770) and the email address is slo@liverpoolfc.com for data protection purposes please include your full name, membership number and D.O.B.

19. For more information follow this link <http://www.liverpoolfc.com/fans/lfc-supporter-liaison-officer-home/about-the-supporters-liaison-officer>

Emergency telephone numbers

The emergency service telephone numbers are as follows;

Police 110

Fire/Ambulance 112

British Consulate details:

Contact details are as follows: Christopher Dowers British vice-consul, British consulate General Munich, Mohlstr 5 81675 Munchen.

e-mail: Christopher.dowers2@fco.gov.uk

tel: +49(0)8921109 124

mob: +49(0)174307459

Advice from Merseyside Police:

A team of Merseyside Police Officers will be operationally deployed overseas for the TSG 1899 v Liverpool FC football match being played in Sinsheim on Tuesday 15th August 2017. The officers are there at the invitation of the German Police and have no powers whilst deployed. The primary function of the team is to advise the local police service and gather and disseminate information.

If you have any issues whilst you are at this match that you feel need bringing to the attention of the delegation, please telephone 0044 151 709 6010 (Merseyside Police Switch Board) and ask the call taker to email Constable 8070 Lee Lomax (Football Officer). Constable Lomax has access to his e mails and will return your call.

On behalf of the Club we hope you have a safe and enjoyable trip to Hoffenheim.



WIRSOL
Rhein-Neckar-Arena

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