



## NINETEEN19 SUITE

Kick off 12:30pm

Thank you for booking matchday hospitality in the Nineteen19 Suite. Please find below your matchday itinerary;

If you have arranged to collect your tickets on arrival then please go straight to the East Stand Hospitality Reception.

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|--------------------------|---|
| <b>From 9:30am</b>       | Arrive at the East Stand Hospitality Reception where you will be welcomed by our match-day reception staff. Please take the lift to the 4th Floor, where our hostesses will direct you to your table in the Nineteen19 Suite. |
| <b>10:00am - 12:00pm</b> | The pre-match two course carvery meal will be served at a convenient time for you in the Nineteen19 Suite.  |
| <b>12:15pm</b>           | Make your way to your Executive Match Seats on Level 5.   |
| <b>1:15pm</b>            | Half time. Return to the Nineteen19 Suite where tea and coffee will be available.   |
| <b>1:30pm</b>            | Make your way back up to your Executive Match Seats on Level 5 for the second half.   |
| <b>2:15pm</b>            | Full time. The bar will remain open for one hour after the final whistle.   |

**\*\*Please note that the above times are for guidance only and are subject to change on the day\*\***

Should you require car parking on the day, the Fullerton Car Park (off Elland Road, adjacent to the West Stand) provides spaces, payable on the day.

**The dress code is smart casual.** Smart denim may be worn, but under no circumstances can trainers, football shirts or other sports apparel be worn on matchday. Please ensure you adhere to the dress code as failure to do so will result in non admittance to the area. Children under the age of 16 need not adhere to the dress code.

We wish you and your guests an enjoyable experience here at Elland Road, the home of Leeds United.



# MATCHDAY HOSPITALITY

# MATCHDAY ITINERARY

ENJOY YOUR MATCHDAY EXPERIENCE AT ELLAND ROAD

## On Arrival

Please ensure that you have your matchday hospitality ticket ready on arrival as you will need to scan this at the hospitality turnstile to gain access to your chosen facility.

Within each hospitality entrance you will find matchday stewards (in blazers) to assist you should you need any help on gaining entry.

## Finding Your Table

The hostesses will advise you where you need to go in order to reach your chosen hospitality lounge or executive box. There are further hostesses located within each facility to greet you and show you to your table.

Within the East Stand there are three executive lifts that will take you to your hospitality floor quickly and efficiently. There is also a staircase for those guests who do not wish to use the lifts.

There is also a lift within the West Stand for our guests to use.

Please note that there are no lifts to access the Chairman's Guest Lounge and this lounge is accessed via stairs.

## At Your Table

All of our hospitality suites have a drinks waitress service provided to your table. Within certain lounges/boxes a complimentary drinks package is provided for your enjoyment. All other hospitality lounges have cash bar facilities and any drinks consumed must be paid for at the time of purchase.

If you have selected a hospitality package that includes a three course pre-match meal then this will be served directly to your table. The waitress will come and introduce themselves and take your order from the menu.

If you have selected a hospitality package with a carvery style or buffet style meal, then you will be shown where the food is served. You can then enjoy your pre-match meal at your own pace.

If you or your guests have any special dietary requirements, then please let us know in advance and we will make the necessary arrangements.

Each hospitality guest will be provided with a copy of the Official Matchday Programme which is waiting for you at your table. Ahead of kick off, guests will also be provided with a copy of the Official Team Sheet.

## Finding Your Match Seats

We would be delighted to help you find your match seats before kick-off. Simply ask the matchday hostess within the lounge and they will show you the way to your match seat within the stadium.

## At Half Time

At half time freshly brewed tea and coffee is served in your hospitality lounge. You will be asked to make your way back to your match seat in time for the start of the second half.

## At Full Time

At full time you are invited to return to your hospitality lounge whilst the traffic around the stadium clears.

The bar will remain open for up to one hour after the final whistle, allowing you to enjoy a post-match drink and reflect on the game.

## Smoking Policy

Elland Road is a non-smoking stadium; therefore smoking is not permitted anywhere inside the stadium or within our hospitality facilities.

Should any of our matchday hospitality guests wish to smoke, we operate a pass out system that allows guests to smoke outside of the stadium.

A pass out must be obtained from one of the matchday stewards at the entrance and returned to them in order to gain entry back into the stadium.

## Visiting Supporters

Please note that your hospitality suite and match seats are located in a Leeds home area. Whilst we do welcome visiting supporters, please ensure guests refrain from wearing away club colours including scarves and are not seen openly supporting the away team as you may be refused entry to the stadium or ejected without compensation. Visiting supporters are therefore advised to act discreetly.

## Your Feedback Is Important To Us

We want your hospitality experience at Leeds United to exceed your expectations.

In order to ensure that our hospitality packages remain of the very highest standard, if any aspect of your experience is below your expectations, then please inform the matchday hostess on the day. We look forward to welcoming you and your guests to Elland Road.

**Tel:** 0871 334 1919 (option 3)

**Email:** [sales@leedsunited.com](mailto:sales@leedsunited.com)

**Web:** [leedsunited.com](http://leedsunited.com)

Please note 0871 calls cost 9p per minute plus network extras.