

### **Q1. What tour products are available?**

The Manchester City Stadium Tour

### **Q2. What does each product include?**

The Manchester City Stadium Tour

- A 90-minute professionally guided tour of the Etihad Stadium. 20 Minute self-guided exhibition area. Explore our heritage through the unique memorabilia and interactive self-guided displays, reliving the greatest moments and discovering what makes City the Club that it is today. Includes a look at the Club's heritage, future plans, a behind the scenes look at the Press Conference Room\*, the Warm Up Area\*, The Home Team Player Dressing Room\*, the Tunnel\*, pitch side\* and the manager's chair\*.
- 10% discount in the City Store on the date of your tour.

### **Q3. Sounds great, how much is a ticket?**

The Manchester City Stadium Tour

- £25 adult
- £17 over 65's\*
- £11 under 16's\*
- Free under 4's\*

\*Subject to proof of age

### **Q4. How do I purchase a ticket?**

You can buy any of the tour products in the following ways:

Book Online to guarantee your tour place and avoid the booking fee.

Over the telephone by calling +44 161 444 1894 (Option 4 Option 1) open 24 hours a day, 7 days a week. Please note a booking fee of £2.50 will apply to each will apply to each Tour ticket purchase.

### **Q5. What COVID procedures are in place?**

We have introduced a number of safety measures on the tour to make the experience as safe and enjoyable as possible as well as completing a COVID-19 risk assessment with a Visit England "We're Good To Go" industry standard qualification:

- Advanced bookings only – please visit our \*Manchester City Stadium Tours page\* to find out more
- New safety signage around the stadium keeping guests safe and informed
- Smaller tour groups with a maximum of 10 guests per tour.
- Increased and enhanced cleaning regime
- Hand sanitisers available throughout the tour experience.
- Social distancing ensured throughout the tour and in queue lines.
- Staff and Guest temperature checked on arrival
- Mandatory face covering for both staff and guests. Face masks are not provided, but are available from the City Store
- Full COVID-19 risk assessments conducted with fully trained staff.
- "We're good to go" industry standard qualification from Visit England.
- We request that you refrain from visiting the Etihad Stadium should you start displaying any of the symptoms associated with COVID-19. Please contact a member of our Tours Team (0161 444 1894 options 1, 2, 4) should you need to amend your booking

### **Q6. Can I pay by cash?**

There will be no cash purchases at the City Store, please purchase your ticket online at [mancity.com/tours](https://mancity.com/tours)

**Q7. What if I have a special request?**

If you have a special request, such as a birthday or other celebration, please call one of our tours team on +44 161 444 1894 (Option 4, Option 2)

**Q8. Where is the start point for the Stadium and Club Tour?**

The start point for the all tours are located on the first floor of the City Store at the Stadium. For more information on how to get to The Etihad Stadium please click [here](#).

**Q9. How long is the tour?**

The experience will last for approximately 90 minutes

**Q10. If I have not pre-booked, what time should we arrive before the tour to purchase a ticket?**

We will only be allowing pre-booked tours during this time

**Q11. If we have pre-booked, what time do we have to arrive for the tour?**

You need to report for the tour at least 15 minutes before tour departure.

**Q12. Are there different prices for educational groups?**

Yes, we offer a discount for educational groups. There are no other group discounts available. There are currently no other group discounts available currently.

For any enquires please email [tours@mancity.com](mailto:tours@mancity.com)

**Q13. Can we take photographs?**

Yes, photographs and videos are allowed for non-commercial use. No photograph restriction.

**Q14. Do you have disabled facilities?**

Yes, we have lifts between all floors, toilets, and parking available and sign language interpreted tours.

**Q15. Can I leave luggage at the stadium whilst I go on my tour?**

We advise not to bring any bags with you.

**Q16. Can I park my car at the stadium?**

Free parking is available around The Etihad Stadium on non-match days.

**Q17. Can I get a refund or re-arrange my tour if COVID restrictions are heightened, and all tours are stopped?**

Yes, all tour bookings are fully flexible under these circumstances and we will do our best to re-arrange your tour to a new date or issue a refund.

**Q18. Can buggies and prams go on the tour?**

Yes, you can bring buggies and prams as we have lifts between all floors of the stadium.

**Q19. Can I bring food and drink into the Stadium?**

You will not be allowed to bring any food or drink into the Stadium.

**Q20. Can I smoke on the Stadium Tour?**

No, the whole of the Etihad Campus including the Stadium is a no smoking area.