



SARACENS

# 2024/25 MATCHDAY GUIDE



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# Welcome Back Sarries Fans



It's a bumper weekend at StoneX Stadium with three matches in as many days, so strap yourselves in for what should be a memorable weekend of rugby!

From a Men's perspective, the opportunity to make it three wins from three against Exeter on Sunday is very exciting and we couldn't have asked for a better start to the season.

Seeing this new group really dig in during that second half here last weekend against Sale was amazing to watch and with that kind of spirit I know that we will have a team to be proud of this season.

The Sale match was our first home game for a while and it was great to see so many of you commenting on some of the improvements we have made to the stadium over the summer. We take the post match surveys very seriously and will always look to make the amendments that you suggest, so we would encourage as many of you as possible to feedback to us, good or bad!

The Storm match on Friday night gives a lot of players the chance to get some much needed game time. Again, we saw some comments regarding the communication of this match, but the truth is it was organised late and also incurs

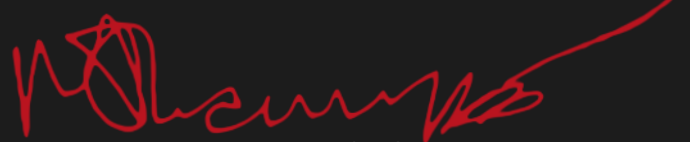
costs in terms of opening up various areas of the stadium with security and also catering so we had to be smart with our budgeting process.

Match two of the weekend is another huge one. All the best to our Women's team who start their PWR campaign on Saturday afternoon, it is a massive year for the sport and we want to be front and centre of it so let's hope it's another year to remember!

There is lots happening off the pitch today, from the TREK Active Zone, players signing in the shop, a live DJ Set from DJ Miles Logan, programmes being sold around the ground and a live band in the Olympic Bar, so make sure you enjoy more than just the 80 minutes of rugby!

The brilliant Pioneers will of course be all around the stadium so if you do have any questions please reach out and I'm sure they will be able to assist however they can.

**Enjoy your trip to StoneX Stadium!**



Mark Thompson, CEO  
of Saracens Group

# Getting to StoneX Stadium

**StoneX Stadium is easy to get to with several transport options including car, train, London Underground, bus and local cycle routes. Fans can reach StoneX Stadium in just 25 minutes from Central London.**



**by Car**

StoneX Stadium is easily accessed by car being just 400 metres from Junction 2 of the M1, 12 minutes inside the M25 and right next to the A1. There are several car parks in the vicinity of the Stadium that can be booked via [eticketing.co.uk/saracens](https://eticketing.co.uk/saracens) ahead of a matchday. Parking must be booked in advance.

**The StoneX Stadium Post Code is NW4 1RL or alternatively, StoneX Stadium can be found using What3Words: ///invest.mobile.flank.**



**by Train**

The nearest train station to StoneX Stadium is Mill Hill Broadway, on Thameslink, which is a 5-minute taxi journey from StoneX Stadium or 25-minute walk. It is 17 minutes to Mill Hill Broadway from King's Cross St Pancras, or 20 minutes from Farringdon. The free Saracens matchday shuttle buses run approximately every ten minutes from Mill Hill Broadway station.



**by Tube**

Mill Hill East tube station is on the Northern Line, and can be reached within 20 minutes from Kings Cross Station. StoneX Stadium is served by the Saracens free matchday shuttle bus service – leaving every ten minutes from the station – or is a seven-minute taxi journey away. Alternatively, fans can walk to StoneX Stadium from Mill Hill East in 25 minutes. <Edgware>



**by Bus**

The 221 bus route runs from Edgware bus station to Turnpike Lane station. Alight at the Copthall Sports Centre bus stop for StoneX Stadium, approximately a 10-minute walk away. The 113 bus route runs from Edgware bus station to Marble Arch. Alight at Five Ways Corner and StoneX Stadium is just a ten-minute walk away.

## FREE MATCHDAY SHUTTLE BUSES

On home matchdays Saracens runs free shuttle buses from Mill Hill East and Edgware London Underground stations as well as Mill Hill Broadway National Rail station. Services are regular, running approximately every 10 minutes from each of these stations and drops fans a short walk from the stadium on Pursley Road. Pioneers will be present to help you find the buses and direct you towards StoneX Stadium.

# StoneX Stadium Map

## SEAT CATEGORIES

- STANDING
- RED AND BLACK
- SILVER
- GOLD
- PLATINUM
- PLATINUM PLUS

## HOSPITALITY

- FEZ CLUB
- HUNDRED CLUB
- TULIP CLUB
- THE PARK
- BOXES
- W CLUB

## OTHER

- FOOD & DRINK
- SHOPS
- FIRST AID ROOM



# Frequently Asked Questions

**We want everyone to enjoy their matchday experience watching Saracens at StoneX Stadium. Below are some frequently asked questions which you may find useful ahead of your visit. If you have any further questions, please do not hesitate to contact our dedicated Supporter Services team via [supporterservices@saracens.net](mailto:supporterservices@saracens.net)**

## **Where can I find my match ticket(s)?**

You do not need to print your tickets, you can either download your barcoded tickets to your phone using the Apple or Google wallet links contained in your email or present the PDF tickets that are attached to your email.

Match tickets are sent via email and from either of the following email addresses: 'noreply@saracens.net' or 'noreply@ticketmaster.co.uk'. Please note that you are not able to download tickets from your online account. If you cannot locate your ticket(s) in your email inbox, please check your Junk/Spam folder. If you are still unable locate your ticket(s), please contact our Supporter Services team [supporterservices@saracens.net](mailto:supporterservices@saracens.net)

You can opt to download your tickets to your phone using the Apple or Google wallet links contained in your email, or use the PDF tickets that are attached to your email. You do not need to print your tickets - our Pioneers will be able to scan your tickets on arrival as long as you have a clear, uncracked phone screen.

If you are not able to download or print your ticket(s), our Supporter Services team can print them for you at the Ticket Office located to the left of Gate B. The Ticket Office opens two and a half hours before kickoff. Please note that there is a charge of £2.00 per ticket for this service.

## **How can I forward my Seasonal Membership to a friend for a fixture?**

All Seasonal Memberships are transferable, and Seasonal Members are encouraged to share their Seasonal Membership with friends and family when they are unable to attend fixtures themselves. For a guide on how to transfer your Seasonal Membership, [please click here](#).

## **I've forgotten to bring my Seasonal Membership card to the match - what should I do?**

We recommend that you download your digital Seasonal Membership card to your digital wallet on your mobile phone prior to attending your first fixture of the 2024/25 season. If you forget your card; you will still have the digital version to use. If you are unable to use a digital Membership Card, please visit the Ticket Office at Gate B where our Supporter Services team can print a paper ticket for your Seasonal Membership seat. The Ticket Office opens two and a half hours before kick-off. There is a charge of £2.00 per ticket for this service.

## **Where is the Ticket Office at StoneX Stadium?**

The matchday Ticket Office is located next to Gate B at StoneX Stadium and opens two and a half hours before kick-off for ticket collection and matchday sales (subject to availability). Payments can be made by credit or debit card.

## **How do I access the seats in the upper level of the 1876 Stand (WU blocks)?**

The upper level of the 1876 Stand is accessed via the stand's main entrance at the centre of the building. On approaching StoneX Stadium, do not enter using Gates B or C, but follow the path around to the front of the stand.

# Frequently Asked Questions

## What is the babes in arms policy at StoneX Stadium?

Children under 2 who do not occupy a seat are admitted free of charge at StoneX Stadium.

Children aged 2 and over are required to hold a match-day or season ticket.

## Can I bring a pushchair to StoneX Stadium?

Yes, pushchairs are allowed in the stadium.

Please note that there is no designated buggy parking. If you need to leave your buggy, please ask a Pioneer to help locate a suitable place and be prepared to collapse it if required.

## Who do I contact to make arrangements regarding accessibility needs on a matchday?

Our dedicated Supporter Services team will be able to assist with any queries you may have around accessible needs on a matchday at StoneX Stadium. Please contact them via [supporterservices@saracens.net](mailto:supporterservices@saracens.net) or 020 3870 3303.

## What methods of payment can I use at StoneX Stadium?

Please note that StoneX Stadium is a cashless venue. Card payments only are accepted at all outlets.

## What do I do if I lose an item on a matchday at StoneX Stadium?

If you believe that you have lost an item in or around StoneX Stadium, please contact lost property via [supporterservices@saracens.net](mailto:supporterservices@saracens.net) or 020 3870 3303. We advise that you contact us as soon as possible as we are not able to hold items found on matchdays indefinitely.

## Can I re-enter the ground if I have exited?

Yes, re-entry is permitted but you must have had your ticket or Seasonal Membership card scanned out on exit in order to be allowed back into StoneX Stadium.

## Can I smoke at StoneX Stadium?

StoneX Stadium is a non-smoking venue and anyone who would like to smoke (including e-cigarettes and vapes) will need to exit the Stadium boundary via any Gate.

## Is there a matchday programme that I can purchase at the game?

Yes. Matchday programmes will be available to purchase for all Men's Gallagher Premiership and Investec Champions Cup fixtures at StoneX Stadium.

## Are there any items that I am not allowed to bring in on a matchday?

Yes. A full list of prohibited items can be found [here](#) and includes the following: bottles, cans and beverages of any kind, food items, chairs or stools, knives, large umbrellas, laser pointers and video cameras.

For more ticketing queries, please visit our help page [here](#).

# Food & Drink

StoneX Stadium offers London's best street food on every matchday with something available for everyone. From popular fan favourites such as Porkies burgers and wood-fire pizza to healthy choices, vegan, vegetarian and gluten-free options.

## IN THE PIAZZA

Burgers  
Pick 'n' Mix Sweets  
Pulled Meats  
Pizza  
Japanese Street Food

## NORTH TRACK

Bar

## SOUTH TRACK

Bagels  
Hot Dogs  
Ice Cream  
Greek Street Food  
Sweet Treats  
Hot and Cold Drinks  
Bar

## IN THE OLYMPIC BAR

Olympic Bar  
Pies and Pasties

Olympic kiosk  
Hot drinks, pies, chicken burgers,  
chips and kids' meals

## THE COVERED OASIS AREA

Fish and Chips

Hot Dogs

Burgers

Pizza

Bar

## IN THE WEST STAND

Level 3 kiosks  
Bar, hot drinks, pies, Hot dish of the Day

**Vegetarian, vegan and gluten free options available at all food outlets**



# Retail

The Saracens Club Shop is open on all matchdays and is located underneath the East Stand next to the Piazza. With a wide range of merchandise available, including replica kits, training wear, water bottles, umbrellas, and notebooks – every Sarries fans’ needs are covered. The shop is open on matchdays from gates open until 30 minutes after full time.

Keep an eye out for player signings on a matchday, or grab yourself a rugby ball to be signed by the players as they greet fans on the pitch post-match.

Away from a matchday, fans can visit [shop.saracens.com](http://shop.saracens.com) to browse Saracens merchandise where you will see regular items added plus numerous online promotions

## Saracens Store Opening Hours

<b>Monday</b>	CLOSED
<b>Tuesday</b>	CLOSED
<b>Wednesday</b>	CLOSED
<b>Thursday</b>	CLOSED
<b>Friday</b>	OPEN MATCHDAYS
<b>Saturday</b>	OPEN MATCHDAYS
<b>Sunday</b>	OPEN MATCHDAYS



# Family Fun at StoneX Stadium

**Saracens matchdays offer fun for the whole family with plenty of activities around the ground for young Sarries fans to enjoy. With face painters, a bouncy castle and even a playground just metres from the pitch, the family experience at Saracens is unique.**

As well as watching Saracens international stars on action on the pitch, fans can meet their Sarries heroes around the ground with regular signing sessions in the Club Shop, autograph opportunities on the pitch post-match and player interviews in the Oasis after the game. After the final whistle has been blown, and the players have completed their cool down, fans are welcome onto the pitch at StoneX Stadium to play.

We also host regular signing sessions in the shop, so bring your autograph book along and you could meet your Sarries heroes!

If you spot Sarrie the Camel around the stadium make sure you grab a selfie and tag us on social media!



# TREK Active Zone

**Saracens is excited to launch a brand new Matchday Activation at StoneX Stadium in conjunction with our official snack and protein bar Partner, TREK.**

The new initiative, located on the Piazza or in the Olympic Bar (weather dependent), will be a new must-visit for fans of all teams with three fan-friendly games to get involved in for all abilities.

The TREK Buzzer Game, Strength Game and Conversion Game will all be available on Saturday – get involved for your chance to win goodies including a grand prize bundle full of TREK goodies, products, and a FitBit!

We'll be sharing the best bits on our social media channels as always, and the winners will even be announced on the stadium PA system to all 10,000 in attendance!

All fans will have the chance to try a range of delicious plant-based TREK protein bars, including TREK Flapjacks with 9g protein & TREK Power with 15g protein per bar. TREK bars deliver natural, long-lasting energy with no artificial ingredients, providing a better-for-you protein boost! Their 100% plant based ingredients show their ambition to keep ingredients as close to their original form as possible, in a delicious-tasting bar.

This is another exciting addition to the StoneX Stadium matchday as we continue to improve all of our offerings both on and off the pitch.



Keep up with TREK on Instagram and Facebook @eatTREK, or find out more at [eatTREK.com](https://eatTREK.com)

# Accessibility & Inclusion

**Saracens prides itself on being inclusive and accessible for all fans who visit StoneX Stadium. Saracens are closely aligned with Premiership Rugby Ltd and Level Playing Field in our commitment to improve the level of information available to all visitors, the fan experience and the physical facilities at Stonex Stadium.**

Saracens Group is committed to promoting equality, valuing diversity and fighting unfair treatment for visitors, supporters and staff. Saracens is proactive in our approach to

enhancing the experience of all visitors and providing an inclusive, high-quality experience alongside the promotion of inclusion and diversity at all times. Visitors to the home of Saracens should feel welcome and safe regardless of age, disability, gender, ethnicity, race, faith, sexual orientation or any other equality characteristic.

StoneX Stadium offers ample disabled parking, seating and toilet provision for both non-matchdays and matchdays, in addition to the very best spectator services delivered by our dedicated team of Pioneers.



# Supporter Feedback

**Feedback from Seasonal Members and supporters is critical to Saracens ongoing pursuit of excellence on and off the pitch.**

We are extremely proud of the matchday experience at StoneX Stadium, but we are committed to continually improve. Putting people first and providing the very best fan experience are major priorities for Saracens.

Fan feedback is extremely valuable to us and forms the basis of regular operational and fan experience reviews, ensuring your matchday experience improves week-on-week.

After every home fixture, all matchday ticket purchasers and Seasonal Members receive feedback survey via email and the results of these surveys are analysed and our “you said, we listened” action points are updated and can be found on saracens.com [here](#).

Our Supporter Service team is available **Monday to Friday from 9:30 - 16:30** to assist fans with any questions or to receive fan feedback. Contact us on **0203 870 3303** or email [supporterservices@saracens.net](mailto:supporterservices@saracens.net)



# Matchday Timings

The following is a guide for StoneX Stadium matchday.

Timings are based on a 15:00 Kick Off.



- 12:15** Shuttle Buses running from Mill Hill East, Edgware & Mill Hill Broadway
- 12:30** StoneX Stadium Gates open including all food and drink outlets, the Club Shop and the Trek Active Zone and family area
- 13:15** Live DJ Set in the Bowl
- 13:30** Sarrie the Camel mascot visits the Trek Active Zone and family area
- 14:00** Pre-match Pitchside Player Interview
- 14:15** Player Meet & Greet in Club Shop
- 14:30** Players' Warm-up
- 15:00** Match Starts
- 15:45** End of First Half (inclusive of stoppage time)
- 16:00** Start of Second Half
- 16:45** End of Match (inclusive of stoppage time)
- 16:50** Post-Match Pitchside Player Interview
- 16:55** Pitch-side Saracens Team Autograph Signing Session
- 17:10** Fans can enter the pitch
- 17:15** Post-Match Player Interview in Oasis Fan Zone
- 19:00** Last Shuttle Bus

# Saracens Pioneers

**The Pioneer programme was established when Saracens moved to StoneX Stadium in 2013 and is now an integral part of the wider ‘Saracens Family’, playing an essential role in making StoneX Stadium one of the most welcoming and friendly rugby venues in Europe.**

All Pioneer roles are extremely important in enhancing the match day experience for spectators attending a game. The role that the programme plays is vital and a highly visible part of the Saracens brand. The programme is highly valued throughout the club and its fan-base, and has been a springboard for voluntary schemes at other sports venues.

If you are interested in becoming a Pioneer, please complete the Pioneer application form on our Volunteer Management System which can be found [here](#). Once you have completed the form, we will be in touch with you to progress your application.

Alternatively, if you want to know more about the programme, or you know anybody else who might be interested in joining the Pioneer team, please email [pioneers@saracens.net](mailto:pioneers@saracens.net)



# Contact Us

We love hearing from our Seasonal Members and fans. We have a dedicated Supporter Services team available to assist with any queries that you might have regarding attending a fixture at StoneX Stadium. You can contact the Supporter Services team:

By email at

[supporterservices@saracens.net](mailto:supporterservices@saracens.net)

By phone at **0203 870 3303**

By post at **Saracens Ltd, Greenlands Lane, Hendon, London. NW4 1RL**



## FOLLOW THE ACTION



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@SARACENS**WOMEN**



@SARACENS

@SARACENS**WOMEN**



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