

Wembley Stadium Bag Policy

Version 1 (01.11.18)

We have recently updated our stadium bag policy to help provide a safer environment for supporters. Please note this is only applicable to ticketholders, not event day staff, press & media, or production suppliers / contractors.

From 15th November 2018, all ticket holders are prohibited from bringing any bag into the stadium unless it adheres to the Wembley Stadium regulations, as outlined below. Entry of any non-compliant bag will be refused.

On event day, bags will be checked at an outer cordon and a bag gauge will be used for any dispute on size.

All items and compliant bags, carried by spectators and staff, will be carefully inspected upon entry to the stadium; this may include a personal wand or pat down.

All match day merchandise purchases will be supplied in a clear plastic bag in line with this policy and will be admissible.

If, for any reason (i.e. medical), a guest does require an oversized bag that does not adhere to this policy, they will be asked to contact our customer service team prior to match day at <https://help.wembleystadium.com/support/home>. They will be issued a certificate representing their right to take those items into the stadium. They will need to produce this exception certificate at the outer security cordon and their bag will be searched and may be subject to an x-ray scan before entering the stadium.



All ticketholders are now prohibited from bringing any bag into the stadium unless it is smaller than an A4 piece of paper

Height 297mm (11.7 inches)

Width 210mm (8.27 inches)

Depth 210mm (8.27 inches)

Considerations for Event Owner's

Accredited Staff:

Whilst we don't encourage staff to bring bags, it is important to note that all accredited staff will not be affected by this policy and will be permitted to bring any sized bags through a security entrance. If, for whatever reason, contractors or staff members are entitled to watch the match with a ticket, they need to leave their bag within the event owner areas of the player's block and collect at the end of the event.

Production and Entertainment:

Any other individuals (i.e. contractors/children/military), required for production or entertainment elements, will be processed in line with accredited staff. For this, each individual must have an accreditation and enter the stadium via a security entrance, not a turnstile. Should these individuals have event tickets, as above, any bags should be left within the event owner areas of the player's block and collected at the end of the event, unless the bag complies with the stadium policy.

Communication:

The full Restricted Bag Policy and FAQ's can be found here:

<https://wembleystadium.freshdesk.com/support/solutions/articles/7000040931-restricted-bag-policy>

A Q&A with the Stadium General Manager accompanying the Restricted Bag Policy can be found here: <http://www.thefa.com/news/2018/oct/10/wembley-stadium-new-restricted-bag-policy-101018>

For full Wembley Stadium Ground Regulations:

<http://www.wembleystadium.com/TheStadium/StadiumGuide/RulesnRegulations>

The stadium's communication team will be pushing out key messages in line with event related content ahead of each event. However, we are acutely aware that the club / team involved in the fixture, hold far larger followings and we believe supporters will be more responsive and receptive to their club's / team's own messaging.

We would appreciate any help you can offer to reach out to your club / team to pass on key messaging ahead of the event. Your Wembley Event Manger will be able to send all details across in advance of the event. You will be provided with a spectator information guide, specific to your event that will include all relevant policies for you to share with your ticket holders.

The restricted bag policy should be highlighted to supporters at the earliest opportunity, ideally before the on-sale of the event and reinforced at the point of ticket purchase.

Bag Storage:

Wembley Stadium will not provide storage facilities for spectator bags. However, there will be a bag storage facility available on the Wembley Park estate, adjacent to the stadium, at a cost of £10 per bag. We would **ask that this isn't publicised** in any of your communication to discourage spectators to bring bags.

If a spectator arrives at the stadium with a bag that is outside of the permitted regulations they will be redirected to the bag storage facilities.

Spectator Giveaways:

If you are planning to hand out any materials on the Wembley Park estate or on the seats within the stadium bowl, please let your Wembley Event Manager know in advance for safety officer approval. This includes any hospitality giveaways/gifts.

If you are planning to hand out flags, details can be found on the 'Wembley Flag and Banner Management' document with regards to the Stadium's regulations.

Please feel free to get in touch if you require further details. Thank you in advance for your cooperation. This new policy will contribute towards a safer environment and an improved event day experience.

Restricted Bag Policy FAQ's

Why did Wembley Stadium adopt this policy?

Wembley Stadium review public safety and stadium security policies every year looking for ways to improve them. The Stadium strongly believed that it made sense to adjust the policy to enhance public safety and make stadium access more efficient by limiting the size and style of bags carried into the stadium.

This proactive measure will both enhance safety inside and outside the stadium and speed the security screening process for all Wembley Stadium visitors. This is about both safety and improving the overall fan experience.

How does this make it more convenient for fans?

This will enable us to move fans through our security check points much faster, allowing staff to be more efficient and effective in checking the smaller bags that are brought into the stadium. There will be less time spent standing in lines at the stadium gates and fans will be able to be in their seats well before kick-off. Fans also will enjoy an improved sense of safety.

How many bags can each person bring into the stadium?

One small bag per person that does not exceed A4 size (210mm x 210mm x 297mm) per person. All match day merchandise purchases will be supplied in a clear plastic bag in line with this policy and will be admissible in addition to the above.

What happens if I show up at the gate with a bag that is not permitted?

Fans carrying bags that do not meet the criteria WILL NOT BE PERMITTED ENTRY. If for any reason (medical or other) you require a bag that does not adhere to the Wembley Stadium bag policy, entry will be permitted subject to contacting us prior to match day at help.wembleystadium.com/support/home. You will be issued with a certificate representing your right to take those items into the stadium. You will need to produce this certificate at the outer security cordon. Your bag will be searched and may be subject to an x-ray scan before entering the venue.

If I have certain items or equipment that I need to bring into the stadium for medical reason and they won't fit in the small bag, what do I do?

An exception will be made for medically necessary items after inspection by security personnel and contacting us prior to match day at help.wembleystadium.com/support/home. As per above, you will require a certificate issued by our guest services team.

Can fans carry cameras, smart phones or tablets separately from what they put in a clear bag?

Yes. A phone or camera can be carried into the stadium so long as it is not in its own bag. This is not a restriction on items that fans have been able to bring into the stadium. It is only a restriction on the type of container used to carry items.

Are all handbags prohibited?

No. Unlike some event venues, we are not banning all bags. Bags smaller than A4, with or without a handle or strap, are permitted. This should enable you to carry the same items you have in previous years and speed entry into the stadium for all fans because it will take less time to screen bags. Shorter lines mean fewer hassles. We encourage fans not to bring any bags, but have created a policy that balances fan needs with improved public safety and convenience.