



# WELCOME

Thank you for placing a booking at St. George's Park; we look forward to welcoming you to the National Football Centre soon. This user guide provides all the information you will need for your visit.

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## CONTACT INFORMATION

If you have any queries relating to St. George's Park, please contact the relevant team using the information below:

Enquiries prior to your visit:

sgpenquiries@thefa.com +44 (0)1283 576200

During your visit:

Incident Support +44 (0) 1283 576222



# USEFUL INFORMATION

#### TRANSPORT AND CAR PARKING

- (+) Upon arrival, cars will park in the designated zone
- If you are arriving by coach or minibus the team may be dropped outside the National Football Centre. All coach transport can then make its way to the coach park
- **See** site map to familiarise yourself with St. George's Park.

#### ARRIVING

Upon arrival to St. George's Park a nominated person must report to the Football Centre reception to meet with a member of the Operations Team.

## CODE OF CONDUCT

St. George's Park reserves the right to exclude or eject any persons whose behaviour or appearance is objectionable, disruptive or otherwise unacceptable.

## FOOD

No food or drink are to be consumed on or around a pitch (excluding player hydration).

#### MEDICAL COVER

- (\*) Owing to the location of St. George's Park we advise that an ambulance is arranged prior to match days
- {\*} Alternatively, we require competency evidence of the first aider in your group who will need to be in attendance for any physical activity
- (+) Pitch side cover is available to be booked through St. George's Park at an additional cost.

# PLAYERS ENTRANCE

Arrival is via the main entrance. All players once changed into kit and boots should use the exit located at the rear of the National Football Centre.

# EQUIPMENT

Any football related equipment requests must be made 14 days prior to your booking, additional charges may apply.

Please ensure goals are returned to the side of the pitch after use and ensure any rubbish is put in the bins provided.

#### DELIVERIES

All deliveries for the National Football Centre are to be marked for the attention of the Operations Team including the name and date of your event. Please notify us 14 days prior to your booking.

### ADVERSE WEATHER

The weather forecast is monitored by the Grounds and Estates team. Any adverse weather which may result in the pitch not being suitable for play (rain, ice, snow), will require a pitch inspection.

If a decision is made that the pitch is not playable, alternatives will be arranged, i.e. move training or fixture to another pitch (possibly indoor), subject to availability.

#### PHOTOGRAPHY

- Photographs of individuals and teams containing players aged 17 or under are only permitted with the consent of the group/ organisation responsible for them
- St. George's Park also reserves the right to restrict photography including video on facilities, individuals, teams and training sessions.

#### **UIDEO AND FILMING TOWERS**

Should you require a filming tower, please contact St. George's Park 14 days prior to your booking, this can be ordered at an additional cost.



# EMERGENCY FIRE PROCEDURES

## IN CASE OF A FIRE:

- (\*) Activate the nearest fire call point (red boxes near all exit routes)
- Notify the Duty Manager/Incident Manager or reception upon leaving the building (if time permits)
- (+) Meet at the designated assembly point:
  - For the National Football Centre the assembly point is located in the main car park for the National Football Centre
  - Please follow instructions from the Hilton Hotel management if you are in the hotel

# IF YOU REQUIRE ASSISTANCE:

- (\*) All employees or guests who require assistance in an emergency should congregate at the nearest safe place or refuge point
- (\*) Refuge call points are located inside stairwells at the National Football Centre
- (\*) Please follow instructions from the Hilton Hotel management if you are in the hotel

## IN CASE OF A FIRE ALARM:

- Leave the building using the safest designated fire escape route and meet in the assembly point
- {+} For the National Football Centre the assembly point is located in the main car park for the National Football Centre
- {+} Remain outside until the competent authority (Duty Manager, Chief Fire Marshall, or designated responsible person) announces that it is safe to re-enter



# HEALTH AND SAFETY

If you are providing or installing equipment or machinery for your booking at St. George's Park, we will require in writing and no later than 14 days prior to your booking: a risk assessment and method statement covering aspects of delivery, installation, use and de-rig.

Ideally (if not situated on a pitch), a site plan of the proposed scope of works or layout should always be included detailing where items are being installed or used. Site plans can be provided upon request.

All teams, and or, visiting groups must be self-sufficient in terms of having a suitably qualified person and equipment in order to deal with any first aid incidents. The level of cover required needs to be suitable for the activities they are participating in.

#### **METHOD STATEMENTS**

Method statements should include the means of how you will deliver, install, operate and de-rig your proposed equipment in a safe environment for all users at St. George's Park, and should clearly define the safe methods you will undertake to manage this. Structural calculations should be provided where applicable, such as marquees, towers, use of pitches and halls.

Certification of competence will be required where certifiable work is undertaken – such as erection of towers, electrical works and loading calculations.

#### RISH ASSESSMENTS

Risk assessments should include all known and potential hazards.

It is always recommended a site visit is conducted prior to the event to establish your individual risks.

# RECOMMENDED FOOTWEAR FOR ARTIFICIAL SURFACES

FOOTWEAR TYPES		3G FOOTBALL TURF
	FOOTBALL BOOT (moulded stud- round and plastic only)	✓
	ASTRO-TURF	✓
	TRAINER (general)	*
	FOOTBALL BOOT (metal stud)	*
	FOOTBALL BOOT (blade)	*

<sup>✓</sup> Recommended

<sup>■</sup> Not Recommended



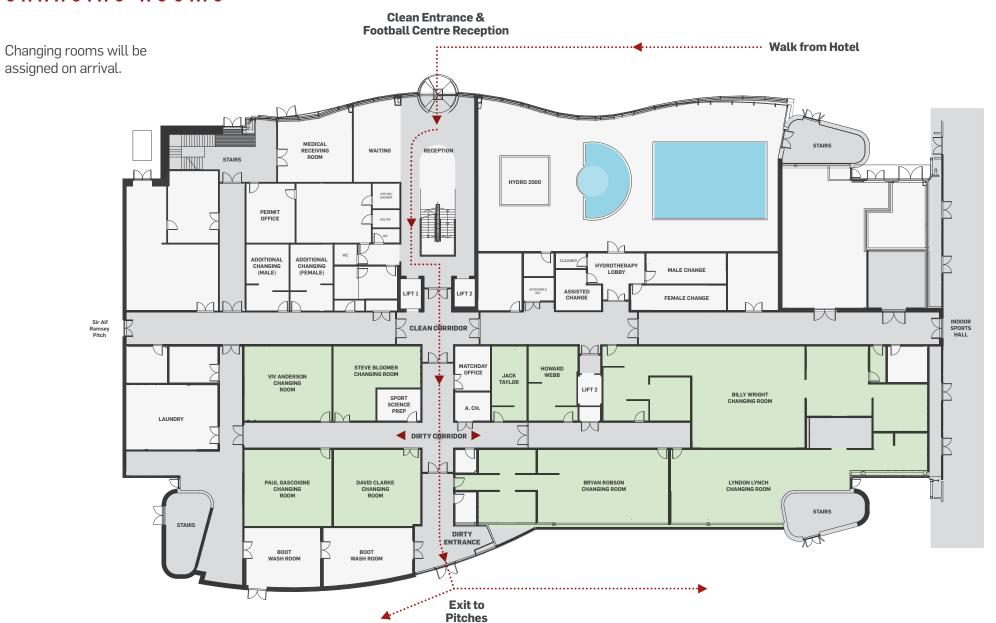
# SAFEGUARDING

The FA are committed to delivering a safe and enjoyable experience for everyone who visits St. George's Park. In particular, we have a duty of care to safeguard and promote the welfare of children and adults at risk. Safeguarding at St. George's Park reflects statutory responsibilities, government guidance and good practice, and should be applied consistently and effectively.

If you are arranging for your group to visit St. George's Park we may contact you separately to ask you to confirm some safeguarding information about your event.

Safeguarding is everybody's responsibility, and if you wish to discuss safeguarding at SGP, or report a concern, please contact the Senior Safeguarding Manager for SGP, Clare Taylor: Clare.Taylor@thefa.com or safeguarding@thefa.com

# CHANGING ROOMS



# CONTEMPLATION ROOM

St. George's Park offers a multi faith contemplation room to any guests wishing to pray, meditate or take time out from everyday stresses. The room located on the second floor of the Hilton hotel is available 24 hours a day and is easily accessible via the lift or staircase on the second floor.

You will not need to make a reservation to use the space, however non-residential guests will require an access card from the hotel reception to gain entry to the corridor. If you prefer a room can be made available at the football centre on request.

Please contact **sgpreception@thefa.com** or **call 01283 576203** if this is something you require.



