



LCFC Women Matchday Supporter Guide

SEASON 2022/23



JANUARY 2023

KING POWER
STADIUM



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01

LCFC Women

HISTORY OF LCFC WOMEN

The summer of 2020 saw LCFC Women officially become part of the Leicester City family and transition into a full-time, professional outfit. The Club made 13 new signings for their third consecutive season in the second tier, while Club legend Emile Heskey joined as Ambassador.

It proved to be a historic 2020/21 as promotion to the Barclays Women's Super League was secured for the very first time. Records were broken and milestones were met throughout the campaign as City embarked on a 12-game winning streak.

A Championship record, it culminated in a 2-0 victory over London City Lionesses, which sealed a place in the WSL, before making their King Power Stadium bow on the final day of the season, collecting the trophy after a 4-0 win against Charlton Athletic. Success in the cup competitions came in the form of a first-ever run to the semi-finals of the FA Women's Continental Tyres League Cup.

City also reached the last eight of the Vitality Women's FA Cup for the second successive season, achieved thanks to a 3-2 triumph away to WSL side Manchester United.

Jonathan Morgan received the LMA Manager of the Year award after scooping the Barclays Women's Championship Manager of the Month on two occasions during the season. Goalkeeper Kirstie Levell shared the league's Golden Glove prize at the end of the campaign while top goalscorer Natasha Flint collected the Championship Player of the Month award for December.

Moving into the Belvoir Drive training complex in January 2021, LCFC Women boast one of the most impressive women's-only facilities in English football, also housing the Club's Academy Pathway, which includes teams from age nine to 16+.

An outstanding, professional working environment which has been Leicester City's spiritual home for over half a century, Belvoir Drive allows LCFC Women to continue their progression as a bold new era takes shape for women's football in Leicestershire.

The Foxes played their first-ever WSL fixture on Saturday 4 September, facing Aston Villa at Banks's Stadium, with Natasha Flint scoring the team's maiden top-flight goal in a 2-1 defeat.

Eight days later, City's first WSL home game at King Power Stadium attracted a record LCFC Women attendance as 4,473 watched the 3-1 loss to Manchester United.

Emile Heskey was appointed as the Club's new Head of Women's Football Development in October 2021, overseeing coaching, performance and recruitment at both senior and academy levels, bringing a wealth of experience to the role from a near 30-year career in the game.

A managerial change saw Lydia Bedford take over in December, successfully guiding the Club to securing their Barclays Women's Super League status for a second season. The former England Under-19s head coach oversaw an upturn in fortunes, picking up four wins, beginning with the team's first-ever WSL triumph at home to Birmingham City later that month.

Victories against Brighton & Hove Albion, Birmingham and West Ham United followed as Bedford received February's Barclays Manager of the Month award during her maiden spell as a first team manager in women's club football, as City finished the campaign in 11th LCFC Women's WSL Academy Team, coached by Louis Sowe, enjoyed a debut season to remember, winning the 2021/22 FA WSL Academy League Plate competition, beating Arsenal 2-0 in the final to claim their first piece of silverware.

The summer of 2022 saw a series of new, off-pitch roles formed, including Lisa Pearce being appointed as Director, LCFC Women, as the senior staffing structure continued to grow to support the development in all areas of the business.

Important additions were also made to the coaching staff at LCFC Women, with the appointment of Stephen Kirby as First Team Coach. Emile Heskey, meanwhile, stepped up his involvement in the football operations with a new broader scope as LCFC Women Technical Coach, alongside his continued role as an ambassador.

Following the departure of Lydia Bedford and Assistant Manager Nicola Williams in November 2022, Willie Kirk became LCFC Women Manager, moving from his position as Director of Football - Women and Girls.

LCFC Women continue to play their home games at the Club's base, King Power Stadium throughout the 2022/23 campaign. Demonstrating rapid progress and exponential growth, the Foxes are playing league fixtures in front of record crowds having more than doubled Season Ticket sales.



FACTFILE

Manager

Willie Kirk

Stadium

King Power Stadium

Capacity

32,312

Second Stadium

Pirelli Stadium (6,912)

Founded

2004

Last season

11th in 2021/22

Nickname

The Foxes

Kit colours

Home kit - Blue

Away kit – Black and mint

Third kit – White and maroon

Key contacts

LCFCWomenPress@LCFC.co.uk (Media)

0344 815 5000 (Ticket Office and General Enquiries)

HONOURS

Barclays Women's Championship

Winners 2020/21



2022/23 BARCLAYS WOMEN'S SUPER LEAGUE FIXTURES



September 2022

Sun	18	Tottenham Hotspur (H)	3pm
Sun	25	Aston Villa (H)	3pm
Thu	29	Everton (A)	6:30pm

October 2022

Sun	16	Manchester City (A)	2pm
Sun	23	Manchester United (H)	3pm
Sun	30	Reading (A)	2pm

November 2022

Sun	6	Arsenal (H)	2pm
Sun	20	West Ham United (A)	3pm

December 2022

Sat	3	Chelsea (H)	3pm
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January 2023

Sun	15	Brighton & Hove Albion (H)	3pm
Sun	22	Tottenham Hotspur (A)	2pm

February 2023

Sat	4	Manchester City (H)	11:30am
Sun	12	Liverpool (A)	2pm

March 2023

Sun	5	Manchester United (A)	12pm
Sun	12	Everton (H)	3pm
Sun	26	Aston Villa (A)	2pm

April 2023

Sun	2	Reading (H)	3pm
Sun	23	Chelsea (A)	2pm
Sun	30	Liverpool (H)	3pm

May 2023

Sun	7	Arsenal (A)	2pm
Sun	21	West Ham United (H)	3pm
Sun	8	Brighton & Hove Albion (A)	2pm

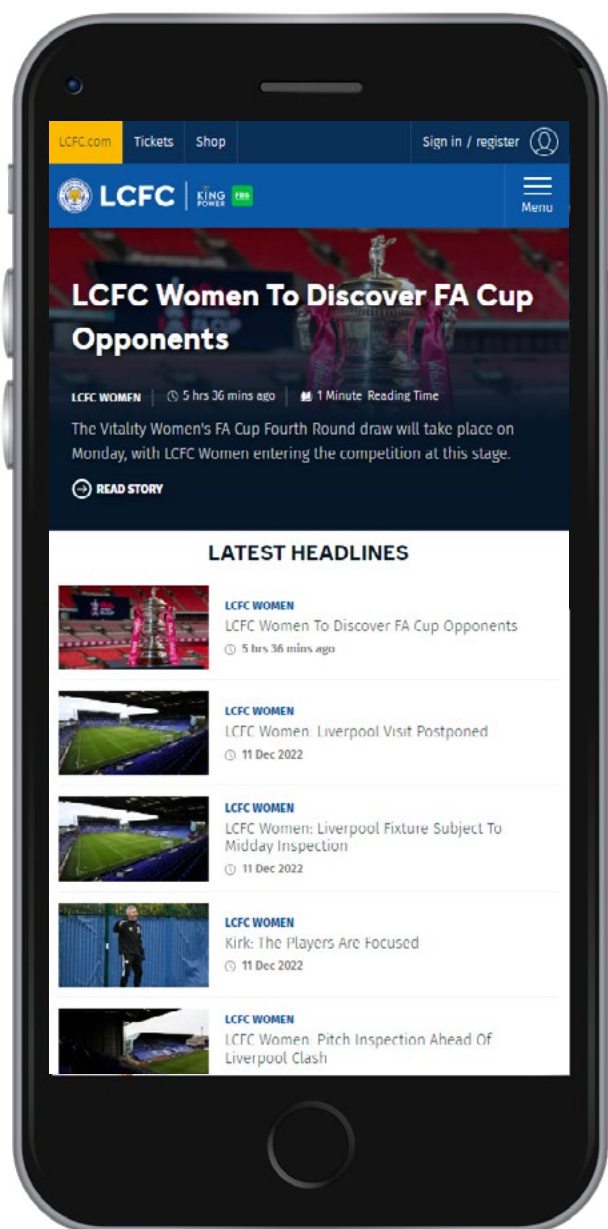
*Fixtures subject to change. Visit [LCFC.com](https://www.lcfc.com) for the latest dates and kick-off times.

HOW TO KEEP UP TO DATE WITH LCFC WOMEN

LCFC.com/women houses all the very latest content on LCFC Women, including news, fixtures and results, league standings and information on the current squad.

There's also a host of video content on LCFC TV, with pre-match and post-match interviews and plenty more behind-the-scenes content from training sessions at Belvoir Drive and matchdays.

You can also follow [@LCFC_Women](#) on Twitter, Facebook and Instagram to keep up to date with all the latest news and views from the Foxes' camp.



LCFC WOMEN ACADEMY PATHWAY

Leicester City's commitment to the growth of women's football took another step forward in the summer of 2021, with the launch of a consolidated, enhanced academy journey for aspiring young players throughout the county.

The LCFC Women Academy Pathway aims to promote both participation and elite talent development in Leicestershire, uniting connected stakeholders in the region under one programme for the long-term improvement of the women's game.

More than half of LCFC Women's Barclays Women's Championship promotion-winning squad were home-grown in Leicestershire and the progress of the professional women's team is supported by a long-term strategy of the game's growth in the region, of which the LCFC Women Academy Pathway is a central feature.

The programme saw the Leicester City Girls' Regional Talent Club (RTC) merge with the LCFC Women's Academy to comprise a complete player pathway – from schoolgirl age groups (Under-9s to Under-16s), through to the Club's post-16 pathways and into the professional ranks.

The integrated pathway continues to progressively build an accessible route for outstanding talent into full-time football in Leicester.

Alongside the Academy Pathway with teams competing across all age groups, the FA Weetabix Wildcats Girls' Football Programme is the entry route into the programme, as well as providing a safe and welcoming introduction to football for players of all abilities.

All LCFC Women football operations are based at the Club's elite training facility at Belvoir Drive in the heart of the city. Graded Category One by the Premier League's Elite Player Performance Plan, the facility became home to LCFC Women in 2021.

Providing seven grass pitches, an indoor pitch, floodlit 3G pitch, performance gym and leading medical facilities, one of the best-equipped female-only football facilities in Europe is the setting for all academy training and home matches.



The LCFC Women Academy Pathway is formed of three phases:

Phase 1

FA Weetabix Wildcats Girls' Football Programme (ages 5-11)

Ensuring participation and enjoyment are the very fundamentals of the development of the women's game in the county, the FA Weetabix Wildcats Girls' Programme is one of the programme's central elements, with sessions held at Belvoir Drive on Fridays (5:30pm).

A great way for young girls to stay active and increase their confidence whilst taking their first steps to try football for the first time, the Weetabix Wildcats training sessions provide a friendly and safe environment to play football, with open access to players of all abilities.

[Click here](#) to book your place on a FA Weetabix Wildcats Girls session today!

Phase 2

Schoolgirl Programme (Under-11s to Under-16s)

Players at all schoolgirl age groups compete in FA competitions and fixture programmes against other top-level academies and boys' teams across the country. Individual Development Plans (IDPs) – put together by coaching staff in consultation with every player – are tailored to monitor and enrich personal, technical, and physiological development.

Players at each age group will either have progressed through the Academy Pathway or been recommended through the FA Weetabix Wildcats Girls' Football Programme or the Club's wider talent identification process.



Phase 3

Post-16 Player Pathways (16+)

WSL Academy in partnership with Loughborough College (16-21)

A full-time, dual careers programme in partnership with college partner, Loughborough College, competing in the FA WSL Academy League, providing aspiring young players with the opportunity to compete against the best academy clubs in the country, while pursuing their academic, vocational or work-based ambitions.

Players reach this phase either through the Academy Pathway or, initially, through open trials. Qualification is based on football and academic criteria.



02

Welcome To Leicester City Football Club

THANK YOU FOR CHOOSING TO VISIT THE HOME OF LEICESTER CITY.

This Supporter Charter has been created to help you enjoy your experience when visiting King Power Stadium.

Should you require further information or assistance please contact the Club's Supporter Liaison Officer & Access Manager via help@lfc.co.uk or by calling **0344 815 5000** (Option 2).



LCFC HELP

The LCFC Help team are available to assist with supporter enquiries, Monday to Friday 9am-5.30pm and will endeavour to respond to all correspondence within eight hours of receipt and no longer than one working day, with a full resolution whenever possible made within a full working week of the 72-hour initial communication.

If you are not happy with your response, please email boardoffice@lcfc.co.uk.

Should you be dissatisfied with the response from the Club after appeal, you may contact the Independent Football Ombudsman, Premier House, 1-5 Argyle Way, Stevenage, Hertfordshire, SG1 2AD, alternatively complete and submit the form on the following link, theifo.co.uk/contact-us.html or telephone 0330 165 4223.

On a matchday, LCFC Help is also operational through a dedicated text short code service, which can be used to alert our stewards to any situations occurring within King Power Stadium.

To use the service, simply text **60066**, starting the message with the word **'FOXES'**. The Club's supporter service staff will then monitor the situation.

On matchdays, Here to Help staff, easily identified by their pink uniforms, are on hand to assist you.

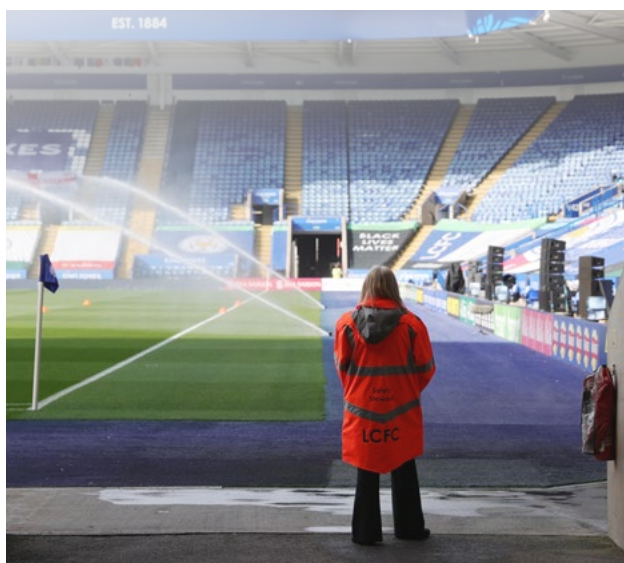
To contact the LCFC Help team, please email help@lcfc.co.uk or call **0344 815 5100** (Option 2).

OUR COMMITMENT TO YOU

The Club works closely with supporters, holding regular meetings with the Fans Consultative Committee (FCC) – as well as hosting dedicated Your 90 Minutes sessions on a range of topics.

Our aim is to ensure Leicester City are actively engaging with supporters and addressing issues that matter to them.

Should you require further information about the Fans Consultative Committee, please email supporterengagement@lcfc.co.uk



EQUALITY POLICY

Leicester City Football Club is THE football club for Leicester, and we are proud to represent one of the most ethnically diverse cities in the UK. With people from over 50 countries living in and around Leicester, 'LCFC Together' showcases the Club's commitment to equality, diversity and inclusion.

Our aim is to be the most open and inclusive football club in the most open and inclusive city, ensuring we provide equality of opportunity for everyone associated with Leicester City Football Club.

Through LCFC Together, we will support and welcome our diverse team of players, staff, supporters and community to create a fully inclusive culture, so everyone feels part of the Club and we all enjoy our football together.

SUPPORTER GROUPS

SUPPORTER GROUPS THAT CURRENTLY ACTIVELY ENGAGE WITH THE CLUB ARE:

- Leicester City Disability Support Association
- Leicester City Supporters Club
- The Foxes Trust
- Foxes Pride
- Union FS



LCFC TOGETHER WILL BE ACHIEVED BY:

- Recognising our diversity and ensuring that we celebrate the individual differences of our players, staff and fans as well as in our local community, bringing different experiences, views and backgrounds together to support the team and achieve greater things as a Club, on and off the pitch.
- Focusing on inclusion, ensuring everyone feels welcome, safe and able to be themselves.
- Listening to representative groups, individuals, supporters and staff, and understanding how their experiences can help us be more together.

LCFC Together is led by the Club's board of Directors who believe that equality, diversity and inclusion are fundamental rights and that, as Leicester's football club, we have a duty to lead on and promote these rights throughout Leicester. As such, the Club takes a zero-tolerance approach to discrimination of any kind, including whether based on age, disability, gender identity or gender expression, race, religion or belief, sex, sexual orientation, marriage or civil partnership, pregnancy or maternity.

LCFC requires that everyone involved and doing business with the Club, our staff, as well as all guests, visitors and supporters, share this commitment by offering equality of opportunity and operating in a non-discriminatory manner, in accordance with the principles set out in our equality statement.

OUR COMMITMENT IS TO CONTINUE TO:

- Lead on the importance of equality and inclusion at LCFC
- Listen to our equality partners and supporter groups and take action where appropriate
- Raise awareness of equality and inclusion
- Eliminate discrimination in our stadium and respond promptly to complaints
- Embed equality into all that we do
- Provide an accessible stadium with facilities you require
- Train our staff to support you and each other
- Respect and celebrate difference

To achieve our aim, Leicester City Football Club continually works alongside Leicester City in the Community and with equality specialist groups, to support our journey towards achieving our inclusive vision.

We are proud to be recognised as a Diversity Champion of Stonewall, a Disability Confident Employer, a Cornerstone Employer, a partner of Autism East Midlands and have made the Time to Change Pledge in association with Mind as well as supporting the Premier League Mentally Healthy Football declaration.

We also work with local businesses, schools, colleagues and universities as well as charities, along with our supporter groups – the Disability Supporter Association, Foxes Pride – and our Supporter Equality Working Group to further our knowledge, support our fans, and help us share our equality work and act as a platform for change in Leicester.



SAFETY ADVISORY GROUP

The Club meets regularly with the Safety Advisory Group to discuss health, safety and security issues. The group is chaired by the local authority and supported by several organisations including Leicestershire Police, Leicester Fire & Rescue Service and East Midlands Ambulance Service, amongst others.

The Operations Director and Safety Officer represent the Club.

SAFEGUARDING AT LCFC

LCFC aims to provide a safe environment for everyone. Visiting King Power Stadium, all supporters should be treated with dignity and respect. All staff with responsibility for children, young people and vulnerable groups have a duty to keep them safe and to help protect them from abuse and harm.

On a matchday, you will find helpful contact numbers displayed throughout the concourses. LCFC staff who engage with children undergo a DBS check.

Should you have concerns of a safeguarding nature, please direct them to the Club's Safeguarding & Welfare Officer at safeguarding@lcfc.co.uk

DATA PROTECTION

OUR PRIVACY POLICY

The Club's privacy policy tells you what to expect us to do with your personal information.

The latest privacy policy can be found here [LCFC.com/terms](https://www.lcfc.com/terms)

YOU'RE IN CONTROL

We've made it easy for you to choose and change how you'd like us to contact you at any time (and if you'd prefer us not to). Just log into [LCFC.com/account](https://www.lcfc.com/account), click 'Communication Preferences' and then update your preferences. Be sure to press 'Continue' to save your updates.

WHAT DO WE DO WITH YOUR DATA?

Your privacy is important to us. The Club will never sell your data, all your details will be stored securely, and we will only send you communications we believe are relevant to you.

YOUR LCFC.COM ACCOUNT

Only you will be able to access your account. If you wish other people to access your account on your behalf (to make payments or amend details) you (the account holder) will need to give express written permission.

Parents and/or guardians remain able to manage their child's account, providing they are their legal guardian.



CITY

CITY is the official programme of LCFC Women for the 2022/23 Barclays Women's Super League Season, featuring an in-depth chat with a first team LCFC Women player in each issue, alongside notes from manager Willie Kirk.

It's bursting with exclusive photography and the latest news from Filbert Way, the Community and beyond, while also keeping an eye on LCFC Women's Academy Team.

There's analysis on the visitors to King Power Stadium too, and Junior Foxes aren't left out either, with an interactive page of challenges, teasers and quizzes to be enjoyed.

All of this and much more is available every matchday, with programmes sold on matchdays inside King Power Stadium, the Foxes Fanstore and online.



FILBERT FOX

Over the last three decades, Club mascot Filbert Fox has appeared on matchdays at Filbert Street and King Power Stadium - over 1,000 matches - loyally cheering the Foxes on from the sidelines and entertaining the crowd.

That now also includes LCFC Women matchdays on Filbert Way, delighting a whole new generation of young Foxes fans.

On 19 September, 1992, Filbert made his first-ever appearance as the Club's new mascot. Over the next 30 years, Filbert has been a constant presence on matchdays.

He has made numerous visits to schools and to a whole variety of organisations around the city and county. He has also visited the United States of America, Sweden, India, Belgium, Hong Kong, Denmark and Spain representing the Club.



03

Supporters With Disabilities

LCFC is committed to providing services and facilities for our supporters with disabilities. On matchdays, there is a dedicated stewarding team to help these supporters to ensure they enjoy their matchday experience.

Each area of the ground has access for wheelchair users, while the concourses have accessible toilets, with access granted via RADAR keys, obtained from stewards or a member of our corporate stewards team.

Other facilities available for supporters with disabilities to enhance their matchday experience at King Power Stadium, include:

AUDIO DESCRIPTIVE SERVICE

Headsets with full descriptive commentary can be provided for visually impaired supporters. These are available from the matchday staff entrance an hour and a half before kick-off.

*Failure to return the headset may result in a charge.

HEARING LOOPS

Hearing loops are fitted and clearly signed at various locations around King Power Stadium including the ticket office, Foxes Fanstore, main reception and catering outlets.

AUTISM PACK

Please apply for your pack, including ear defenders, in advance of a home fixture by emailing disability@lcfc.co.uk

CATERING

Available in every stand throughout King Power Stadium, fitted with lower level counters.

SEATING

Access Stewards will provide blankets and waterproofs on request for your use and return.

In addition, the Club also provide wheelchair accessible coach travel for all away fixtures throughout the season. Please see Fox Travel for more information.

If you have any other queries, please contact the Club's Disability Liaison Officer by emailing disability@lcfc.co.uk or telephone **0116 229 4540**.



LCFC DSA

The LCFC DSA (Disability Support Association) is an independent and voluntary organisation, self-funded by membership fees and fundraising.

Their main aim is to highlight the needs of supporters with disabilities. The LCFC DSA has built a strong working relationship with the Directors and management at the Club to ensure all supporters are treated equally at King Power Stadium.

We are delighted that this has resulted in increased numbers of supporters with disabilities attending matches at King Power Stadium.

The DSA provides its members with advice and support by liaising with the Club on a regular basis. The DSA also hold social events for its members, including quiz nights.

The LCFC DSA can be contacted on lcfcdsa@gmail.com



04

King Power Stadium

Address: King Power Stadium, Filbert Way, Leicester, LE2 7FL

King Power Stadium, home of Leicester City and LCFC Women, offers an all-seating capacity of 32,261. Filbert Way will stage all of LCFC Women's Barclays Women's Super League home matches during the 2022/23 campaign.

TRAIN

Leicester Train Station is roughly 1.2 miles from King Power Stadium. This equates to an approximate five-minute car journey or up to a 45-minute walk.

TO WALK FROM LEICESTER TRAIN STATION:

- 1** Cross London Road at the traffic lights, turn left and follow the road to King Power Stadium around to the right.
- 2** Keep the Central Ring Road (Waterloo Way) on your left as the path separates from the road, staying on this path as it crosses New Walk.
- 3** The path then re-joins the pavement, at which point Nelson Mandela Park will be in view.
- 4** Turn right onto Lancaster Road and walk through the park, heading for the crossings by the public toilets.
- 5** Cross Welford Road and turn left, following the road around – passing Morrisons supermarket – to King Power Stadium.

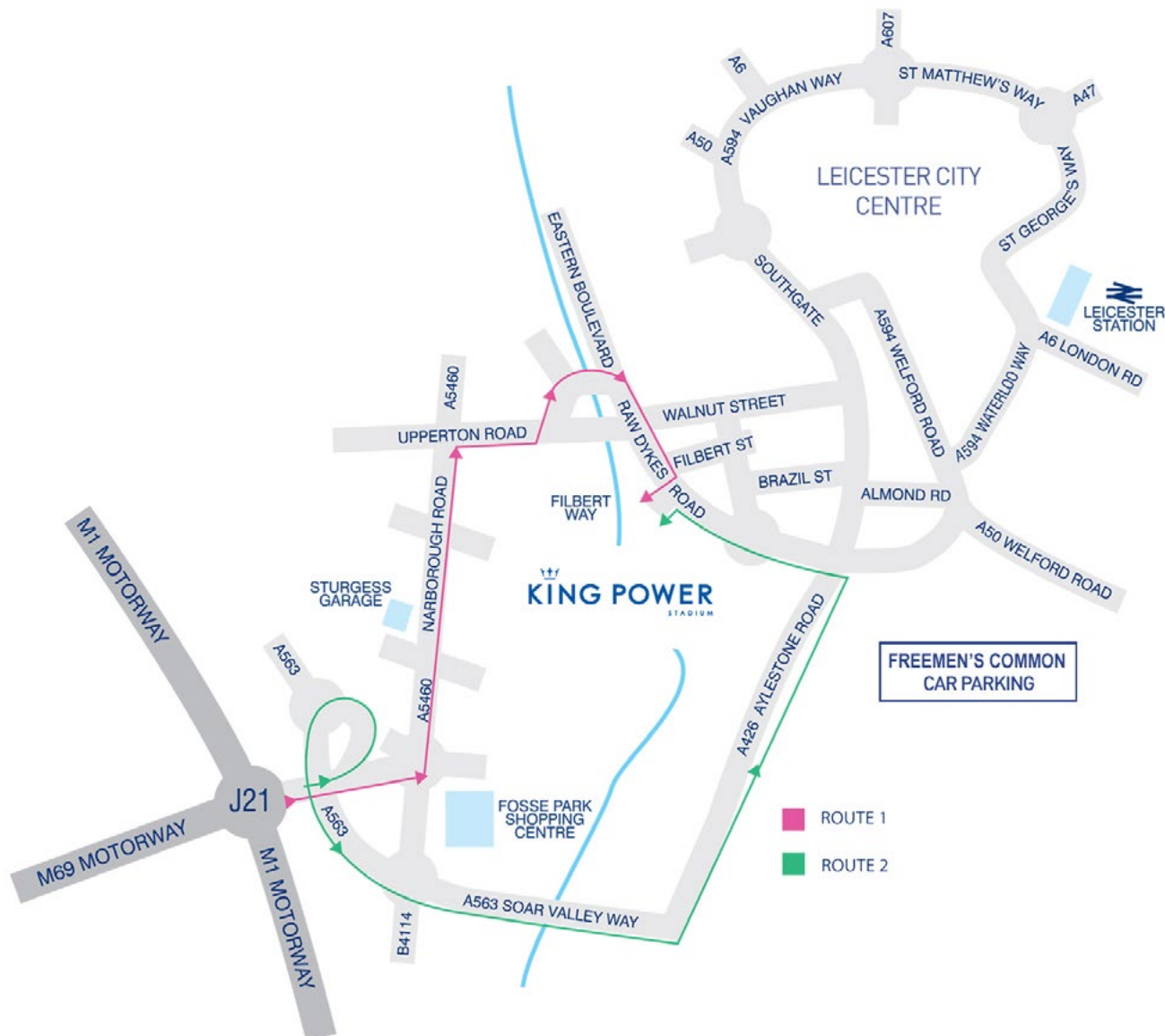
For more information on travelling to King Power Stadium by train, please visit the following:

- eastmidlandsrailway.co.uk
- nationalrail.co.uk

CAR

The M1 and M69 Motorways interchange at Junction 21 (M1), where you should exit and follow the signs for the City Centre via the A5460.

After three miles, turn right onto Upperton Road, follow the road down until you get to the Liberty Statue Island and take the fifth exit down Western Boulevard. You will then see King Power Stadium on your right-hand side.



BUS

Several bus services run from Leicester city centre to King Power Stadium, stopping on Aylestone Road, which is a five-minute walk from King Power Stadium.

Most buses in Leicester are low floor vehicles, meaning they can be lowered to pavement level once the bus has stopped. Buses all include wheelchair spaces.

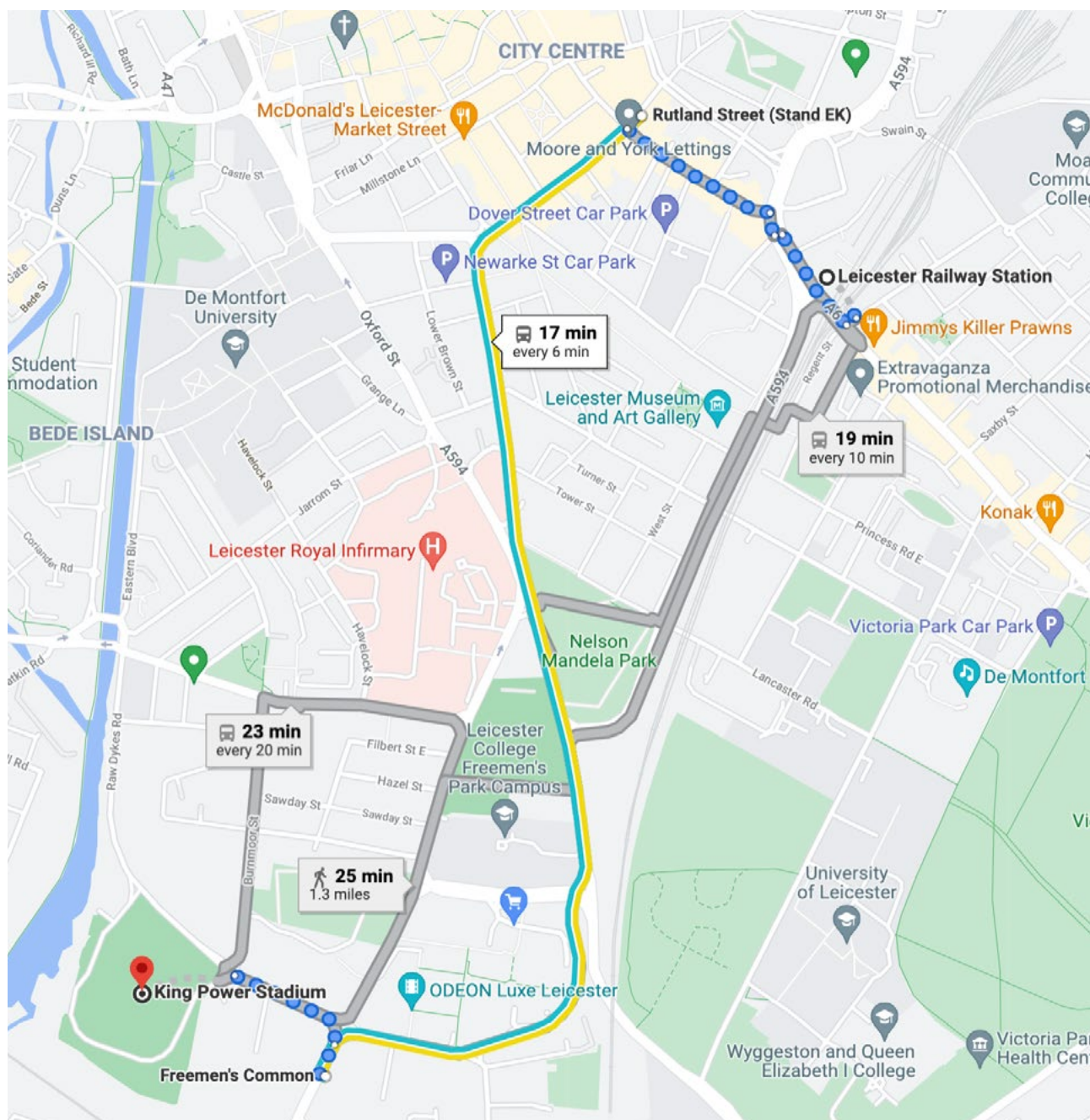
For details on routes to Leicester, visit travelineeastmidlands.co.uk

PARK & RIDE

There are three Park & Ride sites in Leicester, operating from 7am until 7pm, Monday to Saturday.

Users of the Park & Ride services can **PARK FOR FREE** at the sites.

For full details, including prices of Park & Ride services in Leicester, please visit choosehowyoumove.co.uk/park-ride



ON FOOT

When walking around the local area on a matchday, please do not deviate from the pedestrian footpaths and avoid walking in the road, even if the pavement appears congested. This is particularly important on Aylestone Road and Narborough Road with the number of fast-moving vehicles passing.

Details of known road closures throughout the season will be communicated via the Club's communications channels at the earliest opportunity.

CYCLE PARK

Leicester City are proud to promote all forms of green travel. As such, the Club encourages local supporters to utilise the cycle park by cycling to King Power Stadium.

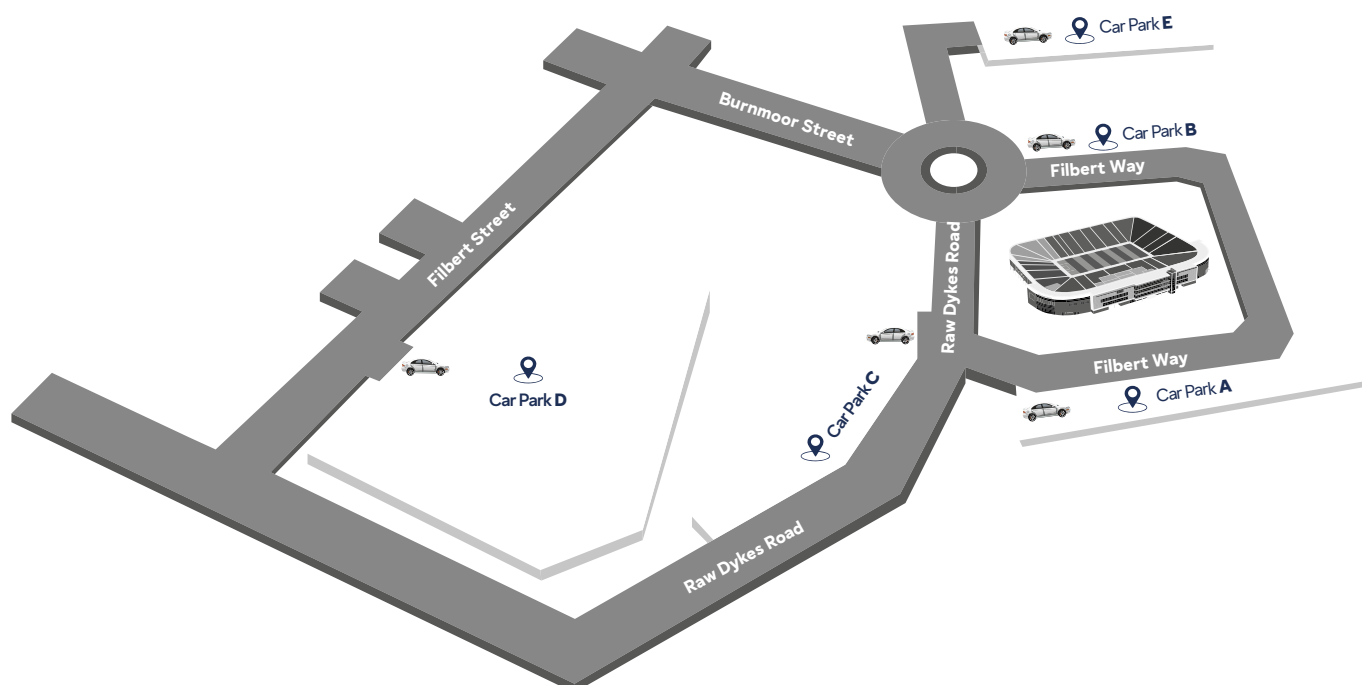
For those local to Leicester, cycling offers an attractive alternative, helping minimise the impact of matchday traffic.

Supporters travelling to King Power Stadium on bike can use the cycle park, free of charge. The facility offers 20 spaces on a first come, first served basis. Cyclists should enter via Car Park B and show their match ticket on arrival.

CAR PARKING

For supporters driving to King Power Stadium, parking can be purchased prior to the day of the match for £18 per car on the Club's Filbert Street car park. To book, please call the City Sales Centre on 0344 815 5000 (Option 1).

There are also several independent car parks in the area surrounding King Power Stadium. The car parks are situated around Freemans Common and Leicester Tigers Rugby Stadium which is around a 10-minute walk from King Power Stadium.



05

Pirelli Stadium

Address: Pirelli Stadium, Princess Way, Burton-on-Trent, DE13 0AR.

Pirelli Stadium, also home of Burton Albion, is once again hosting several of City's cup fixtures during the 2022/23 season.

TRAIN

Burton Railway Station is situated half a mile west of the town centre, past the Breweries on Station Street, on Borough Road.

Trains run regularly to and from Derby and Nottingham to the North, and Birmingham to the South. It's a 25 minute walk to the Pirelli Stadium from the Station. Out of the station turn left, then next right into Derby Street. Keep going on this road about one-and-a-half miles, straight across the first roundabout by the Derby Turn, then immediately left at the next roundabout into Princess Way and the entrance to the ground is 300 yards on your right.

For more information on travelling to Pirelli Stadium by train, please visit the following:

- nationalrail.co.uk
- eastmidlandsrailway.co.uk



CAR

Directions from the M1 (Junction 24) via the A50

Exit the M1 at Junction 24 and follow the signs for the A50 (Stoke and Uttoxeter). Keep on this road, heading west until you reach the Toyota Island and the junction with the A38. Head south on the A38 (Burton and Birmingham) until you reach the first Burton turn off. Take this exit (A5121) and proceed along Derby Road until you reach a roundabout. Turn right at this roundabout into Princess Way and the entrance to the ground is 300 yards on your right.

There are 400 car parking spaces available at Pirelli Stadium. Parking will be pay on the gate with no pre-paid parking available.

BUS

The Trent Barton V1 and V2 bus service runs every half an hour from directly outside the railway station to the Pirelli Stadium.

For more information on local Burton bus routes and timetables, please visit trentbarton.co.uk

06 Tickets

SEASON TICKETS

Season Tickets are available to purchase for home fixtures and remain the best value for supporters.

MATCHDAY TICKETS

There are three ways for supporters to purchase match tickets for LCFC Women home fixtures at King Power Stadium:

- 1) In person by visiting the Foxes Fanstore
- 2) By phone on 0344 815 5000 (Option 1)
- 3) Online at [LCFC.com/tickets](https://www.lcfc.com/tickets)

Match tickets for home games at Pirrelli Stadium will be sold online via [LCFC.com/tickets](https://www.lcfc.com/tickets) and can also be purchased on the gate at Burton.

PRICING

AGE BANDS	PRICES
ADULT	£7
SENIOR (65+)	£3.50
UNDER-18s	£3.50
UNDER-8s	FREE

ADDITIONAL INFORMATION

The unauthorised sale or disposal of tickets for a designated football match may amount to a criminal offence. [LCFC.com/tickets](https://www.lcfc.com/tickets) is the only legitimate place to purchase tickets for Leicester City fixtures.

For more information, please visit [LCFC.com/safeticket](https://www.lcfc.com/safeticket)



MOBILE TICKETS

Mobile Ticketing is now in place at King Power Stadium following a successful introduction earlier this year.

To ensure the experience remains as smooth as possible, the Football Club is encouraging all Mobile Ticket-holding supporters to familiarise themselves with new processes relating to Mobile Ticketing before setting off to games on Filbert Way.

Here are seven key things to do...

1. Watch our video guide to Mobile Ticket entry

We've created videos to help guide supporters through their Mobile Ticket experience at King Power Stadium. Each video shows the journey and steps unique to specific supporter groups, depending on specific circumstances. Watch our video guides [HERE](#).

2. Check your email to find your Mobile Ticket(s)

Mobile Ticket(s) are emailed shortly after a Mobile Ticket purchase. Supporters will need to go to their email inbox (of the email address on their respective LCFC account) on the smartphone they will be using for entry and find the email from ticketsinfo@lcfc.co.uk

If you can't locate the email, check your junk folder. If you still have issues locating it, go to your [LCFC.com](https://www.lcfc.com) account via the Ticketing website ([LCFC.com/tickets](https://www.lcfc.com/tickets)) to find your ticket.

3. Download your Mobile Ticket(s)

Whether you are using the link via your email or on your [LCFC.com](https://www.lcfc.com) account, click on the link to start the download process. Refer to the most relevant **video** to you for the steps needed to download your Mobile Ticket(s).

4. Charge your smartphone

Mobile Ticket(s) will not be accessible on smartphones if there is no battery power. Please ensure your smartphone has enough charge to see you through to your time of entry.

5. Arrive early

As always, we advise supporters to arrive at King Power Stadium early in order to pass through the turnstiles in time for kick-off. It is advisable to factor in time for unexpected road traffic and time needed to park (if applicable).

6. Seek support on matchday (if required)

If you need any support with any part of your Mobile Ticket experience, staff at King Power Stadium are ready to answer questions and are on hand to offer assistance. Look out for our Here To Help staff in the pink vests around the stadium prior to entry or speak to your nearest steward, located at your turnstile.

7. FAQs

See our FAQ guide to everything related to Mobile Tickets at Leicester City Football Club [HERE](#).



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A Safe & Inclusive Environment

The Club celebrates diversity and works to create a matchday experience that is safe and enjoyable for all. The Club welcomes all to King Power Stadium, regardless of age, disability, gender, race, faith, sexual orientation or any other protected characteristic.

For Season 2022/23, The FA, Premier League and EFL are together introducing new measures and stronger sanctions across the game to tackle the increased anti-social and criminal behaviours recently seen within football grounds and underline the importance of a safe matchday environment.

From the start of Season 2022/23, all identified offenders will be reported by the Club to the police and prosecution could result in a permanent criminal record, which may affect their employment and education, and could result in a prison sentence.

All supporters and staff must be treated fairly and with respect.

The Club condemns, and does not tolerate, any form of discriminatory, abusive, and/or anti-social conduct or behaviour at King Power Stadium and any other football stadium. If the Club finds any supporter committing any of the prohibited offences or behaviours at King Power Stadium or any other football stadium, or via online media or any other media, the Club shall be entitled to impose such sanctions on the supporter as it considers appropriate in the circumstances, which

may include (by way of example) match bans, a lifetime ban from all Club fixtures, and/or the withdrawal of tickets and/or memberships without reimbursement.

Supporters are reminded that the King Power Stadium Ground Regulations and any applicable Supporter Code of Conduct, must be adhered to at all times.

Where applicable, Club sanctions will be issued in accordance with its Sanctions and Appeals process, taking into account applicable policies and guidance (including the Premier League Commitment regarding Discriminatory and Abusive Conduct).



SOCIAL MEDIA SANCTIONS POLICY

LCFC's Social Media Banning Policy, which can be found on the Club's website at [LCFC.com/equality/discrimination](https://www.lcfc.com/equality/discrimination), states that any individuals or groups observed to be making discriminatory or abusive comments on Leicester City Football Club's official social media channels, should be banned using each social network's reporting/banning mechanism.

Any online conduct deemed to be a "Prohibited Activity" under the Premier League Commitment will be dealt with in accordance with the agreed process set out in section C of the PL Commitment.

Leicester City is a family club and is connected online with supporters of all ages from a wide variety of backgrounds. As such, the Club's social media accounts should harbour an environment and community that is welcoming and free of inappropriate messages/behaviour.

The Club's Content Department regularly monitor posts for such behaviour and other online users may report incidents of online abuse to the Club. The remit of the Club's Sanctions Committee extends to all forms of abuse and/or inappropriate behaviour and so supporters found to be committing online offences may be subject to Club sanctions.

Sanctions are imposed for, but not limited to, swearing, threatening messages, any post that discriminates against protected characteristics and other behaviour that the Club deems inappropriate on its channels. This includes, but is not limited to, general spam and the posting of links to illegal match streams.

PROTECTED CHARACTERISTICS (EQUALITY ACT 2010):

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

Social networks include, but are not limited to: Facebook, Twitter, YouTube, Instagram and TikTok.

All banned/blocked accounts from LCFC media channels are made at the Content Department's discretion.

LCFC does not tolerate online abuse in any form and if you are a Season Ticket Holder, Member, or match by match purchaser of tickets to Club fixtures conducting such abuse, you will be referred to the Club's Sanctions Committee who will consider whether to issue a sanction to you in respect of your online activity.

If you use online abuse on non-LCFC media channels, towards the Club, our players, or staff, you will be reported to the social network company and if you are a Season Ticket Holder, Member, or match by match purchaser of tickets to Club fixtures, you will be referred to LCFC Sanctions Committee. You will be advised of the length of your sanction within seven working days of the offence.

In addition online abuse can be reported directly to the Premier League by taking a screen shot of the alleged abuse and emailed to onlineabuse@premierleague.com.

SANCTIONS & APPEALS

Depending on the severity and nature of your conduct/offence, the Club's Sanctions Committee may review the conduct/offence and issue sanctions as it sees fit. A non-exhaustive list of possible sanctions is below:

- Written warning
- One home match ban
- Three home match ban
- Six home match ban
- Twelve home match ban
- Season ban
- Multi-season ban
- Lifetime ban

If you were not ejected from the stadium on the matchday but information is passed to the Club after the game, we will endeavour to contact you within 48 hours of the reported alleged offence/incident.

Second offences will automatically carry a lengthier ban.

APPEALS PROCESS

If you have been issued with a Club sanction and wish to appeal such sanction, you must lodge your appeal to the Club's Board Office. This can be done either by sending a signed letter addressed to Board Office, Leicester City Football Club, King Power Stadium, Filbert Way, Leicester, LE2 7FL or by emailing boardoffice@lcfc.co.uk stating the reason for their appeal, within seven working days of the date of the letter confirming your sanction.

Your appeal will be brought before LCFC Appeals Committee (separate to the Sanctions Committee) and the Appeals Committee will endeavour to advise you of the outcome of your appeal within 14 working days.

Should you be dissatisfied with the response from the Club after appeal, you may contact the Independent Football Ombudsman, Premier House, 1-5 Argyle Way, Stevenage, Hertfordshire, SG1 2AD, alternatively complete and submit the form on the following link theifo.co.uk/contact-us.html or telephone 0330 165 4223.





Foxes Fanstore & City Sales Centre

The Foxes Fanstore at King Power Stadium is the flagship store for all official lines of Leicester City merchandise. Official merchandise is also available to purchase 24/7 at [LCFC.com/shop](https://www.lcfc.com/shop) and throughout Thailand at all King Power Duty Free outlets.

FOXES FANSTORE:

GENERAL OPENING HOURS

Monday – Friday

10am – 7pm

Saturday

9am – 5pm

Sunday

10am – 4pm

Bank Holidays

10am – 4pm

MATCHDAY TIMINGS

LCFC Women Sunday Fixtures

10am – 4.30pm,
(purchase from 10.30am)

Autism Hour

First Friday of the month
10am – 11am

Dementia Hour

Third Thursday of the month
9.30am – 10.30am

Please Note: Opening times are subject to change for Bank Holidays and fixtures held at King Power Stadium.

Whether making a purchase at [LCFC.com/shop](https://www.lcfc.com/shop) or in the Foxes Fanstore, the Club's aim is to provide supporters with a first-class shopping experience.

Should you not be 100 per cent satisfied with your purchase, please see the Club's refund & returns page at shop.lcfc.com/returns.

The Club strongly advises supporters to check their shirts before personalisation, as refunds will not be given on printed items. Your statutory rights are not affected.

CITY SALES CENTRE

OPENING HOURS

Please visit [LCFC.com/openinghours](https://www.lcfc.com/openinghours) as times change depending on matchdays and kick off times.

The City Sales Centre opens from 10am till kick-off for all LCFC Women's home fixtures at King Power Stadium.



Leicester City in the Community

Leicester City in the Community is an independent charity, governed by a Board of Trustees.

We use the power of the brand 'Leicester City Football Club' to make a measurable difference in our communities.

Our services and activities support our most in-need residents across Leicester, Leicestershire and Rutland, which we deliver through four themes of work – education, community engagement, football development and health & wellbeing.

Our communities are large and varied – challenges most pertinent to inner-city Leicester may not be the same as those in rural Leicestershire. Our approach is to respond to all communities' needs on a local level.

To help positively engage our diverse communities, we continue to grow our staff team through six core values. We engage, inspire and empower through togetherness, respect and pride.

Please follow us on social media to see what we are up to:

-  @LCFCCommunity
-  @LCFC_Community
-  @LCFC_Community
-  /LeicesterCityintheCommunity

To find out more go to [LCFC.com/community](https://www.lcfc.com/community)
To contact email community@lcfc.co.uk



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The Vichai Srivaddhanaprabha Foundation

The LCFC Foxes Foundation was renamed The Vichai Srivaddhanaprabha Foundation in November 2018 in honour of Leicester City's late Chairman, Khun Vichai, who tragically lost his life in a helicopter accident in October 2018, along with four other people.

The VS Foundation is committed to giving back to the Leicestershire community by raising large sums of money for life-changing causes in the county that have a real impact on the lives of those in need.

With former player and legendary Club Ambassador Alan 'The Birch' Birchenall as its driving force, the Foundation uses the reach of the Premier League, the passion of fans and a creative approach to fundraising to benefit its community in a number of ways.

The Foundation was formed in 2011/12 with the launch of the 'One In A Million' campaign, which looked to take the total of £850,000 already raised by The Birch beyond the £1M mark.

This feat was achieved in the very first season thanks to a host of fundraising events, that culminated in Birch's Annual Run around the pitch prior to the team's final home game of the campaign.

Money raised over the past decade has gone towards several important causes, including the funding of a renovation of Leicester Royal Infirmary's Children's Outpatient Ward, lifesaving equipment desperately needed by the Children's Intensive Care Unit, and the restoration of Leicester Cathedral.



Furthermore, dozens of local causes have been supported, including Leicester Hospitals Charity, LOROS, Rainbows Children's Hospice and Leicestershire Children's Holiday Centre, as well as the installation of several life-saving defibrillators in key areas around the city and county and the funding of a Professorship in Child Health at the University of Leicester.

More recently, in April 2022, the VS Foundation donated all funds raised throughout the month to Leicester Hospitals Charity's Neonatal Incubator Appeal. In a month where the Club unveiled a statue of Khun Vichai outside King Power Stadium, the Foundation continued to uphold a key part of the former Chairman's legacy by supporting key charitable causes in its communities.

Following this, LCFC Chairman and Khun Vichai's son, Khun Aiyawatt Srivaddhanaprabha, donated £1M to the Appeal at the Club's End of Season Awards in May 2022, with The Birch's 40th and final annual End of Season Run focusing on raising funds to support the Appeal.

To date, the The Vichai Srivaddhanaprabha Foundation has raised an incredible £5M for local Leicestershire causes.

If you wish to get involved with The Vichai Srivaddhanaprabha Foundation's fundraising by arranging your own event, please email vsfoundation@lcfc.co.uk



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Other Events

All year round, King Power Stadium's first-class facilities are available to accommodate a host of purposes.

Situated close to the city centre and offering free car parking, Wi-Fi and nine conference and events suites, King Power Stadium delivers exceptional facilities and service to meet the needs of the contemporary event booker.

The events team are committed to responding in the quickest possible time to every enquiry, providing a solution to deliver perfect occasions.

KING POWER STADIUM FEATURES:

- 42 Executive Boxes for smaller meetings, with pitch-facing views
- Conference space for 550 in the Walkers Hall
- Banqueting and party facilities for up to 600 guests
- Over 2,000 square metres of exhibition space, plus free car parking for up to 400 cars on a first come, first served basis

Please email all enquiries to
levysalesupport@levy.co.uk





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Contact Us

ADDRESS

Leicester City Football Club
King Power Stadium
Filbert Way
Leicester
LE2 7FL

Telephone: **0344 815 5000**
Website: [lcfc.com](https://www.lcfc.com)

TICKET SALES

Website: [lcfc.com/tickets](https://www.lcfc.com/tickets)
Call: **0344 815 5000** (Option 1)
Email: ticketsinfo@lcfc.co.uk

MERCHANDISE

Website: [lcfc.com/shop](https://www.lcfc.com/shop)
In Person: Visit the **Foxes Fanstore** at
King Power Stadium
Call: **0344 815 5000** (Option 3)

HOSPITALITY

Website: [lcfc.com/hospitality](https://www.lcfc.com/hospitality)
Call: **0344 815 5000** (Option 1)
Email: hospitality@lcfc.co.uk

SAFEGUARDING

Email: safeguarding@lcfc.co.uk

CONFERENCE & EVENTS

Email: levysalessupport@levy.co.uk

LCFC HELP

Call: **0344 815 5000** (Option 2)
Email: help@lcfc.co.uk

SUPPORTERS WITH DISABILITIES

Call: **0116 229 4540**
Email: disability@lcfc.co.uk

GRASSROOTS EXPERIENCES

Call: **0344 815 5000** (Option 2)

LEICESTER CITY IN THE COMMUNITY

Email: community@lcfc.co.uk

THE VICHAI SRIVADDHANAPRABHA FOUNDATION

Email: vsfoundation@lcfc.co.uk



IMPORTANT LINKS:

[Privacy Policy](#)



[Ticket Terms & Conditions](#)



The Club reserves the right to update this supporter guide from time to time.