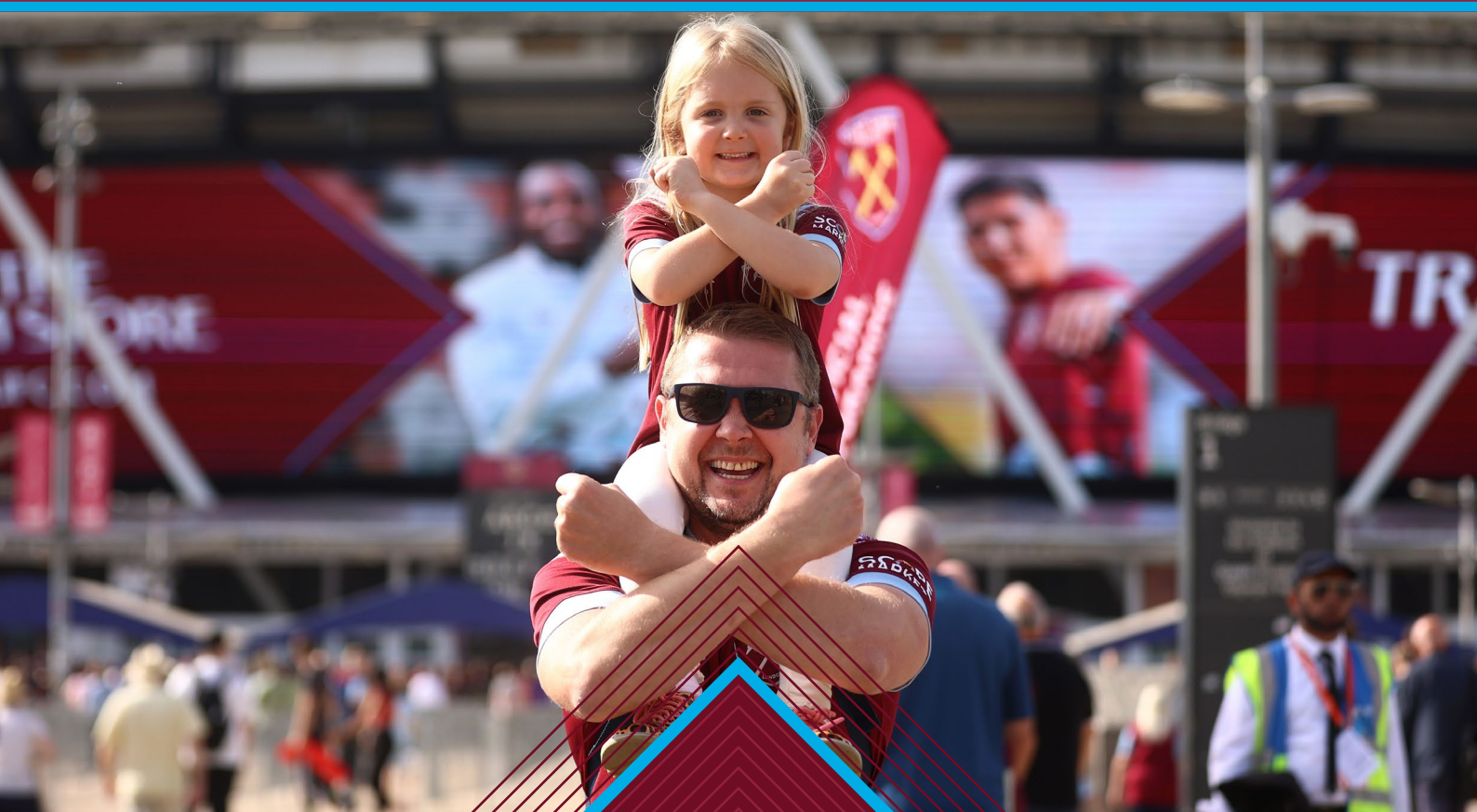





# FIRST TIME FAN GUIDE 2024/25





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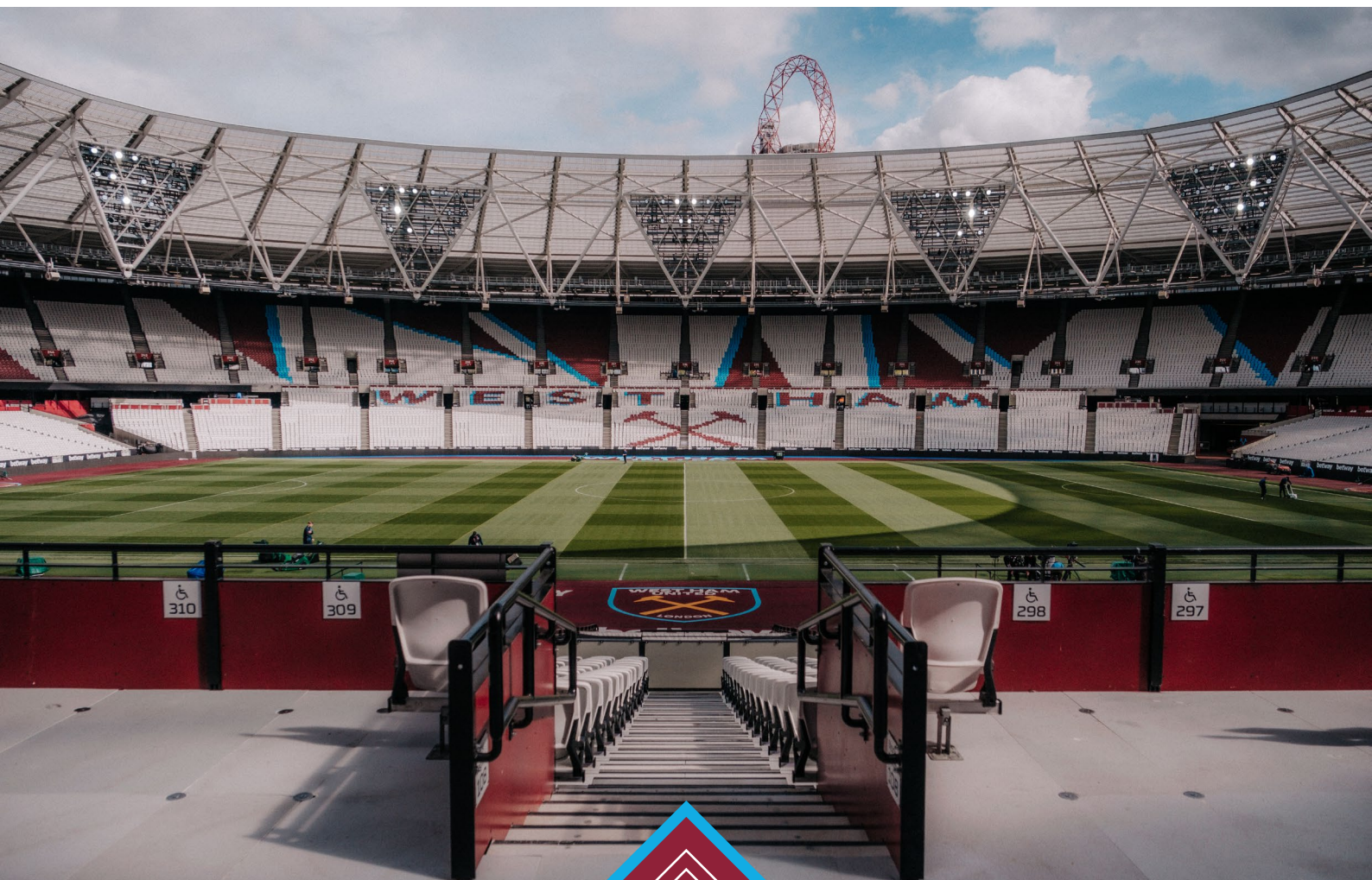
# WELCOME TO WEST HAM UNITED



If you are coming to your first match here at London Stadium, our First Time Fan Guide has been created to ensure you have all the information you need for a great experience.

If you require any further information or assistance, contact our Supporter Services team who will be happy to help via email at [supporterservices@westhamunited.co.uk](mailto:supporterservices@westhamunited.co.uk) or X [@WestHamHelp](https://twitter.com/WestHamHelp)

We look forward to welcoming you to London Stadium.





# HERE TO HELP



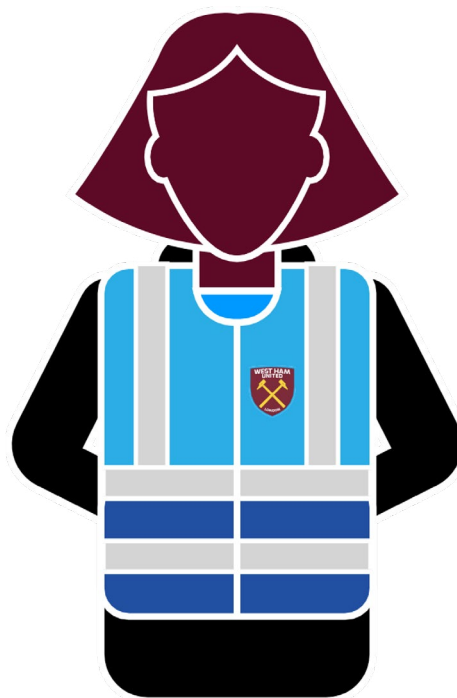
As part of our ongoing commitment to providing all supporters with a great matchday experience, we have a dedicated team of matchday Supporter Liaison Officers (SLOs) stationed at key points around the stadium. These SLOs are available to help and assist with any queries or concerns you may have.

## Where to Find SLOs

- Inside and Outside the Stadium: SLOs welcome supporters as they arrive and wish them a safe journey home after the game.
- Identification: Look for SLOs in blue West Ham United uniforms and blue tabards.
- Information Points: You can find SLOs at four information points located opposite turnstiles G, H, J, and D (visiting supporters' section).

## About the SLO Team

- Our SLOs bring a wealth of experience and expertise in:
- Football stadium operations
- Crowd safety
- Ticketing
- Supporter liaison
- Knowledge of supporters, the local area, and visiting supporters



# GETTING TO LONDON STADIUM



## How to Get to London Stadium

### By Train or Tube

#### Stratford Station is served by:

- London Underground Jubilee and Central lines
- Docklands Light Railway (DLR)
- National Rail services operated by Greater Anglia and c2c
- London Overground
- The Elizabeth Line

**\*Additionally, Stratford Station has step-free access to all platform.**

#### Stratford International Station is served by:

- Docklands Light Railway (DLR)
- Southeastern High Speed 1 services

**\*Additionally, Stratford International has step-free access to all platform.**

#### Stratford High Street and Pudding Mill Lane Stations are served by:

- Docklands Light Railway (DLR)

#### Hackney Wick Station is served by:

- London Overground

More information is available [here](#) or [here](#).

# GETTING TO LONDON STADIUM



## How to Get to London Stadium

### By Car

London Stadium is a green stadium and a public transport destination, so public car parking is not available. Supporters are advised to use the many public transport options. Visiting supporters wishing to book accessible parking on matchday can contact: [accessibility@westhamunited.co.uk](mailto:accessibility@westhamunited.co.uk) for further advice.

### By Bus

Stratford Bus Station and Stratford City Bus Station are close to Stratford Station. Buses that run to these stations include: 25, 86, 97, 104, 108, 158, 241, 257, 262, 276, 308, 425, 473, and D8.

### By Coach

The location of the Visiting Supporters Coach Park will be communicated between the clubs in the week leading up to the game. The club provides an Accessible Shuttle Bus service to and from the stadium for supporters with access requirements. To enquire about using the shuttle bus service, contact:

[accessibility@westhamunited.co.uk](mailto:accessibility@westhamunited.co.uk)



# GETTING TO LONDON STADIUM



London Stadium is located in the south of the Queen Elizabeth Olympic Park, with five train stations in the surrounding area. To avoid the busiest stations, Stratford and Stratford International, consider using one of the other stations around the Olympic Park. Refer to the map on the next page to find the best route to the visitors' section at entrance D.

## Car Parks at Westfield

On matchdays, all three car parks at Westfield (A, B, and C) are in operation:

**Car Park A:** Best accessed via the A12.

**Car Park B:** Limited access.

**Car Park C:** Best accessed via A112, Penny Brookes Street, and Montfichet Road.

Westfield advises supporters to follow the guided route around the centre to and from the stadium. Note that there are road closures in place on matchdays for the safety of fans traveling on the surrounding roads.

## Parking for Supporters with Blue Badges

Supporters with blue badges can inquire about parking spaces by emailing [accessibility@westhamunited.co.uk](mailto:accessibility@westhamunited.co.uk) once they have been allocated a ticket. Spaces are limited and will be allocated on a first-come, first-served basis.

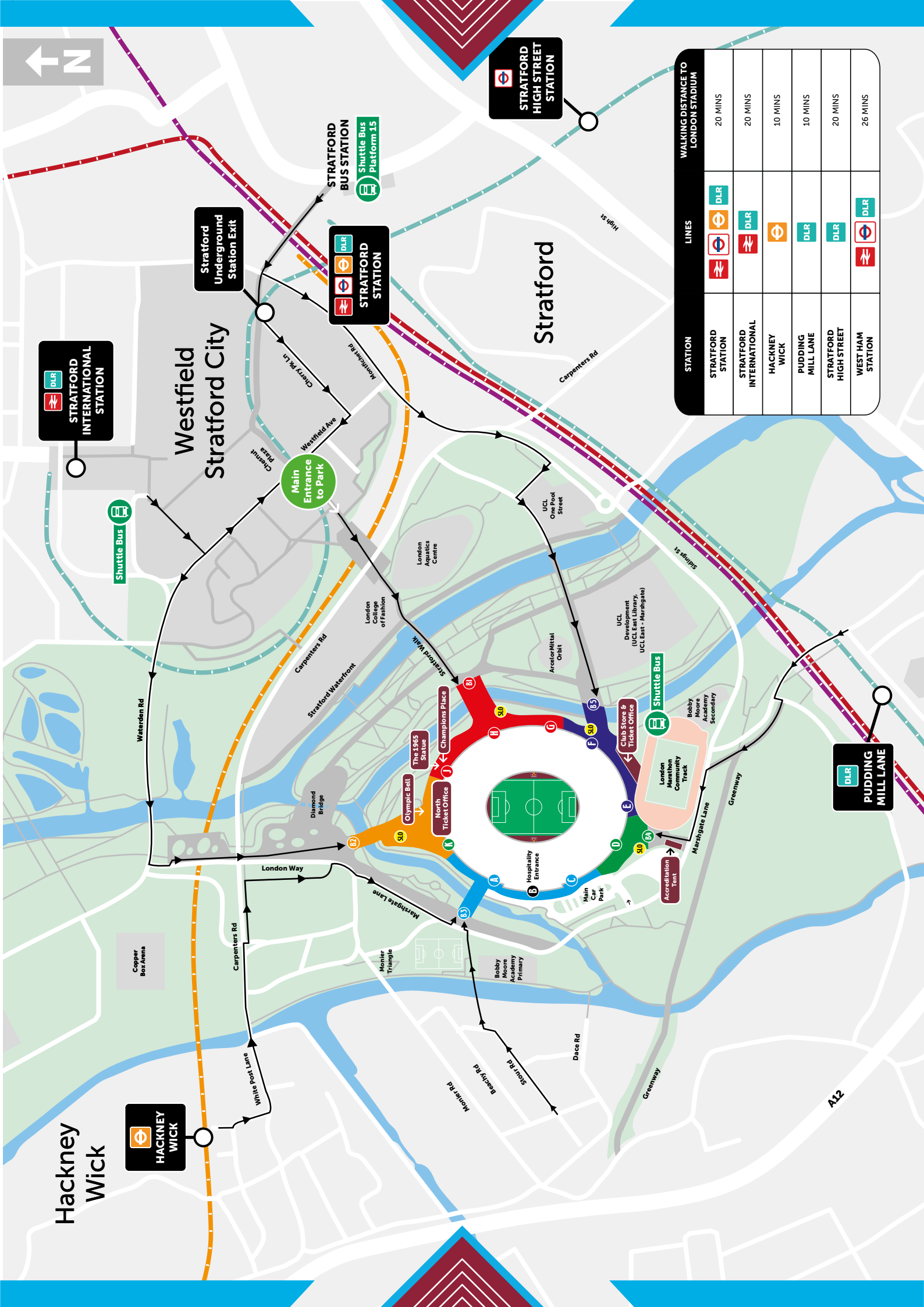
## Additional Travel Options

**Bike Parking:** The Queen Elizabeth Olympic Park offers bike parking, and there are several Santander bike points around the ground.

## Travel Planning

Supporters are reminded to plan their journey in advance and check timetables to ensure timely arrival at the ground to avoid long queues before kick-off. For the latest travel advice, visit the provided links or the transport operators' website directly.





STRATFORD  
INTERNATIONAL  
STATION

Shuttle Bus

Westfield  
Stratford City

Stratford  
Underground  
Station Exit

STRATFORD  
STATION

STRATFORD  
BUS STATION

Shuttle Bus  
Platform 15













STRATFORD  
HIGH STREET  
STATION

Stratford

PUDDING  
MILL LANE

HACKNEY  
WICK

Hackney  
Wick

STATION	LINES	WALKING DISTANCE TO LONDON STADIUM
STRATFORD STATION	  	20 MINS
STRATFORD INTERNATIONAL	  	20 MINS
HACKNEY WICK		10 MINS
PUDDING MILL LANE		10 MINS
STRATFORD HIGH STREET		20 MINS
WEST HAM STATION	  	26 MINS



# ARRIVING AT THE GROUND



## **Greeting and Assistance**

- Upon arrival, fans will be greeted by West Ham United Supporter Liaison Officers (SLOs) and stewards.
- SLOs are available to offer support and assistance with any questions.

## **Security and Bag Searches**

- Security and bag searches will be conducted on all bridges leading to the stadium.
- Fans may be asked to open their own bags for inspection.
- Each bridge will have a dedicated lane for accessibility supporters.

## **Following Stewards' Advice**

- Please always follow stewards' advice. They are there to help ensure your matchday is safe and enjoyable.

## **Arriving Early**

- To avoid missing kick-off, it is strongly encouraged that all supporters arrive early.
- Access to the Stadium Island is available, with Club London hospitality Entrance B opening 2 hours and 30 minutes before kick-off.
- General admission turnstiles open 1 hour and 30 minutes before kick-off.

## **Ticket Scanning**

- At the turnstile, supporters will need to scan their ticket, either on an electronic device or as a paper ticket.
- For paper tickets, align the barcode with the scanner to gain entry.
- For our home fixtures NFC tickets (Near Field Communication) have been sent to our Season Ticket Holders, this ticket will be valid for all 19 Premier League Home games and will update after each game has finished.

## **Assistance with Access**

- Stewards and Ticket Office staff are available to assist supporters with access requirements.
- They will try to resolve any issues at the turnstiles to minimize movement around the Stadium Island and avoid unnecessary visits to the Ticket Office.

## **Supporter Liaison Officers (SLOs)**

- SLOs are positioned at train stations, bridges, and on the Stadium Island to provide directions, offer support, and collect feedback from supporters on matchday.
- SLO information points are located outside the stadium opposite turnstiles G, H, and D (Visiting Supporters' turnstile).

# MATCHDAY INFORMATION



## **Food and Drink**

- Once inside the Stadium, supporters can enjoy a variety of food and drink options, including:
- Hot Drinks: Teas, coffees and hot chocolates are available at London Stadium.
- Cold Drinks: There is a selection of non-alcoholic beverages.
- Food: Beef Burgers, Chicken Burgers, Nachos, hot-dogs, pies, and an assortment of confectionery items.
- Alcoholic Beverages: Must be poured into cups before consumption.

## **Note:**

- Products are advertised on TV screens throughout the concourse area.
- All kiosks will close 10 minutes into the second half.
- For specific dietary requirements or allergen information, consult the catering staff.
- Refer to the catering map for more information.

## **Cash Machine**

- The nearest ATM is located on the Olympic Park, outside the ArcelorMittal Orbit.
- All food kiosks accept credit/debit cards and Apple/Android Pay.
- The stadium operates on a cashless basis.

## **Programmes**

- Programme sellers are stationed on the approach to the stadium, accepting cash.
- Two large marquees will be selling programmes and located outside the Stadium Store at Turnstile F and Turnstile H.

## **Multi-faith Rooms**

- Two multi-faith rooms are available in the West Stand located between blocks 103 & 104.
- Speak to a member of staff to be escorted to a multi-faith room.

## **Hygiene**

- Toilets are regularly checked to ensure soap dispensers are stocked.
- If any hand sanitisers or soap dispensers are empty, notify the nearest Supporter Liaison Officer.

## **Lost Property**

- For lost items, contact the Supporter Services team at [supporterservices@westhamunited.co.uk](mailto:supporterservices@westhamunited.co.uk) for assistance.

# HOME SUPPORTERS SECTIONS



## Entrance Information for Home Supporters at London Stadium

### General Entry Turnstiles:

Turnstile A  
Turnstile C  
Turnstile E  
Turnstile F  
Turnstile G  
Turnstile H  
Turnstile J  
Turnstile K

### Hospitality Section:

Turnstile B

### Important Notes

**Ticket Specific Turnstile:** You must enter through the turnstile specified on your ticket.

**Assistance:** If you have any concerns about where to enter, speak to a Matchday Supporter Liaison Officer for guidance. Please note, each turnstile will have a Ticket Office representative to assist you with entry to London Stadium.

Enjoy your matchday experience at London Stadium.



# UNDERSTANDING TICKET /ACCOUNT



## **Purchasing Tickets for West Ham United Home Matches**

### **Create an Account:**

1. Go to the [West Ham United account creation page](#).
2. Follow the sign-up process to create your account.
3. Link your account to your Client Reference Number.

Once you have created and activated your West Ham Account you will be sent to your profile page where you need to follow the steps below:

1. Click 'Link my Client Reference number' which is highlighted in a blue box
2. This will take you to the 'Link you existing Client Reference number to your new West Ham Account' section. You will then have the opportunity to enter your previous client reference number into the text box below or scroll down to 'Create a new Client Reference number'.
3. Once you have clicked this you will receive a brand-new Client Reference number, which will be linked to your account.

If you are still having difficulty in creating an account, you can use one of the useful links below to another FAQ or contact us directly at [supporterservices@westhamunited.co.uk](mailto:supporterservices@westhamunited.co.uk)



# UNDERSTANDING TICKET/ ACCOUNT



## **Purchasing Tickets for West Ham United Home Matches**

### **Purchase Tickets:**

1. Visit the Ticketing Site.
2. Log in with your account to purchase tickets for home fixtures.

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### **Types of Tickets:**

#### **Digital Ticket:**

- Download the ticket to your phone.
- Use NFC technology to scan your phone at the reader for entry.

#### **Physical Ticket:**

- Print the ticket at home.
- Use the printed ticket at the turnstiles for entry.

#### **Season Ticket Cards:**

- Physical Season Ticket Cards can be scanned at the turnstiles.
- Digital Season Tickets will update seven days before the game.

### **Entry Methods**

- Digital Ticket: Use NFC on your phone.
- Printed Ticket: Insert the printed ticket at the scanners.
- Season Ticket Card: Scan the physical card at the turnstiles.
- Digital Season Ticket: Ensure it's updated and use NFC for entry.

---

### **Ticket Office**

The Ticket Office is located outside Turnstile E and there are 20 windows all staffed with Ticket Office representatives that are here to assist you with your Ticketing enquiries.

# ACTIVATIONS & FAN ENGAGEMENT



## **Pre-Match Activities**

- Early Arrival: Arrive as early as possible to enjoy the atmosphere and various activities.
- Activations: Wide variety of pre-match activations throughout the stadium.
- Pre-Match Show: Begins 45 minutes before kick-off.
- Heineken Bar: Enjoy a live DJ set to get supporters ready for the match.
- Early Bird Offers: Enjoy an early bird offer inside the stadium for 45 minutes when turnstiles open
- Club mascots: Hammerhead and Bubbles will be around the Stadium Store taking pictures with supporter.

## **Matchday Support**

- Supporter Liaison Officers: Positioned in key areas to assist with any queries or issues on matchday.

## **Pre-Game Rituals**

- Child Mascots: Walking out with the players just before the game.
- 'I'm Forever Blowing Bubbles': Fans in the stands are encouraged to sing this iconic song.

## **Half-Time Entertainment**

- Quiz Competition: Two supporters will challenge their West Ham knowledge for a chance to win a prize.

Enjoy your visit to London Stadium and make the most of the exciting activities and entertainment provided!

# JUNIOR HAMMERS



Here at West Ham we welcome our Junior Hammers to visit our Matchday Supporter Liaison Officer to receive a collectable from each match and revisit each game to collect the set. If you are visiting your first game you will qualify to receive a First Time Certificate to remember this occasion, our SLO's can create this for you on the day or you can contact the Supporter Services Team and have one sent to your home address.

The SLO's will be handing out Junior Wristbands as well, this is to ensure the safety of junior hammers attending games at London Stadium. The wristband is filled in with contact details of the parent should a child become lost, we are then able to reunite them quicker with their parent or guardian.

The club has a Junior Supporters Board, The JSB is an exciting opportunity for young Hammers who want to contribute to shaping the junior fan experience, meet fellow fans, and to find out more about the day-to-day operation of West Ham United. JSB members meet with Club representatives to provide feedback around the matchday experience for junior supporters, content across Club channels for young Hammers, the official West Ham United website, and input ideas for new activities and initiatives. There are also some exciting opportunities along the way – including going behind-the-scenes at London Stadium and having the chance to meet members of the men's and women's first team squad.

The JSB will liaise regularly with members of the Supporter Services team during the season and will also meet with the representatives from the Club's Board of Directors and senior management staff.

All feedback received to the Club plays a vital role in helping us to achieve this, so please do not hesitate to contact us should you have any queries, concerns or suggestions that you would like to share with us.

All feedback is gratefully received and helps shape the future of West Ham United.



# OFFICIAL SUPPORTERS CLUBS



## Portal Launch

- Exciting Updates: The Supporters' Club portal is being updated with a new benefits package ahead of the new season.
- Launch Information: The Supporters' Club Team will contact you with sign-up details and instructions on how to utilize the new portal once it is launched.

## Creating a Supporters' Club

- Email Contact: If you wish to create a supporters' club, email [supportersclubs@westhamunited.co.uk](mailto:supportersclubs@westhamunited.co.uk)

## Inquiries

- Portal Launch Questions: For any questions regarding the launch of the portal or details about your supporters' club, email [supporterservices@westhamunited.co.uk](mailto:supporterservices@westhamunited.co.uk)

Stay tuned for further updates and enjoy the enhanced benefits of the new Supporters' Club portal!





# STADIUM STORE



The West Ham Stadium Store is open on matchdays and welcome you to come in and see what's on offer. There is a wide range of leisure wear, accessories and finally, the Brand New 2024/25 season kits.

Shirt Printing is available downstairs, where you will also find a café with seats available. You can enjoy speaking with fellow supporters to increase your matchday experience.

The friendly staff are readily available to assist you with any questions you may have regarding the Stadium Store products.



# MAKE THE MOST OF YOUR DAY



## **Travelling to the stadium**

We would encourage all supporters to arrive at the stadium at least 90 minutes before kick-off. This will allow you plenty of time to pass through security checks and reach your seat. To assist with queueing times, we recommend that supporters arrive via the bridge closest to your turnstile. Please see our FAQs here for more details, on the best route to take when travelling to London Stadium. As part of our ongoing commitment to providing fans with a positive matchday experience, a dedicated team of Matchday Supporter Liaison Officers (SLOs) will be stationed at key points around the Stadium, on hand to help and assist supporters with any queries or concerns they may have.

The SLOs will be positioned at outside turnstiles on the Podium Level, welcoming supporters as they arrive for the match. The SLOs will be wearing West Ham United branded uniform, with their role title clearly visible on the back of their jackets, we have also introduced four static information points, found opposite turnstiles G, H, J and D where SLOs can always be found. We want to hear from you, so please speak with a member of the SLO team to provide us with your feedback, it is extremely important to us.

## **Before the match**

General admission turnstiles will be open 90 minutes before kick-off, the Stadium Island has many catering facilities and entertainment options before heading through the turnstiles. The Heineken Bar located between Bridge 1 and 5 (Turnstiles G and H) has a DJ playing a host of tunes, to lift you into the matchday atmosphere. Head over to the Stadium Store, located at Bridge 5 (Turnstile F) to pick up the latest West Ham United merchandise and to don yourself in the famous claret and blue. Take a walk over to West Ham United's new statue at Turnstile J, paying tribute to Bobby Moore, Sir Geoff Hurst and Martin Peters, and the Club's 1965 European Cup Winners' Cup victory!

Follow us @WestHamHelp on X for the latest information of supporter service, experience and engagement. We're here to answer your queries and provide regular updates on the things that matter most. If you have a query – please do get in touch! X is monitored from 9-5 Monday to Friday, and from 2 hours before kick-off on a matchday.

Don't forget to pick up your copy of the official matchday programme before heading into the Stadium. Find exclusive first-team player interviews, squad interviews and matchday information.

## **Once in the Stadium**

Are you a junior supporter attending their first West Ham United match at London Stadium? We have a First Time Certificate with a new design for the 2024/25 season, that we would love to send to you! If you would like a certificate, please send us an email at [supporterservices@westhamunited.co.uk](mailto:supporterservices@westhamunited.co.uk) with the full name, address and reference to Bournemouth and we will send you out a certificate to commemorate your first match. Alternatively, you can collect your certificate on the day from one of our Supporter Services kiosks situated at Blocks 110, 154, 141, 132 and 125.

# MAKE THE MOST OF YOUR DAY



For the 2024/25 season our SLO Team will be handing out Junior Hammer Wristbands to families attending London Stadium. The wristband will feature our mascots, Hammerhead and Bubbles. The reverse will allow supporters to fill in important details such as client reference number, seat details and your emergency contact number. This is so that if your child is lost at any point, we are able to reunite you as soon as possible. You can collect the Junior Hammer Wristbands from all Supporter Services booths and kiosks.

Take part and watch the half-time quiz, featuring two West Ham United fans battling it out to win a signed West Ham United shirt, keep an eye out on this link for matchday specific events taking place on the match that you are attending.

## After the match

Before departing London Stadium head to one of our late kiosks which are open after the match, speak to an SLO or steward to find out which kiosks will be open after the match. The area outside of turnstile D (visiting turnstiles) is exclusively available to visiting supporters after the match for a short period of time. This zone is in place for the safety of all supporters and to enable home and visiting fans to leave the Stadium via designated safe walking routes to public transport hubs and the visiting supporters' coach parking. Accessibility supporters who need to reach the Accessible Shuttle Bus service or the Accessible Car Park (Car Park 1A) should contact the accessibility team for further information on **0333 030 0174** or [accessibility@westhamunited.co.uk](mailto:accessibility@westhamunited.co.uk)

If travelling by train, make sure to check your route home using the TFL or Trainline website and head to one of the five train and tube destinations in close proximity to London Stadium, served by a number of train lines.

We hope you enjoy your experience at London Stadium and if you have any questions, please contact the Supporter Services team at [supporterservices@westhamunited.co.uk](mailto:supporterservices@westhamunited.co.uk)





# ACCESSIBILITY



Access, equality and inclusion are at the heart of our values at West Ham United and we are unequivocally committed to providing a fully inclusive and equal experience for all supporters and visitors to London Stadium.

Since moving to London Stadium in 2016, we have created a range of facilities and services to assist supporters with disabilities. Our stadium is a fully accessible venue, with lifts and all public areas designed specifically to accommodate the needs of supporters with access requirements.

Our Access Statement will provide you with all the information you need in relation to access, services and facilities and to help you plan your visit to London Stadium.

## **Contact the Accessibility team**

We want to ensure your experience is as comfortable and enjoyable as possible, so if you have any enquiries relating to accessibility please contact Julie Pidgeon in our Accessibility team on 0333 030 0174 or email [accessibility@westhamunited.co.uk](mailto:accessibility@westhamunited.co.uk).


## **Accessibility FAQs**

If you have a question relating to accessibility, visit the Hammers Help Centre, our 24/7 self-service portal designed to assist with a broad range of Accessibility FAQs.

Hammers Help is a fully-accessible platform and the Club has invested in an Accessibility toolbar to assist supporters with disabilities when using the Hammers Help Centre.

The toolbar is a Cloud-based web accessibility solution, which allows supporters to customise Hammers Help in the way they need it to work for them.

Supporters can access the toolbar through clicking the 'Enable Accessibility Toolbar' at the bottom left-hand corner of the page to enable features including; text to speech functionality, dyslexia software, an interactive dictionary, magnifying tool, translation software with over 100 languages and many other features.





# GROUND REGULATIONS



The safety and security of all supporters is of paramount importance to us, and we are committed to ensuring that everyone has a safe and enjoyable experience while they are at London Stadium.

## Flags and Banners

London Stadium upholds the highest standards of health and safety. Supporters that wish to bring any flags and/or banners into the Stadium, will need to contact the Club directly to ensure that they meet the Club's and Stadium's safety requirements.

For any enquires about flags or banners, we would recommend visiting supporters email the Supporter Services team - [supporterservices@westhamunited.co.uk](mailto:supporterservices@westhamunited.co.uk)

## Bags

In line with London Stadium's Ground Regulations, large bags such as holdalls or suitcases will not be permitted into the ground. We would encourage supporters to avoid bringing bags, or only bring bags no larger than A4 in size where necessary. All bags will be subject to search before being permitted into London Stadium, and you may be asked to open your bag at the search points to allow searches to take place while keeping your distance.

The nearest secure storage service is at Westfield Shopping City should supporters wish to store their bag or luggage for the match.

For further information please [click here](#).

## Smoking

Smoking inside London Stadium is strictly forbidden and will result in ejection from the Stadium. The use of e-cigarettes is also forbidden within the stadium.

## Reporting an incident

West Ham United has a zero-tolerance policy towards abuse or anti-social behaviour in any form. To report an incident or a concern on matchday please notify the nearest steward or use our SMS reporting service by texting 'SUPPORT' to 83121. Text messages are treated in the strictest confidence, and, for our staff, it is better to monitor the situation as it is happening and to be able to take action at the time of it occurring. For further details on Ground Regulations, Safety and Security at London Stadium, please visit [here](#).

# SAFEGUARDING

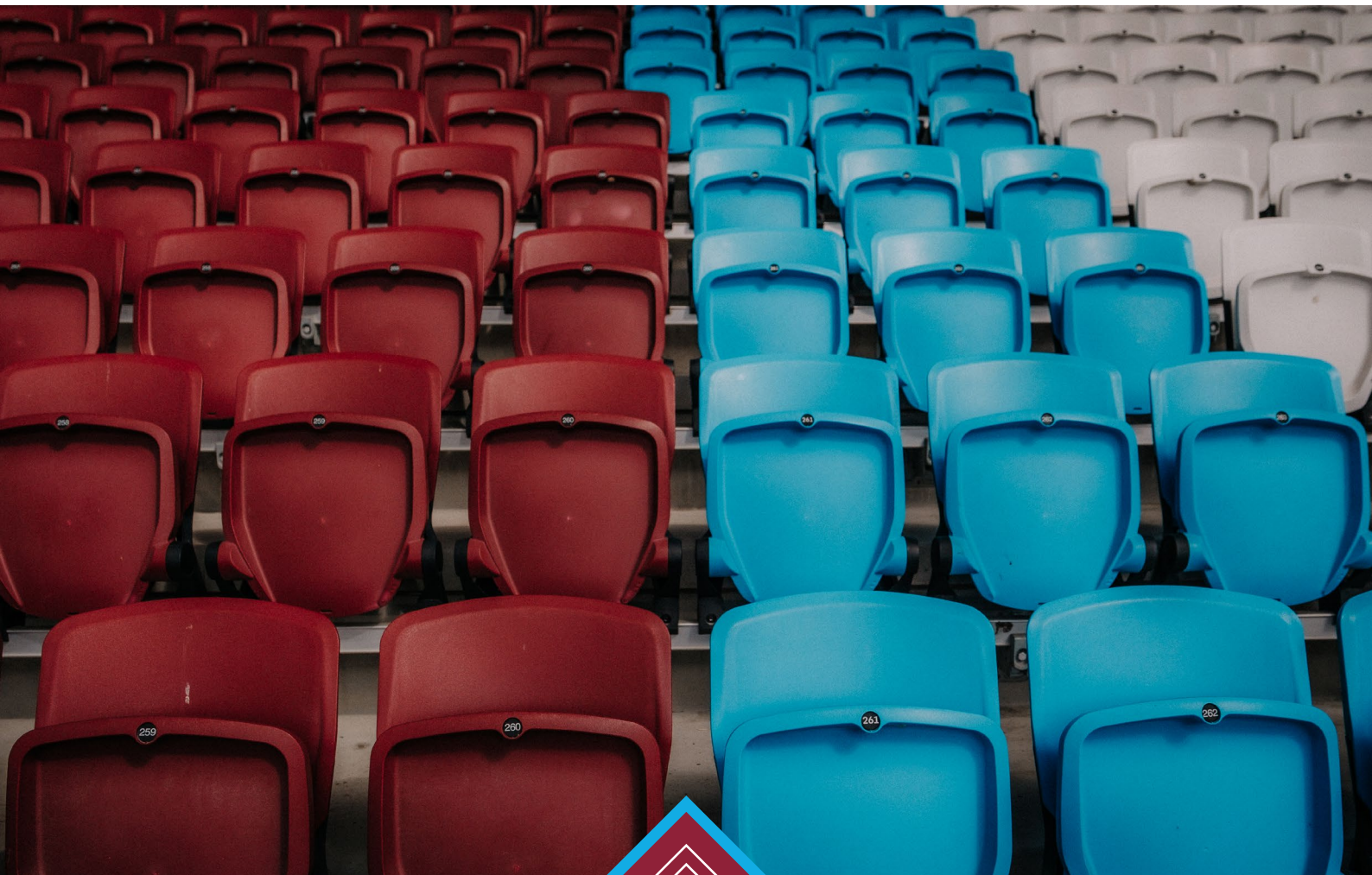


## **West Ham United Football Club - Safeguarding Adults at Risk Policy & Procedures:**

West Ham United Football Club, its Staff, Management and Board of Directors acknowledge its responsibility to safeguard and promote the welfare of every child, young person and adult at risk who is engaged in our programmes and activities. We are wholly committed to working to provide a safe environment for all. We have reviewed the Club's Safeguarding Children and (Adults at Risk), Policy and Procedures and fully endorse and adopt them.

**Karren Brady, West Ham United FC Vice-Chairman.**

For more information on our Safeguarding Policies and useful contact, please [click here](#).



# REPORTING INCIDENTS & CONCERNS



Equity, diversity, and inclusion are central to West Ham United's values. We strive to provide an equal and inclusive experience for all supporters, whether on matchday, online, or through our day-to-day services and consultations with supporters' groups and forums. Everyone is valued equally, and we celebrate diversity among our fanbase.

West Ham United is committed to a zero-tolerance approach to any form of discrimination or abusive behavior. We recognize our responsibility to handle incidents appropriately, with the safety and welfare of our supporters as our utmost priority. All incidents reported to the club are subject to our offenses, sanctions, and educational processes.

## Reporting Mechanisms on Matchday

The club provides several discreet and confidential reporting mechanisms on matchday:

- Dedicated SMS Reporting Service: Advertised in the matchday programme, on the big screens, on the Hammers Help Centre, on WHUFC.com, via social media, and in all gangways in the upper and lower tiers of the stadium.
- Speaking with a Steward or SLO: Approach the nearest steward or Supporter Liaison Officer (SLO).
- SMS Texting Service: Text 'SUPPORT' to 83121 to report concerns.
- All incidents reported via the SMS service are sent directly to the Control Room and treated with the strictest confidence. This allows the safety and security team to monitor and handle the situation as it occurs.

## Post-Match Reporting

- It is crucial to report incidents at the time they occur to allow us to take immediate action. However, if you need to report concerns after the game, please contact:
- Email: [supporterservices@westhamunited.co.uk](mailto:supporterservices@westhamunited.co.uk)

The safety and security of all supporters are paramount, and we are committed to ensuring everyone has a safe and enjoyable experience at London Stadium.

# REPORTING INCIDENTS & CONCERNS



West Ham United is committed to ensuring our online communities are safe spaces for all supporters. We recognize that football fosters a variety of opinions, and we ask supporters to engage respectfully on our platforms, even when views differ. The club will not tolerate any form of discrimination on its social media platforms and will take action against offending posts in collaboration with supporters and platform hosts or moderators.

## Reporting Online Abuse

### Twitter (X)

- Direct Message (DM): Send a DM to @WestHamHelp
- Report: Report the post and the user account directly to X

### Facebook

- Direct Message (DM): Send a DM to @WestHamHelp
- Report: Report the post and the user account directly to Facebook

### Email

- Supporter Services Team: Email [supporterservices@westhamunited.co.uk](mailto:supporterservices@westhamunited.co.uk)

All enquiries and concerns are treated in the strictest confidence. Please provide as much information as possible about the situation and any concerns you may have to facilitate a thorough investigation.

## Club Actions

All complaints are thoroughly investigated, and the club may take several actions based on the investigation, including:

- Suspension or banning of membership
- Acceptable Behaviour Agreements
- Educational sessions

Each situation is reviewed on a case-by-case basis with outcomes designed to support the safety and welfare of all supporters and staff, ensuring that everyone can continue to support their team in a safe and inclusive environment.

**THE WEST HAM FAMILY DOES NOT TOLERATE  
ABUSE IN ANY FORM.**

**TEXT SUPPORT AND YOUR MESSAGE TO 83121**

All messages are received directly to the control room and are treated with the strictest confidence. Each text message is charged at your standard network rate.



# CONTACT INFORMATION



## **Ticket Office**

- Email: [ticketoffice@westhamunited.co.uk](mailto:ticketoffice@westhamunited.co.uk)
- Phone: 0333 030 1966 (Option 3)
- Hours: 09:00 – 17:00, Monday to Friday

## **Accessibility**

- Email: [accessibility@westhamunited.co.uk](mailto:accessibility@westhamunited.co.uk)
- Phone: +44 (0) 333 030 0174

## **Supporter Services**

- Address: West Ham United FC Supporter Services, London Stadium, Queen Elizabeth Olympic Park, London, E20 2ST
- Email: [supporterservices@westhamunited.co.uk](mailto:supporterservices@westhamunited.co.uk)
- X: @WestHamHelp
- Website: [whufc.com/help](http://whufc.com/help)
- Hours: 09:00 – 17:00, Monday to Friday

