

## BAYERN MUNICH v ARSENAL – ALLIANZ ARENA – WEDNESDAY 15/2/2017 -

### EYE-WITNESS ACCOUNTS

#### 1. AK

Wanted to share my experience from Bayern away getting into the ground....

We got to the ground around 30 mins before kick-off, which admittedly is later than we had planned but should have given us enough time to locate the away entrance and get into the ground on time. We walked towards the ground seeing no signs directing us to the away end, so followed any other AFC fans we could see and ended up queuing with them all to get into a gate which we were ushered towards by a steward.

We were in a crush for about 20 minutes queuing to get to the gate to enter the stadium, when we got to the front our tickets were rejected and we were told this was not the correct entrance for Arsenal fans. I considered looking for the correct entrance for about a second before I turned around to see a crush of hundreds of Arsenal and Bayern fans queuing in an enclosed space, if we had wanted to find the correct entrance, it would have meant pushing through all of the bodies pushing forwards towards the gate, which wasn't doable.

it took an additional 20 minutes of arguing with stewards and police before they opened up a disabled entrance gate and allowed Arsenal fans to flood in. They allowed anyone to get into the ground without checking tickets at this point. We got through the barrier and realised no one told us which direction would take us to the correct section of the ground. we went in the first door we saw and made our way to pitch assuming we were in the away end, however we happened to just enter a stand full of Bayern fans as Robben stuck his goal in the top corner - not a nice place to be when that happens wearing full Arsenal colours!

Following the goal, and embarrassment of being amongst the Bayern fans as it went in we pleaded with a member of staff working at a food stand to show us where we needed to go to get to the away end and found our way shortly after.

Was a shame as we had a great day in the city prior to the game and were fully prepared for that score line, only negative of the trip was the lack of organisation from the stewards on the gates (and maybe Mesut Ozil's one on one miss).

Hopefully this insight find the right people to help them improve things in future.

## **2. AH**

I'm writing to you to share my experience of accessing the stadium when we played Bayern Munich in the Allianz Arena on 15th February.

Like many others, I found access to the correct section of the stadium very difficult to locate and get to, which led to me missing the first 10 minutes of the game.

I arrived at the metro station approximately 90 minutes before the kick-off, which should have allowed plenty of time to get inside the ground and find my seat. I headed straight to the first security check I could find and queued with many other Arsenal fans for approximately 15 minutes. After being searched twice, I was allowed through to an exterior turnstile which denied me access due to me having an away ticket. A German steward explained that we could not access the area around the stadium and then make our way around to the away end, but instead we had to take a long detour and enter through a specific security check. There was no signage advising us of this prior to queuing and fighting back through the crowd to the exit led to us losing a number of our group.

The route we had to take to the ground was at least a mile long, involving walking the long way around 3/4 of the ground near to the motorway, through a coach park and then around a needless 500 yard fence diversion. The walk was poorly lit, mostly unpaved and uneven, completely without signs and with stewards only posted every few hundred yards, which made it very easy to lose your way.

Upon finally reaching the correct part of the ground (via the aforementioned detour which caused several Arsenal fans to argue with police and stewards) we were kept waiting for at least 40 minutes for yet another search. By the time the match kicked off, there were still at least 1,000 Arsenal fans outside the ground around me, probably more in other areas. There was mild confrontation with the stewards - in a less well-behaved group of supporters than Arsenal's there would almost certainly have been violence. As far as I could see, there was no reason for the delay other than a lack of staff to cope with the numbers - I counted approximately 6 stewards searching the thousands of supporters trying to get in. Again, there was no signage and no information as to the cause and length of the delay. Looking over the fence, I could see that the home supporters were also kept waiting, although they did have the option to enter the ground at other points.

When through the security, we noticed that only levels 1 and 2 were signposted. Since away fans were in level 3, we had to guess which entrance to the ground to take which led to plenty of supporters missing more of the first half. Inside the ground there was zero segregation in the concourse, which again may have led to trouble had the game been controversial in any way.

The experience of reaching the ground was a complete nightmare and totally unacceptable for a UEFA 5\* stadium. That the tickets were all priced at over £50 was a further insult to injury.

I hope you will find this account useful, thank you for taking the time to read it. It's reassuring to know that enquiries are being made into the events of that night.

### **3. DC**

Was asked to email you with my experience of getting into the Allianz arena as an arsenal fan a couple weeks ago.

We arrived via train to the designated stop for the stadium. We were around halfway between the station and stadium when I recall checking the time and saying we had one hour to go until kick-off so we were in plenty of time. After all we could see the stadium in front of us.

When we approached the front entrance to the stadium we joined the queue to get inside the first entrance. We heard a few people saying that Arsenal fans were being refused entry at this entrance so we tried to find a steward to ask. There were no stewards from either Munich or Arsenal on this side so we managed to get a German fan to grab the attention of a guy at the other side of the fence. He told us it was fine that we should continue queuing. We got to the top of the queue eventually only to be refused entry, but nobody knew where we should go.

We saw some other Arsenal fans running to the right hand side around the stadium so we followed them. After walking/running for around ten minutes we finally came to an Arsenal steward who directed us away from the stadium around a coach park close to the motorway. At this stage we could hear the team announcements inside the ground and I felt like we were getting further away from the stadium. Also other fans were getting angry and impatient.

We got through the first check (Arsenal stewards checking tickets alongside passports) there was a lot of pushing and shoving but we got passed fairly quickly. Then onto the next queue which was searches. Got to the top only to be told that I could not be searched there because I was a female that I would have to move to the left hand side queue where a female could search me. Problem with this was that the female was also searching males so had to go to the back and wait all over again.

We got through eventually and checked our tickets for which number area to enter (assuming that the away supporters section would be where they admitted the away fans). But no, there was another long walk/run around the outside of the stadium to find our designated area. Add to that three flights of stairs, being outside the ground and hearing that we are already 1-0 down, it was a very disappointing evening after a long journey and making it to the Allianz in what we thought to be plenty of time to find our seats and relax before kick-off.

All in all I feel that some more organisation would have been very helpful. Just one or two Arsenal stewards positioned by the main entrance to the stadium where fans were arriving from the train station would have eased a lot of the confusion and made it much simpler.

#### **4. TM**

I was at the ground about ninety mins before kick-off but missed our goal due to the problems.

I was put through three security checks three times and redirected new entrances after completing the first two processes. Then after the third one I was sent back around the stadium concourse

When I eventually got in I was directed to a Bayern section of the ground and had to watch the remainder of the first half surrounded by home fans.

At half time I found a security guard who took to the correct area. He was the first helpful person I encountered.

I would also say that I found the stadium announcers attempt at humour when Bayern scored lacking in class. His approach was bordering on offensive and I'm surprised it didn't cause issues amongst the crowd.

We may have problems but at least we maintain the ability to treat away fans with respect and act in a sporting manner. Bayern could learn a lot from us in that way.

## **5. RK**

I went to the Allianz with my 17 year old son. When we got to the gates in front of the stadium the stewards started to search us but then realising we were Arsenal fans directed us "left over the bridge and then left again".

There were no signs or stewards directing us so we just made our own way around until we were at the rear of the stadium where we found a German steward who pointed further round the stadium.

We eventually arrived at the 200metre barrier, walked up that, tickets checked, walked back down, were searched & then through gates into stadium. Thinking we were now in the Arsenal section we walked up the (unmarked) short ramp to find we were not but instead were just mingling with Bayern Munich fans with no idea where to go from there.

We wandered along for a while then asked a female (German) steward where to go and she pointed us through doors into the stadium.

We could not find the stand number for our section so we asked directions of a seemingly more senior German steward (no AFC stewards were seen at all).

Showing him our Arsenal shirts he pointed us to the diagonally opposite section of the ground, effectively the end where we began.

We walked around to there, looked but again couldn't find our section so continued to walk round the inside until we had eventually made a full inner circuit of the stadium and arrived back at the point where the senior steward still stood.

Realising now that the upper stands were not in fact accessible from inside we went back out and saw a ramp walkway at the top of which we found the (unmarked) Arsenal section.

It had taken us an hour to get from the front gates to our seats. Fortunately we had arrived early enough to be seated with time to spare but many fans arrived next to us after kick off.

## **6. MP**

Me and my friends missed kick off by about ten minutes despite being at the stadium before 8pm. We were not told we had to circle the stadium again when having entered and one of the Munich stewards laughed at us in the security check when they realized we would miss kick off. I'd like the club to be asked why the routine was changed from last season, worked so smoothly then compared to this complete shambles.

## **7. JP**

We were group of five, of which two of us had been three times before to the Allianz. We arrived at the metro station around 75 minutes ahead of kick-off, thinking even with the warnings this would be enough time.

The initial branch right wasn't that clear, but as we were explicitly looking for it we found it and started walking around, before being dumbfounded at having to go over the motorway.

We were then directed down a fairly steep hill into a car park, and through there headed back to the stadium. Here because of the crowds are group unfortunately split up. We walked round further, and saw an entrance that we thought must be us as we could see our blocks. After queueing for around 25 minutes and it barely moving, people were beginning to push and it was getting a bit tight. It then became clear English fans were in the wrong entrance, although nobody was there to tell us this.

We then walked round further, then being told to walk a hundred metres away before coming back to the stadium. We informed the Arsenal stewards politely that they needed to go and pick fans up earlier but they really didn't seem fussed, very frustrating.

The new queue was very slow to move. We made it in about 8 minutes into the game (having ended up in the home end!!)

Having been to all of our European games this season, this was by far the worst organised. That's incredibly surprising Munich has always been brilliant for that sort of thing.

## **8. PG**

I have been on over 25 European away trips and I am getting increasingly concerned about the treatment of our fans at these matches.

Hopefully you can have some form of meeting with the club and report some concerns over issues raised by supporters.

So in Munich I had a great time for a few days, some good food, beer and banter and not a single bit of trouble until reaching the stadium.

We got through the Arsenal check for tickets OK, but the entry through the gates was ridiculous. They send four thousand of us through two narrow gates and turnstiles, hemmed in like cattle whilst the Bayern fans throw bottles and all other stuff over the fence with no police intervention whatsoever. It took thirty-fourty minutes to eventually get in and then once in, up the slope there is no one to guide you to where your supposed to go in the extremely huge stadium.

Once we figured it out we are then sent up the most horrendous set of stairs possible and again no steward assistance for a lift for those who can't walk too well, especially upstairs like those this would have helped.

The treatment of the away in Europe is horrific, however I don't think the Bayern fans would suffer the same fate at the Emirates when they visit March.

The previous year we was allowed to enter the ground at any point around the stadium and this was particularly handy when travelling independently and using the Underground station. Having to go through the dedicated away turnstile meant having to walk around to the furthest point away from the underground station, over bridges, down slopes and along roads, I don't see why we couldn't go through any gate like the previous year.

Thanks for reading and hopefully fans voices can be passed on to the club so they can maybe report things to UEFA etc.

## **9. KH**

I had arrived at the ground at least an hour before kick/off and after a short walk from the stadium joined a queue of fellow Arsenal fans to enter. I intended to go through the same gates I entered last season before walking round to our entrance. There was no-one on hand to advise where to go and had there been we would have no doubt made it in on time.

The game kicked off and by the time we got to the original gates we were queuing at were told that we were at the wrong gate! This was even after being searched. We were instructed to walk round to another gate only to be told again we were at the wrong one! When we eventually got to the "correct" gate we still had to walk round the stadium. We missed the first 35 mins of the game and both first half goals. This was my girlfriend's first visit to an Arsenal European away game and it was really frustrating that we didn't have an enjoyable experience after laying near to £60 for the match ticket alone. I highly doubt Bayern Munich fans will be treated like that when they come to the Emirates, and I'm sure their home fans on that evening didn't get in late either. The stewards and police were unhelpful and did interested and we were just told countless times that it "was not their fault".

## **10. MW**

Was mine and my dad's first time but we travelled with others to the game who had been before. We stood in the same place where fans were last time. We had arrived at the game an hour early to make sure we got in. We stood in this queue for twenty minutes getting to the front before being told it's the wrong way and we were not given clear directions of where to go. There was no signs for Arsenal fans and eventually found our way. After reaching the right place we queued for ages and didn't get into till ten minutes into the game just as Robben scored. I showed my ticket to the steward only for him to direct me back downstairs even though I was in the right place. I showed another steward and he sent me back up there. Missing fifteen minutes of the game, no organisation and the queue in the Arsenal end could have turned quite nasty.

## **11. JV**

Dreadful organisation from all staff around the ground on the night. No staff knew where the away fans should be heading, we got rejected from three different turnstiles despite queuing up and having security checks. We eventually got told we had to walk all the way around the ground, then the passport checks on match tickets again causes delays and seems extremely excessive and unnecessary. It took approximately over an hour to get from the station to getting through the correct turnstile. An utter shambles from Munich and Arsenal.

## **12. PF**

- Ushered through a ridiculously long route to get to the away end at the Allianz. Dreadfully signposted and was far worse than last year.

- The ticket checking against passport was actually quite smooth considering, I thought the Arsenal stewards did quite well in the circumstances.

- However, there really must be an alternative method of doing the passport/ID checking, perhaps collecting tickets in the destination's city centre during the course of a 48 hour period before the game? Bad enough getting through the frisking line let alone a separate line.

- (separate issue) In the ground itself, I was quite surprised (in the furthest row at the back) to be constantly surrounded by a large number of riot police for the entirety of the game. Never seen so many at a football game before, as also commented by an accompanying friend who is in the Met Police.

## **13. JM**

Unfortunately myself and my friends were caught up in this shambles. Please see attached map for the route we were forced to take - there was no signage or guidance. We were only informed of the away entrance after queuing at home turnstiles, eventually there was a crush outside getting in, then we ultimately had to circle the stadium twice. We left one hour 45minutes before kick-off and missed the first twenty mins.

## **14. DS**

Basically away fans had to use half of one of the northern entrance gates which had been cordoned off so ID's could be checked (roughly by AFC stewards rather than properly by security staff).

This might have been ok except the majority of AFC fans came on the tube so walked straight to the wrong gate at the south end where they only learnt about the away fans' gate when they had queued up at the wrong end.

We missed the first twenty minutes although we had arrived in bags of time as it took 45 minutes at least to get to a seat from when we got to the gate at the south end.

#### **15. ND**

Getting into the Alliance Arena was a bloody joke.

If you were to say we ascended the north face of the ground we were led round to the south side where we gained entry.

Once inside we were then led around the concourse back to where we started at the north side.

I complained to the Arsenal stewards at half time but were they bothered? It was a good job that the Bayern fans are a friendly bunch as we mingled with them on both entry and exit to the ground.

As for the ticketing system Arsenal have in place in a joke.

All this having to have passport number on your tickets etc. As you probably aware a lot of fans were entering with "Tipex tickets".

Although I never heard of any fans being turned away because of this, but I did hear that Arsenal were sending out Tipex tickets.

This system was such a farce that someone I know entered the stadium with a ticket from last season's game.

I don't know what went on in Paris but this system seems to be a waste of time. This is my third visit in as nearly many years and previously it has never been a problem.

Also this buying food at half time is a bit of a joke. You queue up trying to buy something to get back to your seat in time for second half then find you need a pre-paid card to purchase anything. You may put ten euros on it and only end up spending five.

Anyway it would of been better to stay there stuffing my face than to come back out and watch the second half.

## **16. JH**

In short, the problems we encountered:

- Extreme lack of information telling away fans where to go, once we had arrived at the ground
  
- Virtually no signs
  
- At some points there were no stewards in sight whatsoever
  
- The few stewards we encountered gave vague and confusing instructions (this didn't seem to be their fault btw – they'd been presented with a ridiculous and lengthy system of getting the away fans into the away section)
  
- The route to get in was bizarrely long and convoluted
  
- Unclear which gate to use
  
- Enormous queues, once we arrived at the gate – despite fans obeying the instruction to turn up early
  
- Once through the gate, there was zero instruction (signs or stewards) as to where we were supposed to go

- Many away fans walked, by accident, straight into the home end
- Others walked a whole lap of the ground, due to lack of signs or stewards
- Virtually no segregation between home and away fans
- After an extensive and confusing walk, many away fans were stuck at the top of the highest tier, involving hundreds of stairs. This was fine for us, but many older fans were struggling to even make it to their seats.
- There was no way to get water without buying a €10 "Arena card" and then queueing for a further 20 minutes. It was unclear where to buy these cards, which seem to be a means of extracting even more cash from the away fans.

## **17. PK**

There was no indication at all of which gate to enter the stadium, and no one available to direct us, or assist us. We eventually settled on a gate and began to queue, having been assured, or so we thought, by a man behind the fence, that this was ok. 45 minutes of crushing, pushing and general discomfort later, we got to the front and were searched for all of ten seconds, which did beg the question as to why we had waited so long. The answer being that there were not nearly enough people carrying out the searches.

We then presented our tickets and were told that the turnstiles, most of which were not being used, despite the massive queues, due to the lack of security personnel searching, would not accept our tickets and we were told we'd have to turn around and push back through the crush we had just escaped and queue somewhere else, although we were not told exactly where this queue for a turnstile that would accept our tickets might be.

We politely declined, crawled under the turnstile and into the external concourse of the stadium. We then walked around half the stadium until we found our staircase and made our way to our seats.

I'm sure you can imagine our surprise to be greeted in our section by what seemed to be hundreds of Arsenal Stewards, all safely in and watching the game, in between very short

sessions of telling fans not stand with one foot beyond their seats and onto the steps – I kid you not.

We did not see a single one of the Arsenal Stewards outside the gates, beside the turnstiles or on the external concourse. Considering that presumably their travel is paid for by me and the other Arsenal supporters, it is difficult to understand why they could not have been positioned at the routes to the stadium from the station to direct Arsenal supporters to the correct gate, or at the gates, or even around the external concourse. There were none even at the bottom of the steps leading up to the Arsenal section. I saw none until I reached the top of the steps from the external concourse into the Arsenal section, by which point of course I no longer needed their assistance as I had arrived at where I had been trying to get to for the last hour and a quarter.

As for the organisation of the Bayern stewards it was non-existent. There were no discernible signs, or stewards giving direction and in fact very few stewards or other officials whom we could ask for help. The number of people carrying out searches was less than the number of turnstiles through which you had to pass after the search, resulting in an inevitable crush and massive delay in entering the stadium

I have been to two away games recently in the Champions League, Barcelona last season and this one. Both have been an absolute shambles for two of Europe's supposed top clubs. It's about time Arsenal did something about it, as well as getting their own stewards to serve some kind of useful purpose. These matches are extremely expensive to attend and missing 25 minutes because there aren't even close to enough people searching you is unacceptable.

### **18. MP**

I was in Munich and I must put a very positive side of the argument to this.

As always Arsenal send out an information pamphlet with all European away tickets. This is always very informative. In addition to this, a separate map

We arrived at the ground two hours before kick-off. It had been made clear by Arsenal that a ticket check would take place and that ID would need to be shown.

Upon arrival at the stadium I checked the map and started to make my way to the ticket check point. As it turns out I didn't need the map as every intersection was clearly signposted to the check point and this was supplemented by the presence of a uniformed English Arsenal steward. At the check all Arsenal staff (and German stewards) were very polite and respectful (unlike the treatment normally reserved for English fans in the likes of France, Spain, Belgium, Italy, Greece

etc).

Unfortunately a number of our fans either did not read the map, turned up drunk, turned up late, didn't look out for signs, failed to see Arsenal stewards (or an amalgam of these factors).

I will often criticise The Arsenal but in my experience on this occasion they got everything spot on.

#### **19. AF**

We had a lot of trouble getting into the Alliance Stadium. This was our third visit to this stadium and we had previously had no trouble at all entering but this time it was murder.

We came out of the station at 19.30hours and made our way to the stadium. There were no signs or stewards directing fans to the appropriate areas. Twice we went to the area where we had entered on previous visits only to be told we had to go further to the left.

We then went over the bridge walked around and back over another bridge, we were then directed to walk around a parking lot where the coaches were parked. We then joined the queue of Arsenal fans and for fifteen minutes we were crushed with fans pushing from both sides and from behind, when we finally got to the turnstile we were told we were still at the wrong turnstile. We managed to move over to the booth where large bags were being taken but could not move from there.

One of the turnstiles was not being used so we, along with other fans asked for them to let us through that one, this was refused. After another long wait and missing the kick off we were finally waved through with not so much as a glance at our tickets.

We missed the first 17 minutes of the match but I know some fans didn't get in until half time.

It was only by the grace of God that there were no fatalities in the crush outside.

I hope that Arsenal will make our views known to Bayern Munich.

#### **20. PM**

I was in Munich and getting in was an absolute nightmare. Fortunately we arrived pretty early (certainly much earlier than we normally would) so we managed to get into the stadium in good time but it was almost a single file situation and thus poorly organised & thought out. If they will insist on these increased ID/passport name & numbers on tickets, they need to ensure there's adequate stewarding/staffing to enable reasonable waiting times to enter. It was also not the easiest exercise finding our entrance – certainly far better signage would have helped. I've been there before but I'm sure entry was easier and available via far more entrances before. Indeed one year we entered and were initially in the Munich section before walking around internally to find the Arsenal section. As ever, no trouble.

#### **21. TB**

Having arrived at the ground a little later than we should have, we were not too worried as there had been no problems with getting into the ground when we attended the game last year. However, we were directed away from the ground in a circuitous route, across a bridge, through a coach park, eventually travelling most of the way around the ground. There was little or no direction during this journey, we were simply following the other Arsenal supporters. By the time we arrived at the security/ticket check the game had already started.

Probably due to this, getting through security was relatively quick. However, we were then directed in an anti-clockwise direction around the ground. We quickly realised that the entrance numbers on the stadium meant we were a long way from those on our tickets, but obviously had no choice but to keep going. Having walked nearly all the way around the stadium, we eventually came to our entrance. We missed the first twenty minutes of the game, which admittedly was probably no bad thing.

I have been to games in Germany a number of times and it has always been a marvellous experience. The German people are very welcoming and the nation has always lived up to its reputation for organisation. This makes the situation prior to the game totally inexplicable. Why was there no information around the metro exit regarding the best direction for away fans? If the local authorities were worried about security, surely making

the away supporters walk around the stadium on their own (twice) is not the best policy. I do not believe this was the case as the police presence was low key and, as is usual in Germany, we were allowed out immediately after the game and mingled with the home supporters to travel back to the city.

We found the whole experience inexplicable (similar to the team's performance in the second half). I am reluctant to criticise the Germans as their country is one of the best to visit. Really, I would just like an explanation for some pretty daft organisation.

## **22. PG**

I'm sure many people will already have reported this, but the process of searching people on the way into the stadium was really badly handled in my opinion. There simply weren't enough staff once you got past the Arsenal stewards who checked tickets/passports - the funnelling in to the search area led to a crush, and in my own case the local stewards who were managing the crush just before the search team were all furiously smoking - in a confined space people like me with asthma find that completely unacceptable. The search process obviously has to be rigorous, fair enough - but then you need a lot more staff. It took us the best part of an hour to get in to the stadium and it really needn't have.

Anecdotally, I heard people complaining about lack of access to the search area for disabled people, who had to queue in the crush with everyone else - I didn't see that myself though.

## **23. GW**

We arrived at the station closest to the stadium approximately 1.5 hours before kick-off. By the time we had entered the stadium the match was twenty minutes in.

Entry to the stadium was an absolute joke.

There was no clear direction on where we should enter. We queued at security for thirty minutes was checked by a steward only for the ticket not to work and then be told to go in another gate. we then saw other fans who were running round the stadium who had been told where we needed to go half way round we saw an Arsenal steward who told us where to go but this was about a mile from where we were.

We then had to queue for the tickets to be checked by Arsenal, then another security check then the point we entered the stadium was the opposite side to our gate.

The whole process was unbelievable. I went Munich before and it was nothing like this.

I won't be going again!

#### **24. OS**

I was at both the 5-1 defeats. last season no issues at all getting in, this season, sent on a wild goose chase with no help from any stewards as we approached the crowd. only after ten minutes of asking around did we finally get help. it was a mess getting in the ground. despite arriving over an hour before kick-off we literally got in bang on kick-off. shambles from the club, and they tried to blame Bayern but we all know everything changed after the PSG game and it's the club who messed everything up. hundreds of people would've missed the first thirty mins or so.

#### **25. SO**

I was part of a group of three at Munich last week, including my wife, and we had trouble getting in.

We walked up to the stadium, found the gate number that matched our ticket, and spent forty minutes queueing to be patted down. Once past that our tickets wouldn't work at the gates and we were told away fans couldn't get in this way. We asked where we should go and were pointed in the direction of the away entrance. But we couldn't see how to get there, and were told to push our way back out of the hundred or so fans still trying to get in. No other gate or exit area was available. We literally had to push and force our way against the tide of a tight throng of people.

The walk round was long and not signposted. In the middle of the coach park there was an Arsenal steward who pointed us in the right direction, and I asked him why there hadn't been anyone at the station sending us this way. While I remember getting the map with the tickets, there was no lighting, no obvious path, no signs. You can't get your bearings from the station, or match it up to a map.

Once we got through the away cordon and got patted down again, there was a Tannoy telling us that Arsenal fans should keep right. So we headed to the right again, and ended up walking around the entire stadium, almost back to where we started: our gate was actually just to the left of where we got in. By the time we got to our seats we'd missed 28 minutes of the match, despite arriving at the stadium 45 minutes before kick-off.

## **26. MP**

I was in Munich and like many others suffered problems in getting into the ground.

First of all I don't agree with the names and passport numbers on tickets. Unnecessary in my view. It doesn't allow for people making a late decision to go and hoping to get a ticket on the day or allow someone who has a ticket but cannot go (illness, work etc.) to pass the ticket on.

On arriving at the ground there was no real indication of the gate we had to make for. A solitary Arsenal steward at a bridge pointed the way and a couple more after that did the same. Our route was away from the ground ! Having gone through the ticket check we then found ourselves at a turnstile with home fans trying to get in. Why could not a dedicated "Away" turnstile have been set aside ? This caused real tension.

Once through the turnstile there was nobody to direct us to our block. In fact working numerically we started at about 308 and walked round the entire inner walkway before we found our block. Why was there no steward at the turnstile to direct us to go anti numerically, as it were. We got to our places some 20 minutes after KO.

I have been to Munich every time we have played there and never before have had problems in getting in to the ground.

## **27. GS**

My observations from Munich were;

1. The club did advise people to get their early and provide maps that showed you would have to walk a long way around the ground. Most people seemed to have taken little notice of this.

2. The stewarding to explain to people where they had to go was there but in the wrong place and too passive. It was far from obvious what you had to do. People cut across the car park and were then very upset to be re-directed.

3. The passport check was fine.

4. The number of people to do searches was inadequate given the length of time they took to search. About eight people taking twenty seconds per search is not going to work if you are trying to get 3,800. We turned up forty minutes before the game and got to our seats with the Champions league music going. Guess what, people started pushing and getting irate as the queue did not move and we got nearer kick off.

5. The fact that the entrance did not lead to the away supporters' area but the general concourse was a big surprise. Took us a while to find our seats. There was no obvious segregation around the ground or accessing different parts. That said, people seemed to be behaving and I didn't see anyone thump anyone. That could have happened given some of the banter on the way in. I would not have been surprised if there was disorder.

## **28. BS**

The whole thing outside the ground was a 'pigs ear'.

Left for the game we thought about an hour early, wanted to take some more pics this time round.

Got on the train – no problems.

Got off and did the twenty minute walk to the stadium.

Turned up at the first turnstile (as per last time) and waited in the queue – ten minutes.

Went through security and then my ticket wouldn't allow access – told by the stewards that we had to go in another entrance – not told where or how just directed in a vague direction – five minutes.

No signposts at all, no proper directions given – nothing.

Went to the next turnstile & asked a steward who directed us over a footbridge over the main road (away from the ground). Still no signs at all.

On the bridge was one Arsenal steward (the first Arsenal steward we had met) who directed us to another steward further down

2nd Arsenal steward directed us onwards over another footbridge to the one gate that was allowing away fans in – approximately twenty minutes' walk round the ground alone and that after the previous time spent.

Into the gate and then onto security – still no signage at all.

Fifteen minutes wait at security – ridiculously slow.

Once past security – still no signs and we are walking the wrong way round the stadium until told by an Arsenal fan that we are walking the wrong way.

Walk the right way and finally get to our entrance and up the stairs to our seat – five minutes

Arrive approximately fifteen minutes before kick-off – journey from station to seat has taken about one and a quarter hours (last time it was 25 minutes).

## **29. AG**

Problems entering the stadium:

Had to go to one entrance at the opposite end of the ground which took excessive length of time and when inside you could walk anywhere?

Showing ID appeared to be the only reason for entering the one gate?

**30. JB**

A friend and myself arrived at the stadium at 8p.m.

There was no stewards and no signs directing us to where we should go.

There appeared to be 1 queue to gain entry to the ground which we joined.

It took us 15 minutes to go through the security who checked our tickets and allowed us through.

Once through another queue of about 5 minutes until we go to the turnstiles, where we found our tickets would not allow us entry.

We asked if we could come through and walk around the outside of the ground to our seats and were refused and told we had to gain entry at the far side of the ground.

At this point we ran around to the other side, there was a large queue, which looked to be caused by only a limited number of turnstiles available for all the Arsenal supporters.

By the time we got through this queue and entered the ground we had already missed the first 15 minutes.

What happened next I can still not understand.

There was no direction on the other side to our seats and our seats were nowhere near this entrance.

It actually took us 10 minutes from the turnstiles we walked in from to get to the Arsenal section, ironically passing the very turnstiles we were refused entry earlier in the evening.

Summary was arrived at the first turnstiles at 8 p.m., didn't get to our seats until 9.10, missed the first 25 minutes.

It was a disgraceful lack of organisation.

### **31. PL**

There was plenty of problems in terms of getting into the ground at Munich. However, the arrangements leading up to the arrival at the ground were very good from Arsenal.

The problems were:

1. No sign as to where we should go when arriving at the ground. This caused us to join the wrong queue with a lot of wasted time. Others we spoke to had done this several times.
2. The eventual arrival at the right place of entry (not easily located from the material Arsenal set out) was followed by another very slow process. The checking of travel documents and tickets by Arsenal stewards was, however, quick.
3. No signs as to which direction we should turn when inside the ground – this was confusing due to the numbering of the sections at the point of entry.
4. I noted no other problems inside the ground. However, my daughter reported that some Arsenal fans were VERY rude to the serving staff. This is utterly unacceptable despite the frustrations caused by the above as they were not at fault for the terrible organisation.

My overall impression was that BM could not care less about the visiting supporters this time. This is unfortunate and contrasts sharply with my experience at the previous two games we attended there. Pity, as it does not reflect fairly on the great city that Munich is.

Finally, I spoke to staff at the Hofbrauhaus where we had a drink before the game – they did not let in Gooners wearing colours as on the previous occasion (when they did) it is alleged that they had to close the place for several hours due to bad behaviour. I was there on both relatively recent occasions as well - did not misbehave - and did not see any of it from others either. Hence, I do not know if it was the case.

Overall, this was probably the worst organised CL away trip that I have ever attended – no idea why.

### **32. AD**

What a shambles. I drove there and parked as directed in one of the vast car parks. On coming up to the area outside the ground there was no indication of where to go and no-one to ask. I queued at the nearest gate for a long time, was searched and got to a turnstile only to find my ticket wouldn't get me through. Then I was told that Arsenal fans had to go to the south side of the stadium (how are you supposed to know what's south?) and that I had to cross a bridge over the motorway, walk half a mile round coach parks, have my passport looked at by Arsenal stewards, and eventually be squeezed in to a handful of turnstiles, searched again, and only then begin looking for the right staircase for my seat.

This invoked walking the whole way round the ground, searching, with no indication of where I should go, in and out of doors, and eventually finding it was right where the first entrance was that I'd been turned away from over an hour before.

The only person to ask was the one steward I saw who was guarding the precious VIP area, which appears to be all the champions league is about, money, sponsors, VIPs and television. On top of this they had some incomprehensible stadium card system which meant people weren't being sold hot dogs unless they had one, it was impossible to understand how to pay for a ticket in the car park and there was no-one anywhere you could ask about anything. What a hideous, soulless, corporate-sponsored monstrosity it is. Getting out of the car park was horrendous and again, absolutely no-one in there organising anything.

It's fair to say Bayern Munich don't give a toss about the fans. It was a shame because I'd had an overwhelmingly positive experience in Germany at the 2006 World Cup. I feel the English and German fans of the two clubs have so much in common but they are all being exploited in a variety of unpleasant ways. A bit like the Great War if that isn't too much of a stretch...

One other thing, unlike the Emirates the Allianz arena has a proper home end behind one goal and although the flag waving feels a bit organised it does create an atmosphere. The sooner we get safe standing behind the North Bank goal at the Emirates and make it cheap and accessible the sooner we can have a proper football ground again.

### **33. JW**

I was at the Bayern game in Munich with my 15 year old son. We encountered no major problems, with the only minor nuisance being the long pointless walk from the train station to the far side of the ground to be separately security checked, only to be immediately re mixed with the home fans as we walked back around the ground to the away seating.

### **34. MB**

Ticket distribution:

Supporters' clubs were instructed to pick up their tickets in a hotel on walking distance from Munich Hauptbahnhof. As I came by train myself I went there straight upon arrival. Smooth ticket collection, efficiently organised. Perfect.

Gathering with Arsenal fans in Munich

We joined Arsenal Germany and all other clubs in "the Augustiner" and that was fun. Lots of singing, lots of beer and perfect service by waiters and waitresses. Good for an hour or so.

Entering the ground

When picking up the tickets we were explained (with printed map) how to proceed from the underground station, but it was not a hundred percent clear and we did not pick the right turnstile - and we were only told so after the security search and after we had tried to scan our ticket. We had to back, walk around half of the stadium, undergo an other security search and then we could scan our ticket. Once in, we still had to walk for about 10 minutes to find our block. This was not well organised by the local stadium staff. A few arrows outside would have helped.

Leaving the ground

It is quite a walk to the underground station, but there were plenty of trains coming and it did not take long to board one. No problems there.

### **35. IL**

I and a group were there. All got in late, even though we were at the ground an hour before kick-off, as Arsenal suggested.

I'm not sure if we misinterpreted the directions beforehand, but this is what happened.

- Extremely dark around the stadium.
- We went to the normal turnstiles, as we thought we had to go through these, then go around! Loads of Arsenal did the same. We wasted around fifteen/twenty minutes there.
- No signs at the small bridge or any stewards until we tried to get through the turnstiles.
- Nearly tripped over a bike on the bridge (due to the lighting)
- Arsenal steward far end of the small bridge directing people (after the fact).
- Turnstile was ridiculous, Three turnstiles for five thousand?
- Germans totally inefficient.
- Security checks were slow which resulted in a crush.
- Turnstiles were a joke.

- Once in, we went the wrong way. Again poor signs-no stewards.

- All this resulted in missing the first twenty minutes!

### **36. MR**

Very disorganised.

Left plenty of time to get there but we were 1-0 down by the time we got in.

No clear directions on leaving the station. Queued for ages, searched twice, only to be told we're at the wrong entrance. Told general way to go but still not clear at all. Poor lighting and no signage. No obvious stewards to ask advice if needed.

Last few times and at old stadium you could go through any entrance before heading to the correct section. Why not this time?

Once at the right entrance, ID v ticket check and then another ticket check plus another search. This isn't very efficient.

Once in, directions again very unclear and actually you could walk all of the way around if you wanted to, so it really wasn't necessary to make away fans to go through a particular entrance.

### **37. SP**

I am a wheelchair user who attended the game at the Allianz Arena. Unlike able-bodied Arsenal supporters I was allowed to use any entrance. My identity wasn't checked. The path from the U-bahn station was ill-lit. There were no signs. I just followed the crowd.

The wheelchair section for Arsenal supporters was on the other side of the ground and in the lower tier opposite and below the rest of the visiting fans. This was very disappointing.

Germany has a disabled toilet key system similar to the RADAR key here in the UK which also operates in Switzerland and Austria. I considered buying one prior to travelling but didn't as they're quite pricy at 20€. Foolishly I assumed that a steward would have one.

My wheelchair platform contained all the Arsenal wheelchair spaces. The two stewards responsible for my section didn't have one. Nor did they know where to obtain one. My lack of ability to speak German didn't help, but I would have thought that it would be obvious that visiting foreign wheelchair supporters would be unlikely to possess the necessary access key.

I was starting the panic as my need was becoming pressing when a uniformed woman security guard nearby recognised my plight. She had a key. It was a near run thing though, not to say humiliating.

### **38. JW**

Prior to the match, Arsenal sent out a lot of information, therefore I thought with that, my knowledge of the stadium and surrounding area, all would be OK.

I arrived with my partner at the Stadium at least 45 minutes prior to kick off; as I was unable to locate the path as indicated on information provided, as there was no one available to give any advice, we queued up for 20 minutes at an entrance that had neon signs that were also in English.

When we eventually arrived at the front, I was searched and let through to the turnstile; my partner had a phone charger which had to be left at the 'left luggage' point which was explained to us in English by a BM steward.

Once we arrived at the turnstile our ticket was rejected; I was told that I was at the wrong entrance and pointed to where we should have gone.

We had to walk against the crowds queueing up and eventually found the path we should have taken; there was no signage or stewards – English or German – on hand to help.

Once we were on this path, there were Arsenal stewards who helped us get to the passport control point; this was a quick and simple process.

We arrived at the next set of turnstiles and queued for approximately 15 minutes to finally enter the stadium around 10 minutes into the match.

This was a mixed fan area and no English or German stewards were on hand to state where the Arsenal fans had to go, which was 12 to 15 gates from the entrance, basically the other side of the stadium!

We just got inside the stadium when Munich scored their first goal and decided to stay on the lower level to watch the match along with the Munich fans, which we were able to do quite easily and therefore made a mockery of the whole process.

Conclusion:

Having seen Arsenal 16 times in European competition in Germany, countless friendlies and one England match, this is the first time that fans could not enter through any turnstile.

In my opinion, this was the major cause of the problems getting in.

I understand Arsenal screening fans entering, but if they were to get fans to register at a central location using a membership card with photo on and a simple scanning device – as they do for England away matches – these issues would be lessened.

ILLUSTRATION FROM SUPPORTER ACCOUNT 13



