

# Key operational messages for fans attending EURO 2024 – June 2024

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## Fan Pass

### Key links:

Download EURO 2024 App: <https://euro2024.page.link/hr5Z>

Fan Pass info: <https://www.uefa.com/euro2024/event-guide/apps/>

Travel benefits info: <https://www.uefa.com/euro2024/event-guide/ticket-holders/>

- The Fan Pass is now available in the EURO 2024 app! It's free and for ticket holders only. It's your key to unlocking free matchday travel and other travel benefits! To access the Fan Pass, fans need to:
  1. Download or update the UEFA EURO 2024 App
  2. Log in with the same email address used to purchase or receive your tickets
  3. Turn on push notifications for important updates
  4. Enable location permissions – we'll only use it on the day of your match for crowd management and safety reasons
- **Fan Pass benefits**
  - **36 Hour Travel Pass:** Free travel in the regional public transport network of your Host City, from 06:00 on your matchday until 18:00 the following day. No need to scan the Fan Pass, simply hop on board and have it ready to show to inspection staff if requested.
  - **DB Ticket EURO 2024:** If you purchased this discounted train ticket, you need to show your Fan Pass along with your train ticket to inspection staff on board.
  - **Interrail Pass EURO 2024:** If you purchased this discounted Interrail Pass, you need to show your Fan Pass along with your Interrail Pass to inspection staff on board.

### Note for editors:

Please do not use the wording **“Free public transport is included in the match ticket”** as this may give the false impression that the match ticket can be used to travel for free, which is not correct. Instead, always reiterate the Fan Pass on the EURO 2024 App as access method for public transport.

## Apps

- Fans will require two apps for their matchday:
  - **UEFA Mobile Tickets App:** Download, transfer, keep or assign a match ticket.
  - **UEFA EURO 2024 App:** Fan Pass & travel discounts, live matchday updates & audio-descriptive commentary
- **Fans should allow push notifications and location access** – we strictly ONLY use this for crowd management purposes and to inform fans of changes for the match or other important info to make the most of their matchday.

More about both apps and how to use them: <https://www.uefa.com/euro2024/event-guide/apps/>

## Stadium travel

- Use public transport – It’s free with your Fan Pass! Simply show to control staff if asked or show it to the driver when boarding the bus.
- **Plan your stadium journey based on your entrance.** Check the Event Guide for the dedicated travel route for your entrance and only use the entrance on your ticket.
- Beat the queues and arrive at the stadium 3 hours before kick-off to make the most of the pre-match atmosphere. Please allow plenty of time for security checks.
- Don’t drive to the stadium
  - No stadium parking in Berlin, Hamburg, Leipzig, Frankfurt
  - Restricted stadium parking in Gelsenkirchen, Dortmund, Munich, Stuttgart, Cologne, Düsseldorf.
  - **Pre-booked parking only!** Cars without a pre-booked parking pass on matchday will be asked to turn around.
  - Pre-book parking: [Gelsenkirchen](#), [Dortmund](#), [Munich](#), [Stuttgart](#), [Cologne](#), [Düsseldorf](#)

More info on the [Event Guide](#) (select your city, then “Stadium travel”)

## Tickets

- If you have multiple tickets, transfer them to others in your group via the UEFA Mobile Tickets App – they will need their ticket to access their Fan Pass. It will also speed things up when arriving at the stadium. If you keep all the tickets, you must enter altogether.

## On matchday

- Make sure your phone is fully charged.
- Turn your Bluetooth on before arriving at the stadium.
- Have your mobile ticket ready to present to a steward as you enter.

Ticket FAQs: <https://support.tickets-euro2024.uefa.com/hc/en-us>

Mobile Ticket App FAQs: <https://support.tickets-mobiletickets.uefa.com/hc/en-us/sections/4423374276242-UEFA-MOBILE-TICKETS-FAQs>

## Stadium

- **Bags larger than A4 size won't be allowed inside the stadium.**
- No smoking – This includes the use of e-cigarettes, vapes and heat-not-burn tobacco products.
- **Small power banks are allowed at the stadium** – As long as it's not larger than your phone.
- Check if your stadium allows for cash payments or card / contactless payments only.
- No banners or flags larger than 2m x 1.5m. Flagpoles can be a maximum of 1m long and 1cm in diameter.
- Check the prohibited items list – Don't accidentally bring anything you shouldn't, such as food and drinks, professional cameras and cane umbrellas.
- Carry original ID – Make sure you always have a valid ID on you.

More info on the [Event Guide](#) (select your city, then "Stadium")

## Host City / Festival

- EURO 2024 is more than just 90 minutes of football – every Host City is providing an abundance of activities and cultural experiences to keep you entertained across the whole tournament!
  - **Fan Zones:** Main festival site, open daily with entertainment, music, activities and more for the whole family
  - **Public Viewings:** official sites to watch EURO 2024 matches with thousands of fellow fans
- **Need help on-site?** Visit the Info Points or the Fans Welcome point in your Host City.

For Info Points: Visit the [Event Guide](#) (select your city, then "Host City")

For Festival info: select your city, then "Festival"

## Accessibility

- **Audio-descriptive commentary** for fans who are blind or partially sighted will be available at all matches.
  - For the first time, it is available **directly on the UEFA EURO 2024 App!** No need to pick up a device at the stadium – simply bring your mobile phone with the app, your own pair of headphones and tune in!
- **Medical exemptions:** If you need to bring any special equipment for medical reasons, please get in touch with UEFA ticketing customer service to request an exemption. This needs to be done at least 48 hours before your match. On matchday, make sure you carry prescription evidence on you.

More info on the [Event Guide](#) (select your city, then "Accessibility")