



INFORMATION FOR IRISH CITIZENS TRAVELLING TO THE RUGBY WORLD CUP IN Cardiff and London

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Cardiff

1. Matches in Cardiff – stadium information

The Irish team will play two group matches and a possible quarter final match in the Millennium Stadium in Cardiff.

The stadium is located in Cardiff city centre on Westgate Street. Allow plenty of time to get into the stadium. Know which gate you need in order to get into your seat. Aim to get to the stadium 90 minutes before kick-off. **Don't forget your match tickets.**

The organisers have informed us that access to the stadium will be refused to any person obviously under the influence of alcohol, drugs or any other substance modifying their behaviour or to any person adopting or clearly displaying signs of violent or harmful behaviour or behaviour that is contrary to public order.

Match Day/Fans:

- Access to areas near the venue, including some “Fanzones” that are located nearby are on production of match ticket only.
- All bags will be searched and random body searches/pat-down of individuals will also take place, which may lead to delays. Games will not be delayed so fans are advised to arrive early

The opening game against Canada will take place on 19 September 2015 at 14.30. Access to the stadium opens 1.5 – 2 hours before match kickoff.

The second game against France will take place on 11 October 2015 at 16.45. Access to the stadium opens 1.5 - 2 hours before kickoff.

If Ireland qualifies for the quarter finals the matches will be held on 17 or 18 October in the Millennium Stadium.

2. Rugby-related events in Cardiff

Cardiff will host a “Fanzone” at Cardiff Arms Park throughout the Rugby World Cup period. The Cardiff “Fanzone” will include a big screen showing live Rugby World Cup matches and also other activities.

3. Public Transport Cardiff

Train and Rail:

Cardiff has direct rail links to many cities in Great Britain, including London, Birmingham, Manchester, Nottingham, Bristol and Southampton. The journey to and from London is just over two hours.

Information is available from: www.nationalrail.co.uk and www.trainline.com

Coach and Bus:

National Express services link Cardiff to 1200 destinations in mainland Britain. Extra services will operate during the Rugby Tournament. National Express services will drop off and pick up at Sophia Gardens due to the closure of Cardiff Central Bus Station. There are also Megabus services into Cardiff.

Information is available from: www.nationalexpress.com and www.megabus.com

Cardiff has a good local bus network with much of the city area within 30 minutes of the stadium. Due to the closure of Cardiff Central Bus station local buses will now drop off and pick up at nearby bus stops.

Car

Cardiff is easily accessible via the M4 motorway which runs through the north of the city. From the Midlands, the north of England, and Scotland. Drive via the M6, M5 and M50/M4. Travelling from the South and South West of England the approach is via the M5 and M4. Access from West Wales is via the M4.

4. General information about Cardiff

Cardiff is the capital of Wales, today's city is a modern place visited by lovers of sports, arts and entertainment and shopping. There are many things to see in Cardiff including Cardiff Castle, The Dr. Who Experience, National Museum, Edwardian and Victorian Arcades and Cardiff Bay. More information available from:

www.rugbyworldcup.com/cities/cardiff and www.visitcardiff.com

5. Consular assistance in Cardiff

A temporary Consular Office will open in Cardiff, to provide **emergency** consular assistance to Irish citizens attending Ireland's Rugby World Cup matches in Cardiff.

The temporary Consular Office is situated in the Parc Hotel, Park Place, Cardiff. The hotel is centrally located near the Millennium Stadium.

The telephone number for the temporary Consular Office is: 0207 201 1121. If calling from an Irish phone please phone 00 44 207 201 1121. The main telephone number for the Parc Hotel is: Tel. 00 44 871 376 9011.

For day to day queries relating to passports please email passportlondonoffice@dfat.ie or telephone 020 7373 4339. For all other consular related queries go to www.embassyofireland.co.uk and use the contact us link or telephone 020 7235 2171.

The office and telephone line will be open as follows:

Ireland V Canada at 14.30 – Saturday 19th September 2015

18 September, 2015 (Friday)	16.00 – 22.00
19 September, 2015 (Saturday)	10.00 – 22.00 (Match Day)
20 September, 2015 (Sunday)	09.30 - 16.00

Ireland V France at 16.45 on Sunday 11 October 2015

10 October, 2015 (Saturday)	16.00 – 22.00
11 October, 2015 (Sunday)	10.00 – 22.00 (Match Day)
12 October, 2015 (Monday)	09.30 – 16.00

**Quarter Finals: 17 October on Saturday at 20.00 or
18 October on Sunday at 13.00**

16 October, 2015 (Friday)	16.00 – 22.00
17 October, 2015 (Saturday)	10.00 – 22.00 (Match Day)
18 October, 2015 (Sunday)	09.00 – 21.00 (Match Day)

We recommend that you telephone in advance **before** calling to the temporary Consular Office. An emergency duty officer will be available outside of office hours; please phone and leave a short message **including** your name and telephone contact details.

Please note that the temporary Consular Office's main aim is to provide **emergency** assistance only to Irish citizens attending Ireland's matches in Cardiff.

For day to day queries relating to passports please email passportlondonoffice@dfat.ie or telephone 020 7373 4339. For all other consular related queries go to www.embassyofireland.co.uk and use the contact us link or telephone 020 7235 2171.

London

Travel in London

An Oyster is a contactless payment card offering the cheapest fares for bus, tube, tram, DLR, London Overground and most National Rail services. An Oyster card costs £5 (non-refundable) and is loaded with credit (£10,£15,£20,£25). A typical journey cost £3+. Note that buses no longer accept cash and many Tube stations no longer have ticket counters only machines. Oyster cards are available from most newsagents, Visitors and Travel Information Centres. Most forms of travel in London accept contactless debit/credit cards. More information available at: www.tfl.gov.uk. and www.tfl.gov.uk/fares-and-payments/buying-tickets

6. Match in Wembley Stadium – stadium information

Ireland's second group match is against Romania on Sunday 27 September 2015 in Wembley Stadium at 16.45. Allow plenty of time to get into the stadium. Know which gate you need in order to get into your seat. Aim to get to the stadium 90 minutes before kick-off. **Don't forget your match tickets.**

The stadium is serviced by two tube lines – The Jubilee (grey line) and Metropolitan (maroon line).

The organisers have informed us that access to the stadium will be refused to any person obviously under the influence of alcohol, drugs or any other substance modifying their behaviour or to any person adopting or clearly displaying signs of violent or harmful behaviour or behaviour that is contrary to public order.

Match Day/Fans:

- Access to areas near the venue, including to some "Fanzones" that are located nearby are on production of match ticket only.
- All bags will be searched and random body searches/pat-down of individuals will also take place, which may lead to delays. Games will not be delayed so fans are advised to arrive early.

7. Match in Olympic Stadium – stadium information

Ireland's third group match against Italy will take place in the Olympic Stadium, Stratford, on Sunday 4th October at 16.45. Allow plenty of time to get into the stadium. Know which gate you need in order to get into your seat. Aim to get to the stadium 90 minutes before kick-off. **Don't forget your match tickets.**

The stadium is serviced by two tube lines - the Jubilee (grey line) and Central (red line) and the Dockland Light Rail (DLR) trains.

The organisers have informed us that access to the stadium will be refused to any person obviously under the influence of alcohol, drugs or any other substance modifying their behaviour or to any person adopting or clearly displaying signs of violent or harmful behaviour or behaviour that is contrary to public order.

Match Day/Fans:

- Access to areas near the venue, including to some "Fanzones" that are located nearby are on production of match ticket only.
- All bags will be searched and random body searches/pat-down of individuals will also take place, which may lead to delays. Games will not be delayed so fans are advised to arrive early.

Note: The Bronze Final (3rd place) will also take place at the Olympic Stadium on 30th October at 20.00.

8. Twickenham Stadium – Stadium Information

The Semi Finals on 24/25 October and the Final on 31 October will be held in Twickenham.

Twickenham is located in the Borough of Richmond upon Thames, South West London. It is the largest stadium in the world devoted solely to the sport of rugby union. Twickenham is the host of numerous rugby union fixtures year round. It is the home of the English rugby team.

The World Rugby Union Museum is located in Twickenham Stadium. The museum covers the global game. It tells the history of the sport including William Ebbs Ellis. Some unique displays include an English rugby union jersey from the first ever international rugby match in 1871 between England and Scotland. The museum is usually open most days except Mondays and match days. On match days only ticket holders may gain entry to the museum.

How to get to Twickenham

By Train/Underground

The nearest train station is Twickenham, which is a short walk from the stadium. Regular trains run to the stadium from London Waterloo, Clapham Junction and Reading, Ascot, and Windsor and Eaton Riverside.

Other stations in the vicinity of the stadium are Whitton, St Margaret's and Hounslow.

The London Overground service also runs from Richmond, to North London and Stratford.

The nearest underground stations are Hounslow East for the Piccadilly Line (purple line) and Richmond for the District Line (green line).

9. **Rugby-related events in London**

London will host a number of “Fanzones” at a number of venues around the city throughout the Rugby World Cup period. Some “Fanzones” will include a big screen showing live Rugby World Cup matches and also other activities.

There are four “Fanzone” locations for London:

Wembley Park, Brent

The “Fanzone” will open on Sunday 20th September and Sunday 27th September from 11.00 – 16.50. For further information go to www.rugbyworldcup.com

Olympic Stadium, Stratford (Newham)

The “Fanzone” will open on 4th October
For further information go to www.rugbyworldcup.com

Trafalgar Square, Central London

The “Fanzone” will open on October, 23rd 24th 25th 30th 31th from 10.00
For further information go to www.rugbyworldcup.com

The Richmond Fanzone – Old Deer Park

The “Fanzone” will open on selected dates between 18 September and 31 October, 2015.
For further information available go to www.rugbyworldcup.com

10. **Consular assistance in London**

A temporary Consular Office will provide emergency consular assistance to Irish citizens attending Rugby World Cup matches in London. The temporary emergency Consular Office will be based at the Embassy of Ireland in London.

If calling from an Irish phone, please dial **00 44 20 7201 1121 (for the duration of World Cup only)**. We strongly recommend that you contact the temporary emergency Consular Office by telephone for information/advice **before** travelling to the Office.

For day to day queries relating to passports please email passportlondonoffice@dfat.ie or telephone 020 7373 4339. For all other consular related queries go to www.embassyofireland.co.uk and use the contact us link or telephone 020 7235 2171.

Embassy address: 17 Grosvenor Place, London SW1X 7HR

The Embassy address is 17 Grosvenor Place in Westminster and is located at the corner of Grosvenor Place and Chapel Street (the entrance is actually on Chapel Street).

The nearest tube station is Hyde Park Corner on the Piccadilly line (purple line) - 4 minutes' walk. This line also serves Heathrow Airport. The next nearest tube station is Victoria on the District (green line), Circle (yellow line) and Victoria (blue line) -6 minutes' walk. Victoria is also a mainline railway station that serves the south and south east of England, as well as Gatwick Airport.

How the temporary Consular Office can assist you

11. If your passport is lost or stolen while in Cardiff or London

- √ Any loss or theft must be reported to the police at the earliest opportunity. Please retain the reference number given by the police as you will require it when applying for your replacement passport on your return home.
- √ Airlines vary in the travel documents they require, so citizens should check with their chosen airline/transport before travelling.
- √ Please contact the temporary Consular Office for further advice if your passport is lost or stolen.

12. If you require urgent medical treatment

Please ensure that you arrange travel insurance before you leave Ireland and also your European Health Insurance Card (EHIC Card). Your EHIC Card can be obtained from your local health centre or online at www.ehic.ie

The temporary Consular Office can:

- √ Offer general advice on the local medical services
- √ Assist in liaising with doctors or hospitals
- √ Advise relatives or friends about accidents or illnesses

However, the temporary Consular Office cannot:

- X Pay medical or hospital bills – for this reason you are strongly advised to take out travel insurance as well as carrying your current and up to date European Health Insurance card (EHIC Card). You can obtain your EHIC Card from the HSE at local health centre or online www.ehic.ie
- X Provide medical advice
- X Pursue insurance companies about payment or refund of the cost of medical treatment
- X Pursue claims for compensation relating to negligence, injury or any other matter
- X Pay for visits by relatives

13. If you have been the victim of a crime

Please contact the police immediately if you have been the victim of a crime.

If you are a victim of crime while in London you may also wish to contact the following organisation for help and support - Victim Support, London www.victimsupport.org.uk or Tel. 0845 450 3936. Lines are open Monday to Friday, 8am-8pm and Saturday 9am-5pm.

The temporary Consular Office can:

- √ Inform family or friends of your situation
- √ Help you to transfer funds from home if this is necessary
- √ Assist in liaising with the local police

However, the temporary Consular Office cannot:

- X Give legal advice or act as your lawyer
- X Intervene in court proceedings
- X Investigate a crime
- X Pay legal costs

14. If you are arrested or imprisoned

If you are arrested, you may ask the Police/Prison authorities to inform the Embassy of your arrest.

The temporary Consular Office can:

- √ Pass messages to and from your family with your permission.
- √ Bring details of any medical condition you may have to the attention of the authorities
- √ Pursue with the authorities any complaints you may have about your treatment

However, the temporary Consular Office cannot:

- X Secure better treatment for Irish citizens than local or other nationals receive
- X Give or pay for legal advice
- X Interfere with or influence the proper operation and application of the local judicial system
- X Provide any financial assistance while you are in prison
- X Pay bail bonds or fines

15. If you need help accessing funds

Irish citizens travelling abroad sometimes experience financial difficulties, due to unforeseen circumstances. Money can be transferred easily and quickly from Ireland by using one of the well-known commercial agencies (the most popular of these in the UK is Moneygram) who have a large number of outlets in England and Wales. Western Union is also used but to a much lesser extent.

To arrange a transfer of funds using Moneygram/ Western Union take the following steps:

- Contact a relative/friend at home in Ireland.
- Give your relative/friend the contact details for :

Moneygram in Ireland (tel. 1800 558 792) or www.moneygram.com

Western Union in Ireland (Tel.1800 395 395) or www.moneytransfer.ie
- Your relative/friend will need to contact the above agents and arrange to transfer money to you. Moneygram and Western Union charge a fee for this service. The money transfer is instant and you will be able to collect the money within a few minutes of receiving confirmation from your relative/friend.
- Make sure that your relative/friend gives you the Money Transfer Control Number (MTCN), which is necessary to collect your money, as well as the answer to the additional security question, if relevant.
- In order to collect the money, you will need to have Government issued photographic ID e.g. Passport / Drivers licence. If you do not have your passport or any other form of photographic ID you should nominate someone in your travel party who has a passport / drivers licence as the person to receive the money transfer.

GENERAL INFORMATION ABOUT CARDIFF AND LONDON

16. While in Cardiff and London

It is important that you follow the instructions of the police and other officials at all times. The local police are generally fair, but firm. In the event of any trouble or accident at any of the games, cooperate with police and security staff to ensure your own safety. Act responsibly and keep your distance from any trouble-makers and move away from anyone who appears to be acting in a violent or provocative way. Please note that public displays of drunkenness are generally frowned upon.

17. Match Tickets and Stadium Security Measures

All tickets for the Rugby World Cup matches are sold through www.rugbyworldcup.com Tickets purchased from ticket touts or internet ticket auctions may be rejected as invalid and could be stolen or forged. Please follow the instructions of police and stewards in and around the stadiums. Ticket-checking controls and security controls (including individual checks) will be in place. Alcohol, bottles and any items that could be used as weapons cannot be brought into the stadium.

18. General Safety and Security

England and Wales are generally safe for visitors. The authorities are very aware of the threat of terrorism and there is a highly visible security presence (police) at airports, train stations and major tourist attractions. Never leave your bags unattended in any public place. "Excess Baggage" service is a secure place where you can leave items of luggage for collection later and is available in most airports and major train stations

Please take the normal precautions to avoid becoming the victim of pickpockets and bag snatchers. In particular, be aware that bag snatchers often prey on tourists who are getting off buses or trains or arriving from the airports. On the tube, keep a sharp eye on your luggage, as thieves often attempt to grab bags just before the doors of the tube close. Keep all valuables safe, secure and out of sight.

19. **Identification/Passport**

Irish citizens are advised to carry a passport or some official form of photographic ID when entering and leaving England and Wales. If possible, you are advised to carry your driver's licence as ID and leave your passport in a safe at your hotel. As a precaution leave copies of your passport, travel, insurance and accommodation details with family or friends at home.

20. **Driving in England and Wales**

You must hold a full and valid driving licence.

Driving is on the left as in Ireland. You should familiarise yourself with the rules of the road further information available at: <https://www.gov.uk/browse/driving/highway-code>

National speed limits <https://www.gov.uk/speed-limits>

You must not drive faster than the speed limit for the type of road and your type of vehicle. The speed limit is the absolute maximum - it doesn't mean it's safe to drive at this speed in all conditions.

A speed limit of 30 miles per hour (mph) or 48 kilometres per hour (km/h) usually applies in built up areas, unless you see signs showing otherwise.

Fixed cameras and mobile police patrols carry out speed checks. If found to be speeding, you will be fined.

Most motorways are subject to tolls. Ensure that you have enough money with you to pay tolls before setting out on your journey, as credit cards are not always accepted by the machines in toll booths.

There are severe penalties in for driving under the influence of alcohol. If you are caught with alcohol in your system while driving it can lead to heavy on-the-spot fines, confiscation of your licence and/or imprisonment. Driving under the influence of drugs is also illegal and will lead to similar penalties.

The present drink drive limits in the UK are as follows:

- 35 micrograms of alcohol in 100 ml of breath
- 80mg of alcohol in 100 ml of blood
- 107mg of alcohol in 100 ml of urine

If you are involved in an accident or if you witness an accident, you must stop (as soon as it is safe to do so) and remain on the scene until the police have interviewed you and have given you permission to leave. Failure to do so is a criminal offence.

21. Communications

The international code for dialling the UK is 00 44. To call Ireland use the prefix 00 353.

22. Money

The currency in England and Wales is £ sterling.

ATMs are plentiful and Irish cards with Cirrus, Plus or equivalent symbols are accepted in most ATMs. Credit cards are in common use but on occasion Irish cards may not be accepted. In addition to your PIN code, you may also be asked to present your passport/identification when paying by credit card.

If your credit card has been lost or stolen, you should cancel the relevant card(s) immediately, to prevent illegal use:

For lost/stolen AIB Credit Cards call:	00 353 12695022
For lost/stolen Bank of Ireland Credit Cards call:	00353 567757007
For lost/stolen Avant Card (formerly MBNA) call:	00 353 71965 262
For lost/stolen Ulster Bank Credit Cards call:	Debit Card 00 441315498186 Credit Card 00 441268500813

23. Health Insurance

Ensure that you have a valid European Health Insurance Card (EHIC) before you travel.

If you do not yet have an EHIC, be sure to apply for one in time before you travel. Application forms can be downloaded at www.ehic.ie or by calling to your local Health Office, Community Care office or Health Centre.

The EHIC will only cover essential emergency treatment. It does not replace ordinary travel insurance, which the Department of Foreign Affairs and Trade strongly recommends you obtain separately.

24. Contact details for Hospitals in Cardiff and London

Cardiff:

University Hospital of Wales (UHW)

Heath Park
Cardiff
CF14 4XW
Telephone: 029 2074 7747

Cardiff Royal Infirmary (CRI)

Glossop Road
Cardiff
CF24 0SZ
Telephone: 029 2049 2233

London

Central Middlesex Hospital

Acton Lane
Brent Park
London N10 7NS
Nearest Station – Harlesden
Tel. 020 8965 5733

Chelsea & Westminster Hospital

369 Fulham Road, Chelsea
London, SW10 9NH
Nearest Station - Fulham Broadway
Tel. 020 8746 8000

University College Hospital

235 Euston Road, Regent's Park
London, NW1 2BU
Nearest Station - Warren Street
Tel. 0845 155 5000

Hammersmith Hospital NHS Trust

Du Cane Road, Shepherd's Bush
London, W12 0HS
Nearest Station - East Acton
Tel. 020 8743 2030

West Middlesex University Hospital

Twickenham Road,
Town Centre
Isleworth, TW7 6AF
Nearest Station:- Isleworth

Tel. 02085602121