



# Away Supporters Guide

2019/20



Ahead of your visit to Tottenham Hotspur, please take the time to carefully read through the key information provided to make the most of your matchday experience.

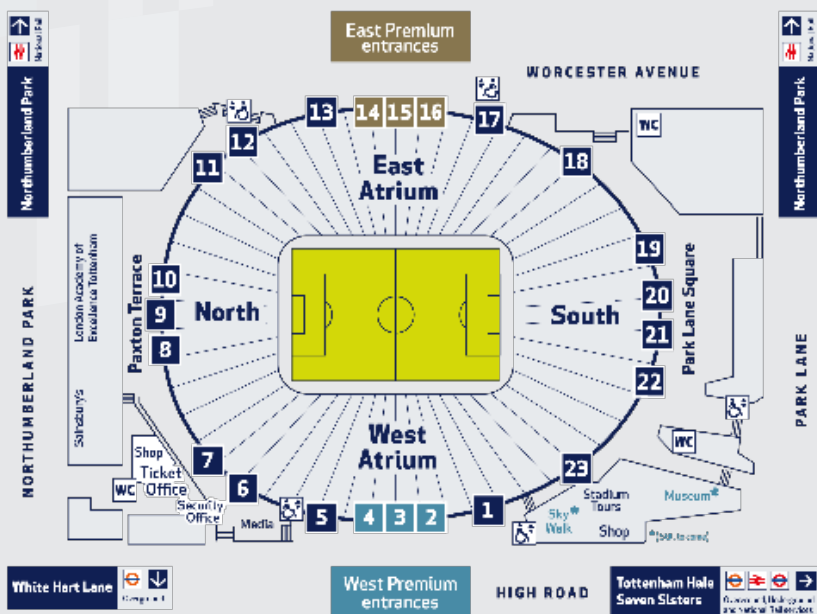
Should you have any specific queries or requirements, please visit [tottenhamhotspur.com/AskSpurs](https://tottenhamhotspur.com/AskSpurs).

If you require an accessible version of this guide in a different format, please contact [access@tottenhamhotspur.com](mailto:access@tottenhamhotspur.com).

## GENERAL INFORMATION

### AWAY SUPPORTERS ENTRANCE

Visiting supporters are accommodated in Blocks 114-118 located in the North-East corner of the stadium, accessed via Entrance 11 and 12. Visiting supporters should enter the stadium via Worcester Avenue.



### ARRIVE EARLY

Come early to avoid busy public transport times and clear security. Gates are open two and a half hours before kick-off. The stadium is a public transport destination, so plan your journey using the wide range of transport options available (see p. 8-9).

### ENTERING THE STADIUM & BAG POLICY

All fans will go through "airport style" security checks and bag searches. **We strongly advise supporters not to bring a bag into the stadium.** The following bags will be permitted into the stadium following a search:

- **Clear carrier bags** with a maximum size of 30cm long x 30cm high – those issued in Spurs Shops pre-match for a charge of 10p will meet this criteria. Shop staff will place items directly into and seal this bag – it should not be opened and no personal items should be placed into this bag before you have been through the security checks. As long as the seal is intact, it will not require searching.

- **Personal bags of A4 size** or smaller (21 cm long x 30cm high)

Please note, laptops are permitted as long as they are placed within a bag that meets the above criteria.

**You may have to queue for longer if you choose to bring a bag.**

 <p><b>CARRIER BAGS</b></p> <p>Clear carrier bags with a maximum size of 30cm long x 30cm high</p>	 <p><b>OTHER BAGS</b></p> <p>No other type of bag will be permitted inside the stadium</p>	 <p><b>PERSONAL BAGS</b></p> <p>A4 size (21cm long x 29.7cm high) or anything smaller</p>
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### MEDICAL EXEMPTION TO BAG POLICY

If you need to bring a bag into the stadium for medical reasons, you can apply for a medical exemption certificate.

To do so, please contact [access@tottenhamhotspur.com](mailto:access@tottenhamhotspur.com) and provide supporting evidence at least 72 hours before your visit. Documents accepted as supporting evidence include DLA or PIP, or a letter from a general practitioner or specialist nurse which outlines your requirements.

Upon receipt and acceptance, we shall issue you a medical exemption certificate to print at home and present on entry to the stadium.

## MATCHDAY TICKET OFFICE

If you have any questions regarding your tickets, please contact your Club directly. All away supporter collections and matchday enquiries will take place from a ticket office located by the steps leading up to Entrance 11.

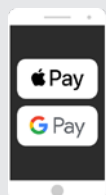


## CASHLESS STADIUM

Cash is not accepted anywhere in the stadium or its surrounding campus. We accept all major debit and credit cards and mobile payments such as Apple Pay & Google Pay.



**CONTACTLESS  
PAYMENT**



**MOBILE  
PAYMENT**



**GIFT  
CARD**

### RESULTS ARE:

- ✓ Increased speed of service
- ✓ More payment options
- ✓ Improved hygiene - staff won't be handling cash

## FANBASSADORS

Our Fanbassadors are located in and around the stadium. They will act as your Help & Information point, so make use of them and feel free to ask anything.

## FIRST AID

First aid rooms are clearly signposted on the concourses. In a medical emergency, fans should notify the nearest steward for assistance.

## FLAGS & BANNERS

We welcome supporters who wish to bring flags to matches at our stadium.

Flags should be no more than 250cm in size at their widest or longest section and flagpoles must be no greater than 1m in length.

Flags must not obstruct gangways, access routes, exits and entrances, health and safety signage and stairways.

In order to ensure smooth access and display of your flag we advise that you have it pre-approved. You can do this by emailing [supporterservices@tottenhamhotspur.com](mailto:supporterservices@tottenhamhotspur.com) a minimum of one week prior to bringing the flag to a match.

We reserve the right to deny permission or confiscate flags if they are above an acceptable size, compromise public safety or obscure someone's view or a camera position.

The Club has always considered that a football match is a time to show allegiance to a football team first and foremost. A football match is not an appropriate arena to display flags of

any political or religious affiliation or anything that could possibly be considered inflammatory – this can include national flags during times of political conflicts, campaigns or issues.

## PROHIBITED ITEMS

For a comprehensive list of prohibited items, please visit [tottenhamhotspur.com/AskSpurs](https://www.tottenhamhotspur.com/AskSpurs) for further information.

## FOOD & DRINK

You will find Touchline Grills and Tap Inns within the away section, open two and a half hours before kick-off. A wide selection of beers, soft drinks and food is available.



## BETTING

There are no betting kiosks within the stadium. Supporters wishing to place bets are able to make use of the stadium's Wi-Fi and connect to their preferred website or app.

## LOST PROPERTY

Any lost property will be held within our 24-hour security office on the ground floor of the North West corner of the stadium.



## ACCESSIBLE INFO

### ACCESSIBLE ENTRANCE

The Accessible Entrance for away supporters is Entrance 11a. There is an accessible lift adjacent to the away ticket office that will take you from street level to the Entrance.

Ahead of the fixture, our Access team will contact your club to confirm how many supporters require audio descriptive commentary and radio assistive hearing loops.

Once we are aware of the demand, we shall equip this Entrance with the equipment required. On entry to the stadium, stewards will be able to assist you with signing for the equipment. All equipment should be returned to Entrance 11a post-match.

### VIEWING AREAS

The away supporter's section is in the North East Corner of the stadium, blocks 114 – 118 and block 234.

Blocks 114 and 115 have a selection of easy access seats for ambulant disabled supporters.

Block 234 has 26 wheelchair accessible spaces.

These numbers can increase subject to competition rules, where allocations may be higher.



### ACCESSIBLE TOILET FACILITIES

There are three accessible toilets in the away supporter's section, all of which can be accessed with a RADAR key (Please speak to a Steward if one is required).

There are also Changing Places toilets available within the stadium. Please advise us prior to the game if this facility is required so we can give you access.

There is a dog spending area (below) outside of Entrance 11, adjacent to the accessible lift. Please advise us prior to the game if this facility is required.



### FOOD & DRINK

All food and drink concessions are fitted with lowered counters and hearing loop systems.

If you need to speak with a member of our Access team before your arrival, please contact [access@tottenhamhotspur.com](mailto:access@tottenhamhotspur.com).



## TRAVEL

Well-served by bus routes and within walking distance of four train stations, the stadium is very much a public transport destination.

**Please see pages 10-11 for an overview of the local transport network, including key walking routes to the stadium.**

**There is no parking available for general admission fans at stadium.** Please note, the local area is under an Event Day Controlled Parking Zone (CPZ), which is in operation on matchdays. You will not be able to park without a permit.

For a full overview to help you plan your journey, visit [tottenhamhotspur.com/getting-here](http://tottenhamhotspur.com/getting-here)

### TRAINS & LONDON UNDERGROUND

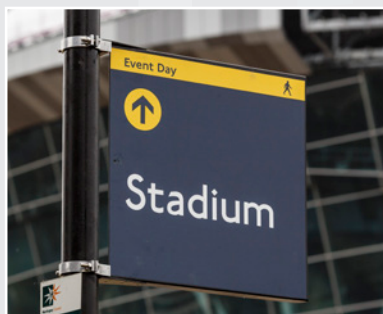
There are four hub stations serving the stadium:

- 1. White Hart Lane (London Overground from London Liverpool Street, Enfield Town and Cheshunt):** approx. 5 mins walk to the stadium. The station will have step-free access by September 2019.
- 2. Northumberland Park (Abellio Greater Anglia services from London Liverpool Street, Cambridge and Stansted Airport):** approx. 10 mins walk to the stadium. The station has step-free access.
- 3. Tottenham Hale (Victoria line and Abellio Greater Anglia services from London Liverpool Street, Cambridge and Stansted Airport):** approx. 25 mins walk to the stadium. The station has step-free access to the Victoria line and

Northbound National Rail services only.

**4. Seven Sisters (Victoria line and London Overground):** approx. 30 mins walk to the stadium. The station does not have step-free access.

We have installed navy and yellow on-street wayfinding signage from all four train stations to the stadium, in conjunction with innovative on-site digital stadium signage.



Please note - The Victoria line will be especially busy on matchdays, particularly for weeknight matches before the game when fans will be travelling at the same time as commuters are travelling home.

To manage congestion and safety, before mid-week games it may occasionally be necessary for Victoria line trains not to stop at Seven Sisters. If so, you will then be able to get off at Tottenham Hale and walk to the stadium from there. Tottenham Hale is actually a shorter walk to the stadium than Seven Sisters. Your journey may be less crowded if you can avoid the Victoria line. Travel as early as possible before kick-off and try to avoid peak times if you can. Post-match queuing systems are in

operation at all four stations. Please take note of directional signage and the advice of stewards as you are leaving the stadium. North and Southbound queue locations are highlighted on pages 10-11.

### AWAY COACH PARKING

All official and unofficial coaches will drop-off and pick-up from Zone A (West Road) or Zone B (Brantwood Rd) – see map pages 10-11 for locations. Wayfinding signage will direct you from the coach parks to the stadium. Other coach parks will be used if the away attendance increases for a particular fixture. All coach drivers will need a coach parking permit in order to park in these coach parking zones. To obtain a permit, please contact [supporterservices@tottenhamhotspur.com](mailto:supporterservices@tottenhamhotspur.com) as soon as possible.

### ROAD CLOSURES

Please note that some roads closest to the stadium are closed before, during and after a match to make it safe for fans, local residents and businesses, and for emergency access to the area. On matchdays, general traffic will not be able to access parts of the **High Road between White Hart Lane and Lordship Lane/Lansdowne Road from two hours before and up to one hour after the match.**

### BLUE BADGE PARKING

There are five Blue Badge car parking spaces available for visiting supporters. To request a space, please contact your

club, who will then confirm to us who is eligible. Parking permits will be issued via email in advance of the matchday. Parking permits must be printed and displayed in your vehicle at all times.

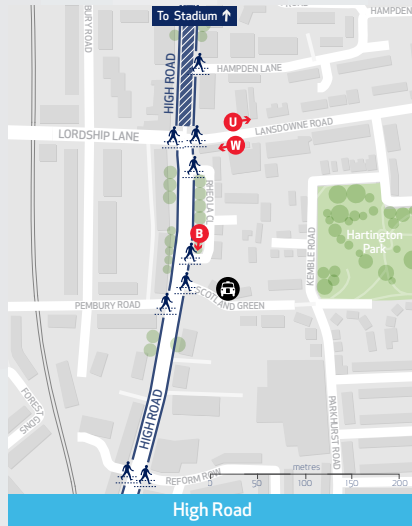
### PUBLIC BUSES

The stadium is well-served by TfL buses that run as usual across Haringey on matchdays, with the High Road routes subject to diversion due to the road closures. The Club is working with TfL buses to minimise the need for bus diversions on matchdays, so they are back operating on the High Road as soon as possible after the final whistle. Please see map on pages 10-11 for local bus stop locations and their direction of travel. All TfL buses are fully accessible with at least one wheelchair accessible space on each bus and priority seats. Assistance dogs can travel on all services.

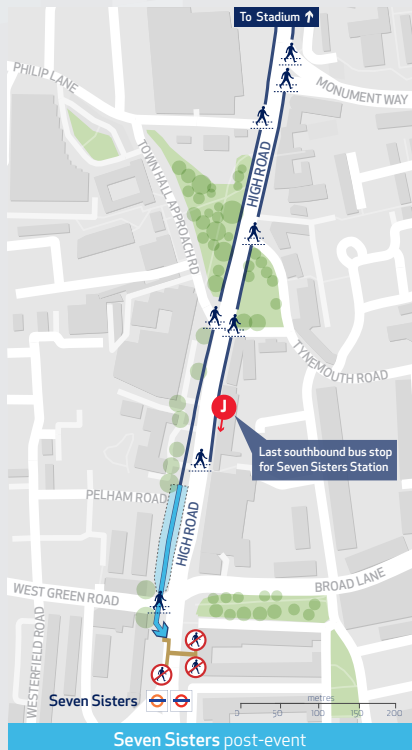
### TAXIS

Due to road closures, fans will not be able to be dropped off and picked up close to the stadium. If you need to use a taxi, we recommend you have it drop you off or pick you up at least a 10-minute walk away from the stadium. There is a matchday black taxi rank at Scotland Green.

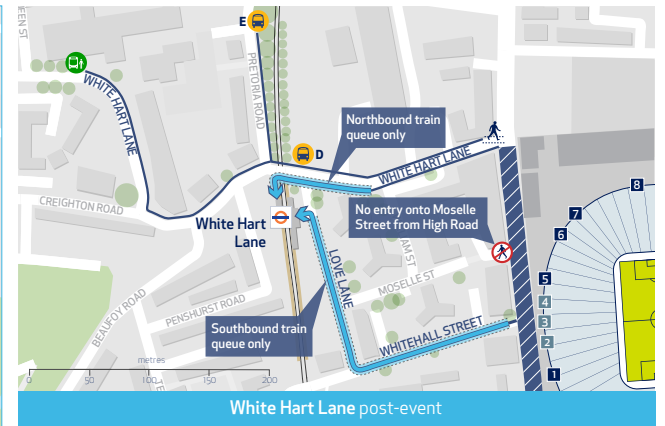
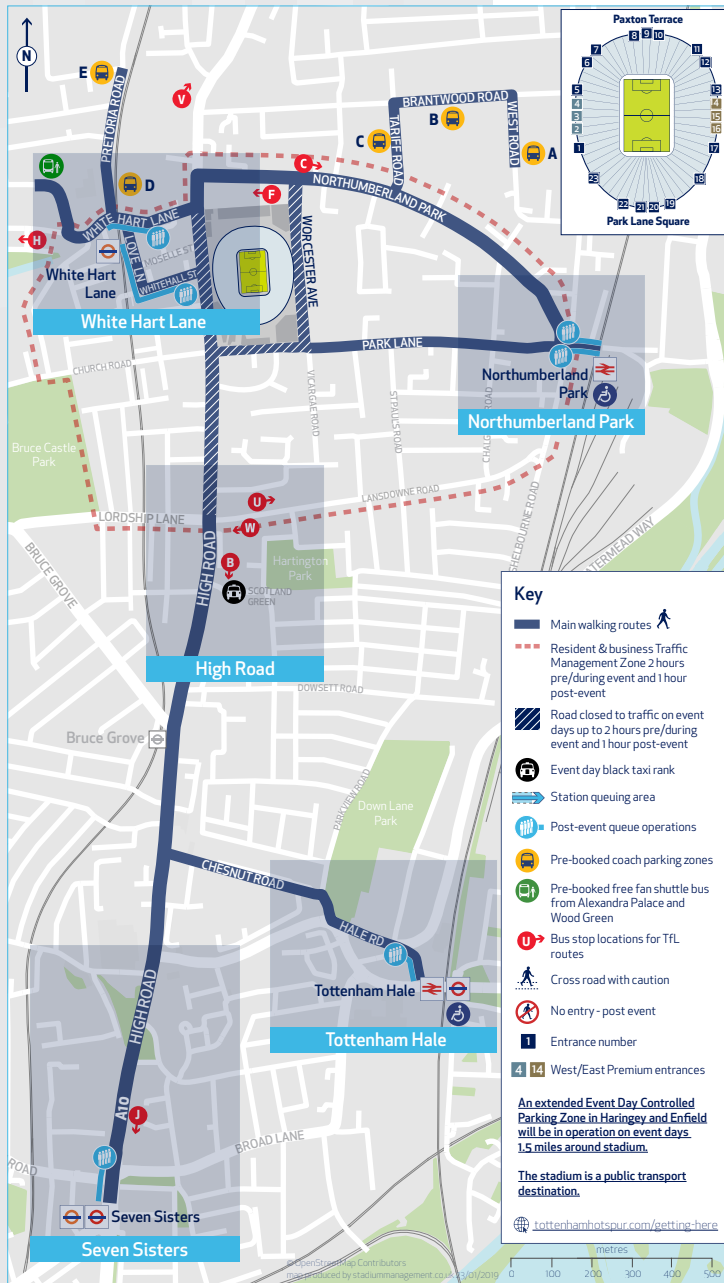




High Road



Seven Sisters post-event



White Hart Lane post-event



Northumberland Park post-event



Tottenham Hale post-event



## ATTENDING WITH CHILDREN

All supporters who enter the stadium are required to have an individual ticket and seat. For avoidance of doubt, this includes babies in arms. Any persons under the age of 14 must be accompanied by a responsible adult.

### LOST CHILDREN

If you become separated from your child, please notify the nearest steward immediately, providing as much detail as possible (name, age, appearance, place last seen).

### BABY CHANGING

Our Baby Changing facilities can be found in the Changing Places unit within the Spurs Shop at the Tottenham Experience. Please note, once you leave the stadium you will not be able to re-enter.

### PUSH CHAIRS

There are no facilities within the stadium for storing push chairs.



## SPURS RESPECTS



Please ensure you use one of the toilets located in the stadium before heading home. Should you require use of a toilet after leaving the stadium, the Club has installed public toilet blocks throughout the local area. Please note, there are no public toilet facilities available at local train stations.

As you are arriving at or leaving the stadium, please be considerate to our neighbours. Information on our recycling bins located in the stadium will help ensure you correctly dispose of your rubbish.

If you witness any form of anti-social, abusive or discriminatory behaviour, text 07537404821 with - FOUL (language & behaviour); RACISM (racist chanting & shouting); HPH (homophobic chanting); DRINK (drinking alcohol in view of the pitch); SMOKE (smoking in the stadium); STAND (standing up); PYRO (use of or intended use of any pyrotechnic or smoke bomb) with your location (block/row/seat) and the location of the offence (block/row/seat).

If you wish to provide us with some feedback, please visit: [tottenhamhotspur.com/feedback](https://tottenhamhotspur.com/feedback)

### SMOKING

Smoking and the use of e-cigarettes is not permitted anywhere within the stadium and its surrounding campus.

### EMERGENCY EVACUATION

In the unlikely event that we should have to evacuate the stadium, please adhere to the advice given by front line staff and on our public-address system.

# TO CARE IS TO DO

The Club is dedicated to minimising the environmental impacts of all our activities.

You can help us ensure all waste is recycled by simply choosing the right bin when you dispose of your rubbish.

Throughout the concourses, you will find two different bins at each location – one is for General Waste, the other for Dry Mixed Recycling.

The only waste items that should be placed in the Dry Mixed Recycling bins are as follows:

- Empty plastic and glass bottles
- Empty cans
- Paper
- Small cardboard

These items should not contain any left-over food or liquids if being placed into the Dry Mixed Recycling bin.

Water fountains are also available in the away section – so if you buy a bottle of water from one of our concessions, ensure you do your bit for the environment by refilling the bottle rather than purchasing another one.

