

**One Hotspur Executive
Membership Guide**
Tottenham Hotspur Stadium




**We are delighted to welcome you
as a One Hotspur Executive Member.**

Please take note of some important Stadium and Member information in this guide. We are working tirelessly to ensure that you and your guests have a fantastic experience every time you visit.

We look forward to welcoming you to our new home.

Andy O'Sullivan
Venue Director

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KEY THINGS TO KNOW

TICKETING OPTIONS

As an Executive Member, you will have been sent your Stadium Access Cards within your membership pack. The cards will allow you and your guests access into the stadium at all home matches.

Make sure you download the Spurs Official app (coming soon) — once you log in with your unique Client Reference Number, the app will display your ticket for the next applicable home match and be ready to use.

That way, your phone becomes your ticket and you are covered if you ever forget to bring your physical Access Cards.

Members will still be able to take advantage of our 'Ticket Share' service (formerly known as 'Ticket Forwarding') to forward eTickets to their guests. Further information on this and our new Ticket Exchange platform are available on [page 6](#).

A CASHLESS STADIUM

The Club is proud to deliver a fully cashless stadium as we aim to provide the best possible fan experience at our new home.

No cash will be accepted for any purchase made within the new stadium and its surrounding campus, including the Tottenham Experience.

The result will be:

- Increased speed of service and shorter queue times.
- More payment options — bank cards, mobile, Access Card, Prepaid Card.

All payments can be made using the following methods:

- **All major contactless UK debit and credit cards**, with chip and pin applying for purchases over £30.
- **Mobile and wearable payment**, including Apple Pay and Google Pay, this method supports high value payments.
- **Stadium Access Card** — Executive Members can load any amount of money onto their card within any Club shop using a cashless payment method. Lost or stolen cards can be deactivated by the Ticket Office.
- **Tottenham Hotspur Stadium Prepaid Card** — these will soon be available in Club shops or online at tottenhamhotspur.com/shop. Cards can either be ordered in advance and delivered to your home address or made available for collection in store within minutes for same day use via our 'click and collect' service.

NB: You can load any amount onto your Access Card or Prepaid Card and a receipt will be provided to confirm your remaining balance upon each transaction. You must use a cashless payment method when topping up your card in any of our Club shops.

DOWNLOAD OUR APP

Make sure you download the brand new, free Spurs Official app via the Apple or Google Play stores prior to your visit.

Your match ticket will be displayed within the app if you sign-in. The app is also designed so that the user experience varies depending on whether you are at the stadium or not, as well as whether it is pre-match, in-game or post-match.

COMING
SOON

SECURITY CHECKS

Security checks for Executive Members will take place on entry to the West and East Atriums. These will be conducted 'airport-style' with guests being asked to pass through a metal detector.

For Members who have access to park their cars in the stadium basement, your car will be checked ahead of entering the car park and your personal security checks will take place upon entry to the stadium on basement level.

Information on premium entrances can be found on [page 10](#).

It will provide travel information, so that you can plan your journey, and also information about the match itself, such as the latest team news and previews.

Your experience will be enhanced if you switch on notifications and location services.

BAG POLICY — LET'S BE CLEAR

We strongly advise supporters not to bring bags of any type into the stadium. If you do bring a bag you will need to have it searched. Our Bag Policy only permits the following bags to be brought into the stadium after they have been searched:

- Personal bags of A4 size or smaller (21cm long x 30cm high).
- Clear plastic carrier bags with a maximum size of 30cm x 30cm.
- Clear Club-branded Bags for Life that will be available to One Hotspur Executive Members on the first matchday.

Please note that the policy has been developed to not only ensure a safe environment for all, but to **significantly speed up access into the stadium for those that do not bring bags**. No left luggage service is available at the stadium on matchdays.

If you have a medical condition that requires you to bring a bag or other equipment, please refer to the guidelines we have made available on [Ask Spurs](#).



This is the number one place for any questions you might have.

The first information resource of its kind in the Premier League, **Ask Spurs** will help direct you and your guests to the latest information about getting to and from the stadium, accessible facilities, food and drink options and more, it's all there: tottenhamhotspur.com/askspurs

PLANNING YOUR MATCHDAY

EXECUTIVE MEMBER TICKET SHARE

One Hotspur Executive Members are able to take advantage of our 'Ticket Share' service. This enables you to forward individual match tickets electronically to your family, friends or clients.

The recipient **will be issued an eTicket** that can be printed at home.

Members of The H Club and The Tunnel Club will also be able to swap their ticket(s) with a Member of either of these Membership Clubs (no cash exchange).

This process will be managed by our dedicated Account Managers. Full details are available at tottenhamhotspur.com/executive-members

EXECUTIVE MEMBER TICKET EXCHANGE

Subject to your package type, you are able to list your seat(s) for sale during the season on the Ticket Exchange accessible through your eTicketing account.

This scheme will be available for all home Premier League matches and cup ties. Seats will be listed for sale at face value as determined by the Club, plus a £10 per seat booking fee to be paid by the purchaser of the ticket, and will be issued as an eTicket so no other booking or postage fees will apply.

If your seat sells, you will be notified by email and will receive a credit of the ticket face value into your account, to discount against future renewals with the Club.

Information on when this platform is available for each fixture will be announced via the regular Members' newsletters. Further information can be found at: tottenhamhotspur.com/executive-members

AWAY TICKET POLICY

You are able to apply to purchase away match tickets, subject to availability, for fixtures in a priority window of up to one calendar month before each game. Away tickets are for personal use only. These cannot be sold onto a third party.

Please note you are applying for General Admission tickets within the Club's away allocation, and therefore these do not include any access to a Premium facility at the opposition's stadium.

Members will be able to apply for one ticket per seat membership by logging into their eTicketing account. A ballot system will be implemented for any oversubscribed games. Please inform us if you have any access requirements via email at access@tottenhamhotspur.com

For application window dates and more information, please visit: tottenhamhotspur.com/executive-members



ON THE DAY

🕒 OPENING TIMES

All Premium areas open three hours before kick-off and close up to two hours after the game finishes.

Make the most of our new home by arriving earlier and staying longer so that you can enjoy the benefits of your membership. We would recommend you arrive early to avoid busy public transport times and to clear security.

🚶 PUBLIC TRANSPORT

Although you may have been used to travelling to Tottenham over a number of years, the new stadium will see an increased number of visitors on matchday. Well-served by bus routes and within walking distance of four train stations, the stadium is very much a public transport destination.

Improvements are currently being implemented at four local train stations:

- **Seven Sisters** (Victoria Line and London Underground): approx. 30 mins walk to the stadium and for those of you who use fitness apps, that's approx. 3,000 steps.
- **Tottenham Hale** (Victoria Line and Abellio Greater Anglia services): approx. 25 mins walk to the stadium and approx. 2,500 steps.
- **Northumberland Park** (Abellio Greater Anglia services): approx. 10 mins walk to the stadium and approx. 1,000 steps.
- **White Hart Lane** (London Underground): approx. 5 mins walk to the stadium and approx. 500 steps.

We have installed 'Legible London'-style on-street wayfinding signage in our famous Club colours from all four train stations to the stadium, in conjunction with innovative on-site digital stadium signage.

Local buses will be running as usual but will be subject to diversion due to the road closures.

🚖 TAXI AND PRIVATE HIRE SERVICES

A new TfL black taxi rank operating on event days is located on Scotland Green, just off the High Road, north of Bruce Grove station.

There is also a premium private hire service run by Addison Lee from Sainsbury's car park. This exclusive service will be bookable via the Addison Lee mobile app and is solely for post-match bookings.

🅑 CAR PARKING

Members who have car parking included with their membership will be sent their parking passes approximately 10 days ahead of matchday.

Outside of this, there is no matchday parking available at the stadium — an extended Controlled Parking Zone (CPZ) in Haringey and Enfield will be in operation 1.5 miles around the stadium. **We therefore encourage Members without parking not to drive to the stadium.**

For details on Blue Badge parking, please contact access@tottenhamhotspur.com

For any queries relating to car parking, please contact your dedicated Account Manager or call **0208 365 5010**.

🚌 PREMIUM SHUTTLE BUS

For the first time, we are providing a complimentary shuttle bus service for Executive Members from Tottenham Hale station.

You will need to pre-book onto the service and show your ticket to the driver. Please note you will need to book the pre and post-match services separately. All services will be subject to availability.

Before an event, this service will pick up from TfL's bus stop F (on Watermead Way, near the taxi rank) and drop off by the Duke's Aldridge Academy, formerly Northumberland Park School. This journey will then be reversed after an event.

Booking will open approximately 4 weeks prior to matchday. You will be able to book online at tottenhamhotspur.com/executive-members — please note, you will need your Client Reference Number to book your places.

You will also be able to book onto General Admission shuttle buses running from Alexandra Palace and Wood Green. For more information on these services, please visit: tottenhamhotspur.com/executive-members

A digital version of this map is available at tottenhamhotspur.com/executive-members



STADIUM

Entry to all Executive Member areas is through the East and West Atrium entrances.

The East Premium entrances are 14, 15 and 16.
The West Premium entrances are 2, 3, and 4.

Please ensure that you enter on the side of the stadium where your Premium area is located.

Please also check the reverse of your Stadium Access Card for your specific entrance number.

Premium areas located in the East Stand (accessible by entrances 14, 15 or 16):

- Lower East Side
- East Quarter Premium Seats
- East Loge Suites
- East Sideline Suites
- Stratus East

Premium areas located in the West Stand (accessible by entrances 2, 3 or 4):

- West Quarter Premium Seats
- West Sideline Suites
- Stratus West
- The Tunnel Club
- The H Club
- The Loge On Four
- The Suites On Four

The following upgradeable dining experiences for Executive Members are replicated in both the East and West Stands. Any booking you make will be in the restaurant within the stand where your seats are located:

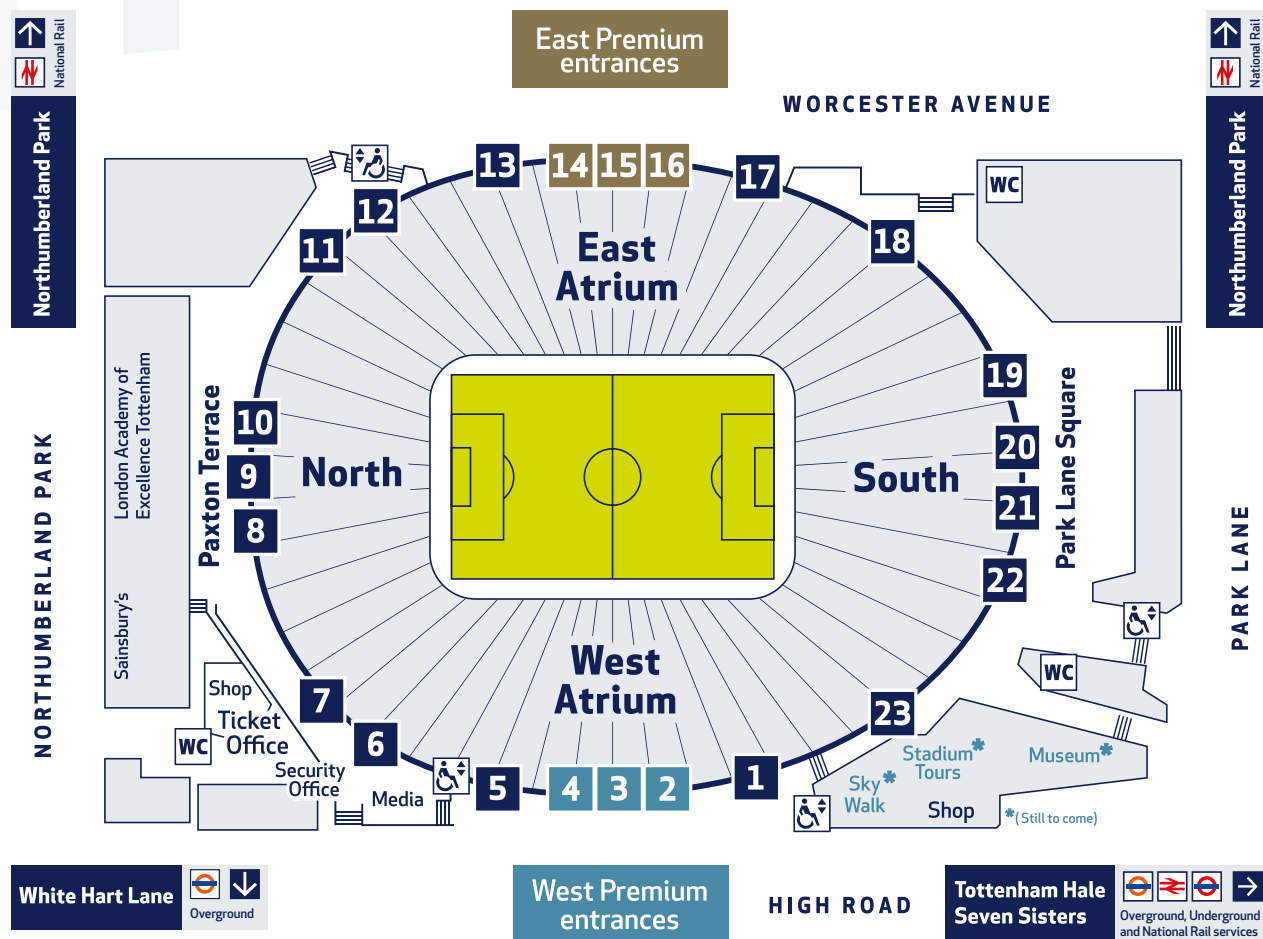
- Terracotta
- Hakusha
- Espuela
- Chef's Table
- Galvin at Tottenham



GETTING TO YOUR PREMIUM AREA

Once inside the stadium, you will be directed to your Premium area by clear way-finding signage throughout.

You will also be able to locate all Premium Areas via maps for each level within the Spurs Official app.





CONNECTING

Fans Like Never Before



With HPE's Intelligent Edge capabilities and advisory services, Tottenham Hotspur has built one of the most technologically advanced stadiums – making football fans even more connected to the thrill of the game.



SHOPPING ON MATCHDAY

The new Spurs Shop at the Tottenham Experience is the largest retail space of any football club in Europe, utilising the latest retail concepts and technology.

The store features a 100-seat auditorium area to host pre-match and post-match experiences, special appearances and promotions for those that arrive early and stay longer. Details of these will be communicated via our website and app the day before the match.

In addition, our retail team will be located in all Premium areas on matchday, on hand to take your orders via mobile tablets. You will be able to decide if you'd like your products delivered to your Premium area, to be collected from the Tottenham Experience or delivered to your home address.

Executive Members will be able to claim a 10% discount at select home matches. These will be communicated in our Members' newsletters.



FOOD AND DRINK

You will have been informed of the style of dining that your Executive Membership includes, but if you would like to review a selection of sample menus, please visit: tottenhamhotspur.com/executive-members

Members of The H Club will be able to schedule their different dining experiences via their Account Manager.

One Hotspur Executive Members will also have the option to dine pre or post-match in one of our exciting Premium upgrade restaurants (subject to availability). Each restaurant will be located on both the West and East side of the stadium, meaning you can easily access the restaurant wherever your seat is.

You will be able to book into these restaurants online in advance or walk in on the day (subject to availability). Online bookings will open approximately 30 days ahead of each matchday. Please note there will only be a limited number of tables held back for walk-in guests on matchday.

For more information and to book online please visit: tottenhamhotspur.com/executive-members — please note you will need your Client Reference Number to make a reservation.



MEMBER BENEFITS



PRIORITY ACCESS TO OFFICIAL CLUB EVENTS

You will receive priority access to official Club events, including Executive Away trips — Domestic and European.

We shall send details of these events as they are confirmed via your Members' newsletters.

All events will also be listed online at tottenhamhotspur.com/executive-members



ONLINE MEMBERS' AREA

We have developed an online area so you can access key information relating to your membership. Within this area, you will be able to access and manage your tickets, dining and transport options for every match at the new stadium.

Please note that you will need your eTicketing log-in details to access this area. Visit tottenhamhotspur.com/executive-members to access the Members' area.



CONTACT US

Premium Sales Team:
0208 365 5150
premium.sales@tottenhamhotspur.com

Sales Account Management:
0208 365 5010
premium.accounts@tottenhamhotspur.com



Coming soon

MEETINGS AND EVENTS AT THE NEW STADIUM

Our stunning new stadium is a brand-new London landmark in the events industry, available for private hire to business and supporters alike.

Able to host a wide variety of events, our beautiful facilities — many with spectacular views over the football pitch — are designed to deliver an unrivalled experience for you and your guests.

One Hotspur Executive Members will receive 10% off room and venue hire, ideal for hosting meetings or business events with a difference, or for private social events.

Call 0208 365 5140 or email events@tottenhamhotspur.com for more information and enquiries.

FAQS

A full list of FAQs is available via our information resource platform, Ask Spurs. **Here are the main things to note ahead of matchday.**

What is the opening time?

All Premium areas open three hours before kick-off and close up to two hours after the game finishes. Make the most of our new home by arriving earlier and staying longer so that you can enjoy our wide range of restaurant experiences and activations as well as all the benefits of your membership. We would recommend you arrive early to avoid busy public transport times and to clear security.

What is the dress code?

- **Loge, Suites, Premium Seats, Stratus**
The dress code for these areas is casual. Smart jeans, football shirts (home colours only) and trainers may be worn.
- **The H Club, The Tunnel Club, On Four**
Please note that the dress code for these areas is smart casual. Smart jeans and trainers may be worn. Distressed jeans and football shirts are not permitted.

Where are the Premium entrances?

Entry is through the East and West Atrium entrances to all Executive Member areas — **please ensure that you enter on the side of the stadium where your Premium area is located.**

Your specific entrance number is listed on the reverse of your Stadium Access Card.

The East Premium entrances are 14, 15 and 16. The West Premium entrances are 2, 3, and 4. **(See page 10)**

Can I smoke in the stadium?

There is no smoking or use of e-cigarettes permitted anywhere within the stadium and the Tottenham Experience.

Can I apply for additional tickets with my Executive Membership?

You are entitled to apply for away and additional home tickets at the rate of one per membership/Suite seat (subject to availability). This can be arranged by application to our Account Management Team at least one month before the fixture date. **Please note that tickets are subject to availability.**

Is there WiFi in the stadium?

Yes, there is free high-density WiFi in all areas. Upon your first visit to the stadium, you should select the WiFi network named **'Stadium_Guest'** in your phone's settings that will then bring up a registration page — once you have accepted our terms and conditions for using the WiFi, you are then automatically connected.

Is there a minimum age for Premium guests?

There is no minimum age, however under 18s must be accompanied by a responsible adult. Children must be supervised at all times. Take particular care in the car park walking any children to and from the stadium.

Are away guests welcome?

We welcome away supporters into our Premium areas. However, please be aware that all match seats are situated within the home supporters area and that guests should modify their behaviour accordingly if they are fans of the visiting team. Your guests are your responsibility.

Please note: Away colours are not permitted.

Can I book a hotel?

Executive Members are entitled to an exclusive discount with our Official Accommodation Partner, Hotels.com, throughout the season. With hundreds of thousands of properties around the world, Hotels.com is the best way to get a great deal on your stay.



OFFICIAL ACCOMMODATION PARTNER

Get ready for the next match with hotel deals

UP TO 30% OFF
+ SAVE AN EXTRA 10% WITH CODE HOTSPUR10*

Book by 12/5/2019, Travel by 31/8/2019.

*Coupon terms apply. You must visit Hotels.com/tottenhamhotspur in order to use coupon code HOTSPUR10 upon checkout.



HOTELS.COM/TOTTENHAMHOTSPUR

How do I become a match sponsor?

Our match sponsorship packages offer the perfect opportunity to get maximum exposure and entertain business decision makers face-to-face whilst enjoying the ultimate matchday experience.

Our team are available to discuss the benefits of match sponsorship: **0208 365 5150** or email **premium.sales@tottenhamhotspur.com**.

Does my child need a ticket?

All supporters who enter the stadium are required to have an individual ticket and seat. For avoidance of doubt, this includes babies in arms.

How do I keep my details up-to-date?

It is very important that you keep your membership information as up-to-date as possible. Changes to your address or email account are important to us as many of our offers and communication depends on using these methods and we don't want you to miss out on anything.

Please contact your Account Manager or email **premium.accounts@tottenhamhotspur.com** with any changes.

Is there any car parking?

Executive Members who have parking included with their membership should contact their Account Manager for any queries. Please note: if you do not have parking included with your membership, there is no matchday parking available at the stadium.

As with the old stadium, an extended Controlled Parking Zone (CPZ) in Haringey and Enfield will be in operation 1.5 miles around the stadium.

If you have car parking within the stadium basement, arrive early as closures will be in operation on surrounding roads.

Entry will be from three hours to one hour prior to kick-off, with no exit possible until one hour after the final whistle. You will not be able to enter/exit this car park outside of these hours.

I have a disability, how can you help?

For all disability and access requirements, please contact our dedicated Access Team via email at **access@tottenhamhotspur.com**

