

Away Supporter Information

2018/19 Season

Below is all the general information you need to have a great matchday experience, but should you have any specific queries or requirements, please view our matchday information at tottenhamhotspur.com/AskSpurs

Tottenham Hotspur Stadium Information	
<p>Away Supporters Entrance Visiting supporters are accommodated in Blocks 114-118 located in the North-East corner of the stadium which can be accessed via gate 11. Please note that the closest station to the visiting section is Northumberland Park. Visiting supporters should enter the from Worcester Avenue. Please see our transport section further on for details.</p> <p>Arrive Early Come early to avoid busy public transport times and clear security. Gates are open two hours before kick-off. The stadium is a public transport destination, so plan your journey using the wide range of transport options available.</p> <p>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. Personal bags of A4 size or smaller (21 cm long x 30cm high) will be permitted into the stadium following a search.</p> <p>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 directly opposite the away turnstile 11 in the North-East corner of the stadium.</p> <p>Cashless Stadium Cash is not accepted anywhere in the stadium. We accept all major debit and credit cards and mobile payments such as Apple Pay & Google Pay.</p> <p>Fanbassadors Our Fanbassadors, will be located in and around the stadium. They will act as your Help & Information point for the stadium, so make use of them and feel free to ask anything.</p> <p>First Aid First aid rooms are clearly signposted on the concourses. In a medical emergency, fans should notify the nearest steward for assistance.</p>	<p>Flags & Banners We know that many supporters like to display flags at football matches, and we will always be as accommodating as possible. Flags are not generally confiscated, however the obstruction of gangways, access routes, exits and entrances, health and safety signage and stairways is strictly forbidden. We reserve the right to confiscate flags if they are very large or compromise public safety, obscure someone’s view, a camera position, or if a flag carries offensive, discriminatory, political or inflammatory messaging. Flags more than 250cm in size at their widest or longest section will not be allowed, nor will flagpoles greater than 1m in length.</p> <p>Prohibited items For a comprehensive list of prohibited items please see tottenhamhotspur.com/AskSpurs for further information.</p> <p>Food & Drink Kiosks All bars and food outlets will open three hours before kick-off. A wide selection of beers, soft drinks and food is available.</p> <p>Away pub The Elmhurst Arms on Lordship Lane is the designated pub for away fans.</p> <p>Wi-Fi and Mobile Connectivity Select the Wi-Fi network named ‘Stadium_guest’ in your phone’s settings that will then bring up a splash page – once you have accepted our terms and conditions for using the Wi-Fi, you are then automatically connected.</p> <p>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 betting partners website or App.</p> <p>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.</p>

Travel

For full details and to plan your visit please visit; tottenhamhotspur.com/getting-here

Trains and London Underground

There are four hub stations serving the stadium:

- **White Hart Lane** (London Overground from London Liverpool Street, Enfield Town and Cheshunt)
- **Seven Sisters** (Victoria line and London Overground)
- **Tottenham Hale** (Victoria line and Greater Anglia services from London Liverpool Street, Cambridge and Stansted Airport) Step Free Access available- Northbound only Greater Anglia
- **Northumberland Park** (Greater Anglia services from Stratford and Bishops Stortford) Step Free Access available.

Away supporters are advised that the closest station to their end is Northumberland Park. Please use Greater Anglia services to Tottenham Hale, & Liverpool Street for onward connections into Central London.

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. This will also help reduce your queue time through security at the stadium.

Away Coach Parking

All official, and unofficial coaches will drop-off & pick-up from West Road which is a short walk from the stadium. All unofficial coaches should register their details by contacting supporterservices@tottenhamhotspur.com as soon as possible.

Public bus

Please be aware that bus routes are subject to change or diversions on matchdays. The other local TfL bus services, including the routes 476, 341, 318, 243 and 123, can be accessed at the bus stops close to the High Road/Lansdowne Road junction to the immediate south of the road closure area – a five-minute walk from the stadium. Please note no bus routes are in operation from Tottenham Hale station to the stadium, please use Seven Sisters.

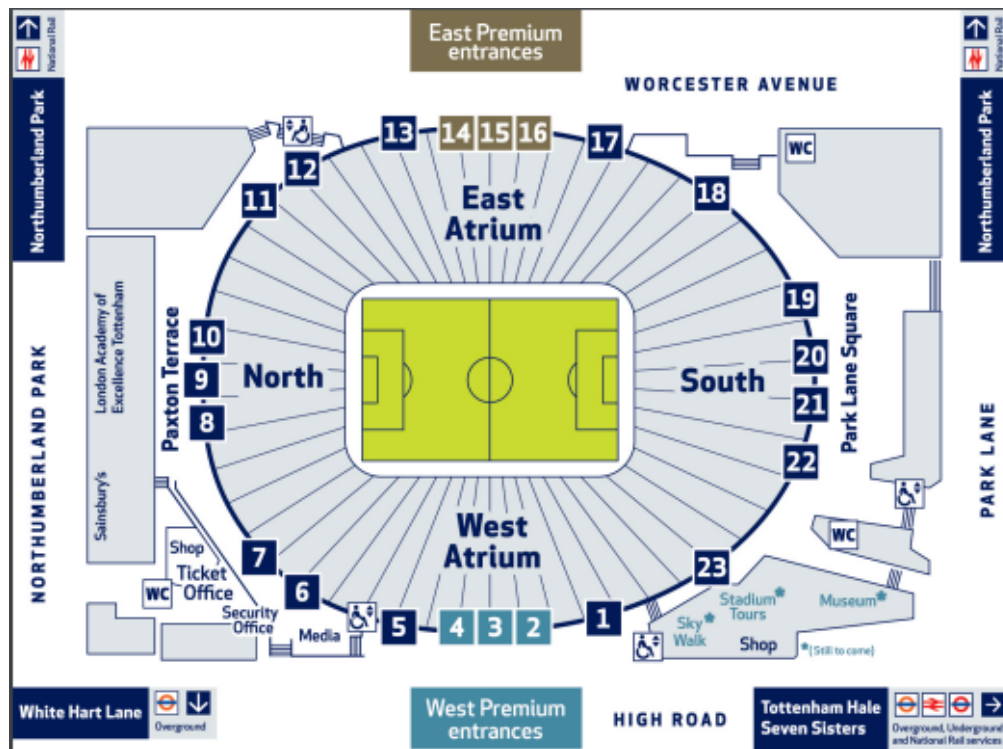
Taxis

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. The Club is keen to support local black taxi drivers and has been working closely with the London Borough of Haringey and TfL to understand how we might better use them as another travel option for fans on matchdays. We have secured a new matchday black taxi rank at Scotland Green. This will be on a side street, off the High Road, and provides another alternative for those with accessibility needs.

Parking

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

Map



Access Facilities

Dedicated access seating, and wheelchair spaces together with companion positions are available within the away section.

Wheelchair accessible toilets are available & can be accessed with a RADAR key (Please speak to a Steward/Fanbassador if required).

Two Changing place toilet units for those with complex care requirements are available within the stadium. Please advise us prior to the game if this facility is required.

Parking is limited and access, entry and exit times are subject to restrictions. 5 accessible parking spaces are available for visiting supporters. Please advise us prior to the game if this facility is required.

Audio Descriptive Commentary is available for visually impaired supporters (in English only). Please advise us prior to the game if this facility is required.

We welcome assistance animals but please advise us prior to the game if this facility is required. A dog spending area is available, located next to entrance 11.

For further details, please see: tottenhamhotspur.com/AskSpurs or call our Access team: 020 8365 5161.

Attending with Children

Please note that all persons of all ages attending, even babies, require an **individual ticket and seat**. 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 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

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). As you are arriving at or leaving the stadium, please be considerate to our neighbours.

If you wish to provide us with some feedback, please visit: tottenhamhotspur.com/feedback

Smoking

Smoking and the use of e-cigarettes, is not permitted anywhere within the stadium and the Tottenham Experience.

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.