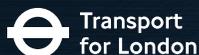


TOTTENHAM HOTSPUR STADIUM

Events at the new stadium – a guide for local residents and businesses





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INTRODUCTION

Tottenham Hotspur Football Club is proud to be part of Tottenham's vibrant community and the new stadium development continues to be a catalyst for positive change and regeneration in North Tottenham, creating a new sports, leisure and entertainment destination for London. You will have seen the new stadium emerge around the old ground and we are now in the final stages of the construction programme before moving back home for the 2018/19 season.

The new stadium will have a capacity of just over 62,000 and will be a multi-purpose sports, leisure and entertainment destination hosting Tottenham Hotspur home matches alongside a minimum of two NFL matches per year and a number of other events and concerts.

It will also sit alongside the Tottenham Experience and once both are complete, we shall also begin work on the new hotel, an extreme sports hub and new homes.

Much of the enhanced public transport infrastructure for the new stadium is already in place. It will be a public transport destination, well served by bus routes and within walking distance of four rail stations. Tottenham continues to benefit from significant investment in its public transport infrastructure, which will provide improved services every day of the year.

THIS INCLUDES:

- **An upgraded Victoria line** – completed in 2017 with new signalling and rolling stock providing one of the highest frequency underground services in the world, serving both Seven Sisters and Tottenham Hale stations.
- **Works to improve Tottenham Hale station** – with the creation of a new combined train and tube station entrance to be completed during 2019.

- **An upgraded White Hart Lane station** – with additional stairs and lift access, making the station step-free, due for completion during summer 2019. Alongside this, a fleet of new high capacity, air conditioned trains will be introduced from spring 2019. There will also be an enhanced timetable for every event day.
- **A redeveloped Northumberland Park station** – with improved accessibility due for completion during autumn 2018 and increased service frequencies from summer 2019 as part of the three-tracking project between Stratford and the new Meridian Water station.
- **The opening of the Elizabeth line (Crossrail) in 2019** – which will improve connectivity to the new stadium with another transport choice via Liverpool Street station.

London Borough of Haringey and the Club are also improving footways and road surfaces leading up to the new stadium, and the Club is helping to make travel on event days even better, with a host of new measures including new shuttle buses, regional coaches, additional staff, traffic and pedestrian signage, cycle parking and more.

'BEDDING-IN'

Supporters and local residents are well-used to travelling to and around Tottenham on event days. However, there will naturally be a 'bedding-in' period for the first few home games as we understand how and when supporters choose to travel and the remaining public transport works are completed. There are more options for supporters so it may take time for them to research and change their travel habits.

The Club has been working closely with the London Borough of Haringey (LBH), the London Borough of Enfield (LBE), Transport for London (TfL), Abellio Greater Anglia Trains (GA), the Metropolitan Police (MPS), the British Transport Police (BTP), the National Football League (NFL) and others to agree how we best manage crowds and the impact on local transport during this 'bedding-in' period and beyond.

This includes developing various event day plans, as well as committing to new measures for the opening of the new stadium.

One of the most significant of these is an ambition to increase the proportion of people who travel to an event by public transport.

This booklet has been produced to provide you with information regarding travel and road traffic management for events at the new stadium. Please keep it so that you can refer to it in the future. The Club is committed to publicising details of each event in advance.

Please see details of how you can stay informed at the back of this booklet and visit the Club's website tottenhamhotspur.com/local. We shall of course be closely reviewing and monitoring how the stadium operates over the course of the next three to five years and making any changes when they are needed.

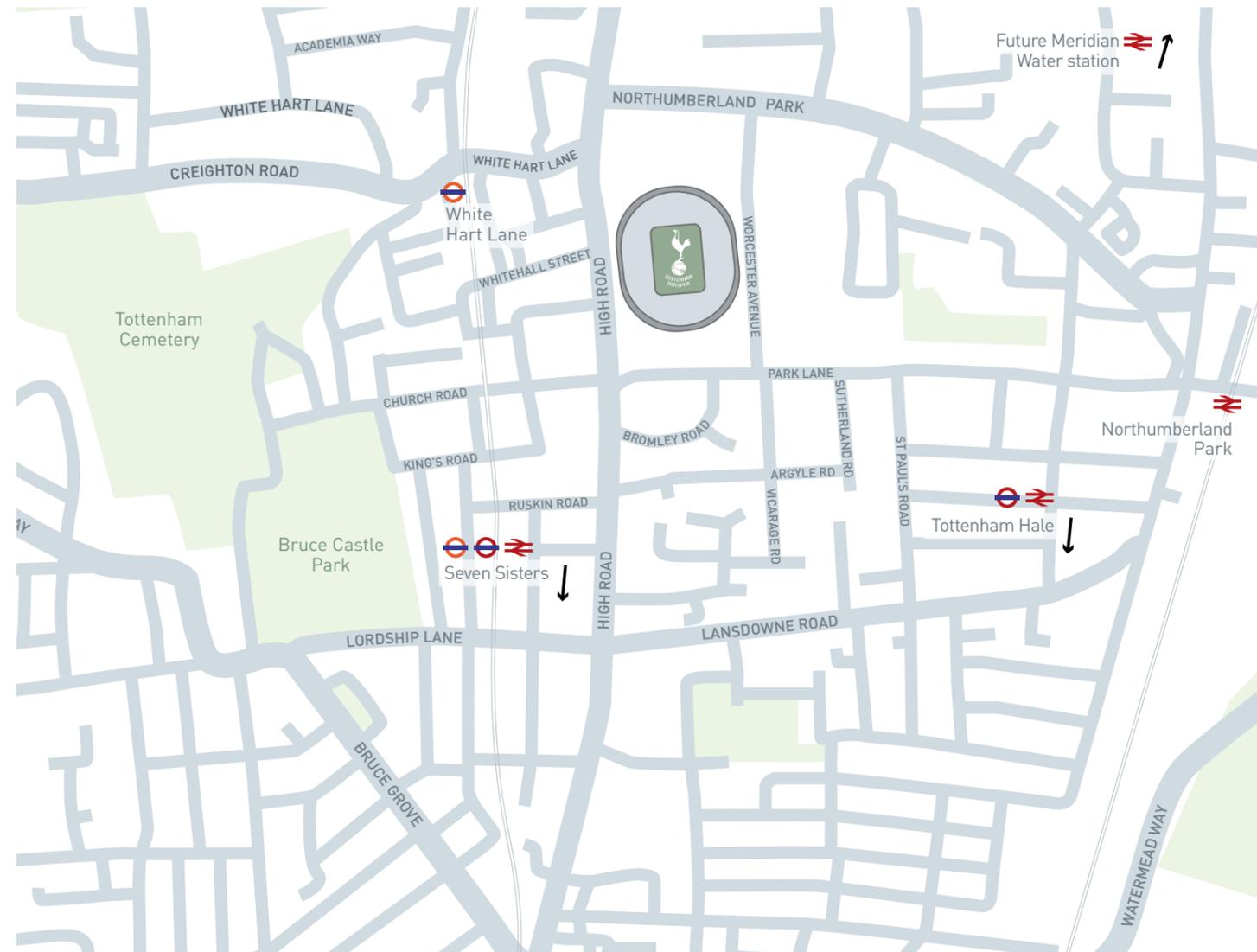
If you need to report any issues with the stadium's operation, or anti-social behaviour and litter, you can do so via our website tottenhamhotspur.com/feedback.



WHERE IS TOTTENHAM HOTSPUR STADIUM?

Tottenham Hotspur Stadium is located between Tottenham High Road, Park Lane and Worcester Avenue.

It is a public transport destination, well served by bus routes and within walking distance of four stations – White Hart Lane, Northumberland Park, Seven Sisters and Tottenham Hale – with a fifth, Meridian Water, opening in spring 2019.



HOW WILL WE MANAGE EVENT DAY IMPACTS?

The new stadium will be Tottenham Hotspur's home for generations to come and we want to ensure that it is both safe and secure whilst any impact on the local area is minimised and managed as carefully as possible.

Many of you are well-used to living and working alongside the old stadium, however the new stadium is much larger and there are additional safety and security challenges, so we have had to make a number of changes to our event day operations. This includes new national and safety guidance on how quickly a venue should be able to evacuate in the event of an emergency.

This means extended road closures, new crowd management measures between the stadium and our local stations, bus diversions and parking controls will be put in place.

We are also introducing new, free pre-booked shuttle bus services to the stadium from Alexandra Palace and Wood Green stations to provide even more travel choices for supporters.

Local train stations will face greater impacts, especially during the 'bedding-in' period and whilst station upgrades are completed.

Seven Sisters, White Hart Lane and Northumberland Park stations will continue to be primary stations for supporters and Tottenham Hale will be used more frequently as works near completion.

A new regional coach network and improved coach parking facilities, as well as greater cycle parking will help ease any queuing at the four main stations.

The stadium itself will also host more event day activities, even after an event or match has finished. This will help spread the flow of supporters exiting the area and encourage more spending at local businesses.

The Club will provide additional marshals and 'Fanbassadors' to manage supporters every step of the way and are working closely with the Metropolitan Police Service, London Borough of Haringey and TfL to ensure more staff than ever are at stations and other key areas.

These measures and those detailed over the next few pages will all help to minimise disruption to the local area and ensure you are well aware of how the stadium will work so that you can plan your travel.

You may wish to avoid the busiest times before and after events as your journey will be quicker and less crowded if you do. For example, the Victoria line and Overground services will be particularly busy. Please check TfL's journey planner tfl.gov.uk/plan-a-journey before travelling.

If you do need to travel and are using your vehicle, you should plan ahead to avoid the areas affected by road closures. Please allow plenty of time for your journey.

To help you plan ahead please keep an eye on the Club's website tottenhamhotspur.com/matches for home games and any other events programmed. Please note the current fixture list could change as broadcast selections are made and cup fixtures are confirmed. You can register for updates via tottenhamhotspur.com/local.



WHICH LOCAL ROADS WILL BE CLOSED?

As before, we shall need to close some roads closest to the stadium before, during and after an event to make it safe for visitors, residents and businesses, and for emergency access to the area.

However, because of the enhanced facilities offered at the new stadium, we are expecting supporters to arrive earlier than they have done previously, with approximately 80% potentially in or around the stadium an hour before the start of an event.

More rigorous safety requirements for modern stadiums have also been introduced, leading us to reduce the time it takes to evacuate all supporters. In the event of an emergency evacuation, a greater area (including the High Road) will be required, which means extending the timeframes of the existing road closures.

During event days, 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 one hour after the event and will be diverted along the routes marked on the plans on page 9.

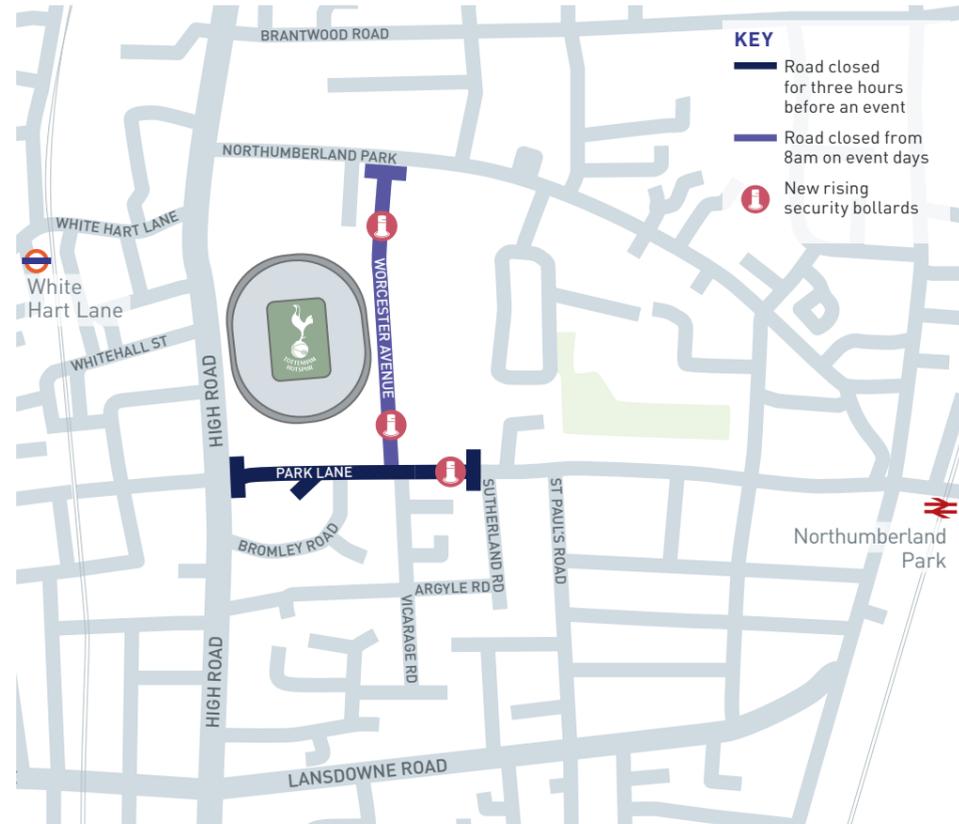
Worcester Avenue will also be closed from 8am on event days and Park Lane for three hours before an event. Parking bays will be suspended on both Park Lane and Worcester Avenue during these times.

If access to your home or business is directly affected by the road closure and you have either a Controlled Parking Zone (CPZ), Homes for Haringey (HfH) or Blue Badge parking permit, traffic marshals will allow you to pass at vehicle permit check points. Details of how to apply for a CPZ, HfH or Blue Badge can be found on page 12. Pedestrians will be able to walk along local roads at all times.

The next five maps show each phase of the road closures and how they might affect you. Similar measures will be in place for any event with a capacity of 10,000 or over. Details for NFL events will be communicated separately nearer to the first event.

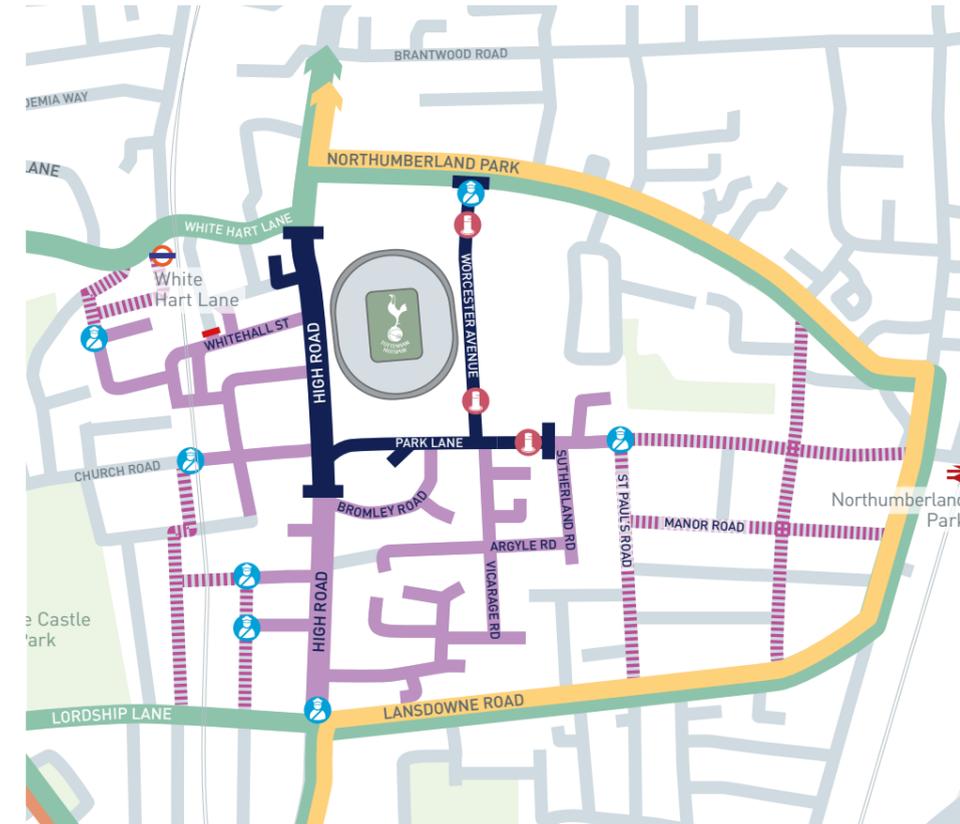
SECURITY BOLLARDS

As part of the planning permission and to aid security checks around the stadium, three sets of vehicle rising-bollards are to be installed on Worcester Avenue (2) and Park Lane (1). These will only be operational on event days and will be manned by Club traffic marshals. The operation of these bollards has been discussed with the London Borough of Haringey and will be aligned with the road closures in place on event days.



PRE-EVENT OR MATCH

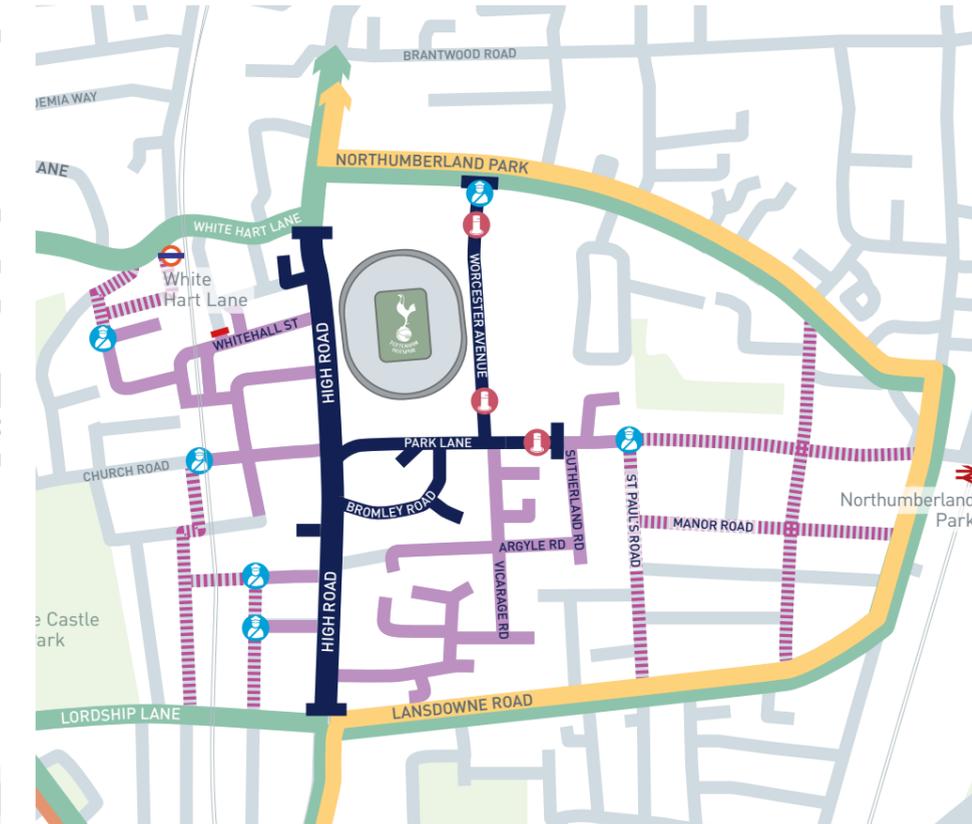
From 8am on event days, Worcester Avenue will close. This is to allow early security checks of staff and vehicles going into the stadium's basement car park. Park Lane will also be closed three hours before an event and all parking bays on Worcester Avenue and Park Lane will be suspended during event days.



PHASE 1: TWO HOURS TO ONE HOUR BEFORE AN EVENT OR MATCH

Two hours before any match or event, traffic marshals will close the northern section of the High Road from White Hart Lane to Bromley Road. General traffic and TfL buses will be on diversion to the east and west of the stadium.

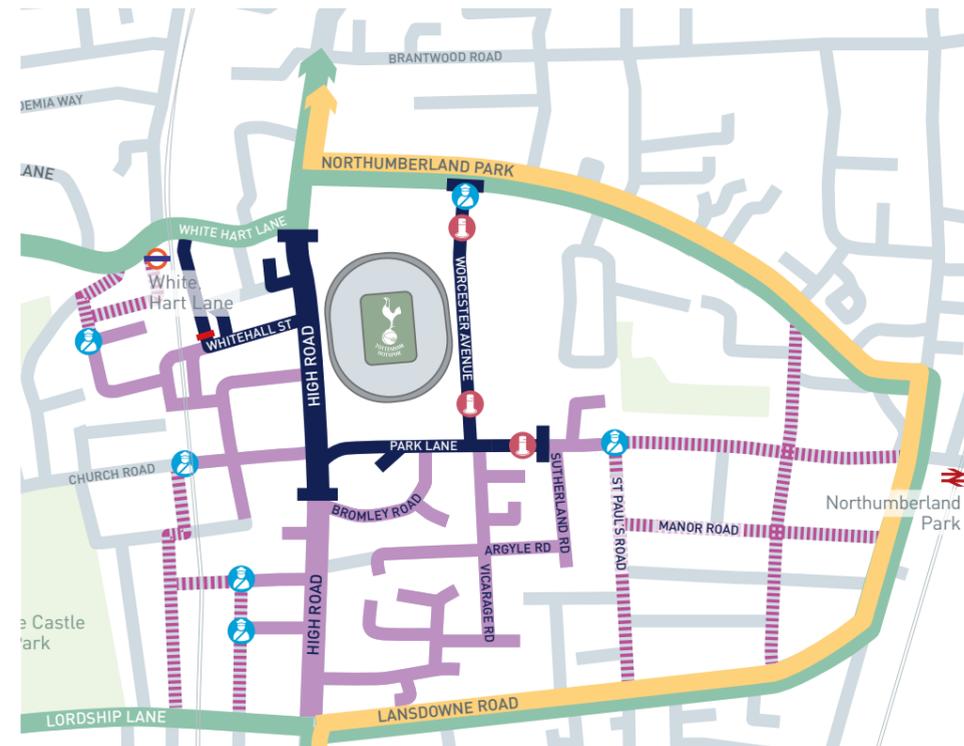
Residents and businesses who want vehicular access to their properties will need to enter via a vehicle permit check point (see map above). Access will be permitted using their CPZ, Homes for Haringey or Blue Badge parking permit.



PHASE 2: ONE HOUR PRIOR TO THE START OF AN EVENT OR MATCH AND UP TO 15 MINUTES AFTER

During this period, no vehicles (except emergency services) are permitted in the roads that are highlighted in navy blue on the map above. This is to ensure safety and security is maintained around the stadium. Residents and businesses displaying a valid CPZ, Homes for Haringey or Blue Badge permit will be able to drive through the check points into the roads highlighted purple. Traffic marshals will close the remaining southern section of the High Road to Lordship Lane/Lansdowne Road.

...WHICH LOCAL ROADS WILL BE CLOSED?



PHASE 3: DURING AN EVENT OR MATCH

Once an event or match has started, the southern section of the High Road will open for local resident and business access. The northern section (highlighted in navy blue) will remain closed to allow for the safe evacuation of the stadium in an emergency.

Worcester Avenue and Park Lane remain closed to all traffic.



PHASE 4: 15 MINUTES PRIOR TO FINAL WHISTLE AND UP TO ONE HOUR POST-EVENT OR MATCH

The roads surrounding the stadium are at their busiest after an event. Around 15 minutes before the end of an event, the Club traffic marshals will close the High Road from White Hart Lane to Lordship Lane/Lansdowne Road to all traffic. Worcester Avenue and Park Lane will remain closed to allow people to leave the stadium and make their way home. These roads will be closed for up to an hour but the MPS Match Commander may reopen them more quickly. On event days, Love Lane and Whitehall Street will have all parking bays suspended and will be closed for up to one and a half hours after an event to cater for queues at White Hart Lane station. For one to two hours after an event, Leaside Road will be one-way eastbound and Willoughby Lane will be one-way northbound to facilitate leaving the stadium efficiently.

STRATEGIC TRAFFIC DIVERSION

On event days, a new strategic traffic diversion will be in place to enable traffic to avoid passing through the local area, helping to ease any local congestion (see map adjacent).

Freight and delivery vehicles travelling through the area will find it quicker to follow these routes and avoid the roads closest to the stadium on event days.

ADVANCED WARNING

Around 40 new advanced warning signs will be installed from Seven Sisters to the North Circular to raise awareness of event days.



HOW WILL THE EVENT DAY CPZ WORK?



Managing car use and minimising congestion in the local area is one of our key objectives. The stadium is a public transport destination and one of our messages to supporters is that they should not drive to the stadium. Over the years we have been successful in significantly reducing the number of people driving to events through fan communication, enhanced public transport information and the introduction of the event day Controlled Parking Zones (CPZ) and we shall continue to work hard on this.

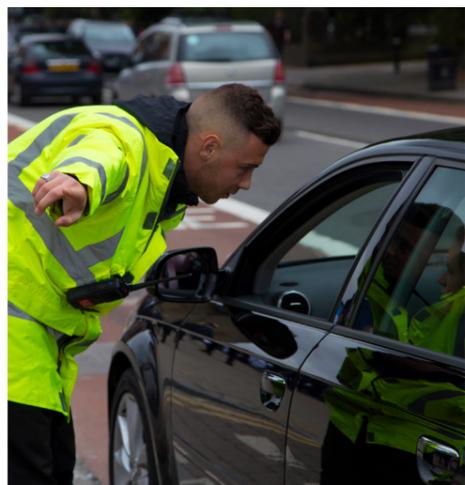
Following consultation with local residents, the existing event day CPZ has been extended by London Boroughs of Haringey and Enfield. It will be in force for the first event and will cover a larger area than before, helping to ensure residents can park as long as they have a valid CPZ, HfH or Blue Badge permit. A map is included on the next page.

If you do not have a valid CPZ, HfH or Blue Badge permit, or now live in a property included in the event day CPZ and park on-street, you will need to apply for one. You can do so using the details below:

LONDON BOROUGH OF HARINGEY
www.haringey.gov.uk/parking-roads-and-travel/parking/parking-permits

HOMES FOR HARINGEY
www.homesforharingey.org/parking

LONDON BOROUGH OF ENFIELD
<https://new.enfield.gov.uk/services/parking/parking-permits>



OFF-STREET PARKING

If you have off-street parking, live on a road affected by closures and do not require a permit, or you are a Blue Badge holder, you will need to show stewards or marshals at road closure vehicle permit check points a valid proof of address.

For example, this could be your driver's licence or a utility bill. You will then be permitted access. Visitors will be able to park using a visitor parking voucher but they will need to travel **before** the road closures come into effect.

As before, a small number of resident parking bays in very close proximity to the stadium will be suspended to ensure pedestrian safety. These suspensions will last all day so please check before you park. Advanced notices will be put in place seven days before each event to inform you when suspensions are in effect.

If you leave your car parked in these suspended spaces, it will be relocated to a neighbouring street.

You will need to contact Trace (Towed Vehicle Tracing services) on 0845 206 8602 or <https://trace.london> for information.

OPERATIONAL HOURS OF THE EVENT DAY PARKING ZONES

LONDON BOROUGH OF ENFIELD

South Edmonton Event Day
 12 noon to 9pm

North Middlesex Hospital
 Monday to Sunday
 9am to 8.30pm

LONDON BOROUGH OF HARINGEY

Tottenham North
 Monday to Saturday
 8am to 8.30pm
 Sunday and Public Holidays
 12 noon to 8pm

Tottenham Event Day
 Monday to Friday
 5pm to 8.30pm
 Saturday, Sunday and Public Holidays
 12 noon to 8pm

White Hart Lane
 Monday to Friday
 8am to 8.30pm
 Saturday and Sunday
 8am to 8pm
 Public Holidays
 12 noon to 8pm

Tottenham Hale North Event Day
 Monday to Friday
 5pm to 8.30pm
 Saturday, Sunday and Public Holidays
 12 noon to 8pm

Bruce Grove North
 Monday to Friday
 8am to 8.30pm

Saturday and Sunday
 8am to 8pm

Public Holidays
 12 noon to 8pm

Bruce Castle
 Monday to Friday
 8am to 8.30pm

Saturday and Sunday
 8am to 8pm

Public Holidays
 12 noon to 8pm

Tower Gardens
 Monday to Friday
 8am to 8.30pm

Saturday and Sunday
 8am to 8pm

Public Holidays
 12 noon to 8pm

Tower Gardens Event Day
 Monday to Friday
 5pm to 8.30pm

Saturday, Sunday and Public Holidays
 12 noon to 8pm

Tottenham Hale North
 Monday to Friday
 8am to 8.30pm

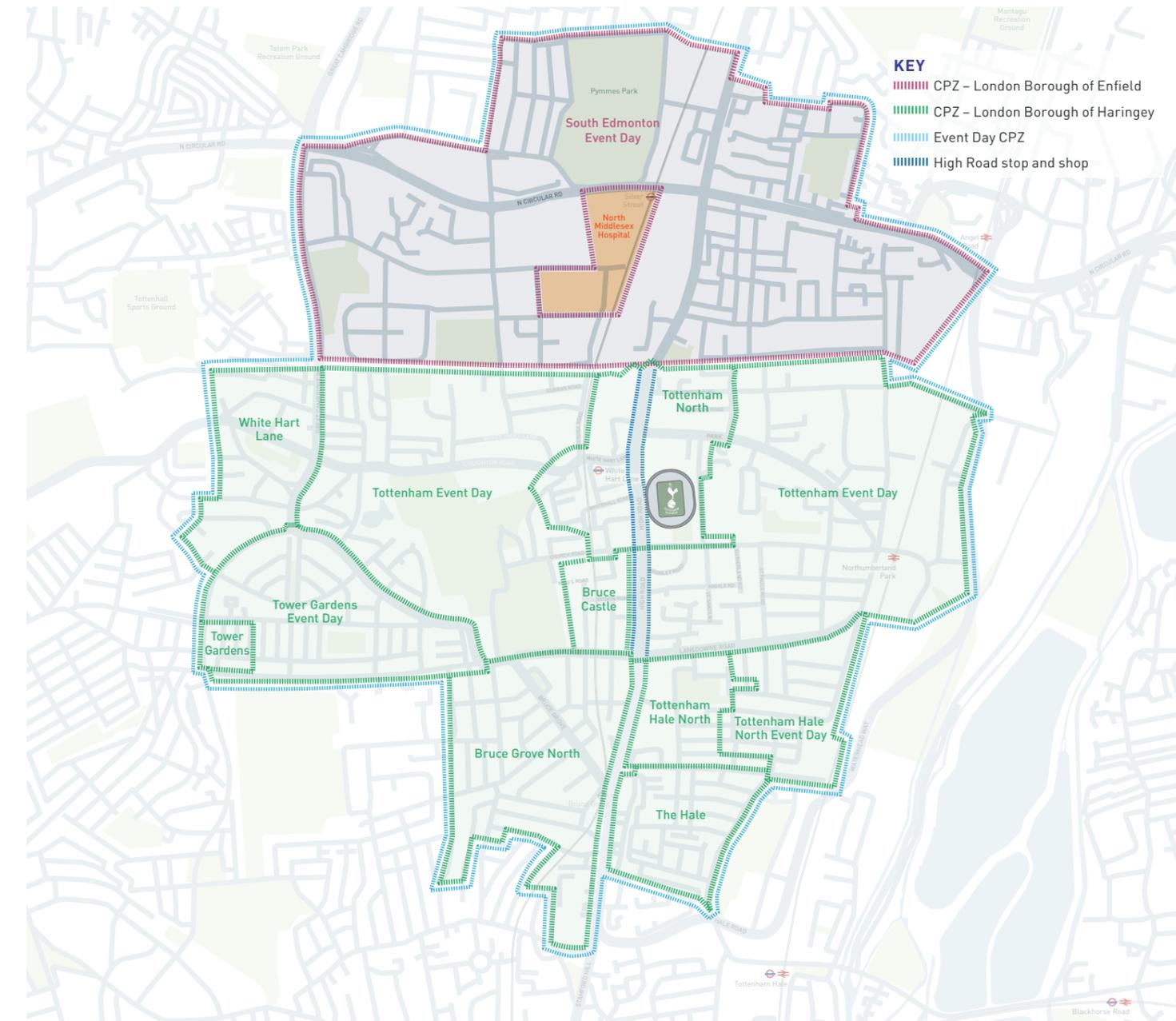
Saturday and Sunday
 8am to 8pm

Public Holidays
 12 noon to 8pm

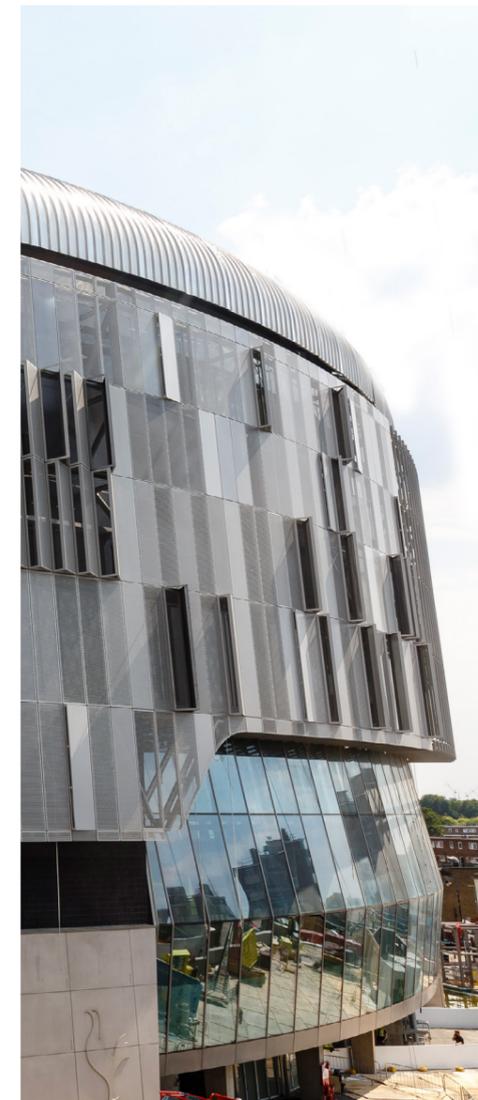
The Hale
 Monday to Friday
 8am to 8.30pm

Saturday and Sunday
 8am to 8pm

Public Holidays
 12 noon to 8pm



CPZ AND ROAD CLOSURE FAQs



Here is a list of frequently asked questions about the event day Controlled Parking Zone (CPZ) and road closures which you may find helpful.

Q. Why are you closing local roads for longer?

A. The increased numbers of people visiting the stadium and updated safety and security requirements mean we shall need to close the roads closest to us to general traffic for longer. This allows pedestrians and local communities to travel around the stadium safely on event days and means we can evacuate the ground quickly in the event of an emergency.

Q. I can't drive to my home if the High Road is closed. Do I need to apply for a new CPZ permit?

A. We know there are a number of properties that will have their access affected by this necessary road closure. All you will need to do is display your existing CPZ or Homes for Haringey (HfH) parking permit and traffic marshals will let you pass. If you have off-street parking, and do not need a permit, or you are a Blue Badge holder, you can show stewards or marshals at road closure points a valid proof of address, which could be a driver's licence or utility bill, and they will give you access.

Q. I need a new CPZ permit or Homes for Haringey parking permit. How do I get one?

A. You can apply for a permit using the details below:

London Borough of Haringey:
www.haringey.gov.uk/parking-roads-and-travel/parking/parking-permits

Homes for Haringey:
www.homesforharingey.org/parking

London Borough of Enfield:
<https://new.enfield.gov.uk/services/parking/parking-permits>

Q. What happens if friends want to visit?

A. Visitors will need to arrive and park before road closures come into effect. If they do so, they will be able to park using a visitor parking voucher which can be applied for via your relevant local authority's website.

Q. When does the new scheme start?

A. The new road closures and CPZ will be operational for the first major event (10,000 spectators or more) in order for the Club and the local authorities to identify and resolve any issues. The Club will communicate this event and we strongly recommend you to register for updates via tottenhamhotspur.com/local.

Q. What happens if I have an incident at my home and I need emergency help?

A. Emergency access will be maintained at all times.

Q. How will I know when events are being held?

A. We shall advertise our match days or any other events via our website, social media, at CPZ entry points and through advanced warning signs. During the season, Premier League or other fixtures can often change due to broadcasting requirements but we shall always do our best to ensure our supporters and neighbours are aware. You can register for updates via tottenhamhotspur.com/local.

Q. Will these arrangements change for the NFL or other events?

A. The principles of the arrangements detailed in this information booklet are the same for all event days. Some changes may be required for the NFL – for example due to increased security, to facilitate the Fan Zone or Tailgate party. These will always be communicated with the local community and local authorities well in advance.

Q. I am a local business owner on the High Road. How will I get access?

A. If you are a business owner and have a valid CPZ permit, you will be able to park on one of the side roads. Pedestrian access to your business will be maintained at all times.

Q. What if I have a delivery coming on an event day?

A. We would recommend you arrange delivery outside of the road closure hours or on non-event days if possible. Delivery drivers will not be able to pass vehicle check points once the road closures are in effect.

WHERE WILL COACHES PARK?

Coach travel is an important part of our transport strategy for getting supporters to and from the area whilst minimising the number of private cars on local roads. For the new stadium, the Club will improve how it operates and runs coaches.



We shall now manage five coach parking 'zones', all of which will be a 10 minute walk or less from the stadium (see map below):

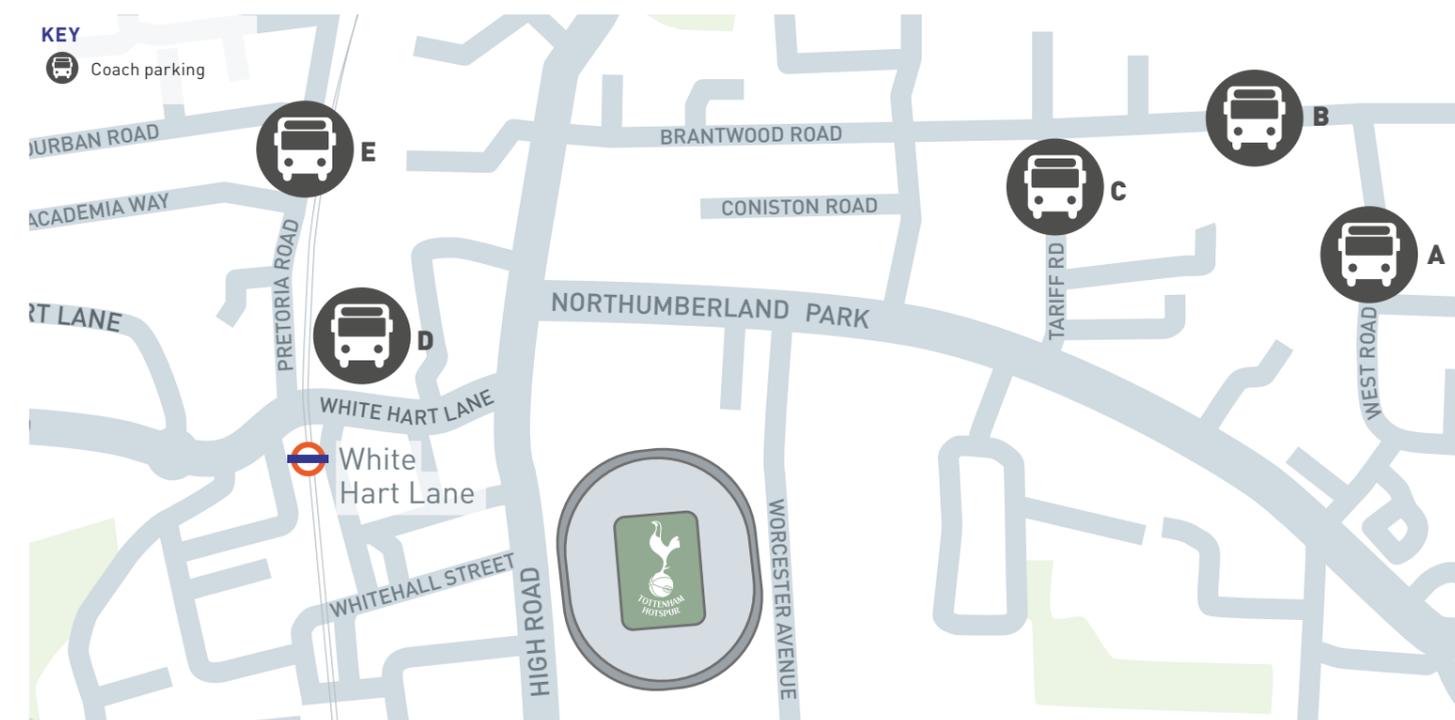
- 'Zone A' – West Road (9 spaces)
- 'Zone B' – Brantwood Road (19 spaces)
- 'Zone C' – Tariff Road (10 spaces)
- 'Zone D' – The Goods Yard (31 spaces – all off street)
- 'Zone E' – Pretoria Road (22 spaces)

In total, we shall have space for 60 coaches on-street and 31 off-street at the Goods Yard, 44-52 White Hart Lane.

For the on-street coach parking zones (A, B, C and E) we shall need to suspend some parking bays for event days. These will be communicated with signs seven days before an event and carefully operated by Club marshals. Coach drivers will be reminded to turn off their engines when they are parked.

We shall be monitoring coach travel carefully during the first season. Zone E will likely only be used when over 40 coaches are expected. Zone D is also a temporary location for the first season and is subject to change.

Supporter coaches will arrive between three hours and two hours before the start of an event and will normally have left within one hour after an event.





WILL TRAIN AND TUBE SERVICES BE AFFECTED?

Our supporters are used to travelling to and from the stadium using four local stations (White Hart Lane, Seven Sisters, Northumberland Park and Tottenham Hale). These stations will continue to be the main hub stations for the new stadium, with a fifth, Meridian Water, available from summer 2019.

The Victoria line has recently received upgrades to increase the service frequency. The line will be busy on event days, particularly before a weeknight event, when commuters are also making their way home. During these peak times, to manage congestion and safety, some trains may not stop at Seven Sisters and will continue straight to Tottenham Hale. Please listen to station announcements for destination information. Your journey may be less crowded if you can avoid the Victoria line during busy periods.

After events at the stadium, there will be managed queues at Seven Sisters and Tottenham Hale stations.

However, supporters will be strongly discouraged from using Silver Street station and Bruce Grove station. At Bruce Grove you will find it extremely difficult to board a train immediately after a match if you are travelling southbound. We would recommend you check event times before you travel.

As previously mentioned, we expect a period of 'bedding-in' for residents and supporters and that the experience will change and improve after the first few events as everyone gets used to the new travel options and arrangements. Congestion will also ease once the remaining station improvement works, currently being undertaken by TfL and others, have been completed.

THE IMPROVEMENT WORKS BEING DELIVERED INCLUDE:

- **At Tottenham Hale station** – the creation of a new combined station entrance to be completed during 2019.
- **At White Hart Lane station** – additional stairs and lift access due for completion during summer 2019 along with the introduction of a fleet of new high capacity, air conditioned trains from spring 2019. There will also be an enhanced event day timetable.
- **At Northumberland Park station** – improved accessibility due for completion during autumn 2018 and increased service frequencies from summer 2019 as part of the three-tracking project between Stratford and the new Meridian Water station.

HOW WILL STATIONS OPERATE?

Before and after events at Tottenham Hotspur Stadium, TfL, Greater Anglia and the Club will implement specific event day operation plans for Seven Sisters, Tottenham Hale, Northumberland Park and White Hart Lane stations. Temporary barriers will be erected outside stations near the end of an event to manage queues and, in some cases, restrict access.

More marshals and staff from the Club, TfL and Greater Anglia will be on hand than previously and new signage will guide people quickly from stations to the stadium. As with the old stadium, it is the post-event period where queues will be longest at the four local stations.

Queue lengths will reduce after the first few games as supporters learn their best travel route, station works are completed and new rolling stock comes into operation.

Midweek events will mean that the Victoria line is especially busy, as supporters travel with commuters to Tottenham.

We recommend that you check before you travel and avoid the busy periods before and after events. Please visit tfl.gov.uk/plan-a-journey for more information.



	Northumberland Park	Seven Sisters	Tottenham Hale	White Hart Lane
Step-free?	Fully step-free by autumn 2018.	Not step-free.	There is step-free access to the Victoria line and the northbound Greater Anglia platform. Southbound Greater Anglia is not step-free.	Step-free after station works are completed during summer 2019.
Post-event measures	Park Lane will be extremely busy after an event. Signage will direct supporters to a different side of the road depending on whether they are travelling northbound or southbound. The queue itself will be managed outside the Spurs Shop, adjacent to the station, with barriers also placed to the north if needed. Facilities to buy tickets and top-up Oyster cards will be very limited. Please purchase tickets or top-up cards before arriving.	After an event, queuing starts on the west side of the High Road (near Pelham Road) and works south along the High Road to Seven Sisters station. To disperse the crowds as quickly as possible, there will be changes to how the station entrances and exits operate. Please look for signs and follow directions from marshals and TfL staff. Queues after an event will suspend a small stretch of Cycle Superhighway 1.	We are not anticipating a queue at this station, but a queue management plan will be in place for one to form at the station if needed. Facilities to buy tickets and top-up Oyster cards will be very limited. Please purchase tickets or top-up cards before arriving.	Queues will run down Love Lane and into Whitehall Street, meaning these roads will be closed from one hour before the end of an event to one and a half hours after an event for safety reasons. Currently limited queuing is predicted for those travelling northbound.

WHAT ABOUT TFL BUSES?

The stadium is well-served by TfL buses. They are an important, accessible mode of transport, so we are keen to ensure services run as smoothly as possible and operate in the area for as long as possible.

When the High Road closes to buses on event days from two hours before the start time, during and up to one hour after the event finishes, it will be necessary to run some bus diversions.

NEW EAST DIVERSION

The 349 will follow a new, much shorter diversion east, along Lansdowne Road, Shelbourne Road and Northumberland Park before rejoining the High Road adjacent to Sainsbury's.

WHY THE NEW EAST BUS DIVERSION ROUTE?

Before and after an event, a new bus diversion scheme was an obligation of the council as part of the planning permission for the stadium.

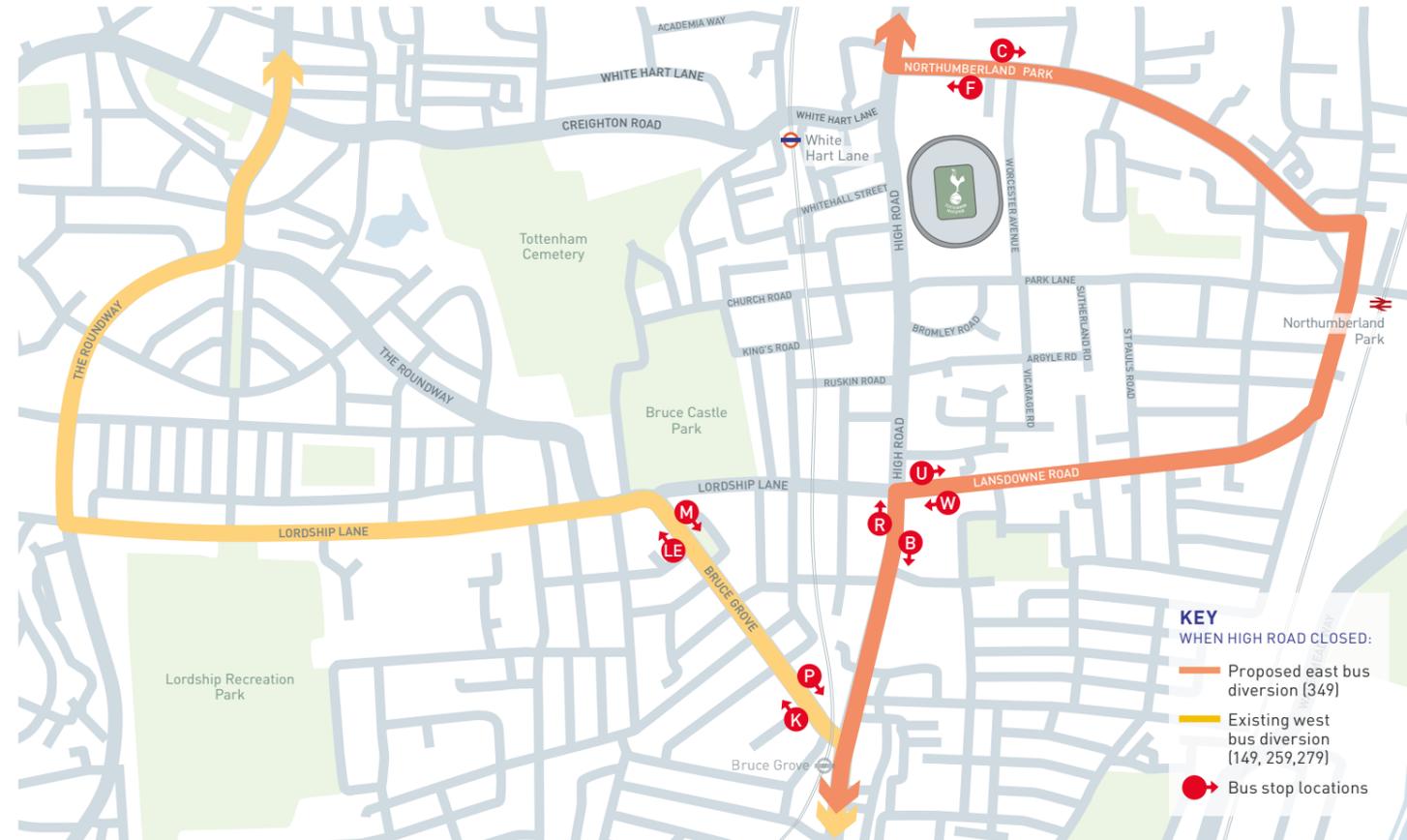
The east bus diversion will be much shorter and throughout the 'bedding-in' period the Club, TfL and London Borough of Haringey will be looking to switch more services from the west diversion to the east diversion.

WEST DIVERSION

As with the old stadium, the 149, 259 and 279 will initially divert west along the A10, onto Lordship Lane and The Roundway, before eventually rejoining the A10 northbound to the North Circular. TfL will install notices in bus stops to advise when any services

or bus stops are suspended. Working in partnership with TfL, the Club and London Borough of Haringey will be reviewing the bus operations throughout the 'bedding-in' period with the aim of increasing the number of services on the east diversion.

We shall also be investigating whether buses can remain on the High Road during phase one of the road closures. Further information is available at TfL's website: <https://tfl.gov.uk/modes/buses/>.



WHERE ARE THE NEW SUPPORTER SHUTTLE BUS ROUTES?

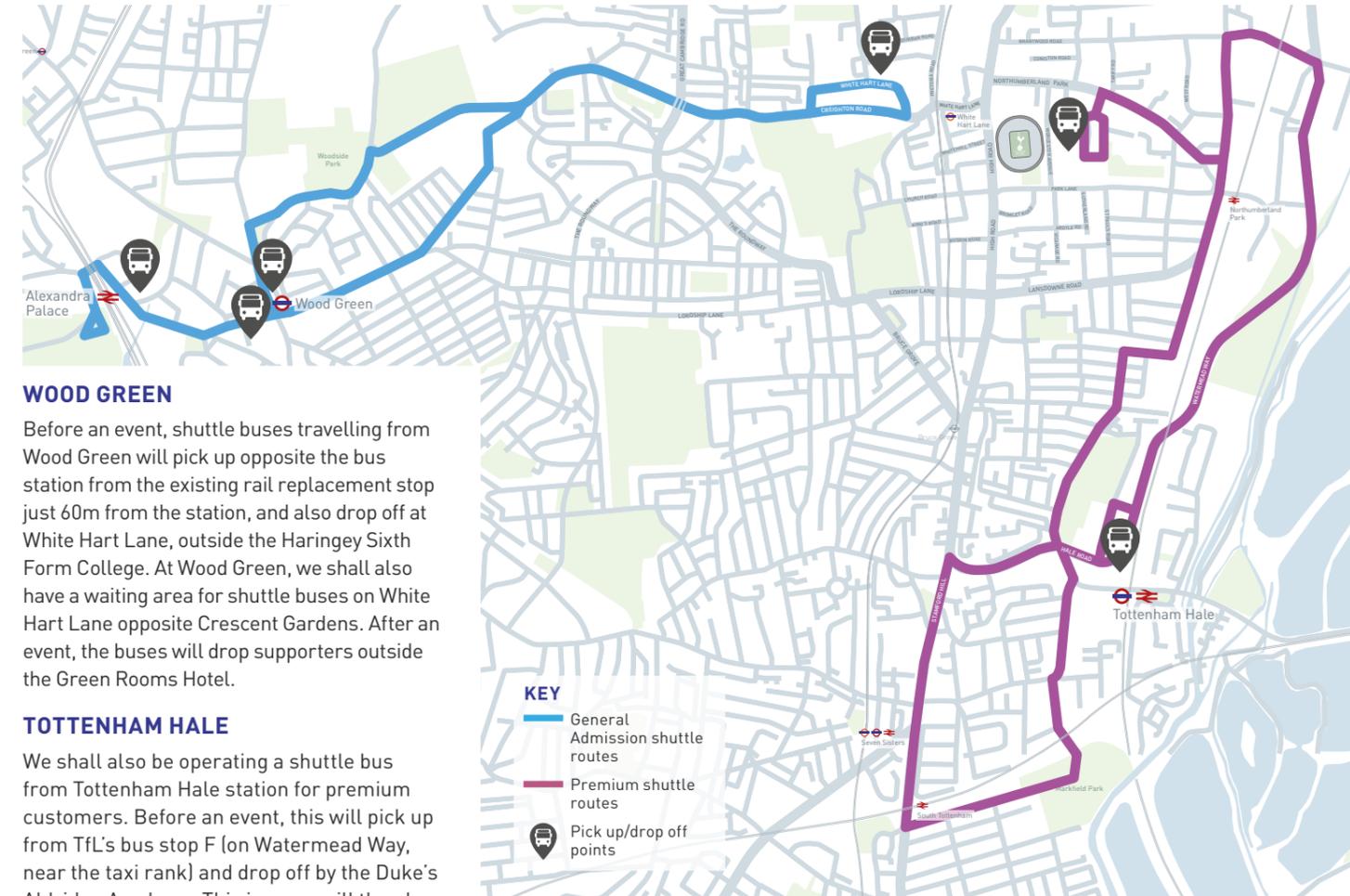
For the first time, the Club is providing new pre-booked, free shuttle bus services for supporters. This will cater for approximately 2,300 – 3,300 people per route (depending on demand) and we shall run three services, from Alexandra Palace, Wood Green and Tottenham Hale stations.

Alexandra Palace and Wood Green shuttle buses are fully accessible for wheelchair users and will be in operation for three hours before and two hours after an event. The shuttle buses will help to ease the impact on the local rail stations and the need for supporters to change at Finsbury Park Station.

The shuttle bus stops will be carefully managed by the Club and First Travel Solutions. Queues will be supervised by marshals and temporary portaloos will be provided if needed. Supporters will need to show their ticket and pre-book via the Club for this service.

ALEXANDRA PALACE

Before an event, shuttle buses will pick-up from outside Avenue Gardens and drop-off outside Haringey Sixth Form College. This journey will then be reversed after an event. Some parking spaces around Station Road and Bedford Road (Alexandra Palace) and on White Hart Lane outside the Haringey Sixth Form College will need to be suspended on event days for the shuttle buses to operate. These suspensions will be advertised at least seven days before.



WOOD GREEN

Before an event, shuttle buses travelling from Wood Green will pick up opposite the bus station from the existing rail replacement stop just 60m from the station, and also drop off at White Hart Lane, outside the Haringey Sixth Form College. At Wood Green, we shall also have a waiting area for shuttle buses on White Hart Lane opposite Crescent Gardens. After an event, the buses will drop supporters outside the Green Rooms Hotel.

TOTTENHAM HALE

We shall also be operating a shuttle bus from Tottenham Hale station for premium customers. Before an event, this 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. This journey will then be reversed after an event. This new service is offered to provide more travel choices and encourage premium guests not to drive.

If you leave your car parked in suspended parking bays, it will be relocated to a neighbouring street. You will need to contact Trace (Towed Vehicle Tracing services) on 0845 206 8602 or <https://trace.london> for information.

HOW WILL LOCAL BUSINESSES BE AFFECTED?



The new stadium will provide a major economic boost to local businesses. Around 62,000 supporters will visit for events and both the stadium and the Tottenham Experience will attract visitors 365 days a year.

On event days, businesses will need to comply with the same road closures and restrictions as residents (see page 8). If you are on the High Road, you will need to arrange your deliveries for outside of event day hours.

Road closures immediately before and after an event will effectively pedestrianise the High Road and other local roads, and supporters will be encouraged to arrive in the area earlier and to stay longer.

Beyond matchdays, the NFL games, concerts and other events will bring new visitors to the local area – many of whom will not have been to Tottenham before. Completion of the Tottenham Experience, which will include a new museum, along with the stadium roof/skywalk, hotel and extreme sports hub will also create a range of offers to attract visitors to the area, bringing new investment into Tottenham and supporting local businesses.

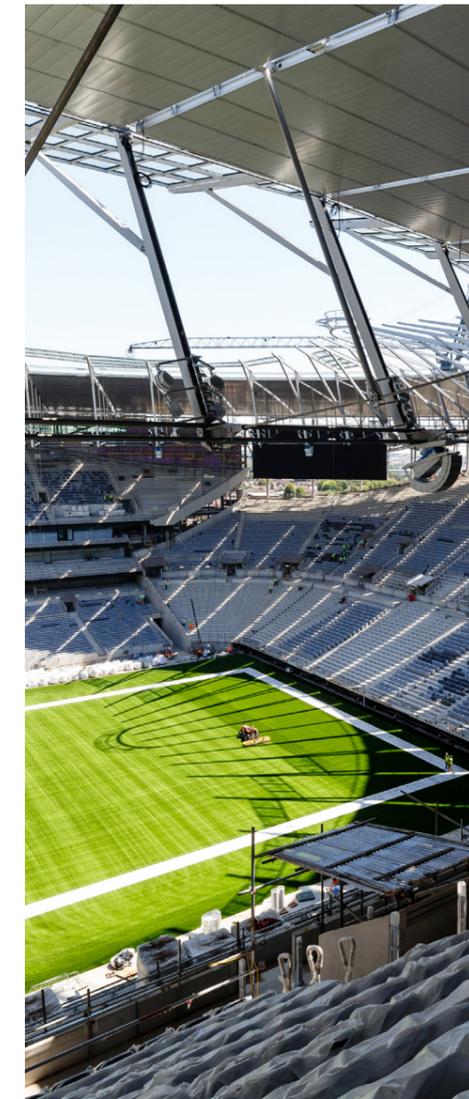
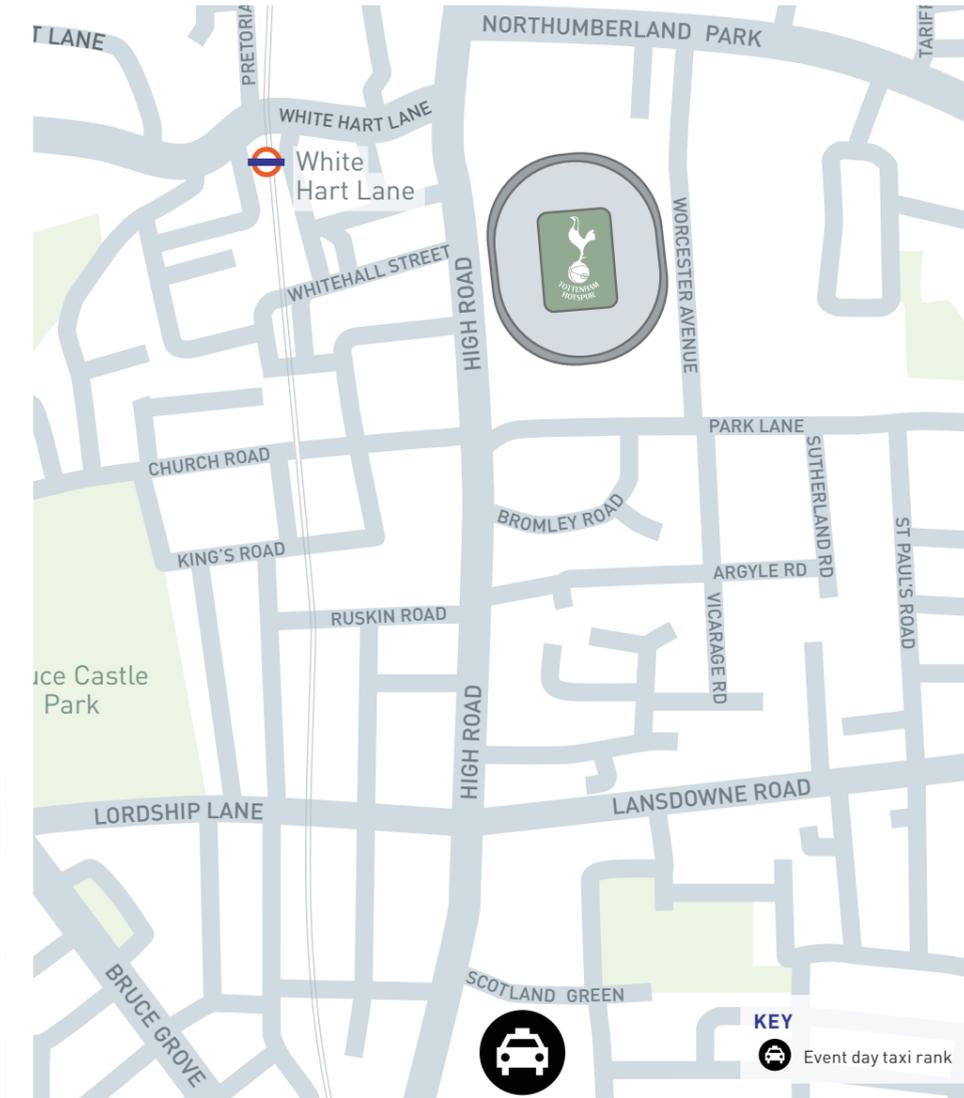
This means more people spending money at local cafés, shops, traders and pubs. It will also help to manage the flow of people in and out of the stadium and ease queues at local stations.

WHAT ABOUT BLACK TAXIS?

The Club is keen to support local black taxi drivers and has been working closely with London Borough of Haringey and TfL to understand how we might better use them as another travel option for supporters on event days.

We have secured a new, temporary, event day black taxi rank at Scotland Green, which will operate during event day hours. This will be on a side street, off the High Road and marshalled by the Club and can also be used for those with accessibility needs. It will provide another mode of transport for people travelling to and from the stadium.

If you leave your car parked in these suspended spaces, it will be relocated to a neighbouring street. You will need to contact Trace (Towed Vehicle Tracing services) on 0845 206 8602 or <https://trace.london> for information.



WHERE ARE THE MAIN WALKING ROUTES TO THE STADIUM?

The majority of supporters will be using public transport to get to and from the stadium and will be encouraged to follow the designated walking routes from local stations and bus stops – shown in blue on the map to the right.

These routes will be especially busy three hours before and up to one and a half hours after an event.

Walking routes will be promoted through new pedestrian signs, such as those below, paid for by the Club and located on-street.

<p>Event Day</p> <p>Northumberland Park Station</p> <p>15 minutes</p>	<p>Event Day</p> <p>Tottenham Hale Station</p> <p>15 minutes</p>
<p>Event Day</p> <p>Seven Sisters Station</p> <p>15 minutes</p>	<p>Event Day</p> <p>White Hart Lane Station Northbound</p> <p>15 minutes</p>

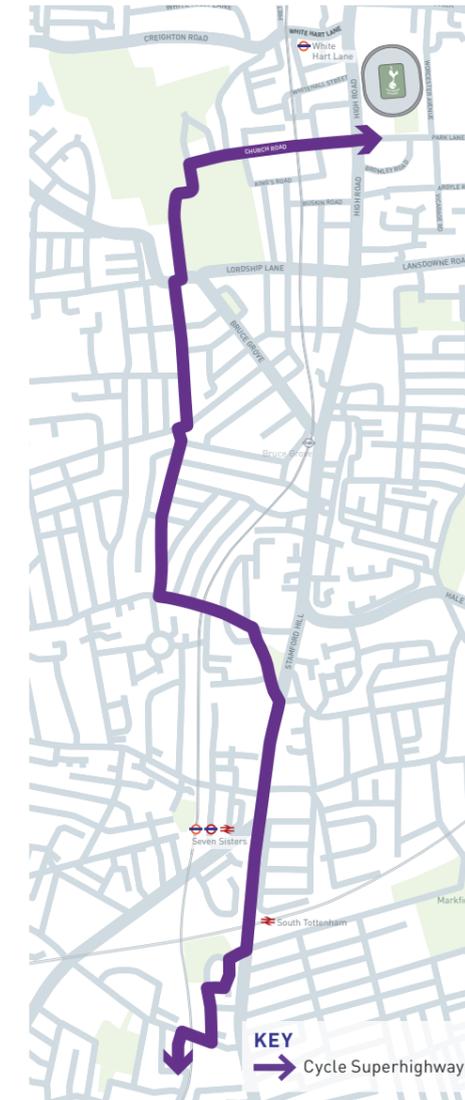


WHERE ARE THE MAIN CYCLE ROUTES TO THE STADIUM?

Cycling is growing across London and the Club is hoping to increase the number of supporters and staff who cycle to events. Ultimately, we would like at least 1% of all supporters (around 620 people) to cycle to and from events.

The infrastructure is being provided to support this, with Cycle Superhighway 1 already running to the stadium from the south and a mini-Holland route in Enfield under construction that will create a link to the stadium from the north.

With this in mind, approximately 250 new cycle stands will be installed near to the stadium. They will be located on-street, away from the stadium for security reasons so that residents and people working in the area can also use them on non-event days.



DELIVERING FOR THE LOCAL COMMUNITY

The Club is proud to be part of Tottenham's vibrant community and the new stadium development continues to be a catalyst for positive change and regeneration in North Tottenham, creating a new sports, leisure and entertainment destination for London.

It will become a hive of activity 365 days a year, with a new museum, an innovative Skywalk, 21st century retail experiences, first-class conference and banqueting and high quality leisure facilities including restaurants and a hotel – and will attract in excess of two million visitors per year.

A minimum of two NFL matches at the stadium every year, as well as other events including concerts, will bring a new audience to the local area, showcasing Tottenham and bringing further economic and social benefits to the area with truly global coverage and attraction.

As part of the wider scheme, the Club has to date already delivered:

- The London Academy of Excellence Tottenham – a new state-funded Sixth Form, financially supported by the Club and delivered in partnership with Highgate School, bringing expertise and first-class teaching from eight top independent schools, giving the area's brightest students the best possible access to leading Universities.

- A new 78,000 square foot Sainsbury's store at Northumberland Park – employing 280 people from the local area.
- The Cannon Road Development - 100% affordable, 222 new homes and the new Brook House Primary School on the site of an old rubber factory.
- Berland Court – An affordable housing development near Northumberland Park rail station, incorporating the relocation of a Jehovah's Witness Kingdom Hall and a new Club merchandise store.

Furthermore, the Club has created 1,458 new jobs for local people as a direct result of its ongoing new stadium development scheme and sport-led regeneration of the area. Jobs have been delivered across a range of industries, including retail, education, construction, hospitality, IT and security, with many going to local people.

Once complete, the stadium development scheme will have created 3,500 new jobs and pump £293 million into the local economy each year – almost double the impact of our previous stadium.

THE TOTTENHAM HOTSPUR FOUNDATION

The Tottenham Hotspur Foundation has a long established, productive and valued partnership with its local communities where there are significant socio-economic challenges alongside aspirations, potential, talent and opportunity to create, deliver and sustain positive change.

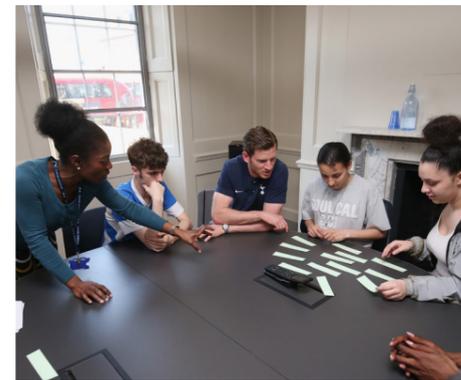
The work of The Foundation and its supporters directly touches the lives of people across North London every day, providing education and employment pathways to create life-changing opportunities for children, groups and individuals within our communities.

The Foundation delivers innovative programmes with the aim of:

- Improving achievement.
- Building community cohesion.
- Promoting healthy lifestyles.
- Supporting people with disabilities.

The development of the stadium is allowing the Foundation to significantly expand its work and impact and they have already moved into new offices within the restored Percy House, giving the Foundation a presence on the High Road for the first time.

Percy House is now a major community enterprise, employment and skills hub located at the heart of North Tottenham and the Foundation will deliver 95,000 hours of community and sports programmes to those living in the Club's local area.



For anyone interested in a role at Tottenham Hotspur's new stadium, as a steward, in a food and drink role, or as a Fanbassador, please contact the Tottenham Hotspur Foundation. Email us at thf.recruitment@tottenhamhotspur.com or ring us on 0208 365 5138 to arrange a screening session, so we can help you to find the perfect role at the new stadium.

BRINGING THE NFL TO TOTTENHAM

The new stadium has been designed from the outset to host the NFL, including a structurally engineered fully retractable pitch – the first for any stadium in the UK.

We shall be hosting our first NFL game on 14 October 2018 and are delighted to be welcoming the Oakland Raiders and Seattle Seahawks to Tottenham.

The event day measures set out in this booklet will principally be the same for NFL games, although some changes may be required to accommodate the longer nature of the games. A key feature of the NFL is the Tailgate, which takes place at selected venues close to the stadium. Local residents will be able to enjoy these vibrant activities and they will bring an added economic boost to the area.

We shall of course communicate any changes to the stadium's operation to the community and local authority ahead of NFL matches. To register for updates, please visit tottenhamhotspur.com/local.

To get up-to-date information and details of any other events and concerts, please visit tottenhamhotspur.com/matches.



WHO CAN I CONTACT AND HOW DO I FIND OUT MORE?

REPORT INCIDENT

To report a crime or incident on event days please use one of the following telephone numbers: **101** for non-emergencies; **0800 555 111** for Crimestoppers and **999** for an immediate risk.

STREET RUBBISH

To report litter or uncollected rubbish:

LB Haringey

Visit www.haringey.gov.uk and search 'street rubbish'

Call 020 8885 7700

LB Enfield

Visit www.enfield.gov.uk and search 'street rubbish'

NOISE

To report a noise complaint or issue:

LB Haringey

Visit www.haringey.gov.uk and search 'noise'

Call 020 8489 1335

LB Enfield

Visit www.enfield.gov.uk and search 'noise'

PARKING

For CPZ's or to apply for a new permit:

LB Haringey

Visit www.haringey.gov.uk and search 'controlled parking zones'

Call 020 8489 2102 for parking enforcement; or 0330 008 7895 for the vehicle pound

LB Enfield

Visit www.enfield.gov.uk and search 'controlled parking zones'

ANTI-SOCIAL BEHAVIOUR

To report any anti-social behaviour:

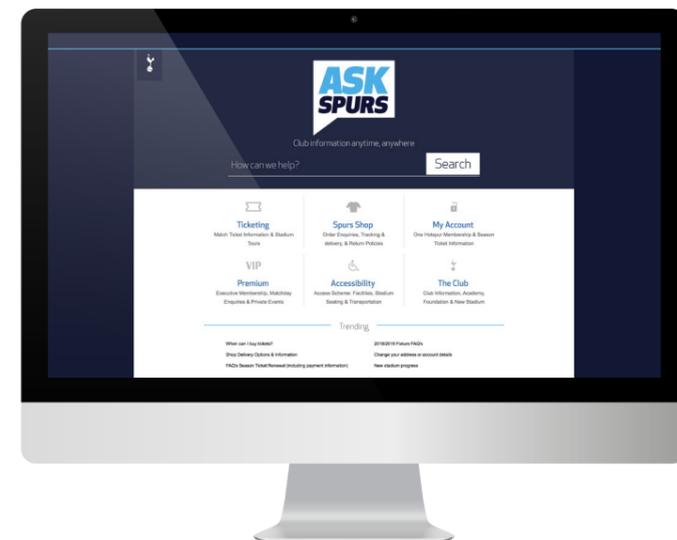
LB Haringey

Visit www.haringey.gov.uk and search 'anti-social behaviour'

Call 020 8489 1335

LB Enfield

Visit www.enfield.gov.uk and search 'anti-social behaviour'



Monitoring how the stadium runs and how people travel to and from it will also be an important task over the next three to five years.

We'll be constantly reviewing our travel arrangements and impact on the local area so that we can assess whether any changes need to be made. On our website we'll include updates about the stadium. If you have any comments or questions regarding the operation of the stadium or you also want to alert us to any of the issues above, you can:

-  Visit tottenhamhotspur.com/ask-spurs
-  Feedback via tottenhamhotspur.com/feedback
-  Call **020 3946 4040**  Follow us on twitter [@SpursOfficial](https://twitter.com/SpursOfficial)
-  You can download a copy of this booklet and register for updates via tottenhamhotspur.com/local

OTHER USEFUL CONTACTS

Transport for London
www.tfl.gov.uk

Homes for Haringey
www.homesforharingey.org

Metropolitan Police
www.met.police.uk

Greater Anglia
www.greateranglia.co.uk

British Transport Police
www.btp.police.uk
0800 405 040

TOTTENHAM HOTSPUR STADIUM 2019/20 SEASON – MAJOR EVENTS CALENDAR

The Tottenham Hotspur Stadium has been designed from the outset as a multi-purpose venue – attracting people to the area for major sporting and entertainment events throughout the year.

Due to the changeable nature of the Club's fixture list, with Major Events and match dates and times regularly changing as broadcast selections are made and cup fixtures confirmed, we strongly recommend that local residents regularly check the official [Stadium Events listing page](#), as a matter of routine.

Tip – Why not save this link to your 'FAVOURITES' list on your computer or mobile phone, to ensure you always have this list to hand.



THANK YOU

If you would like a summary of this information in your own language, please email us at communityrelations@tottenhamhotspur.com.

Albanian

Nëse doni një përmbledhje të këtij informacioni në gjuhën tuaj, ju lutemi na dërgoni një email në adresën communityrelations@tottenhamhotspur.com.

Arabic

ناونعلا علج لىهيا! انل لسرت نا اعجرفا ف مال كتغلب تامولعمل مده نع انجوم تدرأ اذا
يلااتلا يذورتلكلال communityrelations@tottenhamhotspur.com

French

Si vous souhaitez un résumé de ces informations dans votre langue, veuillez nous adresser un mail à communityrelations@tottenhamhotspur.com

Gujarati

જો તમને તમારી પોતાની ભાષામાં આ માહિતીનો (ઇન્ટર-એક્ઝિઝિટ) ટૂંકસાર જોઈતો હોય તો,
કૃપા કરી અમને ઈમેલ કરો communityrelations@tottenhamhotspur.com

Greek

Αν θέλετε να λάβετε μία περίληψη των πληροφοριών αυτών στη γλώσσα σας, παρακαλείσθε ενημερώστε μας μέσω email στην διεύθυνση communityrelations@tottenhamhotspur.com

Kurdish

ئەگەر پوختەپەکی ئەم زانیار یانەت بە زمانی خۆت دەوێت، تکایە ئیمەیلمان بۆ بکە بۆ:
communityrelations@tottenhamhotspur.com

Portuguese

Se desejar obter um resumo destas informações no seu idioma, envie um e-mail para communityrelations@tottenhamhotspur.com.

Romanian

Dacă doriți un rezumat al acestor informații în limba dvs., vă rugăm să ne trimiteți un email la communityrelations@tottenhamhotspur.com.

Somali

Haddii aad rabto in macluumaadkan laguugu soo koobo luqaddaada gaarka ah, fadlan iimayl noogu soo dir halkan communityrelations@tottenhamhotspur.com.

Turkish

Bu bilgilerin kendi dilinizde özeti için lütfen communityrelations@tottenhamhotspur.com adresinden bize e-posta gönderin.

This information is available in large print or audio format.

Please email us at communityrelations@tottenhamhotspur.com to request a copy.

