Purchasing your Accessible Tickets Online

Accessible tickets are available for members of our Disability Access Scheme. You can find full details, including qualifying criteria and how to join here.

Please ensure you are signed into your <u>Tottenham Hotspur eticketing account</u> to see availability suitable for your accessibility requirements, then navigate to the page for the event you wish to attend under **Tickets** and then **Match Tickets**.

The examples used in this guide are for Ambulant ticket purchasers, but the process is the same for Wheelchair ticket purchasers also.

There are two ways to book your tickets; 'Choose my Own Seats' or 'Find Seats for Me'.

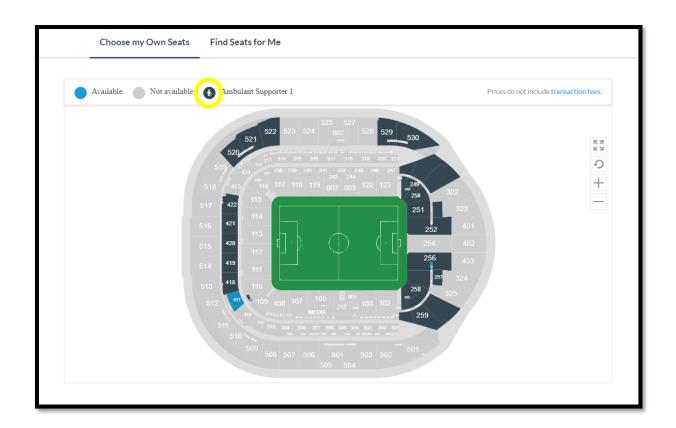
Choose my Own Seats

When using 'Choose my Own Seats', blocks with suitable accessible seating will be highlighted darker blue on the interactive seating chart and availability is indicated by the wheelchair or ambulant access icons, as below.

We have set up your account in line with the information you provided and you will see the applicable icon at the top of the screen.

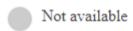
Wheelchair Access Ambulant Access

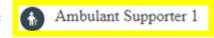




The number in the description indicates that the supporter is attending with one Personal Assistant/Companion. If your requirements have changed, please <u>contact our Access Team</u> to update your details.

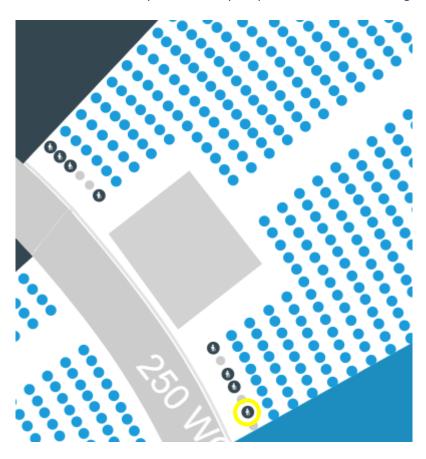




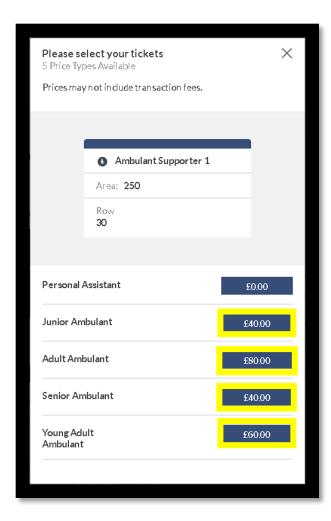


(The above is an example and the icon and number indicated will depict your requirements)

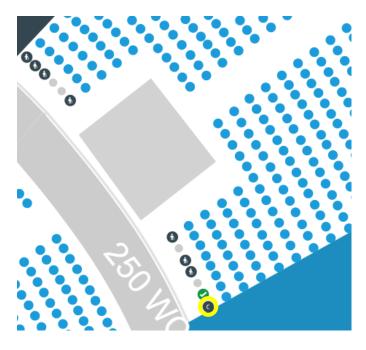
If the icon is accurate, please select your preferred block and navigate to the available seats.



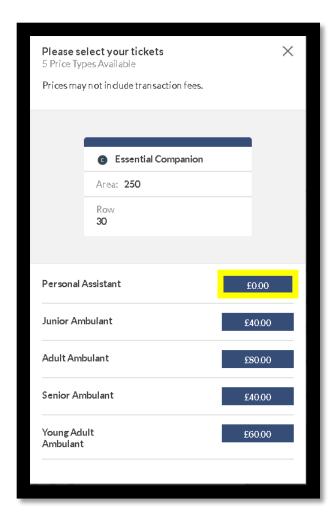
The system will automatically default to an adult price. You must select the correct price class from the list available before you can see the corresponding Personal Assistant option:



Once the correct price is selected, the interactive map will update to indicate the corresponding Personal Assistant/Companion seats with the $\bf 'C'$ icon.



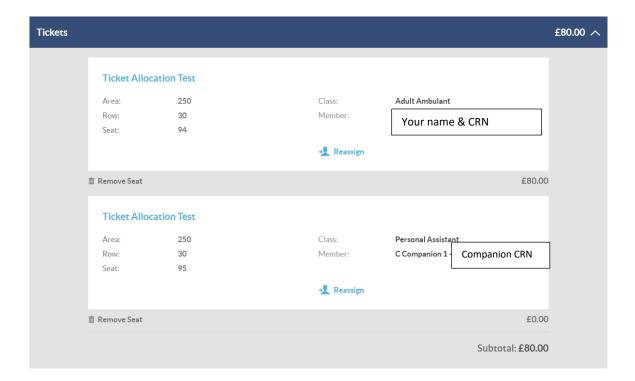
You should select the corresponding, adjacent seat(s) and add these to your order using the 'Personal Assistant' price shown. This is free of charge.



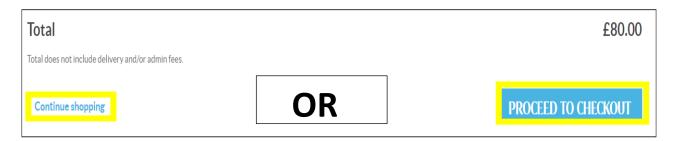
Once you have selected the Personal Assistant price class, both seats will be indicated for you to Review and add to your basket by selecting **Buy Tickets.**



Please do not reassign these seats to another Client Reference Number as your account has been linked to a personal assistant account specific for you.



Once you have selected your seat(s), please select 'Proceed to Checkout' or 'Continue shopping' to add further tickets. You will also be able to access general admission ticket availability, which you can add to your booking at this stage. All tickets will be subject to the event booking restrictions.

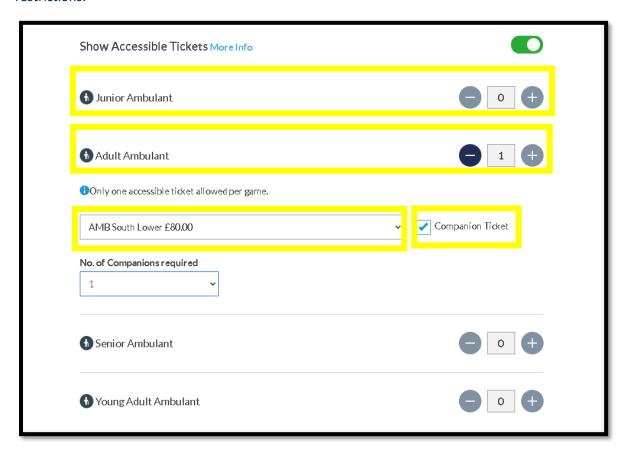


Find Seats for Me

Accessible Tickets are shown above Standard Tickets. Select one 'Accessible Adult' ticket or 'Accessible Junior' ticket (if applicable).

Using the drop-down menu, please select your preferred location within the stadium and, if appropriate, tick the Companion Ticket box to select the number of Personal Assistants/Companions you require.

You will also be able to add general admission tickets to your booking - all tickets are subject to the event booking restrictions.



Please note: All prices shown are examples only and are used for reference only. Ticket prices vary depending on the event you are purchasing for.

Further Assistance

If you have any questions about purchasing accessible tickets online, require an alternative format or require any further assistance, please contact the Access Team.