EVENTS AT TOTTENHAM HOTSPUR STADIUM







CONTENTS

Introduction	03
Where is Tottenham Hotspur Stadium?	05
How do we manage event day impacts?	06
Which local roads are closed?	07
Strategic Traffic Diversion	10
How does the local CPZ work?	11
Operational hours of event day parking zones	12
CPZ and road closure FAQs	13
Where do coaches park?	14
A public transport destination	15
What about TfL buses?	16
What are the supporter shuttle bus routes?	17
What are the main walking routes to the stadium?	18
Where are the main cycle routes?	19
Delivering for the local community	20
Who do I contact and how can I find out more?	22
Alternate information formats	23

INTRODUCTION

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

This booklet will provide you with information regarding travel and road traffic management for events at Tottenham Hotspur 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 here.

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 here.

Tottenham Hotspur Stadium is a public transport destination and the area has benefited considerably from significant investment in its public transport infrastructure.

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.
- Tottenham Hale combined train and tub entrance completed in 2022.
- An upgraded White Hart Lane Station with additional stairs and lift access completed in 2019. Alongside this, a fleet of new high capacity, air conditioned trains with an enhanced timetable for every event day.
- A Re-developed Northumberland Park Station with improved accessability and increased service frequencies as part of the three-tracking project between Stratford and the new Meridian Water station
- Elizabeth Line services, introduced in 2022, offer increased transport choices and connectivity via Liverpool Street Station.
- Alongside the local authority, the Club improved footways and surfaces leading up to the stadium in 2019.
 The Club works hard to ensure travel on event days is well managed with shuttle buses, regional coaches, additional staff, traffic and pedestrian signage, cycle parking and a range of additional measures



Since the opening in 2019 the Stadium has become London's newest destination for sports, leisure and entertainment.

It is renowned for its multi-use capabilities, with the world's first dividing, retractable grass surface providing the ability to host a range of major events all year round, in addition to Tottenham Hotspur home matches.

Beneath the grass surface sits a bespoke playing surface for the NFL - the Club expanded its partnership through the 2029-2030 NFL season staging a minimum of two regular season games at the stadium each year. Tottenham Hotspur Stadium is now the official home of the NFL in the UK.

In addition the Stadium has hosted international rugby and world championship boxing, as well as the very best in live music.

In 2022 the Stadium hosted its first music concerts when US rock legends Guns N Roses and international pop icon Lady Gaga performed back-to-back nights earning widespread acclaim within the music industry.

In 2023 Beyonce performed a spectacular five-night show as part of her Renaissance World Tour. A host of legendary artists have performed on the London N17 stage since including legendary punk rockers the Red Hot Chili Peppers, afrobeats sensation Wizkid, the critically acclaimed Travis Scott, and pop sensation P!NK.

The Club's local communications plans for third party events are generally based on our established approach to football matches. However, the Club sends tailored letters to households within a 500m radius of the Stadium informing residents of planned road closures and relevant event day measures.

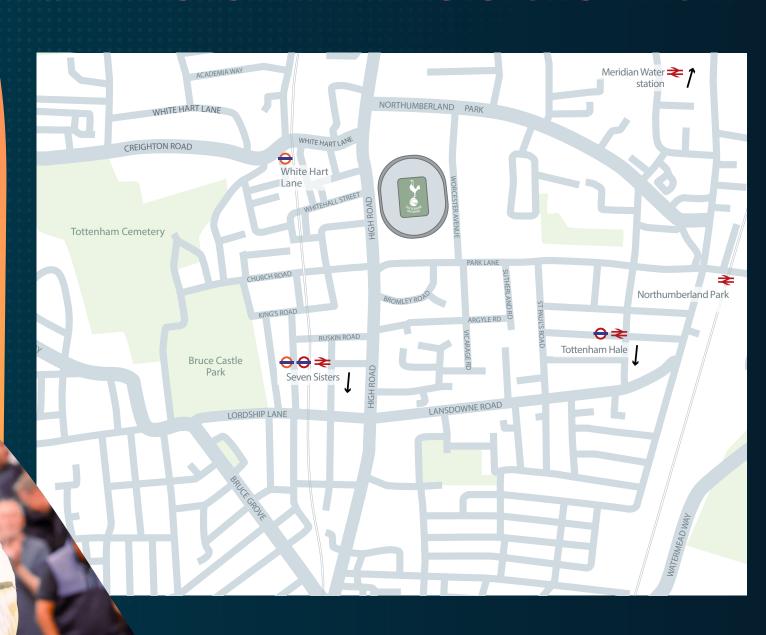
A resident phoneline – 0203 946 4040 – is also manned for 24 hours from one day before third party events providing a direct line for residents to contact the Club.



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.



HOW DO WE MANAGE EVENT DAY IMPACTS?



Since opening our stadium in 2019, we have worked hard to ensure it is both safe and secure whilst any impact on the local area is minimized and managed as carefully as possible.

Tottenham Hotspur Stadium has a significantly higher capacity than White Hart Lane which has meant additional safety and security challenges, extended road closures and different crowd management measures between the stadium and local rail stations. We have also introduced shuttle bus and regional coach services, providing more travel choices for our supporters from a range of locations.

In addition to Tottenham Hotspur fixtures, the stadium has hosted a range of third-party events since opening in 2019. Our local email and SMS alert service communicates key event day information to residents and businesses, and we also send direct mail to households within our vicinity to ensure that sufficient notice is given of event day measures that are likely to impact our neighbours.

Further information about road closures, parking suspensions, public transport, and how to find out when events are on at the Stadium can be found on the **Club's website here**. You can also register for the Club's online alert service via this page.

All events are communicated in advance via the email and SMS local alert service. You can sign up to the Club's local alert service at the bottom of the local page on the Club website. You can view the page via the QR code:



WHICH LOCAL ROADS ARE CLOSED?



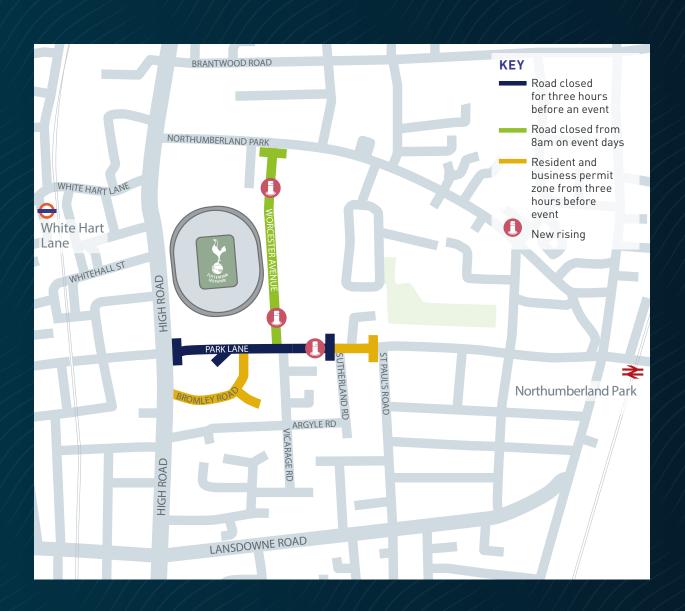
SECURITY BOLLARDS

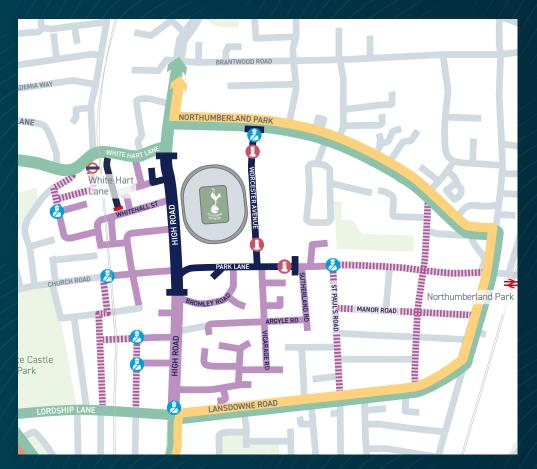
To aid security checks around the stadium, three sets of vehicle rising-bollards are installed on Worcester Avenue (2) and Bruce Castle Park Lane (1). These are only open on event days and will be manned by Club traffic marshals.



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.

If you live on a road impacted by closures, you will be required to have a virtual permit issued by Haringey Council and proof of address if you wish to pass a UPC. This could be a driver's license or a utility bill.

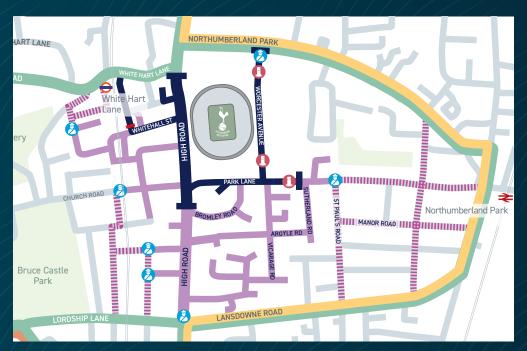


PHASE 2: ONE HOUR PRIOR TO THE START OF AN EVENT OR MATCH AND UP TO 15 MINUTES AFTER

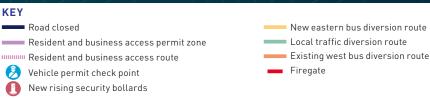
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... WHICH LOCAL ROADS ARE CLOSED?









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.

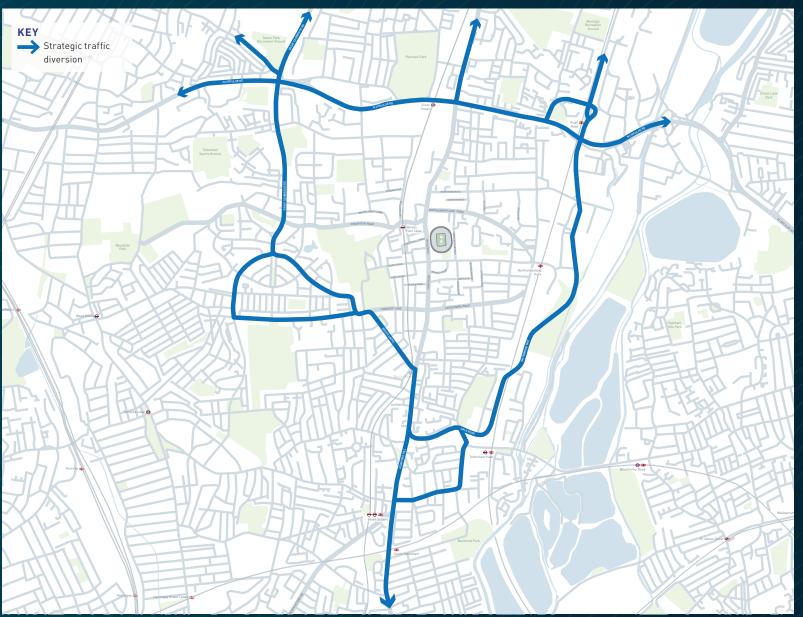
Worcester Avenue and Park Lane remain closed to all traffic.



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, Leeside Road will be one-way eastbound and Willoughby Lane will be one-way northbound to facilitate leaving the stadium efficiently.

STRATEGIC TRAFFIC DIVERSION



Event Traffic
Warning
Tottenham Hotspur
Stadium
Delays Expected on

XXXXX

On event days, a strategic traffic diversion is in place to ease local congestion and prevent traffic passing through the local area.

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

Approximately 40 advanced warning signs are in installed from Seven Sisters to the North Circular to raise awareness of event days.

HOW DOES THE LOCAL CPZ WORK?

The Stadium is a public transport destination, and we have successfully reduced the number of people driving to events through fan communication, enhanced public transport information and a Controlled Parking Zone (CPZ) which is in operation on all event days.

Residents can pass vehicle permit check points (VPC) if their home or business is directly affected by these measures and they have a CPZ or a Blue Badge parking permit.

If you live on a road impacted by closures, you will be required to have a virtual permit issued by Haringey Council and proof of address if you wish to pass a VPC. This could be a driver's license or a utility bill.

Visitors will be able to park using a visitor parking voucher, but they will need to travel before the road closures come into effect.

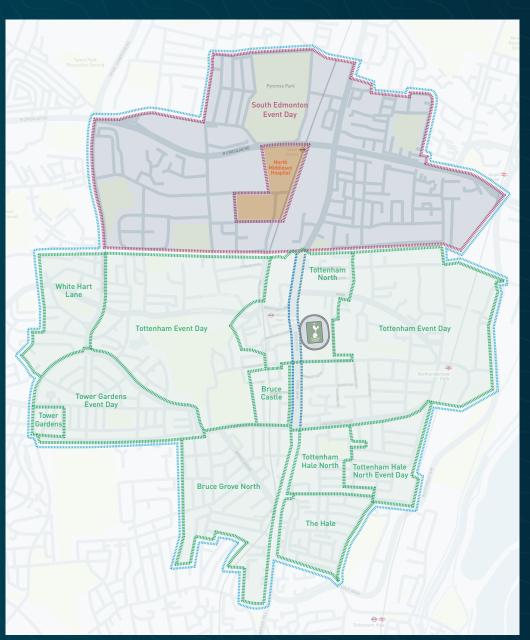
A small number of resident parking bays within close proximity to the stadium are suspended to ensure crowd safety. As these suspensions last all day, residents are advised to check before they park. Residents are also advised to check the signage on relevant streets which will provide up-to-date information about event day measures.

If you leave your car parked in suspended spaces, it will be relocated to a neighbouring street. You will need to contact Trace (Towed Vehicle Tracing services) on 0845 206 8602 for more information.

If you do not have a valid CPZ or Blue Badge permit you can apply for one here.



OPERATIONAL HOURS OF EVENT DAY PARKING ZONES



South Edmonton Event Day

12pm - 9pm

North Middlesex Hospital

Monday - Sunday | 9am - 8:30pm

Tottenham North

Monday - Saturday | 8am - 8:30pm

Tottenham Event Day

Monday - Friday | 5pm-8:30pm Saturday, Sunday, Public Holidays | 12pm - 8pm

White Hart Lane

Monday - Friday | 8am - 8.30pm Saturday and Sunday | 8am - 8pm Public Holidays | 12pm - 8pm

Tottenham Hale North Event Day

Monday - Friday | 5pm - 8.30pm Saturday, Sunday, Public Holidays | 12pm - 8pm

Bruce Grove North

Monday - Friday | 8am - 8:30pm Saturday and Sunday | 8am - 8pm Public Holidays | 12pm - 8pm

Bruce Castle

Monday - Friday | 8am - 8:30pm Saturday and Sunday | 8am - 8pm Public Holidays | 12pm - 8pm

Bruce Castle

Monday - Friday | 8am - 8:30pm Saturday and Sunday | 8am - 8pm Public Holidays | 12pm - 8pm

Tower Gardens

Monday - Friday | 8am - 8:30pm Saturday and Sunday | 8am - 8pm Public Holidays | 12pm - 8pm

Tower Gardens Event day

Monday - Friday | 8am - 8:30pm Saturday and Sunday | 8am - 8pm Public Holidays | 12pm - 8pm

Tottenham Hale North

Monday - Friday | 8am - 8:30pm Saturday and Sunday | 8am - 8pm Public Holidays | 12pm - 8pm

The Hale

Monday - Friday | 8am - 8:30pm Saturday and Sunday | 8am - 8pm Public Holidays | 12pm - 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.

Why do you close local roads?

We close local roads to ensure the safety of spectators and residents and to ensure compliance with safety and security requirements. Road closures ensure that residents and pedestrians can travel around the stadium safely and we can evacuate the ground quickly in the event of an emergency.

What happens if I have an accident at my home and I need emergency help?

Emergency access is maintained at all times.

How do I apply for a CPZ permit?

If you do not have a valid CPZ or Blue Badge permit you can apply for one via Haringey Council searching 'Apply for your resident permit' on their website.

What do I need to know if I am a local business?

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

What do I do if the High Road closure prevents me driving to my home? Do I need to apply for a CPZ permit?

Several properties near the Stadium have their access affected by road closures on an event day. Residents should show their CPZ permit to access roads beyond the vehicle check points (VPC). If residents have off-street parking and do not need a permit, or you are a Blue Badge holder, a valid proof of address such as a utility bill or driver's licence will be required to pass VPC points.

What happens if a friend wants to visit?

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 Haringey Council's website.

How does this differ for third party events?

The Club's arrangements for third party events are generally based on our established approach to football matches. Bespoke information about event day measures is communicated via letter to all households within a 500m radius of the stadium ahead of events. Our email and SMS local alert service also communicates relevant information which may differ from football.

What happens if I have a delivery?

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



WHERE DO 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.

Zone A - West Road (9 Spaces)

Zone B - Brantwood Road (19 Spaces)

Zone C - Tariff Road (10 Spaces)

Zone D - The Goods Yard (80 Spaces, off street)

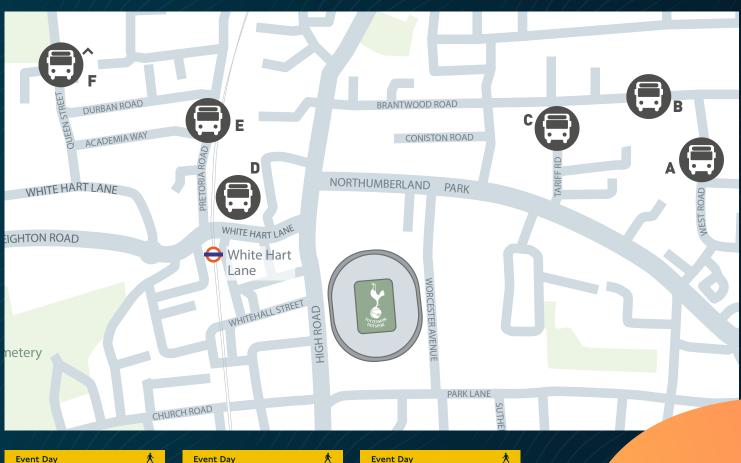
Zone E - Pretoria Road (22 Spaces)

Zone F - Bookers (20 spaces off street)

In total we have space for 60 coaches on-street and 80 off-street at the Goods Yard, 44-52 White Hart Lane and 20 off-street at Bookers.

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

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





A PUBLIC TRANSPORT DESTINATION



White Hart Lane provides London Overground services and is an approximately 5 minute walk to the Stadium. White Hart Lane is a fully accessible station.

Northumberland Park provides Greater Anglia services and is an approximately 10 minute walk to the Stadium.

Tottenham Hale provides Victoria line and Greater Anglia services and is an approximately 25 minute walk to the Stadium.

Tottenham Hale is a fully accessible station.

Seven Sisters provides Victoria line and London Overground services and is an approximately 30 minute walk to the stadium.

Queue management systems are in operation at all stations on event days.

How do stations operate?

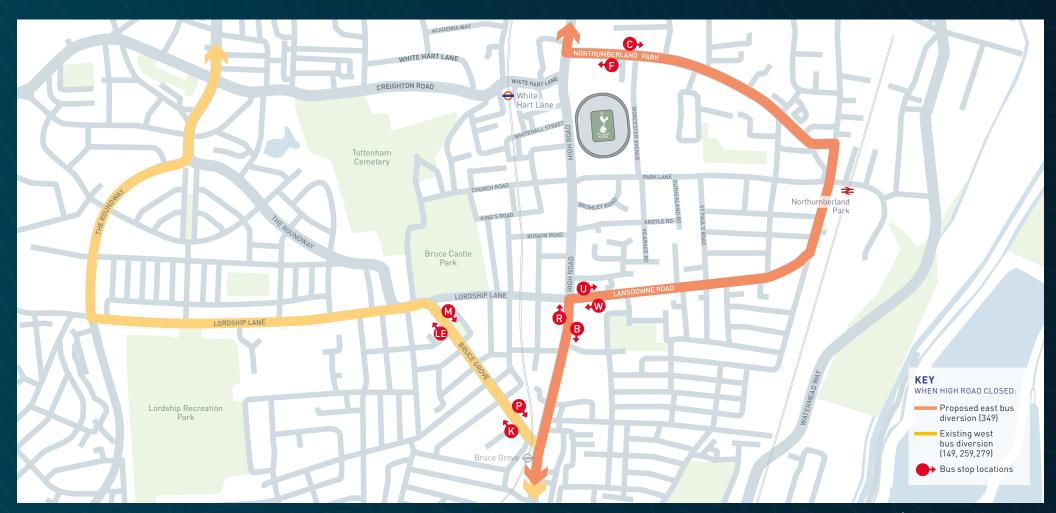
Crowd management barriers are in operation at all stations three hours before events and up to one hour post-event. There are queues for stations post-event which last approximately 30-60 minutes when a good service in operation. Fans are advised to check their route before they travel and avoid busy periods before and after events.

WHAT ABOUT TFL BUSES?

The stadium is well-served by TfL buses, albeit with some services diverted during the road closure period. Bus diversions will be minimized, so they are back operating on the High Road as soon as possible after the final whistle.

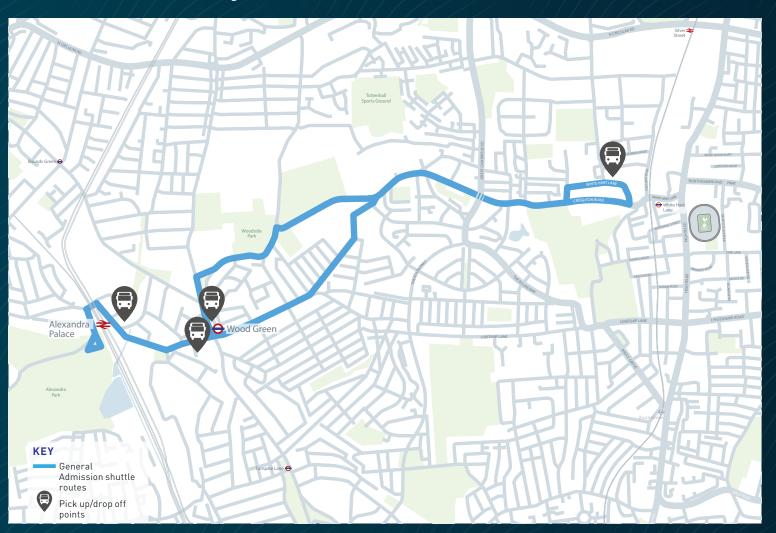
Before and during a match, services that normally run up and down the High Road (149, 259, 279 and 349) are diverted to the east of the stadium at Lansdowne Road, rejoining the High Road at the Northumberland Park junction.

TfL install notices in bus stops to advise when any services or bus stops are suspended.



WHAT ARE THE SUPPORTER SHUTTLE BUS ROUTES?

The Club currently provides a free pre-booked shuttle bus service, which is accessible and available for all supporters. The service provides a high capacity, high frequency service between the stadium and Alexandra Palace (Great Northern Services) and Wood Green (Piccadilly Line) stations.



ALEXANDRA PLACE

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

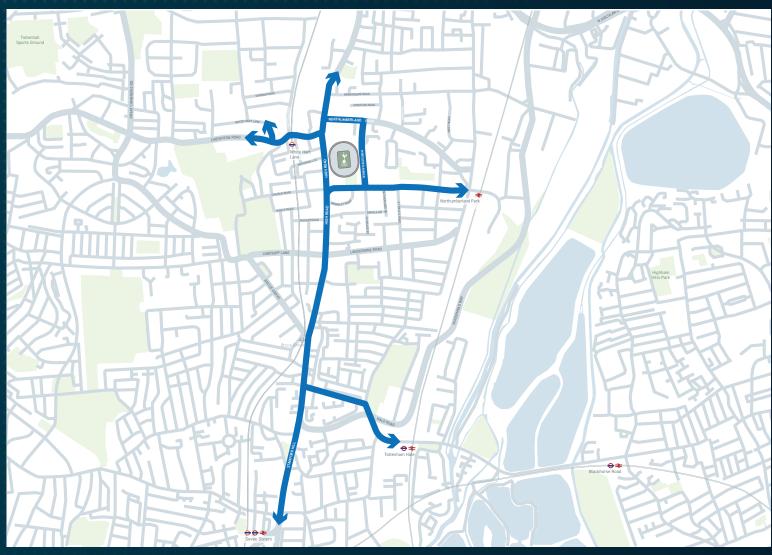
Before an event, shuttle buses travelling from Wood Green will pick up opposite the bus station from the existing rail replacement stop just 60m from the station, and also drop off at White Hart Lane, outside the Haringey Sixth Form College. At Wood Green, we shall also have a waiting area for shuttle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

WHERE ARE THE MAIN WALKING ROUTES TO THE STADIUM?

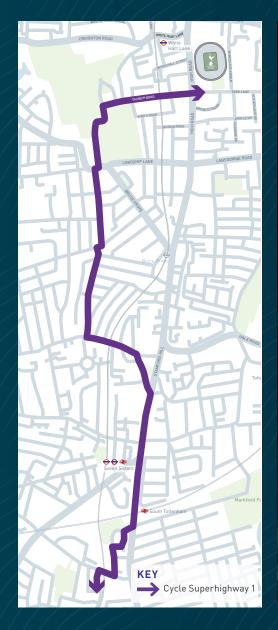
Tottenham Hotspur Stadium is a public transport destination and the majority of supporters use trains and buses to get to and from the venue. Fans are encouraged to follow designated walking routes from local stations and bus stops highlighted on the map to the right.

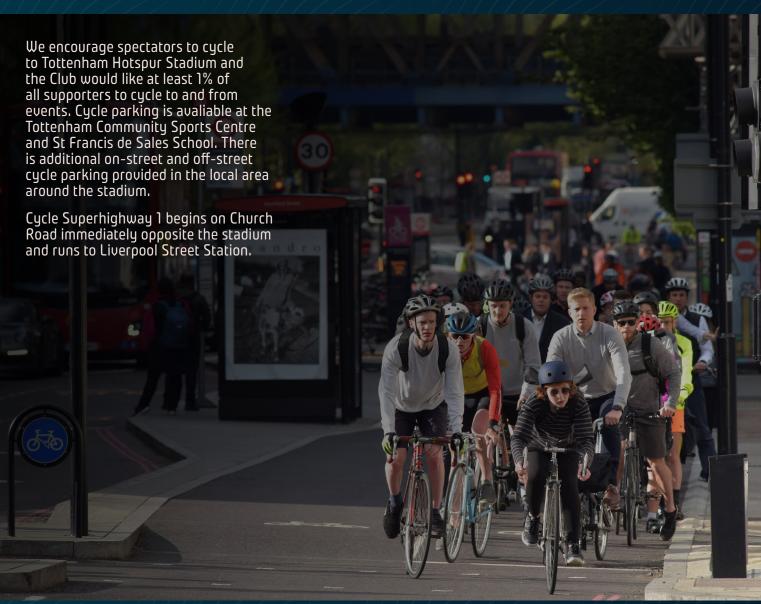
These routes will be especially busy three hours before and up to one and a half hours after an event.





WHERE ARE THE MAIN CYCLE ROUTES TO THE STADIUM?





DELIVERING FOR THE LOCAL COMMUNITY

Since development work on the stadium began, more than 4,000 jobs have been created for local people across a range of sectors, including hospitality, stewarding, ticketing and retail.

Having invested £1.2 billion in the Stadium and surrounding area to date, the Club commissioned a socio-economic report from EY. The report finds that the Club contributes nearly £900 million of gross output to London's economy. We generate £344 Gross Value Added (GVA) across the London Boroughs of Haringey, Enfield and Waltham Forest.

As part of our wider Stadium development, the Club also delivered the London Academy of Excellence Tottenham, a state-funded Sixth Form, sponsored by the Club and Highgate School.

It prioritises local students most likely to benefit from an academically-rigorous curriculum and those from disadvantaged socio-economic backgrounds, giving Tottenham's brightest students the best possible chance of accessing top universities.

Nearly three quarters of students have gone onto Russell Group Universities compared to 1% of Tottenham school leavers the year before LAET opened, with 45 students winning places at the Universities of Oxford or Cambridge since the school opened in 2017.

Our charitable body, the Tottenham Hotspur Foundation has a long-established, productive and valued partnership with its local community. The Foundation delivers a range of sport, wellbeing, employment and skills programmes at its Percy House hub, a prominent 18th century building on Tottenham High Road.





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

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"

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 020 849 2102 for parking enforcement; or 0330 008 7895

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"

OTHER USEFUL CONTACTS

Transport for London

www.tfl.gov.uk

Metropolitan Police www.met.police.uk

Greater Anglia

www.greateranglia.co.uk

British Transport Police www.btp.police.uk

0800 405 040

TOTTENHAM HOTSPUR COMMUNITY RELATIONS TEAM

You can contact the Tottenham Hotspur Community Relations team by emailing communityrelations@tottenhamhotspur.com. On an event day, the Club operates an event day phoneline. You can call 0203 946 4040 to speak to one of the team.

THANKYOU



If you would like a summary of this information in your own language, large print or audio format, 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

انل لسرت نأ ءاجرلاف مألا كتغلب تامولعملا مذه نع أزجوم تدرأ اذ @communityrelations علات أينورتك لألال ناون إلى حلع ليميا töttenhamhotspur.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 (ઈન્ ફર્મેશન) ટૂંકસાર જોઈતો હોય તો, કૃપા કરી અમને ઈમે ઈલ 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

















