



# Access Guide

Information for disabled supporters

<b>Page 3- Introduction</b>
<b>Page 4- Disability Access Scheme</b>
<b>Page 5- Accessible entrances</b>
<b>Page 6- Viewing areas</b>
<b>Page 7- Accessible toilets</b>
<b>Page 8- Changing Places</b>
<b>Page 9- Deaf and Hard of Hearing supporters</b>
<b>Page 10- Blind and partially sighted supporters</b>
<b>Page 11- Sensory Suite</b>
<b>Page 12- Lift Access pass</b>
<b>Page 13- Assistance animals</b>
<b>Page 14- Medical exemptions</b>
<b>Page 15- Catering</b>
<b>Page 16- Ticket Office</b>
<b>Page 17- Matchday</b>
<b>Page 18- Away fixtures</b>
<b>Page 19- Tottenham Experience</b>
<b>Page 20- Visitor attractions- Dare Skywalk</b>
<b>Page 21- Visitor attractions- Stadium Tours</b>
<b>Page 22/23/24- Accessible parking</b>
<b>Page 25/26- Public Transport</b>
<b>Page 27- Taxi services</b>
<b>Page 28- SpursAbility (Disabled Supporters Association)</b>
<b>Page 29- Contacts</b>



## Access Guide

**Welcome to the Tottenham Hotspur Stadium.**

**Our stadium has presented us with an opportunity to design a truly inclusive building, showcasing best practice in accessible stadia design.**

**The club is fully committed to meeting the highest standards of best practice in relation to the diversity and inclusion needs of staff, our fans, customers and all involved with the club.**

**The following access guide includes all accessible information for the Tottenham Hotspur Stadium and will detail our accessible stadium facilities, our Disability Access Scheme and our accessible parking and transport information.**



The Club's Disability Access Scheme gives disabled supporters, or other access requirements, to sit in dedicated accessible viewing areas and give them access to services and facilities that enhance their matchday experience.

For example, once on the Disability Access Scheme you will enjoy access to the following services and facilities. Click on the headings for more details-

[Accessible Entrances](#)

[Viewing Areas](#)

[Accessible Toilets](#)

[Changing Places Toilets](#)

[Deaf and hard of hearing](#)

[Blind and partially sighted](#)

[Sensory Suite](#)

[Lift Policy](#)

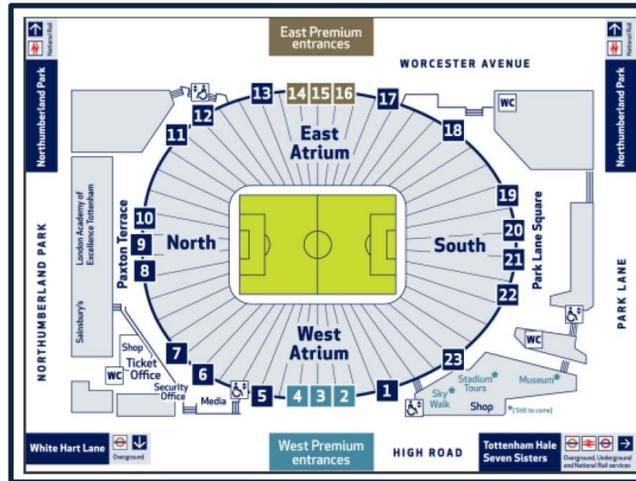
[Assistance Animals](#)

[Medical Exemption Certificates](#)

Furthermore, you should also consider registering with the Disability Access Scheme if you require a personal assistant to attend football matches.

For more detailed information on the Disability Access Scheme, please visit-

[www.tottenhamhotspur.com/the-stadium/accessibility/disability-access-scheme/](http://www.tottenhamhotspur.com/the-stadium/accessibility/disability-access-scheme/) or visit our [Disability Access Scheme FAQs](#).



## Accessible Entrances

The entire stadium perimeter is made accessible by five lifts that can transport supporters from street level (Level 0), to podium level (Level 1). The Stadium has four dedicated step free accessible entrances for home fans (Entrances 1, 5, 13 and 17) and one accessible entrance for away fans (entrance 11a). All entrances are served by multiple lifts transporting supporters to the viewing areas. Entrances are stocked with a minimum of the following:

10 x Audio commentary headsets

5 x Wheelchairs

5 x Sets of headphones (we have a supply but for hygiene reasons we would advise bringing your own)

5 x Sets of induction loops

1 x Dog bowl (entrances 1 and 13)

Any equipment signed out from the desk in the reception is to be returned to the entrances post-match. If you are an away supporter, you must return to the nearest Disability Access Steward. Please note that the audio descriptive headsets for away fans are delivered to your seat and should be requested no later than one week before the match. A map showing the location of the accessible entrances can be viewed by clicking the link below.

[www.tottenhamhotspur.com/media/27525/stadium-map-march-2020.pdf](http://www.tottenhamhotspur.com/media/27525/stadium-map-march-2020.pdf)



## Viewing areas

The stadium has wheelchair user accessible bays and dedicated easily accessible seats located throughout the stadium on all levels, giving supporters with access requirements a great variety of viewing options.

All levels of the stadium are accessible by stairs or lifts but please note that the use of these lifts is restricted to those who are on the Disability Access Scheme or possess a Lift Pass. Stewards are encouraged to use discretion for those who do not have either of these.

You can view an interactive seating map by clicking the link below.

[www.3ddigitalvenue.com/3dmap/clients/tottenham/](http://www.3ddigitalvenue.com/3dmap/clients/tottenham/)



## Accessible Toilets

There are 66 accessible toilets in the stadium, found throughout concourses, hospitality lounges, and the Tottenham Experience.

All accessible toilets have the following facilities:

- Radar Key access
- Grab rails by the toilet and sink
- Mounted flushing lever
- Full-length mirror
- Emergency assistance alarm fitted to floor level

Ambulant accessible toilets are available in each of the public toilets throughout the stadium. A small number of accessible toilets are fitted with baby changing facilities, but the vast majority are dedicated toilets.

Our Access Supervisors have Radar Keys. Should you need to purchase one please visit <https://www.disabilityrightsuk.org/shop/official-and-only-genuine-radar-key>



## Changing Places

There are three Changing Places facilities across the site. Two in the stadium, one in the East Atrium and one next to block 105 in the West Stand, and one more in the Tottenham Experience.

Each facility includes the following;

- Radar Key accessible
- Grab rails by the toilet and sink
- Mounted flushing lever
- Full-length mirror
- Emergency assistance alarm fitted to floor level
- Full adult size changing Bench
- Ceiling mounted electric hoist
- Shower and shower curtain
- Slip resistant flooring
- Sanitation bins

For more information about Changing Places visit [www.changing-places.org](http://www.changing-places.org)



## D/deaf and hard of hearing provision for fans

The seating area within the stadium is fully covered by a radio-based assistive hearing system (induction loop). The system is designed for supporters who have Telecoil hearing aids, with the 'T' setting.

Supporters wishing to use this service must sign out their induction loop system from one of our Accessible Entrances (1, 5, 13 or 17). Equipment must be returned in the same condition as it was in when signed out and to the entrance from where it has been signed out.

Away fans will have their headsets delivered to them before kick-off and are encouraged to return them to a Disability Access Steward post match.

Induction loop systems are also fitted into every catering kiosk and selected kiosks in the Tottenham Experience.



## Provision for Blind and partially sighted

**Audio descriptive commentary is available to supporters via the use of a receiver and headset. Our Audio Descriptive Commentary Team, Daniel Wynne and Gareth Dace, deliver a thorough match commentary pre, during and post match.**

**Supporters wishing to use this service must sign out the equipment from one of the Accessible entrances (1, 5, 13, 17). Please note that while we have a supply of headphones, we would advise bringing your own for hygiene reasons**

**Equipment must be returned in the same condition as it was in when signed out and to the entrance from where it has been signed out.**

**Away fans will have their headsets delivered to them before kick-off and are encouraged to return them to a Disability Access Steward post match.**



## Sensory Suite

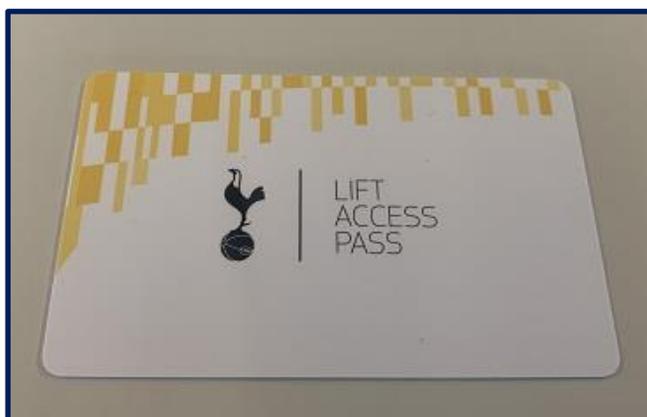
Our Sensory Suite is in the North Stand, block 416. The room itself offers a comfortable and calming environment for supporters. Supporters will have the option of watching the match both inside and outside the suite. Attendees are also presented with a sensory pack on their first visit.

We have recruited specialist Sensory Suite supervisors with experience in both disability and autism awareness to facilitate guests on the day and offer support where needed.

## Application / Booking Process

Before we can begin the booking process for your first match, we require all participants to complete the [Sensory Suite profile form](#). This will help us ensure any specific access requirements are catered for and help us deliver the best match-day experience possible. Once this form is completed, it will be submitted to the Access Team, who will be in touch to arrange match attendance.

If you are interested in accessing this facility, please contact the Access Team on 0208 365 5161 or on [Access@Tottenhamhotspur.com](mailto:Access@Tottenhamhotspur.com).



## Lift Access Pass

Use of our lifts is restricted to those who are on the Disability Access Scheme or possess a Lift Pass (Season Ticket Holders only). Access to lifts for all other fans will be at the discretion of our stewards should there be available capacity.

If you wish to join the Disability Access scheme or apply for a Lift Pass please complete the [Online Access Requirement Form](#), providing any supporting evidence.

Once approved we will send you a Priority Lift Pass Card which can be shown to the lift attendants on matchday.



## Assistance Animals

The Club welcomes assistance animals. There are two dog spending areas on-site, one outside entrance 11 near the North Stand and another in the South Stand. Access to either facility is given on request. Dog bowls are in accessible entrances 1 and 13.

If you are bringing an assistance animal to the stadium or are interested in accessing the dog spending areas, please contact the Access Team on 0208 365 5161 or on [Access@Tottenhamhotspur.com](mailto:Access@Tottenhamhotspur.com).



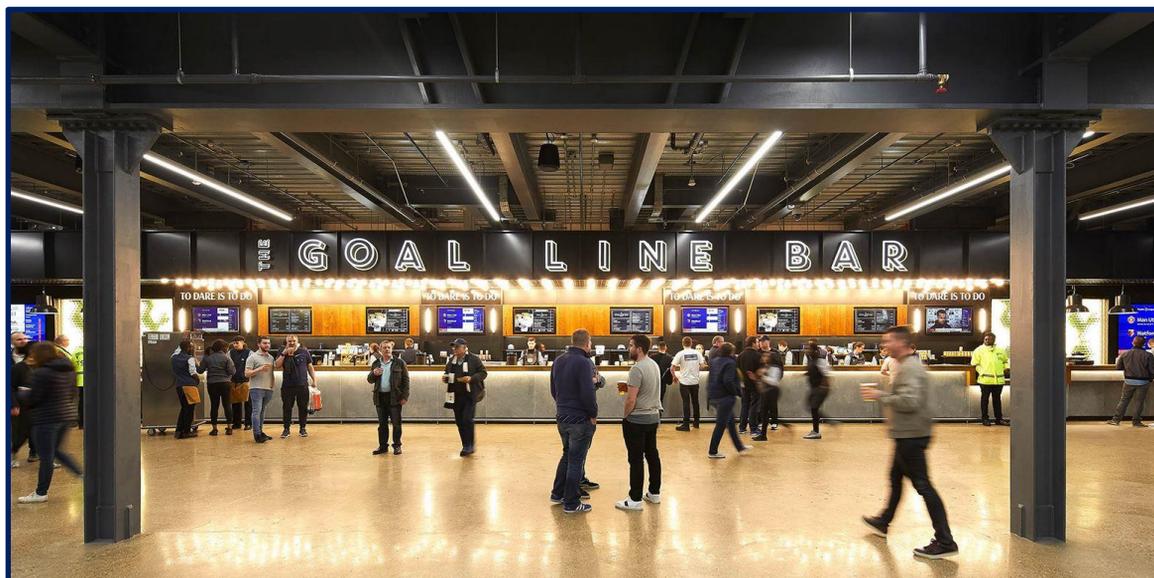
## Medical Exemption Certificates

Despite the stadium's [Bag Policy](#), the Club understands that some supporters will need to bring bags that do not meet these requirements into the stadium for medical reasons. In order to do so, an exemption certificate will be required.

Please note, if your medication or equipment fits within a A4 bag or Club-branded Bag for Life (Tottenham Hotspur Matches only) you do not need a medical exemption certificate.

All requests for exemption certificates must be submitted by completing the [Online Access Requirement Form](#). Once approved, we will email you a copy of your certificate which you will need to print and bring with you to the match.

Please be aware that all supporters with an exemption certificate will still need to have their bags searched and tagged at a street-level dedicated accessible entrance (1, 5, 13 or 17) before entering the stadium. This will be the only way to access the stadium on a matchday if you need to bring a bag with you on medical grounds.



## Catering services

**There are food and drinks outlets throughout the stadium on all levels. They have accessible counters and induction loop provisions.**

**We have an order to seat service for fans in our wheelchair user accessible seating areas. This service will also be made available for ambulant fans shortly. Stadium catering staff can take food orders, or this can be done via the club app.**

**Plus contact the club if you have specific dietary requirements.**



## **Ticket Office**

The home ticket office is located at Paxton House, to the North-West of the Stadium, and has level access. The away ticket office, which is also fully accessible, is located outside the away entrance, entrance 11, to the Northeast of the Stadium.

The Paxton House ticket office counters are lowered and fitted with induction loops.

For information regarding ticketing please visit:

[www.tottenhamhotspur.com/tickets/buy-tickets/home-tickets/](http://www.tottenhamhotspur.com/tickets/buy-tickets/home-tickets/)

For information about club membership please visit:

[www.tottenhamhotspur.com/fans/membership/one-hotspur/](http://www.tottenhamhotspur.com/fans/membership/one-hotspur/)

For Premium experiences please visit:

[www.tottenhamhotspur.com/tickets/premium-experiences/welcome/](http://www.tottenhamhotspur.com/tickets/premium-experiences/welcome/)

If you need further assistance, please contact the Access Team:  
0208 365 5161 or via email at [Access@Tottenhamhotspur.com](mailto:Access@Tottenhamhotspur.com).

The guide to purchase your tickets online can be found here:

<https://www.tottenhamhotspur.com/media/39826/purchasing-your-accessible-tickets-online.pdf>



## Access Stewards

On matchdays we have a team of dedicated Access Supervisors and stewards, identified in purple hi vis jackets. They are available to provide information and support pre match in the accessible entrances and in the concourse and accessible areas during the match or event.

If you need further assistance, please contact the Access Team on 0208 365 5161 or on [Access@Tottenhamhotspur.com](mailto:Access@Tottenhamhotspur.com).



## Away fixtures

The club is given a limited number of tickets for disabled fans for away fixtures. Disabled supporters can purchase tickets under the same conditions as non-disabled supporters (priority given to season ticket holders and those with enough loyalty points).

## Travel

Information about travel to away matches can be found by visiting:

[www.tottenhamhotspur.com/tags/matchtravel/](http://www.tottenhamhotspur.com/tags/matchtravel/)

Please ensure that you have purchased a ticket before making travel arrangements.



## Tottenham Experience

The Tottenham Experience is located on the High Road and is not only where the main Club Shop is but also where Stadium Tours start from. The Tottenham Experience has the following accessible facilities.

- Multiple lifts to navigate between levels
- Large wheelchair user accessible changing room
- 1 Changing places
- 1 Accessible toilet
- Managed queuing system on match-days
- Tills 2, 10 and 17 and the Shirt Printing Counter are fitted with hearing induction loops.

In November 2019, The Tottenham Experience won the national award for Best Inclusive Building at the LABC (Local Authority Building Control) Awards.

To access the Club Shop online visit [www.shop.tottenhamhotspur.com/](http://www.shop.tottenhamhotspur.com/)



## The Dare Skywalk

We now offer wheelchair user accessible climbs on The Dare Skywalk throughout the year. During your visit you can take it to the edge and scale the height of the stadium where you'll enjoy breath-taking views of the capital and step out onto a glass walkway 46.8m above the pitch.

Booked on a bespoke basis and normally taking place as the first climb of the day, wheelchair users who are seeking an adventure are now able to scale the height of our iconic stadium.

The pre climb briefing includes British Sign Language (BSL).

For more information about the Dare Skywalk please visit:  
[www.tottenhamhotspur.com/the-stadium/visitor-attractions/the-dare-skywalk/](http://www.tottenhamhotspur.com/the-stadium/visitor-attractions/the-dare-skywalk/)

To register your interest in a wheelchair user accessible climb please visit:  
<https://feedback.tottenhamhotspur.com/form-5603412/dare-skywalk-wheelchair-accessible-climbs>



## Stadium Tours

Step behind the scenes at the Tottenham Hotspur Stadium and walk in the footsteps of your favourite players. You'll gain an insight into how the players prepare on a matchday and follow their journey by walking out of the first team changing rooms, through the tunnel and into the dugouts. The tour is step free and any changes in level are via lift or escalator.

Using one of our multimedia devices, uncover pivotal information about Spurs history from Club legends, as well as never-heard-before interviews with players past and present. Our tour guides will be on hand throughout your journey to share insights, tell anecdotes and further bring the stadium to life.

The multimedia devices include British Sign Language (BSL).

For more information about the Stadium Tours please visit:

<https://www.tottenhamhotspur.com/the-stadium/visitor-attractions/stadium-tours/>



## Pre-booked Car Parking

Members who are registered with our Disability Access Scheme, and have provided supporting information regarding their Blue Badge, can pre-book spaces via our online booking system. To register for the Disability Access Scheme or to register for parking please contact the Access Team on 0208 365 5161 or on [Access@Tottenhamhotspur.com](mailto:Access@Tottenhamhotspur.com).

Once registered, you will receive an email after each match goes on sale, which will link you to our online booking system. Please note, parking will be allocated on a first-come-first-served basis.

## Stadium Car Parks

There are 74 accessible parking spaces in the stadium's basement, all of which are accessible via Worcester Avenue on a matchday. Pre-bookable parking is available in the following zones:

**Yellow Zone** – Situated under the North and West Stand

**White Zone** – Situated under the East Stand

**Grey Zone** – Situated under the South Stand

Please note that when parking at the Tottenham Hotspur Official Stadium Car Park you are required to arrive at least 2 hours prior to kick off. Also, post-match, you will be required to wait for up to 1 hour before being able to exit. These restrictions are in place due to matchday road closures in the surrounding area. All cars will be security screened before they enter the car park. Please allow extra time for this process.

For all car parks, please have your car park e-ticket ready for inspection as you approach the stadium as your e-ticket will be scanned on entry. Once a car is admitted and parked in the stadium's basement, we are unable to allow cars, or the supporters travelling within them, to exit and re-enter the stadium - this is due to security operations and crowd flows outside the stadium.

If you wish to visit the Ticket Office or The Tottenham Experience, we recommend that you park in the Sainsbury's Car Park on Northumberland Park before proceeding to the stadium basement car park at least two hours before kick-off.

The Stadium car park's height restriction is 2.1m. If your vehicle is higher than this, you will need to park in Sainsbury's, where the height restriction is 2.6m. See details below.

## Satellite Car Parks

There are also two pre-bookable Tottenham Hotspur Official Satellite Car Parks available for supporters with Blue Badges.

Sainsbury's Car Park (Northumberland Park)- Sainsbury's provides easy access to the Ticket Office and Spurs Shop at Paxton House, as well as public toilets. Please note that the spaces in this area are not dedicated Blue Badge parking bays - anyone requiring dedicated Blue Badge parking bays are advised to book into the stadium basement car park or St. Francis De Sales. Please also note that this car park will need to be accessed at least 1 hour before kick-off.



## Blue Badge Parking within the Controlled Parking Zones

Supporters with Blue Badges can park within the Major Event Day CPZ, in line with the terms and conditions of the Blue Badge Scheme. However:

- Please be mindful that you might be parking in residential roads, so please be considerate of our neighbours.
- Please note that fans with Blue Badges are not permitted to park in Homes for Haringey (HfH) estate car parks. A resident parking permit and a Blue Badge is required in order to park on any HfH estate. Anyone parking without the valid permits would receive a fine or your car could be towed away
- Please avoid parking on yellow lines as this could affect pre and post-match traffic flows and various post-match crowd control operations
- Supporters with Blue Badges can park outside the Traffic Management (road closure) Zone without any time restriction (in line with the Blue Badge scheme terms and conditions) but may have a longer distance to travel to and from the stadium.

For further assistance, please contact the Access Team on 0208 365 5161 or on [Access@Tottenhamhotspur.com](mailto:Access@Tottenhamhotspur.com).

A map of the controlled parking zones can be found by visiting:  
[www.tottenhamhotspur.com/media/21381/cpz-map.png](http://www.tottenhamhotspur.com/media/21381/cpz-map.png)

## Public Transport

The stadium is accessible by four local train stations - White Hart Lane, Seven Sisters, Tottenham Hale and Northumberland Park. Three of these stations are either undergoing or have undergone extensive refurbishments to improve access and capacity. For information about wheelchair user accessible and step free journeys visit:

[www.tfl.gov.uk/transport-accessibility/wheelchair-access-and-avoiding-stairs](http://www.tfl.gov.uk/transport-accessibility/wheelchair-access-and-avoiding-stairs)

All the routes from the stations to the stadium are wheelchair user friendly. Wayfinding signage has also been installed on major routes from all stations. White Hart Lane station is generally the busiest transport hub, especially in the hour before kick-off.

The Alexandra Palace and Wood Green shuttle bus services are fully accessible for wheelchair users, although it should be noted that the stations that they serve are not.

All Transport for London (TFL) buses are fully accessible. The East Bus Diversion route facilitates more localised running of TFL buses on matchdays. This means the 349 follows a new, much shorter diversion east along Lansdowne Road, Shelbourne Road and Northumberland Park before re-joining the High Road adjacent to Sainsbury's.

The West Bus Diversion Route for the 149, 259 and 279 operates as it did when we were at the Lane, with the intention that they also eventually follow the shorter East Bus Diversion route.



## Plan a journey

To plan a journey visit:

Transport for London: [www.tfl.gov.uk/plan-a-journey/](http://www.tfl.gov.uk/plan-a-journey/)

TFL travel information: 020 7222 1234

Customer services: 0845 330 9880

TFL text phone: 0207 918 3500

Information in Braille is centrally available with information on the London underground network.

For Greater Anglia services:

[www.greateranglia.co.uk/travel-information/journey-planning](http://www.greateranglia.co.uk/travel-information/journey-planning)



## Taxis

**A matchday black taxi rank is in operation on Scotland Green.**

**Scotland Green is located just off the High Road.**

**It is a 0.3 mile (6 minutes approximate) walk from Bruce Grove Station.**

**It is a 0.6 mile (11 minutes approximate) walk from The Tottenham Hotspur Stadium**

**It is a 1.2 mile (24 minutes approximate) walk from Seven Sisters Station**

**A map of the taxi rank location can be found by visiting:**

**[www.google.com/maps/place/Scotland+Green,+Tottenham,+London](http://www.google.com/maps/place/Scotland+Green,+Tottenham,+London)**



**‘SpursAbility’ is the official Spurs Disabled Supporters Association.**

**Their aims are:**

- To ensure that the stadium facilities continue to be accessible for all, regardless of disability, ensuring a positive match day experience for everybody.
- Give a direct and unified voice for fans at both club and national level for home and away matches.
- Provide an independent representative team dealing with inclusivity issues that inevitably arise in changing environments.
- Maintain communication links with the club for the benefit of all members.
- Engage with fans on social media to provide a safe and fun environment for our members.

**Email address:**

[info@spursdsa.com](mailto:info@spursdsa.com)

**Website:**

[www.tottenhamhotspur.com/fans/supporters-clubs/uk/spursability/](http://www.tottenhamhotspur.com/fans/supporters-clubs/uk/spursability/)

**Follow them on social media:**

**Twitter** [@SpursDSA](https://twitter.com/SpursDSA)

**Facebook** [Spurs DSA - Tottenham Hotspur Disabled Supporters Association](https://www.facebook.com/SpursDSA-Tottenham-Hotspur-Disabled-Supporters-Association)

For general enquiries:



Email: [access@tottenhamhotspur.com](mailto:access@tottenhamhotspur.com)



Telephone: 0208 365 5161

**Simon Blewett**

Disability Access Officer

Email: [simon.Blewett@tottenhamhotspur.com](mailto:simon.Blewett@tottenhamhotspur.com)

Mobile: 07741 313448

**Shirley Osborn**

Disability Liaison Officer

Email: [shirley.osborn@tottenhamhotspur.com](mailto:shirley.osborn@tottenhamhotspur.com)

Telephone: 0208 365 5161

**Manager- Levi Harris**

Supporter Liaison Officer

Email: [levi.harris@tottenhamhotspur.com](mailto:levi.harris@tottenhamhotspur.com)

Mobile: 07798 761972