



# Tottenham Hotspur v Manchester City

Tuesday 9 April, kick off 8pm (local time)

## Supporter Advice

### UEFA Champions League



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## SUPPORTER LIAISON

As your Supporter Liaison Officer, I along with members of the Safety & Security team will be in London to assist with any issues you may have in relation to tickets, travel or general questions. I can be contacted by email [slo@mancity.com](mailto:slo@mancity.com) or by mobile, +44 (0)7827 997817.

## GETTING TO THE STADIUM

The address for the Tottenham Hotspur Stadium is 748 High Road, London, N17 0AP



Well-served by bus routes and within walking distance of four rail stations, the Stadium is very much a public transport destination. In most cases, we discourage all supporters from driving to the Stadium, so public transport options should be explored before travelling.



## **Trains**

The Stadium is served by four train stations:

- White Hart Lane — (London Overground): approx. 5 mins walk to the Stadium
- Seven Sisters — (London Underground Victoria line and London Overground) approx. 30 mins walk to the Stadium
- Tottenham Hale — (London Underground and Abellio Greater Anglia services): approx. 25 mins walk to the Stadium
- Northumberland Park — (Abellio Greater Anglia services): approx. 10 mins walk to the Stadium

## **Buses**

The Stadium is well-served by a number of bus routes operated by Transport for London.

## **Car Parking**

There is no parking available for general admission supporters at the Stadium.

## **Accessible Parking**

Parking for visitors to the Stadium with a disability or impairment is limited and access, entry and exit times are subject to restrictions due to road closures. There are five accessible parking spaces available to visiting supporters. These must be booked with the Disability Access Team at [access@tottenhamhotspur.com](mailto:access@tottenhamhotspur.com) no later than 72-hours before the match.

## **Supporter Coaches**

Coach parking at the Tottenham Hotspur Stadium must be pre-booked in advance. All pre-booked details will need to be requested via the Supporter Services team [supporterservices@tottenhamhotspur.com](mailto:supporterservices@tottenhamhotspur.com). Details needed for all coach bookings are;

- Name/Company Name:
- Event day contact number:
- Email address:
- Vehicle registration number(s):
- Estimated time of arrival:
- Estimated number of passengers:

If any passengers are traveling in a wheelchair or require assistance, please indicate this to us at the time of booking. After your details have been received, your details will be registered on our database. You will be sent an e-parking ticket to the email address provided. Coaches must arrive 2-3 hours before the start of the event to comply with local road closures. You will be allocated a zone to park in, which will be highlighted on your e-ticket along with directions to your allocated parking zone. Coaches must leave 1-2 hours after the event.

For more details on transport arrangements, please visit: [tottenhamhotspur.com/Ask-Spurs](https://tottenhamhotspur.com/Ask-Spurs)

## ACCESSING THE STADIUM

**Match Tickets:** **Only supporters with a valid match ticket will be admitted.** Those with damaged or forged tickets, or people who have lost or had their ticket stolen will not be allowed access. Entry in to the stadium can be slow. There will be ticket checks and searches by the Tottenham Hotspur Club stewards and local police both in advance and entering the stadium.

Tickets are not transferable and cannot be used by any other supporter. **Duplicate tickets will not be issued.** Take care of your match ticket at all times.

**Row numbers are clearly marked on the end seat of the row and steps, please ensure that you sit in the seat that has been allocated to you.**

**Stadium Access:** Manchester City are located in the North-East corner, Blocks 114-118. Supporters enter the stadium via the dedicated entry point.

**Turnstiles open at 6pm** and supporters are advised to arrive early for ticket and security checks prior to entering the stadium. There are 8 turnstiles for supporters to use.

There will be soft ticket checks and thorough searches prior to entering the stadium. Tottenham Hotspur stewards will conduct the searches and ticket checks with local police officers in support. Police and stewards are present both inside and outside the stadium.

Local Police have stated that supporters will not be allowed in the stadium if:

- You do not have a valid match ticket
- You have been prohibited from attending sports events in the past
- You are visibly drunk or under the effect of narcotics
- You are found to be carrying prohibited items

Any City supporters in the home areas of stadium face ejection for inappropriate behaviour and this may result in further sanctions being taken by Manchester City Football Club.

**Match Programme:** Will be available for this match

**Food & Drink:** Available from kiosks inside the stadium. Alcohol will be served in the away end. Challenge 25 will be in operation and limited to 4 drinks per transaction.

**Cashless Payments:** It is a fully cashless stadium. No cash will be accepted for any purchase made within the Stadium and its surrounding campus, including the Tottenham Experience. For visiting fans, payments can be made using the following methods:

- All major contactless debit/credit cards, with chip and pin applying for purchases over £30.
- Mobile and wearable payment, including Apple Pay and Google Pay, this method supports high value payments.
- Tottenham Hotspur Stadium Prepaid Card — these are now available in Club shops or online — cards can either be ordered in advance and delivered by post or made available for collection in store within minutes for same day use via our 'click and collect' service.



**Category One:** Located in **Block 503** . Supporters who have been allocated seats in this area should enter the stadium through **Entrance 23** which is located to the left of the main entrance.

**Access Information:** The Stadium is fully accessible.

Wheelchair spaces are adjacent to the away section, with companion seats next to the wheelchair user. In addition, easy access seating is available.

Passenger lifts are available to access seating. Wheelchair access toilets are available and accessed with RADAR keys which can be obtained from our stewarding team if required.

There are two Changing Places toilets for those with complex care requirements within the Stadium, however, please notify Tottenham Hotspur in advance of the match if you require access so suitable arrangements can be made. There is also a Changing Places toilet within the Tottenham Experience.

Audio Descriptive Commentary is available for visually impaired supporters in English only. Assistance animals are also welcome.

**Attending with Children** All supporters who enter the stadium are required to have an individual ticket and seat. For avoidance of doubt, this includes babies in arms. Please note that there are no facilities within the Stadium for storing push chairs.

**Acceptable items:** Flags or banners 2m x 1.5m; without poles and subject to size, language and content  
Small bags (25 x 25 x 25 cm) are permitted but will be subject to a thorough search.  
Small personal cameras; no professional equipment, for private use only

**Prohibited items:** **NO PYROTECHNICS, SMOKE BOMBS OR FLARES**  
**No lighters or electronic cigarettes – it is a no smoking stadium**  
**No megaphones and drums**  
**No mobile phone chargers and/or charging packs**  
Professional audio or visual recording equipment  
No bottles or can will be allowed in to the stadium  
Alcohol is banned within and around the stadium: it is an offence to be under the influence of drink and drugs when you enter the stadium.  
Discretion lies with the Tottenham Hotspur stewards as to who is deemed a safety risk, so please drink sensibly or you may face the possibility of not being allowed to enter the arena.

**Please note the above acceptable and prohibited items is not extensive and is subject to change. The final decision on what will or won't be allowed in to the stadium lies with Tottenham Hotspur and the local police.**



**Bags and Luggage:** Security checks for all spectators will take place at the top of the staircases that lead onto the entry level podiums — Paxton Terrace and Park Lane Square.

These will be conducted 'airport-style' with supporters being asked to walk through a magnetometer arch. This is a simple process — no need to remove shoes, belts, watches, mobile phones etc. Please note that large bags will be refused entry to the Stadium. Once spectators have passed through the security checks, they will be free to approach the turnstiles.

**There is a restricted bag policy in place**, and you are strongly encouraged not to bring bags of any type, however the security policy permits that the following sized bags may be brought in to the Stadium, albeit after they have been searched:

- Personal bags of A4 size or smaller (21cm long x 30cm high).
- Clear plastic carrier bags with a maximum size of 30cm long x 30cm high.
- Sealable, Club branded, plastic or vinyl merchandise bags purchasable online or from Club outlets. Bag size is 30cm long x 6cm wide x 30cm high.

Please note that the policy has been developed to not only ensure a safe environment for all, it has also been adopted to significantly speed up access in to the Stadium for those coming empty-handed, whilst those choosing to bring a bag to the Stadium will be delayed, possibly by a significant length of time, whilst the bag is checked and tagged.

No left luggage service is available at the Stadium. The closest left luggage service is based at King's Cross Railway Station. If you carry prescription medicines in a bag that is larger than the policy permits, please contact the Disability Access Team ([access@tottenhamhotspur.com](mailto:access@tottenhamhotspur.com)) before your visit, so that arrangements may be put in place to accommodate any such requests.

**Respect the Badge:** We recognise that most supporters want to watch a football match and not to listen to abusive or indecent language from the stands. Discriminatory behaviour which includes, shouting, chanting or actions such as racist, sectarian, homophobic, sexist or anti-disability behaviour is unacceptable.

If you witness incidents like these please get in contact with a steward as soon as you can and report your concerns, this will help us to act on them as quickly as possible.

**The use of pyrotechnics, flares and smoke bombs is also prohibited and anyone found in possession of or being associated to these items faces arrest.**

**Kick It Out:** The 'Kick It Out' app provides news updates on the campaign's latest projects, but its most prominent feature is the 'Report It!' function which empowers people at all levels of the game to report incidents of discrimination. The Kick It Out football fans' guide to reporting abuse and discrimination can be found [here](#) or download the app [today](#).

**Football v Homophobia** In 2008, the Justin Campaign was formed to tackle homophobia, biphobia and transphobia in football, and two years later the initiative FvH began. Find out more and how you can [take action here](#).



## #EqualGame

In 2017 UEFA launched a new Respect campaign: #EqualGame. This campaign seeks to demonstrate and champion the incredible and often inspiring diversity of football in Europe, and stars of the game from grassroots right up to the elite level is giving crucial support. The #EqualGame campaign promotes diversity, inclusion and accessibility. The campaign aims to help to bring the football community closer together, while also ensuring that values such as inclusion, gender equality and the fight against discrimination remain at the forefront of UEFA's vision and beliefs. #EqualGame is about people and their football stories – for more information: [www.equalgame.com](http://www.equalgame.com)

**The local police have advised that all supporters arrive at the stadium from 6pm as the security checks at the entrance may take some time. Anyone not in the stadium by 7:30pm, may be delayed in entering the stadium in time for kick-off.**

## POST-MATCH

We have been advised it is likely there will be a hold back. Tottenham Hotspur have confirmed there will be access to the concourse area and concessions. Key messages will be announced via the PA system on the night. We ask that you be patient and work with the Club at this time.

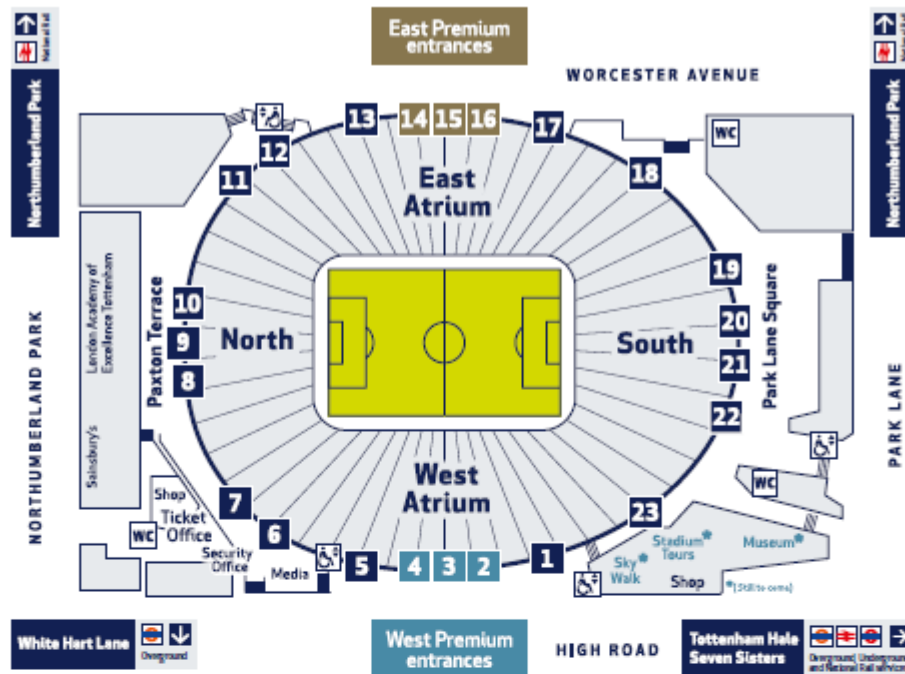
We wish you a safe journey and look forward to seeing you in London.

All information is correct at time of publication and subject to change. Information has been provided from the opposing Club. The Club accepts no liability for changes that are made in advance or on the day by the local police or opposing Club.



## TOTTENHAM HOTSPUR STADIUM

### Overview



### Seating Blocks

