MEDIA GUIDE



FOREWORD

It is my great pleasure to welcome you to our new home which has been more than a decade in the making.

Our vision has been to design and deliver a stadium for our supporters and visitors that is truly exceptional sitting in the heart of a community we are passionate about - and to create a new sport, leisure and entertainment destination in London.

The multi-purpose design of our stadium will see it host a variety of sports, concerts and events. Further developments will include a hotel, extreme sports facility, commercial and residential properties - to complement the stadium and the Tottenham Experience, which houses the Club Shop and, in future, Museum and Archive.

We have looked to design and deliver the most atmospheric stadium of its kind, incorporating the largest single-tier stand in the country and a tight stadium bowl configuration that ensures everyone is closer to the pitch than at any comparable venue, coupled with world-class facilities.

We shall be a home for the NFL in London. Their dedicated entrance, as well as dressing rooms and medical facilities in our East Stand, mean our stadium is the only one outside the United States specifically designed for the sport.

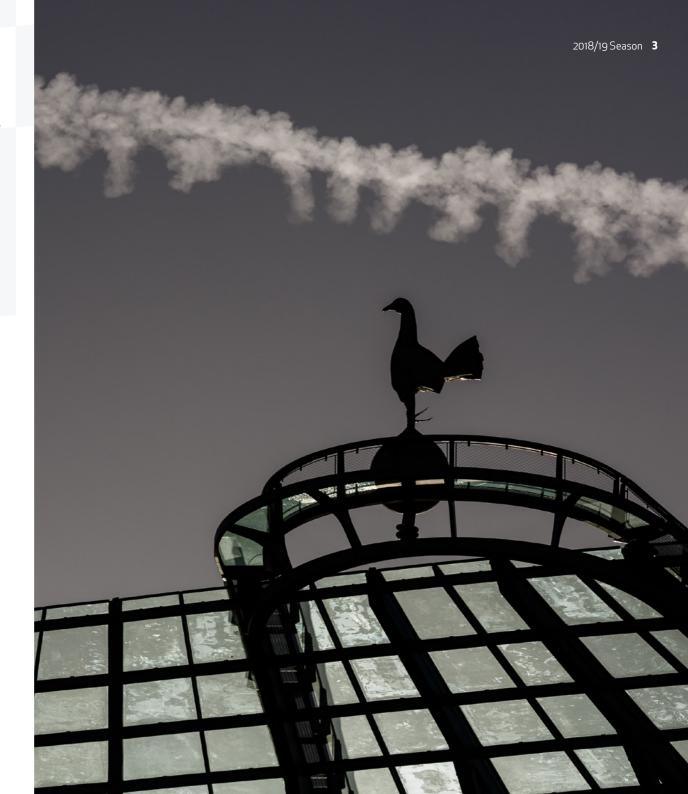
Surrounding the stadium, we have delivered hundreds of new homes, new schools and shops, as well as restoring historic buildings to help kick-start the regeneration that will transform North Tottenham, creating thousands of jobs and pumping hundreds of millions into the local economy each year.

This truly is a new landmark for London. We are proud to call it our home and to welcome you to it.

Yours,

Daniel Levy

Chairman, Tottenham Hotspur



SECURING YOUR MEDIA ACCREDITATION

Please ensure all media accreditation applications are submitted to us no later than 72 hours before Premier League matches and one week before UEFA matches you are applying to attend. Please include any requests for a gantry or radio / ISDN line seat when doing this.

You must inform us of the type of accreditation you are applying for (written media, radio, photographer, TV non-rights holder) and any specific access required.

If you are a media representative from the same country as the visiting club then you should contact them directly to submit your accreditation request.

DOMESTIC COMPETITIONS

All accreditation requests for Premier League, FA Cup and EFL Cup games should be made through the online Football DataCo accreditation system.

In order to access this system and apply for a domestic fixture you will require a Premier League licence, which is only available through Football DataCo.

For further information on how to secure a Premier League licence, please contact Football DataCo's Media Accreditation Manager Kelly Buckley: Email: kbuckley@football-dataco.com Tel: +44 (0) 207 864 9163

Specific matchday access can be requested on the Football DataCo accreditation system on a match-bymatch basis.

EUROPEAN COMPETITIONS

All accreditation requests for European fixtures should be emailed to accreditation@tottenhamhotspur.com

In order to process your application, we will require proof that you have an AIPS card or a Football DataCo / Premier League licence.

ISDN ORDERS

For ISDN orders please contact Spitfire: Email: thfc@spitfire.co.uk Tel: 020 7501 3117 Mobile: 07747 463117













GETTING TO AND FROM OUR NEW HOME

The best way to reach the stadium is by public transport, with the stadium well served by bus routes and within walking distance of four train stations.

You will see service improvements, better pedestrian walkways, clear signage, cycle parking and regular transport and station updates on Club channels and directly around the stadium

We are unable to offer parking for media and we discourage driving to the stadium. As with the old stadium, the local authorities will operate a Controlled Parking Zone (CPZ) - the boundaries of which have been extended by Haringey and Enfield Councils.

Improvements are currently being implemented at our four stations. This means that some disruption may be experienced initially, resulting in changes to services, short notice engineering work or alterations to usual access points at stations.

We therefore encourage you to plan your journey before travelling to us for every visit, taking into account potential delays and queuing times.

Click here for a full guide to all transport options available.

You can also download the brand new Spurs Official App via the Apple or Google Play stores, which provides travel information, as well as using wayfinding technology to help you find your way around our new home.

If you have any questions, our Fanbassadors, located on route to, inside and outside the stadium, will be able to assist you.

Our Fanbassadors have been recruited from the local area via the Tottenham Hotspur Foundation as part of our wider employment drive.





TRAINS

The stadium is served by four train stations:

- 1. White Hart Lane (London Overground): approximately a five-minute walk to the stadium.
- 2. Seven Sisters (Victoria line and London Overground): approximately a 30-minute walk to the stadium.
- 3. Tottenham Hale (Victoria line and Abellio Greater Anglia services): approximately a 25-minute walk to the stadium.
- 4. Northumberland Park (Abellio Greater Anglia services): approximately a 10-minute walk to the stadium.

A fifth train station, Meridian Water, served by Abellio Greater Anglia Services (opposite Ikea on Meridian Way), will open in summer 2019. It is approximately a 25-minute walk to the stadium

TRAVEL TIPS TO GET YOU **TO US QUICKER**

Travelling through Victoria

Take the Victoria line to Seven Sisters or Tottenham Hale, then take a bus to the stadium, Overground to White Hart Lane or walk.

Travelling through Waterloo

Take the Northern Line to Euston and then take the Victoria line as above.

Travelling through Paddington or Marylebone

Take the Hammersmith and City line to Liverpool Street for trains to Northumberland Park or White Hart Lane. Alternatively, you could take the

Hammersmith and City line to King's Cross and the Victoria line as above. If you are travelling through Marylebone you will need to walk to Baker Street to access the Hammersmith and City line.

Travelling through Euston or King's Cross St Pancras

Take the Hammersmith and City/Circle/ Metropolitan line to Liverpool Street for trains to Northumberland Park or White Hart Lane.

Travelling through Liverpool Street

Use national rail for direct trains to White Hart Lane or Northumberland Park.

Travelling through Stratford

Take a direct national rail train to Northumberland Park

Travelling through Fenchurch Street

Walk to Liverpool Street for trains to Northumberland Park or White Hart Lane



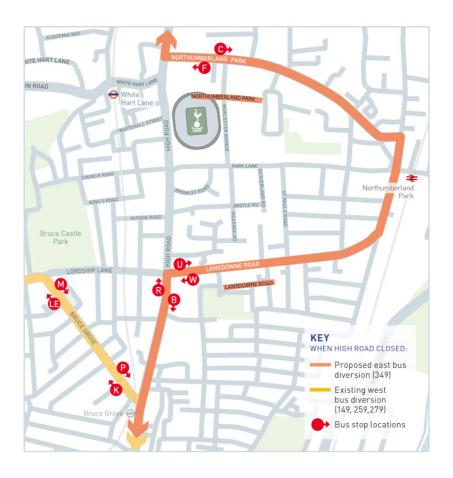
BUSES

The Club is working with TfL buses to minimise the need for bus diversions on Event Days so they are back operating on the High Road as soon as possible after the final whistle.

The other local TfL bus services. including the routes 476, 341, 318, 243 and 123, can be accessed at the bus stops close to the High Road/ Lansdowne Road junction to the immediate south of the road closure area - a five-minute walk from the stadium.

The introduction of a new Fast Bus Diversion route by Haringey Council will facilitate more localised running of TfL buses on matchdays. This means 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.

The West Bus Diversion Route for the 149, 259 and 279 will operate as it did when we were at White Hart Lane, for the time being.



BICYCLES

Infrastructure is being provided to support an increase in those that choose to cycle to our stadium. Cycle Superhighway 1 already runs to the stadium from the south, while a mini-Holland route in Enfield is currently 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 our new home, located both on and off-street away from the stadium for security reasons so that residents and people working in the area can also use them on non-matchdays.

Cycling helmets will be allowed to be taken into the stadium (but not those with a full mask attached).

Please <u>click here</u> for details of cycle parking for the stadium.



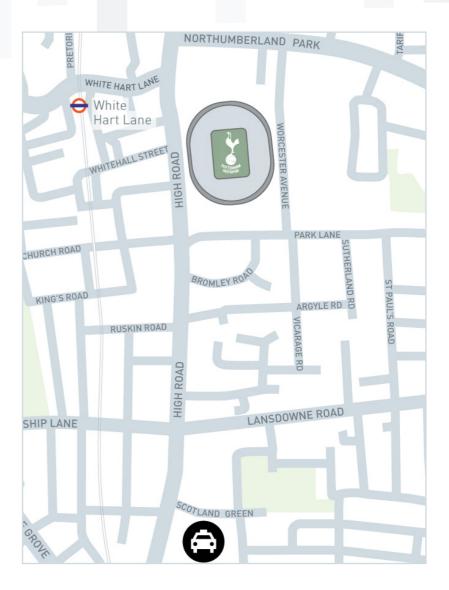


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TAXIS

The Club is keen to support local 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 on matchdays.

We have secured a new Event Day black taxi rank at Scotland Green which is just off the High Road. It can also be used by those with accessibility needs.



INTERNATIONAL AIR TRAVEL

The stadium is accessible from all of London's major international airports.

Please see our website for travel updates.



ACCOMMODATION

Hotels.com is the Club's Official Accommodation Partner, with a huge selection of hotels worldwide, including a large number in London. Special offers are available through the Club to media who are booking a hotel ahead of our games through Hotels.com. If you are considering exploring this option then please email us at **press.** office@tottenhamhotspur.com

ACCESSING THE STADIUM

COLLECTING ACCREDITATION

All accreditations for the media tribune, radio positions and photographers can be collected from three hours before kick-off from The M Media Entrance (please see map below). This is located just off the High Road on the ground floor at the North West corner of the stadium adjacent to the Security Office.

Please ensure you have your relevant ID with you when collecting your accreditation.

In addition to receiving your accreditation on arrival, you will also be given a complimentary matchday programme.





BAG POLICY / SECURITY

Everyone will be subject to security checks and searches. These will be conducted 'airport-style' by walking through a magnetised arch. You should allow additional time when arriving at the stadium to pass through these security checks, particularly as all bags will need to be searched too.

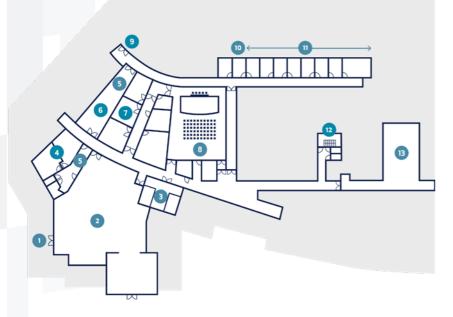
Please be aware that no left luggage service is available at the stadium. The closest left luggage service is based at King's Cross station.

If you carry prescription medicines or any other items you need to keep about your person, please contact accreditation@tottenhamhotspur. com before your visit so that arrangements may be put in place to accommodate your request.





MEDIA FACILITIES



- 1. The M Media Entrance & Accreditation Collection Point
- 2. The M Media Café
- 3. Lifts to: Accessible Media Tribune (Level 1, Block 105) Pitch-view TV Studios (Level 4) Gantry (Level 5, Blocks 504 & 505)
- 4. Match Day WCs
- 5. Lockers
- 6. Photographers' Suite
- 7. Internal TV Studios

- 8. Auditorium
- 9. Photographer Pitchside Access
- 10. Radio Interview Room
- 11. TV Flash Interview Rooms
- 12. Stairs to Media Tribune
- 13. Mixed Zone



THE M

Once you have passed through the security checks and received your accreditation, you will enter The M Media Café, your dedicated working facility.



Pre-match and half-time food and drink will be provided in this space for accredited media attendees including vegetarian and gluten free options. Please contact accreditation@ tottenhamhotspur.com one working week prior to attending if you have any specific dietary requirements, allergies or food intolerances.

The M Media Café offers seating for more than 200 people with a contemporary range of seating and table options to work or dine at. The M Media Café is a purpose-built media working space, fully enabled with complimentary WiFi, USB ports, hardwired power and data, while our 20 AV screens and two multi-screen media walls will show live match coverage from UK broadcasters, as well as the latest Club news including team lineups.

The M Media Café will be open to media three hours before kick-off and you will be able to continue your work for up to three hours after the final whistle.

A separate entrance to The M on the High Road will be open on non-

matchdays for the public to utilise as a high street-style Grab and Go coffee area in the mornings, while the main media working space will have a daily food bar, offering seasonal menus in an informal and relaxed atmosphere throughout the day.

MEDIA TRIBUNE

Members of the written media, TV nonrights holders and club staff of both teams will watch the game in the Media Tribune on Level 1, which is located to the left of the players' tunnel in the lower tier of the West Stand.

There is dedicated access to the Media Tribune from The M Media Café and your seat location will be specified on your accreditation pass. Media stewards will be available to guide you to your seat if you have any questions.

Power, data and USB ports are provided to every desk in the Media Tribune as well as a clear view of a TV monitor that will show live match coverage and replays.

For those with accessibility requirements, fully equipped media desks are also available for wheelchair users, in Block 105 on Level 1, directly in front of the Media Tribune. Please specify on your accreditation application if you do require use of these facilities

We politely remind all media that this is a working area, and therefore we ask that you refrain from cheering, wearing club colours or standing up during play as this can block the view of others. Filming during the match is not permitted from the Media Tribune.

GANTRY

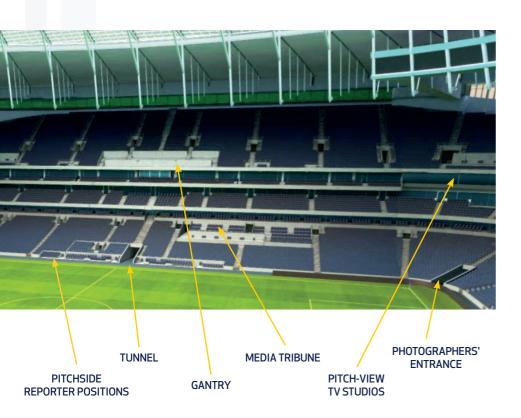
Radio and TV commentary positions are located in the gantry, situated at the front of the West Stand's upper tier on Level 5.

You can access the gantry via elevators located in close proximity to The M as illustrated in the map on pg 15. Once on Level 5, you should enter the stadium bowl via blocks 504 or 505.

Each commentary position on the gantry has access to power and data, as well as a clear view of a screen, which will show live match action as well as replays, while free WiFi is also available.

Please ensure you specify in your accreditation request if you require a gantry or radio/ISDN line seat, and that we are made aware of this at least three days before the match. Please see pg 4 for ISDN order contact details.

One post-match flash interview position with an ISDN2 point has been allocated for the use of reporters representing radio rights holders for domestic matches. This area shall be used for all manager and player radio rights holder interviews and is illustrated in the map on pg 15.



AUDITORIUM

The Auditorium will host the press conferences of both teams' managers and can be accessed from all media areas.

All media representatives will have access to free WiFi in this area, while seats are equipped with data outlets, power and USB ports.

Broadcast non-rights holders are permitted to film in this area.

Rows are tiered with the camera platform situated centrally, although it may be required at times to move this to the rear of the room, depending on the competition and fixture.

Both camera platforms have their own dedicated splitbox and there are more than 60 audio outputs throughout the auditorium.

We ask that all TV and radio representatives utilise the audio plugins and that the press conference table at the front is clear of microphones and dictaphones.

Camera operators are free to set their equipment up in this area prior to the match, however we cannot accept responsibility for any loss or damage.

The Auditorium also houses an interpreter's booth that allows for simmultaneous translation when required, especially for UEFA press conferences.

This space is also designed to host conferences and presentations and can be used as a cinema room.

POST-MATCH BROADCAST & RADIO INTERVIEW POSITIONS

There are 10 flash interview positions located next to the tunnel for the use of broadcast & radio rights holders, illustrated on pg 15.

Flash interview room nine is equipped with an ISDN2 point and this has been allocated for the use of radio reporters for domestic fixtures to conduct interviews with managers and players.

Only those with the appropriate accreditation shall have access to this area on matchdays.



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MIXED ZONE

The Mixed Zone is situated directly outside the players' tunnel and is accessible for all media to conduct postmatch interviews with players.

Broadcast connectivity as well as WiFi is available in this area.

Please note that for domestic fixtures, only broadcast rights holders are permitted to use a camera to conduct interviews in the mixed zone, as per Premier League rules.

This is a working area and we therefore ask media representatives to refrain from asking players for photographs or autographs.

PHOTOGRAPHERS

Photographers should enter the stadium via the M Media Entrance, located on the ground floor at the North West corner of the stadium, and will be subject to the same security checks and searches as all other media representatives. Please factor this into your journey when travelling to the stadium.

Pre-match and half-time food and drink will be available from the M Media Café, while there is a dedicated working area for photographers situated across the corridor, as illustrated on pg 15, and each work station has access to hardwired power and data along with complimentary WiFi.

The Photographers' Suite also houses dedicated electronically operated lockers for photographers to store their equipment prior to going pitchside in order to ease congestion in all areas. Pitchside working positions for all photographers are located behind the

LED advertising boards at either end of the pitch behind the goals.

All photographer stools should be no taller than 50cm to minimise the impact on sightlines for spectators.

As with protocol at our previous venues, pre-match photos of the managers by the dugouts when the teams come out are not permitted.

We ask that all photographers are in their working positions pitchside at least 10 minutes before kick-off.

LOCKERS

Electronically-operated lockers are available for photographers and camera operators to store equipment prior to kick-off. For camera operators, these are located in the M Media Café, while for photographers these will be in the Photographers' Suite.

To lock your locker press C followed by a four digit code of your choice and then On. Follow the same procedure to unlock entering the exact four digit code used to lock your locker.



ACCESSIBILITY

All our media working areas have been designed to meet accessibility requirements, including wheelchair needs. If you have any specific access requirements, please email accreditation@tottenhamhotspur.com prior to the game you plan on attending.

TECHNOLOGY & CONNECTIVITY

Our stadium is one of the most technologically advanced in Europe and has been designed with technology incorporated into the fabric of the building to enhance the experience for everyone, with free WiFi in all areas and high-density mobile coverage.



To access our WiFi please follow these steps:

- 1. Connect to the WiFi SSID called 'Stadium Guest'
- 2. The Tottenham Hotspur WiFi web page should open automatically. If this doesn't happen then you should open a web page and this will redirect you to the WiFi landing page
- 3. Once on the landing page, click the web link for 'Media and Partners'
- 4. This will redirect you to the Media and

Partners landing page where a username and password will be required to access the network. This is available at the sign-in desk as well as broadcast on all screens in our media working areas. Data cables are also available if you wish to use wired connectivity and can be obtained from our IT staff, who are located in all media working areas and will be wearing branded club uniform with TECH printed on the back.

Should you encounter any issues you can also contact our IT team through one of the following methods:

Tel: 020 8365 5045 **Email**: ITServiceDesk@ tottenhamhotspur.com

All ISDN requirements are handled by Spitfire and should you have any questions please use the contact details below:

Email: thfc@spitfire.co.uk **Tel**: 020 7501 3117 **Mobile**: 07747 463117

CASHLESS PAYMENT

We are proud to deliver the world's first fully cashless stadium. This means no cash will be accepted for any purchase made within our stadium and its surrounding campus, including the Tottenham Experience. This has been implemented to speed up service and reduce queue times.

We accept all major contactless debit and credit cards with chip and pin for purchases up to £30, as well as mobile and wearable payment including Apple Pay and Google Pay, which support high value contactless payments.

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STADIUM OVERVIEW

STADIUM FAÇADE

- -35,000 tiles on the stadium's exterior
- -4,801 perforated metal panels make up the stadium's veil, which are fitted to modular frames affixed to the rear of the stands
- The remainder of the exterior of the stadium is comprised of 2,505 glass panels

STADIUM BOWL

- 62,062 capacity the largest Club stadium in London
- -17,500 seats in the South Stand the largest single-tier stand in the UK with a height of more than 34 metres
- 42,000 the number of Season Ticket holders
- 105m x 68m our new stadium's pitch dimensions (White Hart Lane – 100m x 67m)
- Less than five metres from the pitch to the single-tier 'home end', with no

front row seat being any more than eight metres away from the touchline across the stadium

- The angle of the stands is set at up to 35 degrees

ROOF

- The circumference of the roof is approximately 720 metres
- The roof is made up of 287 glass roof sections and 810 roof cassettes consisting of metal and acoustic panels facing the bowl and a membrane facing the sky
- 54 flying columns create the support between the upper and lower tension rings in the roof
- A force of 20,000 tonnes was used to lift the roof via tension cables
- 324 floodlights mounted on the underside of the stadium's roof in clusters of six

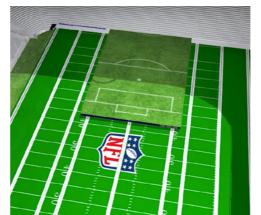


SLIDING GRASS PITCH

- Grass pitch sits in three pitch-long steel sections, weighing more than 3,000 tonnes each
- Each section is driven by 68 electric motors and rolls along rails using 168 wheels
- Sections slide out simultaneously in approximately 25 minutes, before moving laterally to create seamless surface
- Once all sections are connected, the hydraulic sides lift up to bring touchlines to same level as the pitch
- Grass pitch retracts into storage garage in the South Stand when other events are played on artificial surface underneath
- Grass pitch can stay in the garage for up to 10 days thanks to LED lighting, cooling and irrigation systems
- Click here to see a visual demonstration of the sliding pitch.









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SCREENS

- There are close to 1.800 HD TVs throughout the stadium's general concourse and Premium areas
- Four bespoke main LED video displays inside the stadium bowl totalling more than 1,000 square metres (enough to fill both penalty areas). This includes two screens in the South Stand each measuring 325 square metres, the largest stadium screens in Western Europe.
- Two LED video displays on the South West and South East facades, fitted on the exterior of the stadium, each measure 178.9 square metres



PLAYER FACILITIES

- Facilities include a restaurant with separate kitchen to prepare team food, pre-match players' lounge, creche, family lounge, hydrotherapy pool and warm-up
- 23 lockers in home changing room, each with integrated screen and charging points

CONCOURSES

- Nine floors with Levels 1, 2, 4 & 5 accessible to general admission fans
- The concourse floors are embedded with aggregate from White Hart Lane
- A number of heritage plaques throughout the stadium including the centre spot from White Hart Lane

- Art gallery showcasing the work of four local artists will be on display in the West Stand to raise awareness of local creative talent
- A range of engaging feature walls throughout concourses celebrate our past and present, including one dedicated to Bill Nicholson
- 471 WCs (84% for females) and 773 urinals across the stadium
- 115 turnstiles

FOOD AND DRINK

- 65 the number of food and drink outlets in the concourse areas across the stadium
- 878 total number of cashless payment points in the stadium
- Three feature bars The Shelf, The Dispensary and The White Hart
- 65 metres the length of the Goal Line Bar in the South Stand, the longest bar in Europe which runs parallel with the entire goal line
- First football stadium in the world to house its own microbrewery, the source of all craft beer served throughout the stadium

PREMIUM

- -8.000 number of Premium seats
- Eight different types of Premium membership - Premium Seats, Loge Suites, Sideline Suites, The Loge on Four, The Suites on Four. The Tunnel Club and The H Club
- World-renowned chefs Chris & Jeff Galvin, the Roux family, Bryn Williams and Dipna Anand will design the menus for our Premium guests on matchdays throughout the season
- The Club will also offer emerging chefs from the local area and entrants into

competitions like the Craft Guild of Chefs 'National Chef of the Year' the opportunity to design the menu and host service in our Premium areas

ACCESSIBILITY

- 265 wheelchair bays split across all tiers SUSTAINABILITY as well as the single-tier South Stand
- Provision for 514 dedicated ambulant
- Three Changing Places toilets for those with complex care requirements, as well as 74 accessible toilets throughout the stadium campus
- All concession counters around the stadium have been lowered for easier access
- Dog spending areas available for assistance dogs

TOTTENHAM EXPERIENCE

- Home to the largest retail space of any football club in Europe
- -In future, it will also host a range of other visitor attractions including a Club Museum and Sky Walk, allowing visitors to climb the exterior of the stadium





- Eliminated plastic straws, stirrers, cutlery and plastic disposable packaging that accompanies these items as part of our single-use plastic reduction plans, as well as replacing 5p standard carrier bags with biodegradable alternatives (Click here for more information)
- Any new contracts which come up for tender will also include a requirement to cut single-use plastics
- Two different types of bins available in all concourse areas - general waste and dry mixed recycling
- Dry mixed recycling bins taken to a nearby material recovery facility to be separated in order to produce quality, single-stream materials that are then baled and sent to the most sustainable companies for reprocessing.
- Working with a number of local suppliers, including Tottenham-based brewer Beavertown as our Official Craft Beer Supplier
- A range of vegan and vegetarian food options available for all match attenders
- Water fountains installed across the venue, giving supporters access to free water without requiring a bottle
- All mechanical and electrical stadium systems can be monitored and operated centrally, ensuring energy from utilities are managed efficiently
- Floodlights will require only 450kW of power, around 50% less energy consumption than a traditional metal halide floodlighting system
- Waterless urinals

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DELIVERING FOR THE LOCAL COMMUNITY

Tottenham Hotspur's new stadium development scheme is widely acknowledged as the catalyst for the regeneration of North Tottenham, creating a new sports and leisure 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:

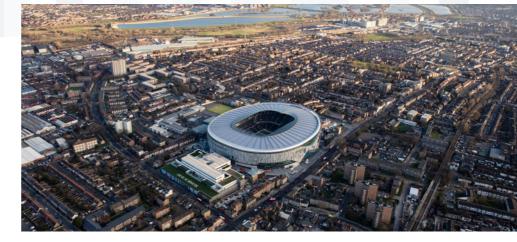
- The London Academy of Excellence Tottenham – a new state-funded Sixth Form, financially supported by the Club and delivered in partnership with Highgate School, bringing expertise and first-class teaching from eight further top independent schools, giving the area's brightest students the best possible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

- A new 78,000 square foot Sainsbury's store at Northumberland Park – employing 280 colleagues 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 nearby 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 2,079 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 all 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 Northumberland Development Project represents an investment of hundreds of millions of pounds into Tottenham

Not only will we be ensuring there will be improved access to jobs for local people, our investment in the area will enable and encourage local businesses to grow. The Club currently works with a number of local businesses and organisations including local cheesemongers, breweries, drinks makers and others and will seek to expand on these relationships and collaborations.

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 has allowed 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





