

## **2024 NFL LONDON GAMES ACCESSIBILITY GUIDE**

The NFL at Tottenham Hotspur Stadium for the Oct 6 and Oct 13 NFL London Games are dedicated to ensuring a welcoming experience for all fans, including fans with disabilities. If you're a fan with disabilities or require additional support, please review the following information, as it may differ slightly from the details posted online with the stadium's accessibility information.

Check back here regularly for the latest accessible information updates on Travel, Ticketing, Transport/Parking, Stadium Facilities and Stadium Services.

### **TRAVEL:**

Before you travel, be sure to check out how to get the support and help you need at Heathrow Airport [HERE](#).

Accessible travel in London has been significantly improved to ensure that everyone can explore the city with ease. The public transport system, including buses, trains, and the London Underground, has been adapted to accommodate travelers with disabilities and impairments. The following resources, [TfL](#) and [Visit London](#), are available to ensure you have the best experience possible while visiting.

### **TICKETING:**

Tottenham Hotspur stadium provides suitable accessible seating for wheelchair access and ambulant access with companion seating and space to accommodate service animals.

Before the event, to enquire about accessible seating tickets, please email [londontickets@nfl.com](mailto:londontickets@nfl.com). Both wheelchair seating and ambulant seating tickets are available but are not visible online to prevent them from being sold to those who don't need them. After you contact us, a team member will respond within 7-10 days to inform you about when and how to purchase tickets.

All tickets for accessible seating are subject to availability and are on a first-come, first-serve basis.

During the event, fans with valid tickets who are not able to get to their seat due to a disability or impairment may visit any usher or access steward (purple safety vest) to inquire about an accessible relocation seat. Please be advised that such exchanges and relocations are very limited and subject to seat availability. Accessible relocations are accommodated on a first-come, first-serve basis.

## **TRANSPORT & PARKING:**

### **PUBLIC TRANSPORT & TAXIS**

Please reference the TfL website for detailed accessibility information and to plan your accessible journey in advance. <https://tfl.gov.uk/transport-accessibility/>

The stadium is accessible by four local train stations:

- White Hart Lane Station (London Overground)  
Step-free to platform, approx. 5 min walk / 500 steps
- Northumberland Park Station (National Rail)  
Step-free to platform, approx. 10 min walk / 1,000 steps
- Tottenham Hale Station (London Underground Victoria line & National Rail Greater Anglia services)  
Step-free to train and to northbound rail platform, approx. 28 min walk / 2,800 steps
- Seven Sisters Station (London Underground Victoria line & London Overground)  
Not step-free, approx. 30 min walk / 3,000 steps

All TfL buses are fully accessible. Please check TfL website or app to confirm step-free access to platforms or trains.

All the routes from the stations to the stadium are wheelchair accessible. Wayfinding signage has also been installed on major routes from all stations to the stadium.

If requesting a ride, we encourage you to pre-book using black taxis or the private hire service Addison Lee, both offer accessible options to meet your needs. Use the TfL website for Taxis and private hire contact Addison Lee [premierbookings@addisonlee.com](mailto:premierbookings@addisonlee.com)

or call 020 7387 8888. Drop off and pick up for these vehicles only will be along Northumberland Park near Sainsbury's.

## PARKING

If you purchased the accessible seat tickets and have a Blue Badge for parking, the information will be emailed to you from the ticketing office. The accessible parking is located in Sainsbury's car park, on Northumberland Park. If you did not pre-purchase the parking placard, we advise you do not travel to the venue via car. Local road closures will be in place around the Stadium on Gameday and you will not be able to drop-off or pick-up in these areas.

## **STADIUM FACILITIES:**

The Tottenham Hotspur Stadium is designed as truly an inclusive building, showcasing best practice in stadia design. Kindly review the following information, as it may differ slightly from the details posted online with the stadium's accessibility information.

## DISABILITY ACCESS SCHEME

The Tottenham Hotspur Club supporters are encouraged to register on the Access Scheme. The NFL games do NOT require registration. The dedicated access team in purple safety vest, are available to assist all visitors with a disability, impairment or access requirement.

## TICKET OFFICE

The home ticket office is located at Paxton House, to the North-West of the Stadium, and has level access. The Paxton House ticket office counters are lowered and fitted with induction loops.

## NFL SHOP

The NFL Shop is located on the High Road and has the following accessible facilities.

- Multiple lifts to navigate between the shop levels
- Large wheelchair accessible changing room
- 1 Changing places toilet

1 Accessible toilet  
Managed queuing system on match-days  
Shop tills 2, 10 and 17 are fitted with hearing loops.

### ACCESSIBLE ENTRANCES

The Stadium has four dedicated accessible entrances (Entrances 1, 5, 13 and 17) All entrances are served by multiple lifts transporting fans to the viewing areas. Each will be stocked with a minimum of the following accessible facilities and equipment:

Audio commentary headsets  
Wheelchairs  
Headphones\*  
Induction loops  
Dog bowls available for service animals

\*Headphones are tight fitted for children and adults. If you need infant ear defenders, we request you bring your own for proper fit to protect against the loud noise of the event.

Entrance 11A is an accessible entrance only. Unlike the others, it is not at street level and does not have the extra accessible equipment.

### LIFT POLICY

Please note that the use of stadium lifts is restricted to guests with a disability or impairment and their companion. Access to lifts for all other fans will be at the discretion of our stewards should there be available capacity.

### ACCESSIBLE RESTING AREAS

Accessible priority seating is provided in the west, north and east gathering areas of the concourses. Please reserve these seats exclusively for fans with disability impairments.

### TOILETS AND CHANGING PLACES

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.

There are 66 separate accessible toilets throughout the stadium, each have the following facilities:

- Radial Key access (available with Access Stewards)
- Grab rails by the toilet and sink
- Mounted flushing lever
- Backrest
- Full-length mirror
- Emergency assistance alarm fitted to floor level

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:

- Radial Key accessible (available with Access Stewards)
- Grab rails by the toilet and sink
- Mounted flushing lever
- Backrest
- Full-length mirror
- Emergency assistance alarm fitted to floor level
- Bench
- Hoist
- Shower and shower curtain
- Non-slip floor
- Sanitation bins

### **ASSISTIVE SERVICES:**

Fans wishing to use any of the following services may visit one of the Accessible Entrances (1, 5, 13 and 17) to sign out or ask further questions.

### **VISUALLY IMPAIRED**

Audio descriptive commentary is available to fans via the use of a receiver and headset.

Equipment can be signed out from the Accessible entrances (1, 5, 13, 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.

### ACCESSIBLE HEARING DEVICES

The seating area within the stadium is fully covered by a radio-based assistive hearing system.

The system is designed for fans who have Telecoil hearing aids, with the 'T' setting. The system allows fans of varying hearing impairments access to audio descriptive commentary.

Fans wishing to use this service must sign out a headset 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.

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

BSL (British Sign Language) interpreter will be available for pre-game and half-time performances.

### SENSORY

One of the major barriers for individuals with sensory needs is sensitivity to overstimulation and noise, which is expected to be part of the game environment. Sensory bags, equipped with items that can help lessen sensory overload, will be available for fans to use and take home at no additional cost. Sensory kits are available in the Sensory Suite or from the accessible entrances (1, 5, 13, 17).

The Sensory Suite is located in the North Stand, block 416 from Gate 5, and offers a comfortable and calming environment for fans on the autistic spectrum or with sensory impairment conditions to watch the game, complete with a tactile wall, a bubble tube and several other pieces of sensory equipment. We ask that you request game tickets in block 416 if you need access to the Sensory Suite, you may submit a request [here](#).

## SERVICE ANIMALS

Service animals (dogs trained to perform work/do tasks for a fan because of a disability) and service animals in training are permitted and may accompany fans with a disability in all public areas of the stadium (where other fans are permitted). There are two service animal relief areas onsite, one outside entrance 11 near the North Stand and another in the South Stand. Access to either facility is given on request by the access team.

If you are bringing a service animal, please provide this information when you purchase your tickets to ensure accessible seating is available.

## **ADDITIONAL RESOURCES**

ACCESSIBILITY SERVICE CONTACT:

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

Access Stewards are located throughout the stadium and are identified in a purple safety vest.

We are committed to ensuring that all fans have an enjoyable and accessible experience at Tottenham Hotspur Stadium. If you have any questions or require assistance during your visit, please do not hesitate to reach out to our staff or use the provided resources.