



TOTTENHAM EXPERIENCE & VISITOR ATTRACTIONS INFORMATION

We want to welcome back our staff and visitors to our Tottenham Experience & Visitor Attractions in the safest way for everyone. This is why we have recently introduced the following health and safety measures, in line with government advice and local health requirements. This will ensure the best experience possible whilst visiting the Tottenham Experience & Visitor Attractions. We hope this document helps guide you through these measures.

STADIUM TOURS

BEFORE YOU VISIT US:



Please have your e-ticket ready and available on your mobile device.



If you do bring a printed ticket, please ensure the barcode is clearly visible and easy for our guides to scan from behind our new hygiene screens.



We are proud to be the world's first fully cashless Stadium. No cash is accepted for any purchase, please bring with you a cashless method of payment.



Please check our website, social media pages and your pre-visit email on the day of your visit to ensure you have the most up-to-date information about social distancing measures.



Please refrain from visiting if you are displaying any of the symptoms associated with COVID-19, are self-isolating, or living with those currently isolating. A list of these symptoms can be found on the gov.uk website.



Please contact tours@tottenhamhotspur.com should you need to amend your booking.

STADIUM TOURS

ON ARRIVAL AT THE STADIUM:



Daily temperature checks have been introduced for staff and visitor safety. Everyone entering the Stadium, including the Tottenham Experience will be required to have a non-invasive temperature check.

If you display a repeated high temperature of 37.8 degrees Celsius or above, you will not be able to enter, however the tours team will be happy to reschedule your visit.



Safety information will be displayed on clear signage when you enter the Tottenham Experience.

STADIUM TOURS

SOCIAL DISTANCING & HYGIENE MEASURES INTRODUCED (1/2):



We have reduced our tour capacity considerably to allow you to visit all tour areas whilst ensuring a safe distance from others.



The Stadium Tour now comes with a multimedia device, enabling you to enjoy your visit at your own pace, whilst maintaining social distancing.



There will be floor markings throughout the Stadium and Tottenham Experience to assist with social distancing.



We encourage you to bring your own headphones for the multimedia device (which require a standard 3.5mm jack). Alternatively, a single-use pair will be provided.



In areas where it is required, there will be seat markings indicating where to sit so that guests are separated at a safe distance.



The multimedia devices are thoroughly sanitised between uses and are issued on a rotational basis.

CLEANING

SOCIAL DISTANCING AND HYGIENE MEASURES (2/2):



Some areas of the tour route are smaller than others. Staff will be on hand to help manage social distancing.



There will be sanitising stations situated throughout the Stadium and Tottenham Experience for your use.



Our team have had additional health and safety training and will be on hand throughout your visit, should you need any help.



We have introduced additional deep cleaning measures to ensure the highest standards. Our presentation team will be visible throughout your visit.

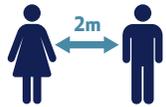


We encourage you to take photos whilst on your tour. Unfortunately, our guides are unable to take photographs for you using your personal device but there will be several official photo opportunities on your route.



High frequency touchpoints have been reduced. Areas that guests and staff frequently come into contact with will be disinfected at regular intervals.

TOTTENHAM EXPERIENCE



Whilst shopping, please remain **2 metres** apart.



Should you display symptoms of COVID-19, we politely request you refrain from entering.



Please remove gloves worn when entering the Tottenham Experience.



10am – 4pm opening hours.
(subject to change)



All guests will be required to use a basket whilst shopping.



Temperature checks will be taken when entering the Tottenham Experience.



Click and Collect will not be in operation in any Spurs Shop.



See website for retail shop online services for refunds and exchanges.



Place hangers on rails provided whilst approaching tills.



We are proud to be the world's first fully cashless Stadium. No cash is accepted for any purchase, please bring with you a cashless method of payment.

TOTTENHAM EXPERIENCE



A store team member will be present to answer any questions.



Trying on clothes will not be permitted at this time.



Please check website and social media for latest COVID-19 information.



There will be a reduced capacity allowed in the Tottenham Experience and you may have to queue.



Hygiene screens have been installed at the till points.



The Bag Drop is temporarily closed and will reopen when Stadium Tours begin.



Please read and follow our directional signage for safety whilst in the Tottenham Experience.



Exchange and Refunds have been extended to 90 days.



Enhanced cleaning measures are in operation throughout the day.



Changing rooms are temporarily closed.



THANK YOU