

# ACCESS REQUIREMENT FORM



Please note that ALL Members with a disability or other access provision must submit a new Access Requirement Form outlining all your access requirements and reason for requesting a Personal Assistant if required. This will enable the Access Team to better meet those requirements at Wembley and as we move forward in our planning for our New Stadium. Please complete this form and return to The Access Team via email [access@tottenhamhotspur.com](mailto:access@tottenhamhotspur.com) or send via post to The Access Team, Tottenham Hotspur Football Club, Lilywhite House, 782 High Road, Tottenham, N17 0BX.

For 2018/2019 season proof of eligibility is required from ALL disabled Members wishing to purchase tickets and the Club will accept any of the following as supporting evidence:

- **Qualifying annual uprating letter**
- **A statement of higher or middle rate disability living allowance as issued by the Department of Work & Pensions**
- **Receipt of either the Severe Disablement Allowance or Attendance Allowance**
- **Personal Independence Payment (PIP)**
- **The Access Card (Details available from [www.accesscard.org.uk](http://www.accesscard.org.uk))**
- **Registration document which certifies that you are Registered Blind or Partially Sighted**
- **Veterans Agency letter confirming War Disablement Pension**
- **A personal letter outlining your access requirements from your hospital specialist (dated within the last two months)**
- **If resident outside of UK please use equivalent documentation**

Please note: This list is not exhaustive and consideration will be given to any other evidence that can be provided. This does not automatically entitle the disabled Member to a free personal assistant. This is assessed on its own merit, on a case by case basis. You will be required to submit an Access Requirement Form, in addition, outlining all your access requirements and reason for requesting a Personal Assistant if you require one. This will enable the Access Team to better meet those requirements at Wembley Stadium and as we move forward to our New Stadium. Once we have reviewed your documentation you will not need to provide further evidence for a period of 3 years or unless there is a change in your access requirements/circumstances.

Where a Member would find it unreasonably difficult or impossible to access the stadium or services offered, the Club will allow the Member to bring a personal assistant and will provide them with a complimentary ticket in order for them to assist with your matchday experience. It is important to understand that the personal assistant ticket is not a concessionary ticket but is actually a reasonable adjustment made by the Club to enable a disabled Member to more easily access the full range of matchday services (This is in line with current UK legislation as described in the Equality Act 2010).

In determining whether an assistant may be required, we will take account of whether the time, inconvenience, effort, discomfort, anxiety or loss of dignity entailed in using our services would be considered unreasonable by other people if they had to endure similar difficulties. The personal assistant should sit with the disabled Member to assist him/her and whilst we accept that the personal assistant may be another disabled person or a young person (under 16), we would advise all Members that you attend the match with a personal assistant who is at least 18 years of age and is fully capable of meeting your needs, this includes lifting of any equipment. It should also be noted that when entering the Stadium, the personal assistant must enter at the same time as the disabled Member.

Please note: The Club reserves the right to retrospectively seek additional proof of eligibility where there is an element of reasonable doubt as to the need for a personal assistant. Where there is no requirement for a personal assistant as a reasonable adjustment, the disabled Member will be advised of a reasonable time-frame to purchase the additional 2018/2019 Season Ticket at the prevailing rate.

If you have any additional questions regarding your access requirements at Wembley Stadium, view our Frequently Asked Questions section on our iSpurs information hub at [www.tottenhamhotspur.com/i-spurs](http://www.tottenhamhotspur.com/i-spurs) or contact our Access Team on 0208 365 5161 or 0208 365 5360.

# ACCESS REQUIREMENT FORM



## YOUR BASIC INFORMATION

Name	
Address	
Are you a current Member?	
If so, what type of membership?	
Client Reference Number (if known)	
Contact Email Address	
Contact Phone Number	
Date of Birth (DD/MM/YYYY)	

## YOUR ACCESS REQUIREMENTS

Please state whether you will be using a wheelchair, scooter or powered wheel chair?	
Do you need to charge your wheelchair? (Y/N)	
Do you need to store your wheelchair during the match? (Y/N)	
Can you transfer to level seating? (Y/N)	
Do you use a walking aid? If so, please provide further details:	
If available, would you require the use of a Changing Places toilet? (Y/N)	
If available, would you require accessible parking? (Y/N)	
Are you a Blue Badge holder? (Y/N)	
Do you require audio match commentary (Y/N)	
If available, would you prefer an aisle seat and/or extra leg room? (Y/N)	
If available, would you require a Sensory Space/Room? (Y/N)	
If possible, would you attend as a family? If so, please state party size:	
Do you require an alternative format of communication? i.e. braille, subtitles, BSL, text phone/minicom? If so, please state your preferred form:	

# ACCESS REQUIREMENT FORM



Please detail your access requirements below so we are able to fully assess your application:

Do you need to attend with a personal assistant/carer?	
If yes please describe how they assist you:	
Do you have any other access requirements?	
Additional Notes that will assist the Access Team:	

## DOCUMENTATION

Please send this form along with your documentation to us via the following options.

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

Post: The Access Team, Tottenham Hotspur Football Club, Lilywhite House, 782 High Road, Tottenham, London, N17 0BX