

Tottenham Hotspur FC – Coach Travel FAQ

Q. When should I buy the coach ticket?

A. We advise purchasing as soon as possible as seats are limited and we don't want to be sold out by the time you want to book. We also offer our cheapest fares early.

Q. I have purchased a coach seat and received my booking confirmation but not my travel e-ticket. When do I receive the e-ticket?

A. We email out the e-tickets around 7 days before departure. Please check SPAM folder too.

Q. I want to amend my ticket. What do I have to do?

A. This is possible prior to our sending e-tickets. Once e-tickets are sent no amendments can be made. Any amendments are subject to an admin fee of £10 per ticket + any increase in the coach seat price.

Q. I want to cancel my ticket. What do I have to do?

A. This is possible prior to our sending e-tickets. Once e-tickets are sent no cancellations can be made. Any cancellations are subject to an admin fee of £10 per ticket.

Q. I can't attend the match, can I give my ticket to a friend?

A. Yes this is possible, but a name change needs to be made. An admin fee would apply.

Q. Can I show my travel ticket on my phone?

A. Yes, you can save your travel e-tickets to your phone to show our driver and staff.

Q. What happens on the day of travel?

A. Our coaches will depart from the stated location, at the stated time. All the official Big Green Coach vehicles will utilise the official coach park at the stadium. We are the only company allowed to use these. Simply return to the location you were dropped off and board the same coach.

Q. Can I leave stuff on the coach for the return journey?

A. We do not advise this as we do not formally allocate seats. If you wish to do this, please speak with the driver first. All items left remain your responsibility.

Q. I am traveling with you for a cup game. What will the return departure time be if there is extra time or penalties?

A. If there is extra time or penalties, our coaches will depart 1 hour after the final whistle.

Q. What time do your vehicles arrive before kick-off?

A. We time our services to arrive 2 hours before kick-off so you can enjoy the excitement of the build up to kick off. This time also takes in to account any delays in traffic.