

**TO DARE IS TO DO**



Dear Supporter,

Tottenham Hotspur Football Club is very sorry that you have been the victim of a potential tout/ unofficial secondary ticketing agency. Whilst we may not be able to assist you at this time with tickets for this match, we would suggest that you might like to take the following steps;

1. Contact your credit/ debit card provider and advise them that you need to place a stop on your card. This is because some touts levy a charge for non-return of the membership card.

2. Hopefully you have purchased your tickets with a credit or debit card. Please inform your card provider that you did not receive the goods and that you would like to reclaim this money back. If this is a debit card, please contact the issuing Bank.

3. Email all the relevant booking information to; [ticketoffice@tottenhamhotspur.com](mailto:ticketoffice@tottenhamhotspur.com). Whilst the Club is not legally bound to take action, we work with the Metropolitan Police and the Premier League collating evidence of improper practice.

4. If required by your card company, Tottenham Hotspur Football Club will provide you with a statement confirming the non-receipt of goods and the circumstances surrounding this. Once again, if this is needed please email [ticketoffice@tottenhamhotspur.com](mailto:ticketoffice@tottenhamhotspur.com).

As well as being a criminal offence to re-sell football tickets, it is also in direct contravention of the terms and conditions of Tottenham Hotspur Football Club. This is why it is strongly advised that in future transactions you purchase your match tickets through the official channels, these are via Tottenham Hotspur Football Club and Thomas Cook Sport.

Tottenham Hotspur Football Club will collate all the information and work with the Premier League and the police to take what actions we can against these unofficial ticketing companies and prevent other fans becoming a victim of theirs.

Kind regards

Tottenham Hotspur Football Club

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