



Visiting Newbury Racecourse: Accessibility

We look forward to welcoming you to Newbury Racecourse.

Newbury Racecourse aims to attract a wide range of visitors to all of its race meetings and events and welcomes all disabled people in society, irrespective of age, physical, intellectual or sensory ability.

Newbury Racecourse has a range of properties and amenities and is continually working towards raising standards in visitor facilities and customer care. In order to achieve this, we constantly review all forms of access and strive to demonstrate best practice in the management of our properties, in the services we provide, and towards the people we employ. Newbury Racecourse carries out access audits to help identify areas where improvements are required and look at solutions to the issues raised. We not only want to comply with relevant legislation, but also to go further in providing a top-quality experience for all visitors. We will endeavour to ensure that disabled people are not treated any less favourably, and that 'reasonable adjustments' are made where appropriate and possible through sensitive and creative solutions.

Where access to certain properties and amenities is not possible for various reasons alternative services will, wherever possible, assist in overcoming these restrictions. Training in disability awareness is being carried out in key areas within Newbury Racecourse and will be a continuing process over the coming years.

This accessible statement can be provided in accessible formats upon requests.

BOOKING

Advance Ticket Booking

Tickets for racing can be bought in person from the Main Office Racecourse reception (The Owners Club, Car Park 2).

The Office is open daily Monday to Friday 9am until 5.30pm and located at the Main Office Reception.

There is a level approach to the reception desk and is accessible for wheelchair users.

At the reception desk there is an induction loop. This facility can be used by switching a hearing aid to the 'T' switch. If a hearing-impaired person is unable to use the facility we would gladly service a person in an alternative area where there is limited background noise.

We currently do not have the facilities to book via minicom booking line.

Online

Tickets can be purchased in advanced online. Proof of blue badge number is required, this can either be provided in advance via email or phone call, for tickets to be posted out or on the day for ticket collection.

On the day Ticket Booking

Tickets for racing can be bought at the Racecourse entrance box offices.

The entrance box offices are open from gates open up until the third race (unless Al Shaqab Lockinge, Ladbrokes Trophy Day or Party in the Paddocks, where gates stay open throughout)

All entrances are accessible for wheelchair users, with lowered counters expect for Centre of the Course. However, our Entrance Teams are on hand to provide assistance when necessary and required.

The ticketing counters have induction loops. This facility can be used by switching a hearing aid to the 'T' switch. If a hearing-impaired person is unable to use the facility we would gladly service a person in an alternative area where there is limited background noise.

Carers

Our policy is for the first personal assistant or carer to attend free to any paid Newbury Racecourse event.

Service Animals (Registered Guide Dogs, Hearing Dogs and Medical Alert Animals) are welcome.

- Please ensure they are always on a lead.
- If you require any water, please speak to a member of staff.

We currently do not provide BSL interpreter services. We would be happy to review this policy should there be an increased demand in the future.

GETTING HERE

Newbury Racecourse is a large site. You may need to cover a fair distance from car parks to buildings and enclosures. Contact us before your event if you need help and we will do everything reasonably practicable to assist you.

Car

Drop Off Points (Taxi & Personal Vehicles)

There is a drop off point at our East Entrance, near Car Park 4. Customers are able to disembark here, whilst the vehicle parks or leaves site.



Accessible Parking

Blue Badge holders are given forward parking in the Car Parks, free of charge. These parking areas are subject to capacity on the day and operate on a first come, first served basis and can provide closer proximity to entrances. Below is a table of our Car Parks and their surfaces.

Car Park	Entrance	Enclosure	Surface
Car Park 1	South	Premier/Hospitality & Restaurant	Grass with some tarmac aisles
Car Park 2	West	Premier (Owners, Trainers, Hospitality & Restaurant)	Tarmac and grass*
Car Park 3	West	Horsebox Park & Stable Staff	Hard core
Car Park 4	East	Grandstand	Tarmac and grass*
Car Park 5	East/ North	Grandstand	Grass

** Identifiable disabled bays are on tarmac surfaces*

Car Park 1



Car Park 2



Car Park 4



Car Park 4 (Designated Accessible Spaces)



Car Park 5



If you are arranging to drive to the racecourse and have any further questions please contact 01635 40015 or info@newburyracecourse.co.uk

When approaching the site, please follow the roadside wayfinding signage to direct you to the appropriate car park.

Train

Newbury Racecourse train station does not have a lift, only a pedestrian bridge.

If you are travelling eastbound you will leave the platform and turn left on Hambridge Road, taking the next left over the small railway bridge and left again on to the pavement which will bring you to one of our entrances.

If you are travelling westbound you will need to go to Newbury Train Station and either get an eastbound train or take a taxi to the racecourse.

Improved access can be found at the main Newbury Train Station, where taxis are available.

ENTRY TO THE RACECOURSE

There are six different entrances on to site,

North Gate* - selected racedays only

East Entrance*

South Gate

West Gate

Bookies Gate* - selected racedays only

Owners Club – Owners & Trainers only

*Please note on racedays if you have a Grandstand Enclosure ticket you are restricted to these entrances.

All customers are subject to searches on entry to the racecourse, prohibited items can be found on our website.

North Gate

This gate is 'Ticket holders only'. It is on a level access with no counters. It is manned with Newbury Gate Staff to scan tickets on entry. It is currently undergoing some re-development.

East Entrance



This entrance is the main entrance to the racecourse, has accessible access, lowered counters and induction loops. This facility can be used by switching a hearing aid to the 'T' switch. If a hearing-impaired person is unable to use the facility we would gladly service a person in an alternative area where there is limited background noise.

Bookies Gate



This is an open air gated entrance, which is naturally ramped. This is open primarily for Bookmakers however, on certain racedays it is open to pre-purchased tickets and badge holders only.

South Entrance



Access to this entrance requires you to cross the racing surface (grass). Once you have reached the racecourse, hard standing is available by the ticket office and leading to the front of the grandstands.

There are no lowered counters however if you should require additional assistance please contact our staff on the day who will be happy to assist with any transactions and/ or information.

West Gate

This is an open air gated entrance, which is naturally ramped. There are no sales or collections, it is available for pre-purchased tickets and badge holders only.

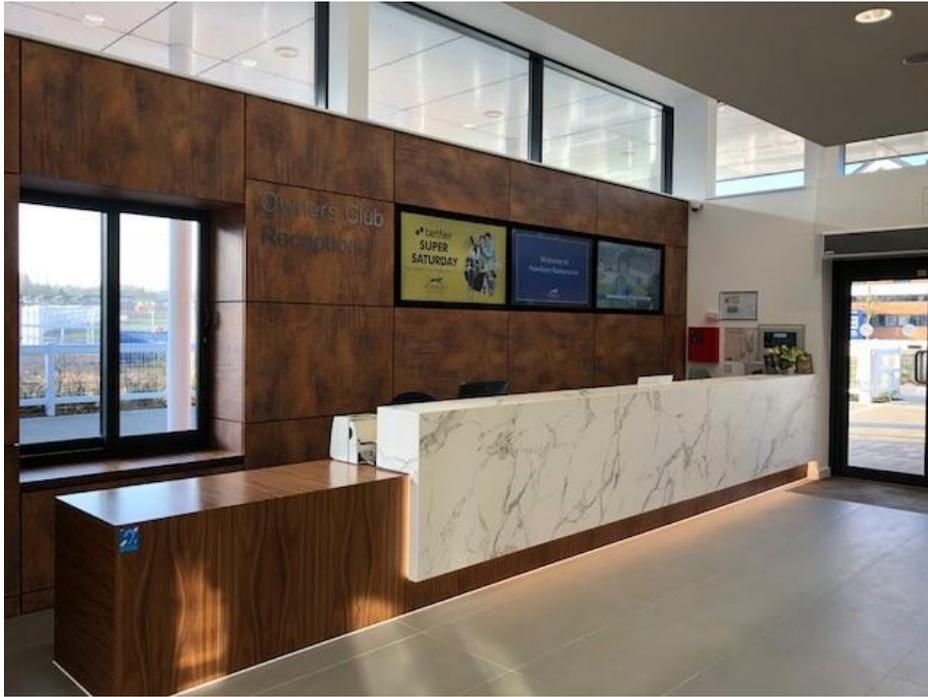
Once onsite, you will have to cross the temporary rubber matting until Autumn, when the permanent rubber crossing will be installed.



Owners Club

This is a new facility, specifically designed for Owners & Trainers on racedays. On non racedays, this is the Main Office Reception. The facility has lowered counters and an induction-loop.





Queuing

If you are unable to stand for long periods of time in a queue please speak with a Newbury Racecourse Customer Team at any of the entrances who will either arrange a seat, and/ or provide priority entry where possible.

Ambulant customers

Seating for ambulant customers, with armrests is limited; please contact the racecourse to discuss your requirements in more detail. Every effort will be made to accommodate such requests, subject to availability.

VENUE INFORMATION

Entry to buildings

Lifts

We have 10 passenger lifts on site available for public use which go to all levels within their respective buildings.

There is a current refurbishment programme on all lifts onsite, if you have any concerns prior to your arrival, please call us to find out which areas may be on reduced lift services.

Enclosure	Building	No. Persons	Weight (KG)	Door (open) Width	Door (open) Height
Grandstand	Grandstand (L)	21	1600	1m 20cm	2m 90cm
Grandstand	Grandstand (R)	21	1600	1m 20cm	2m 90cm
Premier	Berkshire 1	16	1200	1m	1m 98cm
Premier	Berkshire 2	16	1200	1m	1m 98cm
Premier	Berkshire 3	16	1200	1m	1m 98cm
Premier	Berkshire 4	16	1200	1m	1m 98cm
Premier	Pall Mall	8	600	0m 80cm	1m 98cm
Premier	Hampshire	13	1000	1m 70cm	1m 98cm
General	The Lodge	8	630	0m 80cm	2m
General	The Owners Club	8	630	0m 80cm	1m 98cm

Accessible Toilets

All of our buildings have accessible toilets (both wheelchair and ambulant disabled) which can be accessed through using a Radar key. These keys can be collected from Berkshire or Grandstand Receptions or from the bar, restaurant or hospitality Manager or you are welcome to use your own.

All toilets are demarcated via signage. Should you need any assistance locating the toilets, please speak to the nearest member of staff.

Stand	Level	Toilet	Location
Hampshire	Ground	Female	By the internal stairs
Hampshire	Ground	Male	By the internal stairs
Hampshire	Second	Male/ Female	Off the landing opposite Restaurant entrance

Berkshire	Ground	Male/ Female	East end of main hall
Berkshire	Third	Male/ Female	West end off landing
Berkshire	Fourth	Male/ Female	West end adjacent to tote
Grandstand	Ground (Centre)	Male/ Female	Central landing near lifts
Grandstand	First (Centre)	Male/ Female	Central landing near lifts
Grandstand	Second (Centre)	Male/ Female	Central landing near lifts
Royal Box	First	Male/ Female	Top of stairwell
Crafty Filly	Ground	Male/ Female	Behind bar
The Lodge	First	Male/ Female	Adjacent to lifts
Owners Club	Ground	Male/ Female	Rear of bar area

Mobility

Wheelchairs

All buildings and temporary structures have ramped, level access and/ or lifts to take people to all floors, where necessary.

We currently do not offer the hire of any wheelchairs, as we have a limited supply of wheelchairs available for medical emergencies only. On occasion, we are able to assist with transporting customers, however this is on a case by case basis, depending on medical incidents at the time.

Mobility Scooters and Powered Chairs

We welcome mobility scooters and power chairs to the racecourse. We ask all operators to be mindful of pedestrians when navigating around site.

Pushchairs

We welcome pushchairs and buggies to the racecourse.

Special Arrangements

The Racecourse is on hand to offer assistance and advice, whether it be pre or post event, or on the day itself by calling 01635 40015 or emailing info@newburyracecourse.co.uk

We ask customers, if feasible, to use our online FAQs which can be found at

<https://newburyracecourse.co.uk/racing/> - Raceday Info

Deaf or Hard of hearing Customers

The Racecourse is equipped with induction loops at all entrances and enclosure Reception points (Berkshire & Grandstand ground floor). Please look for the induction loop sign and switch the hearing aid to the T switch.

Upon request the Racecourse will take steps to provide accessible information on USB Flash Drives and large print.

If you require a T loop service for your hospitality box or event then please speak with your coordinator in advance to discuss requirements.

Our website is fully accessible for supporters with impaired vision who use text based browsers (with exception of video content).

Accessible Seating and Viewing Areas

Customers with a Learning Disability or Unseen Impairment

All customers can sit anywhere within the public enclosures/ restaurants/ buildings/ external areas, depending on the event they are attending and the type of ticket they have purchased.

If, for any reason, any customer with learning disability or unseen impairment feel they have more specific seating requirements they should contact the Racecourse to discuss their needs in more detail. Every effort will be made to accommodate such requests, subject to availability.

Temporary Mobility Restrictions

Customers suffering from temporary mobility restrictions (e.g. broken leg) which may affect their access to the Racecourse and/ or seating areas, should contact the Racecourse to arrange alternative seating (subject to availability).

Premier Enclosure

- Internal

We have plenty of internal seating for public use, on a first come first served basis.

We do not offer specific designated accessible seating however if you have a requirement and require a designated seating area then please speak to our Operations Team who will be able to assist and provide recommendations

- External

We have plenty of external seating for public use, on a first come first served basis.

We provide accessible viewing platforms for wheelchair users in the following areas.

- Berkshire 1st floor viewing steps – 3 positions



- Winning post viewing platform – 3 positions



If you require a designated seating area then please speak to our Reception Team/Stewards who will be able to assist.

Grandstand Enclosure

- Internal

We have plenty of internal seating for public use, on a first come first served basis.

We do not offer specific designated accessible seating however if you have a requirement and require a designated seating area then please speak to our Reception Team/Stewards who will be able to assist and provide recommendations.

- External

We have plenty of external seating for public use, on a first come first served basis.

We provide accessible viewing platforms for wheelchair users in the following areas.

- Grandstand 1st Floor top of the steps – 10 spaces



- For concerts, we provide a designated viewing area that is in close proximity to the stage. Places are offered free of charge and are allocated first come first served on the day of the event.

If you require a designated seating area then please speak to our Receptions Team/Stewards who will be able to assist.

Hospitality & Restaurant Guests

Disabled customers are able to enjoy racing at Newbury Racecourse, choosing any hospitality package to suit their needs. It is advised that they speak to Hospitality Sales Representative to ensure the best package is offered and that the chosen package has access suitable for a wheelchair or motorised scooter where applicable.

Where a personal assistant is required to accompany a disabled customer, the personal assistant of said customer shall receive free entry. All other elements of the Hospitality Package are to be paid at the full prevailing rate.

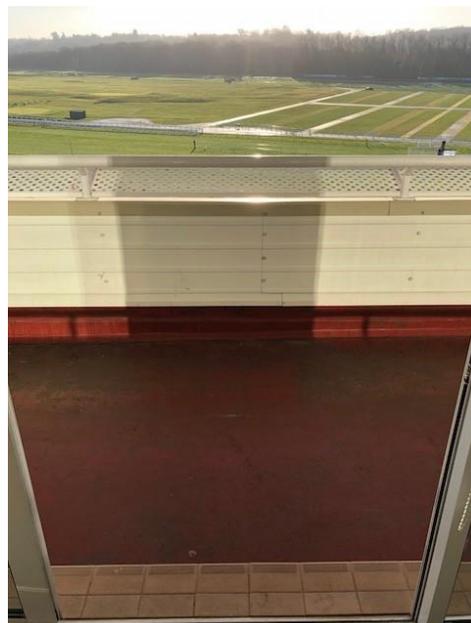
Restaurants can be accessed via lifts and have level access to the table.

- The Hennessy Restaurant (Premier Enclosure) has stepped levels closer to the window, with no ramped access, so please ensure you discuss your requirements with our Restaurant Team so we can allocate the most suitable tables.



Hospitality Boxes (Berkshire Stand, Premier Enclosure) can be accessed via lifts and have level access to the box/ table.

To access the balconies directly from the box there is a small step. We can provide a ramp on request so please ensure you inform our Hospitality Team of your requirements in order for us to facilitate these where possible. The balconies are of solid construction and are 1.15 meters high.



Parade Ring, Pre-Parade Ring & Saddling Boxes

Parade Ring

There is access to the Parade Ring from both the Premier and Grandstand Enclosure. There is hard standing level access to all sides and viewing areas. There are no raised platforms/ ramps for chairs and the surrounding solid fence is 1.2 meters high. The Parade Ring is currently undergoing re-development and the landscape will change, this is the Parade Ring as it currently stands.



Pre-Parade Ring & Saddling Up Boxes

There is access to the Parade Ring from both the Premier and Grandstand Enclosure. There is grassed level access to one side of the Pre-parade ring. There are no raised platforms/ ramps for chairs and the surrounding open fence is 1.2 meters high.



First Aid



We have two medical facilities on site which are operational on a raceday only. They are located by East Entrance and The Lodge. On a raceday there will be a team of first aiders, doctors and ambulances.

If you have any medical requirements on the day please ask a member of staff. If you have any medical conditions that we need to be made aware of then please notify the racecourse so any necessary arrangements can be made.

Oxygen & other gasses

If you are bringing gases on to site, please notify the racecourse so we can identify the location of these on the day. Please ensure that you keep gas bottles with you and do not leave them unattended.

Electrical Equipment

If a customer requires a power supply for their chair then they will need to contact the Racecourse prior to buying their ticket to ensure we can provide this service.

Special Effects

Some events involve pyrotechnics, flashing lighting and other special effects. In most cases, these activities are promoted prior to the event, however contact the racecourse if you should have any queries.

For further information

If you have any further questions or would like to provide feedback on our services please call

on 01635 40015 or email us at info@newburyracecourse.co.uk