



## Frequently Asked Questions for general racing

**See below for FAQs specific to Party in the Paddock live music events.**

### **How far is Newbury Racecourse from London?**

We are located approximately 50 minutes from London Paddington.

### **What's the dress code?**

Dress Code: Premier Enclosure, Hospitality & The Hennessy

Many people like to dress up especially for our Saturday meetings. Racegoers are encouraged to wear smart attire; gentlemen are asked to wear a collared shirt, although a tie is not essential. Smart denim\* and long, tailored shorts are acceptable. NO sports shorts, T-shirts, vests, sports/supporter shirts, tracksuits or sportswear (including trainers) are permitted. \*No rips or tears

Dress Code: Grandstand Enclosure & Racegoers Restaurant

Racegoers are encouraged to dress smartly. Smart denim\* and long, tailored shorts are acceptable, however NO sports shorts, vests, sports/supporter shirts or tracksuits are permitted. \*No rips or tears. There is no dress code for children under the age of 12 years in all enclosures.

Please ensure your guests are aware of our dress code in order to avoid embarrassment on the day. Newbury Racecourse plc reserve the right to refuse admission to anyone who is considered inappropriately dressed.

### **Do I need to book in advance?**

You don't have to book in advance to come racing at Newbury, although it is preferable and easier for you as you don't have worry about queuing for your ticket. You can also take advantage of our special advance booking discounts.

### **Can I bring my own food and drink?**

Please note that food and drink is not permitted into either the Premier or Grandstand enclosures, manufacturer sealed bottles of water are permitted up to 500ml. You may picnic by your car.

### **Is there disabled access?**

There is wheelchair access to both Enclosures with a special viewing platform in front of the track. The viewing platform must be pre-booked on live music dates - please call 01635 40015 to book.

### **Is the racecourse suitable for children?**

Children of all ages are welcome when accompanied by an adult entry is free on all racedays except Party in the Paddock live music events. There is a raceday crèche for children aged between 3 months

## Frequently Asked Questions, Newbury Racecourse, December 2014, subject to change

and 8 years based at the Rocking Horse Nursery on-site where you can leave your children for free up to 2 hours. There are also plenty of baby changing and feeding areas.

### **Does Newbury Racecourse accommodate celebrations and parties?**

Yes. You can also celebrate birthdays, anniversaries, pre-wedding gatherings or just get a group of friends together and enjoy group savings on tickets. We offer a unique venue to enjoy a celebration. Each raceday is different and the choices of entertainment are numerous, with top-class racing throughout the year, including Ladies, Gentlemen's and Family Days, and live Music events with some of the world's best artists.

### **Can I bring my dog?**

Dogs are not allowed within the grounds of Newbury Racecourse, with the exception of registered assistance dogs. Newbury Racecourse Management respectfully request that dogs are never left in cars.

### **Can I bring my camera?**

You may use a camera in the normal public enclosures, as long as the photographs are not for commercial use. Please refrain from using flash photography in close proximity to any racehorse. On Music Nights, band management retain all image rights. Any photographer that is felt to be impeding or contravening these rights without accreditation and prior written consent will be requested to leave and escorted from the premises. Commercial photographers need to apply for press accreditation.

### **How do I get there?**

There is a mainline rail station at the racecourse so it is easy to hop on and off a train. There are direct connections to and from London Paddington and the West Country. The racecourse is close to the M4 and M3 as well as the A34, A4 and A339. Just follow the signs when you arrive in Newbury and once you arrive at the racecourse you will be directed to the appropriate free car park. Further directions here.

### **Where can I park?**

All car parking at Newbury Racecourse is free. Depending on the entrance you take to the racecourse you will be directed to the nearest car park some disruption may occur during the redevelopment however, there will always be plenty of free parking.

Are there drop off and pick up points?

Yes, opposite the main car park at the taxi rank.

### **What happens if racing is abandoned?**

If this happens prior to the first race, you're entitled to a full refund. If racing is abandoned before completion of the third race, you'll receive a 50% refund and any later, you will not be entitled to any refund. Please refer to terms and conditions for more details.

### **When should I arrive?**

Gates usually open two hours before the first race, so there is plenty of time to arrive and get your bearings. In the winter, the first race generally kicks off around 12.15pm, however in summer, it will start a little later.

### **Do I need a racecard?**

A racecard is an essential investment for your day, listing all the runners & riders, their form guides and helpful tips. Racecards are sold from kiosks across the racecourse. If you have booked a hospitality package, racecards are usually provided.

### **Is smoking permitted?**

Whilst smoking is not allowed inside any buildings, it is permitted on the balconies of the Berkshire Stand and Grandstand and outside of the buildings. Please show courtesy to fellow racegoers particularly on the viewing steppings and please dispose of your cigarette ends responsibly.

### **Is there a cash machine?**

Frequently Asked Questions, Newbury Racecourse, December 2014, subject to change

Yes they can be found on the ground floors of the Berkshire Stand and Grandstand.

### **Is there anywhere to leave coats or luggage?**

There is a storage area behind the Information Desk on the ground floor of the Berkshire Stand where you can leave your coat, we encourage racegoers not to bring luggage however in exceptional circumstances this can be accommodated.

### **Where can I bet?**

You can bet at the Betfred and totepool counters across the racecourse in all stands and enclosures or alternatively with the bookmakers who are situated in the betting ring in front of the grandstand.

### **Where is a good meeting point?**

We recommend that the large tree between the parade ring and the winner's enclosure is a great meeting point. Alternatively, Grandstand ticket holders could arrange to meet on the Sports Bar patio, overlooking the parade ring and Premier badge holders could meet underneath the clock tower, overlooking the horse walk and parade ring.

## **Information applicable to Party in the Paddock live music events**

### **Ticket Bookings**

All bookings require full pre-payment at time of booking, we regret we are unable to confirm any bookings without full payment. Bookings are non-refundable and non-transferable.

### **Timings for the day**

Please check our website raceday 'more info' page for up to date timings as each raceday does vary and are subject to change up until 24 hours prior to racing. The morning papers and our website offer the latest orders of running and tips. The Morning Line will be live on Channel 4 every Saturday at 7.55am, which will cover our Saturday meetings.

### **Concert Times**

Our Party in the Paddock concerts begin approximately 15-30 minutes after the last race and will last approximately 60-75 minutes. Please check our website for up to date timings as each raceday does vary and are subject to change up until 24 hours prior to racing.

### **Tickets, Restaurant & Hospitality Sales**

Ticket & Restaurant bookings can either be booked online or direct with our Racing Sales team. Hospitality bookings are required to be booked directly with our Hospitality Sales team.

Racing Sales & Hospitality Sales: 01635 40015; operated Monday – Friday 9.00am until 5.30pm and each raceday.

Our Party in the Paddock fixtures are liable sell out therefore we recommend you purchase tickets in advance.

### **Ticket Types**

Both Enclosures have access to the stage; for racing we operate two types of Enclosures:

**Premier Enclosure:** From here you will enjoy the best views of the racing and a wide range of bars and food options including our newly refurbished ground floor of the Hampshire Stand, which is home to our Champagne Hall & Wine Cellar. Other facilities include the popular outside The Crafty Filly bar and terrace, The Bakery, The Coffee Yard and The Brasserie.

## Frequently Asked Questions, Newbury Racecourse, December 2014, subject to change

There are un-reserved seating and some sheltered standing areas, which are available on a first come first served basis; some seating areas have restricted views to the stage.

**Grandstand Enclosure:** Situated further from the winning line, but also with views of the racecourse. Bars and food outlets are available in the Grandstand as well as outside lawn areas and a Fish & Chip café. There are un-reserved seating and some sheltered standing areas, which are available on a first come first served basis; some seating areas have restricted views to the stage.

Please note: When we offer a combined enclosure your entry ticket will permit you access to all of the above facilities.

### Ticket Dispatch

Your tickets will be dispatched to you approximately two weeks prior to the raceday. If you do not receive your tickets three working days prior to the event please contact our Racing Sales Team in order to arrange duplicate tickets for collection on the day. Newbury Racecourse will not post out duplicate tickets. This is for our customers own security to protect them against ticket fraud

### Admission

Admission to racecourse is by one ticket per person to each enclosure. This must be brought with you on the day in order to gain entry. No entry will be granted without a ticket. On arrival to the course and throughout your day, please ensure your ticket is worn at all times.

Your ticket will state the area you have purchased to enter – Premier and Grandstand Enclosures (Combined Enclosure may apply for selected dates). In accordance with our terms and conditions please note that tickets purchased from unofficial sources will be void and therefore not accepted for admission.

### Lost/Misplaced Tickets

Newbury Racecourse will not post out duplicate tickets. This is for our customers own security to protect them against ticket fraud. Duplicate tickets will need to be collected on the day in person, whereby formal ID will be required. Please inform our Racing Sales team prior to the day should you require duplicate tickets to be arranged.

Please ensure great care is taken of your ticket/s once you are on course. Due to security reasons we are unable to re-print or replace tickets if your ticket is lost, stolen or misplaced. A new ticket would be required to be purchased at the full published price.

### Concessions

#### Blue Badge Holder:

£5 discount off the published price for both the Blue Badge Holder plus one free ticket for a carer. Tickets can be pre-booked in advance by quoting the official serial number from the blue badge or on the day by producing the original blue badge.

#### Over 60's & Student:

Please note our over 60's & student concessions are not applicable to our Party in the Paddock events.  
Restaurant Bookings

All restaurant bookings require full pre-payment at time of booking, we regret we are unable to confirm bookings without full payment. Restaurant bookings are non-refundable however can be transferred, subject to availability if cancelled at least five working days prior to raceday.

Cancellations must be placed in writing or via email to [restaurants@racecoursenewbury.co.uk](mailto:restaurants@racecoursenewbury.co.uk) . If you wish to transfer your booking availability will be checked, but not guaranteed. Should you select a date in an alternative price bracket the difference will be charged or refunded accordingly.

### Children and Babies

We welcome children to all of our racedays; not all of our Party in the Paddock events may be considered suitable for young children due to the scale of the event, however this is at the discretion of

Frequently Asked Questions, Newbury Racecourse, December 2014, subject to change  
the parent/guardian.

Baby changing facilities are available throughout the site; please check your racecard on the day or ask a member of staff for locations.

Under 18s must be accompanied by at least one full paying adult; please check each individual event for applicable ticket prices and packages.

## **Parking**

Cars: Parking is free of charge at Newbury Racecourse

Close Proximity: Pre-booked close proximity parking is located close to each enclosure gate. If you choose to select close proximity parking your hanging label will be sent to you with your tickets, please ensure you hang this label clearly on arrival.

Coaches: Coach parking is free of charge, all coaches will be parked in the Grandstand car park.

Blue Badge: Blue badge parking is available upon arrival at the course, please have your blue badge on display.

Cars can be left over night in certain car parks only, please check on your arrival. Vehicles left at the owner's own risk.

## **Drop-off/pick-up point**

Our drop off/pick up point is located outside Newbury Racecourse train station, opposite the Grandstand Enclosure entrance. If you are getting a taxi home then please make sure to book it ahead of time or join the taxi rank located at the same point.

Coaches are permitted to drop guests for the premier enclosure at the drop off zone next to the taxi rank.

## **Camping**

There is strictly no overnight camping on site. For details of local campsites please visit [www.visitnewbury.org.uk](http://www.visitnewbury.org.uk)

## **Dogs**

Racegoers are reminded that dogs are not permitted on site, with the exception of registered guide dogs. Water is available at the main reception. We strongly recommend guests do not bring their animals and leave them in the car. On a day where the temperature can reach 22°C/72°F outside, the temperature inside a car can soar to 47°C/117°F within 60 minutes (RSPCA).

We brief our car park attendants to be vigilant of animals being brought on site and should we see animals in distress the vehicle will be reported to the RSPCA and potentially the Police, who reserve the right to force entry into any car to release an animal suffering.

## **Crime Prevention**

All valuable items should be kept with you at all times. Do not leave them unattended.

### **Searching**

It is a condition of entry to the Racecourse that each spectator shall allow all bags and containers of any description in their possession to be made available for searching by a steward at the point of entry to the Racecourse and at any time thereafter.

Mandatory bag searches will take place upon entry to the ground and are a condition of entry. No alcohol or food, other than for medical conditions may be brought into the Racecourse. In addition, no glass bottles or cans, even those containing water or soft drinks, can be brought into the ground. The complete ban on the importation of alcohol will also apply to members' areas and all tickets are purchased on this understanding. Entry to the venue will not be permitted to persons bearing dangerous weapons, fireworks / explosives, smoke canisters, incendiary devices, flares, klaxons, megaphones and compressed air or gas operated horns, whistles, drums or musical instruments, balls, frisbees and similar items, non - accredited equipment, mace compressed gas containers or any other objects or items which may be offensive, disruptive, dangerous or likely to infringe on any party's safety or security.

## Frequently Asked Questions, Newbury Racecourse, December 2014, subject to change

Flags or banners containing poles or sticks and banners that could severely restrict the view of or be construed as offensive to other spectators are not permitted. Abusive behaviour, foul or abusive language or the throwing of any article will not be tolerated under any circumstances.

The Racecourse reserves the right to eject spectators who are in breach of these terms and conditions.

### **Drugs**

We reserve the right to refuse you entry to and/or eject you from the Racecourse in reasonable circumstances including without limitation for health and safety or licensing reasons; you behave in a manner which has or is likely to affect the enjoyment of other persons at the Racecourse; if you are found in possession of any prohibited item or substance; if in our reasonable opinion you are acting under the influence of alcohol or drugs; if you fail, when required, to produce proof of identity or age; or if your ticket is void.

### **Food & Drink**

Food & drink is not permitted into either the Premier or Grandstand enclosures, however you may picnic by your car.

### **Challenge 25**

Newbury Racecourse operates a Challenge 25 and wrist banding policy in all areas. Racegoers lucky enough to look under 25 will be unable to purchase alcohol without a wristband, these are redeemable at the racecourse with either a valid passport, driving license or pass card. We advise obtaining your wristband upon arrival. Newbury Racecourse reserves the right to refuse service of alcohol.

### **Bars**

Selected bars will remain open until the end of the concert, please check your racecard on the day for full details.

### **The White Room After Party**

The after party in the Hampshire Stand operates a strictly over 18s policy, applicable from after the last race/end of concert. The challenge 25 and wrist banding policy also apply for the consumption of alcohol. Newbury Racecourse reserves the right to refuse entry to those under the influence of alcohol.

### **Zero Tolerance**

We want our visitors to be able to make the most of the racing experience at Newbury, and ask all racegoers to ensure that their actions, whether in bars or in open areas, do not affect the enjoyment of others.

In instances where groups or individuals demonstrate behaviour which is considered likely to be unacceptable to the majority, they will be ejected from the course without question. We thank you in anticipation for your co-operation in helping us to maintain a safe and secure environment in which everyone can enjoy racing at its best.

### **Stage**

The concerts take place on a stage located in front of the Grandstand. See our picture galleries for an idea of the layout.

Audiences will be subject to continuous sound levels and strobe lighting will also be used. Prolonged exposure to loud noises and music may permanently affect your hearing.

The front section nearest the stage gets very busy and crowded. The further back you go the less busy it will be. Wheelchairs and assistance dogs are strictly prohibited within the front of the stage owing to emergency evacuation procedures.

### **Concert Times**

Our Party in the Paddock concerts begin approximately 15 minutes after the last race and will last approximately 60-75 minutes. Please check our website for up to date timings as each raceday does vary and are subject to change up until 24 hours prior to racing.

### **Seating**

Please note there is no allocated seating for our Party in the Paddock events and no areas may be reserved. Racegoers are not permitted to bring in their own chairs or viewing steps on site for viewing of the concert, therefore you may be required to stand for long periods of time; please bear this in mind when booking your tickets.

There are un-reserved seating and some sheltered standing areas, which are available on a first come first served basis; some seating areas have restricted views to the stage.

You will not be able to take chairs out of any internal areas.

### **Disabled Viewing Platform**

Disabled and wheelchair viewing is available on a pre-booked first come first served basis. Please complete the ticket application form clearly stating your requirements.  
Newbury Racecourse also offers disabled parking and toilet facilities on site.

### **Cash Machine**

Please note not all bars and facilities accept credit or debit cards. Cash withdrawals are available around the site; please check the racecard or ask a member of staff for your nearest ATM machine.

### **Toilets**

All toilets on site are easily accessible and each location includes a dedicated accessible cubicle.

### **Emergencies**

In an emergency please contact the nearest member of security or steward for help. When you arrive at the racecourse please familiarise yourself with the site and our facilities.

### **First Aid**

Newbury Racecourse has a dedicated team of first aiders and paramedics. If you are in need of any medical assistance, please contact a member of our team and they will be happy to help.

### **Mobile Phone Reception**

Mobile phone reception is good throughout the site on most networks although reception can be disrupted when the site is busy. If you encounter difficulty getting mobile reception and need to make an urgent call, please contact a steward who will be able to assist.

### **Photography**

At the majority of our meetings the official racecourse photographer will be taking crowd scenes for use in our promotional and marketing material; if you do not wish your photograph to be taken, please make the photographer aware.

Whilst photography on the track is strictly forbidden racegoers may take photographs for private use from within the enclosures: flashes are not permitted.

Press and commercial photographers should apply to the racecourse press office on 01635 40015 at least seven days before the meeting for accreditation. The attention of all press and professional racing photographers is drawn to the Jockey Club instruction no. HRAGI5.2.

### **Leaving the site**

At the end of the concert there will be 15-25,000 people leaving the site, so we ask you to take your time and be patient. The car parks can become very busy when everyone leaves and again we ask for your patience.

In order to assist everybody off site as quickly as possible and avoid long queues you may be directed out of a different gate than the one you entered by so it would be a good idea to check before you arrive how to get home from either gate.

### **Left Luggage & Lost Property**

Our left luggage facility is located at the Berkshire Stand Reception and this facility is free of charge

Frequently Asked Questions, Newbury Racecourse, December 2014, subject to change

and subject to availability. If you lose any property whilst on site, please contact a member of staff or visit the main racecourse reception.

All items found by our staff or handed in by the public will be sent to lost property; please ask a member of staff on the day for the location for your nearest amenity.

**Accommodation**

For all accommodation needs, please visit [www.visitnewbury.org.uk](http://www.visitnewbury.org.uk)