



## **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**

### **Booking tickets in person – prior to an event**

- **Tickets for racing can be bought in person from the Main Office Racecourse reception (follow signs for Racecourse and Deliveries).**
- **The box 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.**

### **Book tickets in person – day of the event**

- **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 (except Party in the Paddock and Hennessy Gold Cup).**

- All entrances are accessible for wheelchair users, although not all counters are lowered. However our Entrance Teams are on hand to provide assistance when necessary and required.
- At the ticketing counters there are 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.

Tickets for racing can be bought in accessible booking line

We are currently looking to install a minicom booking line for people with hearing impairments, details of which will be provided when this is in place.

### Carers

We welcome customers who have a personal assistant or carer to the Racecourse. Our policy is for the first personal assistant or carer to attend free to any paid Newbury Racecourse event. If a second carer is required they will be expected to pay full price.

### BSL interpreter services

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

### 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.**

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

## **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).**

## Getting to Newbury Racecourse

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.

### Car

- **Drop Off Point**

We are able to arrange for customers to be dropped off close to the entrances by car or coach. Contact us before your event to identify the appropriate drop off location.

- **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.

Car Park	Entrance	Enclosure	Surface
Car Park 1	South	Premier	Grass with some tarmac isles
Car Park 2	West	Premier	Tarmac and grass*
Car Park 3	West	Premier	Hard core
Car Park 4	North	Grandstand	Tarmac and grass*
Car Park 5	East/ North	Grandstand	Grass

\* Identifiable disabled bays are on tarmac surfaces.

- **When arranging to drive to the racecourse please contact us on 01635 40015 or [info@newburyracecourse.co.uk](mailto:info@newburyracecourse.co.uk) before an event to identify the most suitable car park.**
- **When approaching the site please follow roadside wayfinding signage which will direct you to the appropriate car park.**

**View of the racecourse from Car Park 4 disabled bays.**



## **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.**

### **Taxi Drop Off & Collect**

- **Taxi drop off on racedays is directly adjacent to the main entrance (Grandstand enclosure) where you can access all enclosures.**
  - **On non racedays taxis are able to enter the main site and drop customers off adjacent to building entrances. Contact us before your event to identify the appropriate drop off location.**

## **Entry to the Racecourse**

### **Entrances**

**There are five different entrances into the site. Please note on racedays if you have a Grandstand Enclosure ticket you are restricted to those entrances leading into this enclosure.**

### **North Entrance (Grandstand & Premier Enclosure)**

- **The entrance is a temporary structure with ramped access to all entrances. The doors are kept in the open position when this entrance is in use.**
- **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.**



### East Entrance (Grandstand & Premier Enclosure)

- This is an open air gated entrance which is naturally ramped.
- This is for customers who have pre purchased tickets, badge holders only and Bookmakers.

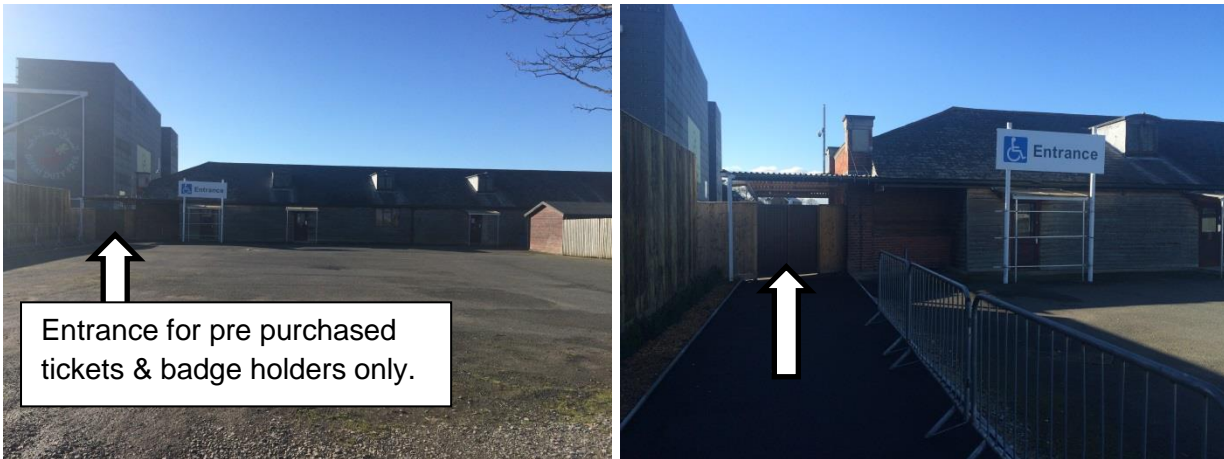


### Disabled Entrance (East)

- This is an open air gated entrance which is naturally ramped.



- It is located in the disabled car park at the east end of the site.
- This is for customers who have pre purchased tickets, badge holders only and Bookmakers.



### South Entrance (Premier Enclosure)

- 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 Entrance (Premier Enclosure)

- Access to this entrance can be achieved via Car Park 2 and leads you directly into our Premier Enclosure.
- This entrance has a hard and level surface and requires customers to cross the rubberised horsewalk.
- 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.



# Venue Information

## Getting around

- **Wheelchair access**
  - **All buildings and temporary structures have ramped, level access and/ or lifts to take people to all floors, where necessary.**
  
- **Wheelchair Hire**
  - **We currently do not offer self-propelled wheelchairs for hire.**
  - **We do have a limited supply of 'push' wheelchairs available. These can be booked via our Operations Team and can be collected from the Main Office Reception on the day. A £30 deposit is required in order to secure the use of the wheelchair.**
  
- **Mobility scooters and Power 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 and buggies**
  - **We welcome pushchairs and buggies to the racecourse.**
  
- **Personal Assistants**
  - **Personal Assistants can get one free ticket**
  
- **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](mailto:info@newburyracecourse.co.uk)
- We ask customers, if feasible, to use our on line FAQs which can be found at
  - <http://newburyracecourse.co.uk/racing/on-raceday/> and
  - <http://newburyracecourse.co.uk/racing/facilities/>

## Lifts

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

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

## **Accessible seating and viewing areas.**

### **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 1<sup>st</sup> floor viewing steps – 3 positions**
    - **Winning post viewing platform – 3 positions**
  - **If you require a designated seating area then please speak to our Operations Team 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 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.
    - Grandstand 1<sup>st</sup> 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 but we ask customers to pre book these through our Ticketing Team. Limited availability will be available on the day.
    - If you require a designated seating area then please speak to our Operations Team who will be able to assist.

### **Hospitality Boxes & Restaurants**

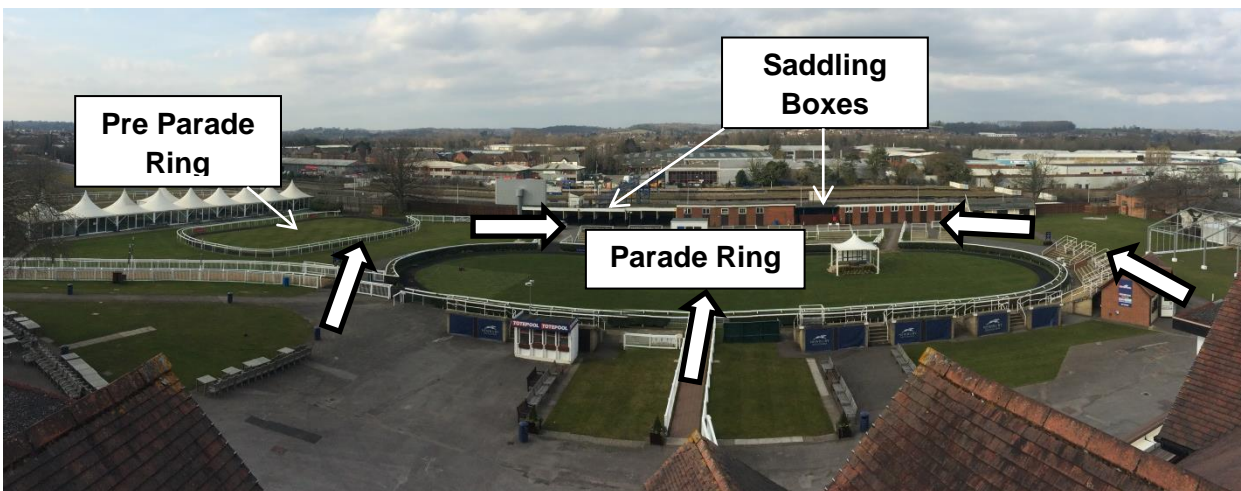
- Disabled people are able to enjoy racing at Newbury Racecourse, choosing any hospitality package to suit their needs. It is advised that they speak to Hospitality Sales Representative to ensure the best package is offered and that the chosen package has access suitable for a wheelchair or motorised 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 so please ensure you discuss your requirements with our Restaurant Team.**
- **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.**
- **Pre Parade Ring**

- There is access to the Parade Ring from both the Premier and Grandstand Enclosure.
- There is grassed level access to all sides and viewing areas.
- There are no raised platforms/ ramps for chairs and the surrounding open fence is 1.2 meters high.
- **Saddling Boxes**
  - There is access to the Saddling Boxes from both the Premier and Grandstand Enclosure.
  - There is hard standing level access to all boxes.



### Assistance dogs

- You can bring a Guide or Assistance dog with you without charge. Newbury Racecourse welcomes all Guide and Assistance dogs, including:
  - Fetch and carry dogs
  - Mental health companion dogs
  - Seizure-alert dogs



- **Guide dogs**

- **Please make sure they are always on a lead.**
- **Assistance dogs can stay in wheelchair bays.**
- **Water bowls are available too. Please ask any of our Customer Service Team.**

### **Toilets**

- **All of our buildings have disabled toilets which can be accessed through using a Radar key. These keys can be collected from key locations.**

<b>Stand</b>	<b>Level</b>	<b>Toilet</b>	<b>Location</b>
<b>Hampshire</b>	<b>Ground</b>	<b>Female</b>	<b>By the internal stairs</b>
<b>Hampshire</b>	<b>Ground</b>	<b>Male</b>	<b>By the internal stairs</b>
<b>Hampshire</b>	<b>Second</b>	<b>Male/ Female</b>	<b>Off the landing opposite Restaurant entrance</b>
<b>Berkshire</b>	<b>Ground</b>	<b>Male/ Female</b>	<b>East end of main hall</b>
<b>Berkshire</b>	<b>Third</b>	<b>Male/ Female</b>	<b>West end off landing</b>
<b>Berkshire</b>	<b>Fourth</b>	<b>Male/ Female</b>	<b>West end adjacent to tote</b>
<b>Grandstand</b>	<b>Ground (Centre)</b>	<b>Male/ Female</b>	<b>Central landing near lifts</b>
<b>Grandstand</b>	<b>First (Centre)</b>	<b>Male/ Female</b>	<b>Central landing near lifts</b>
<b>Grandstand</b>	<b>Second (Centre)</b>	<b>Male/ Female</b>	<b>Central landing near lifts</b>
<b>Royal Box</b>	<b>First</b>	<b>Male/ Female</b>	<b>Top of stairwell</b>
<b>Crafty Filly</b>	<b>Ground</b>	<b>Male/ Female</b>	<b>Behind bar</b>
<b>The Lodge</b>	<b>First</b>	<b>Male/ Female</b>	<b>Adjacent to lifts</b>

## **Assistive Listening Devices (ALDs)**

- **Assistance Listening Devices are available for people with or without a hearing aid. The ALDs work with digital hearing aids and hearing aids that have T-position settings.**
- **Raceday – are T Loop systems are located at all entrances and information points (Berkshire and Grandstand ground floor).**
- **If you require a T Loop service for your hospitality box or event then please speak with our Hospitality and Event Teams to discuss your requirements.**

## **First Aid**

- **We have two crowd medical facilities on site which are operational on a raceday only. They are located by East Entrance and the Main Office Reception.**
- **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 lights and other special effects. Contact the racecourse for details of any special effects expected at your event.**

## **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](mailto:info@newburyracecourse.co.uk)**