

## **FAQs**

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

We are located approximately 50 minutes from London Paddington.

### **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.

### **When do the seasons begin and end at The Racecourse Newbury?**

Our flat season runs from April to October while the jump season from November to March.

### **What are The Racecourse Newbury's feature meetings and when are they?**

We host the JLT Lockinge Stakes which is a Group 1 race, (the highest category a race can be) in May. Over jumps, the feature race is The Hennessy Gold Cup (the oldest sponsorship in sport) which is run at the end of November.

### **Can I book a table in a restaurant?**

For Premier customers The Hennessy provides panoramic views of the course and the winning post. For Grandstand customers The Racegoers Restaurant has balcony views of the course and the home straight. We advise customers to book in advance, tables are yours for the day.

### **Can I book a private box?**

We have 40 private boxes that are available for a minimum of 16 people and up to 180 people. Boxes come as part of range of unique packages.

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

We welcome children of all ages when accompanied by an adult (excluding Party in the Paddock events), entry is FREE. There is a raceday crèche for children aged between 3 months and 8 years based at the Rocking Horse Nursery onsite where you can leave your children for up to two hours at a cost of £3 per hour. There are also plenty of baby changing and feeding areas.

### **Does The Racecourse Newbury 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 The Racecourse Newbury, with the exception of registered assistance dogs. The Racecourse Newbury 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.

### **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.

### **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 The Racecourse Newbury 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. If you are dining in one of the restaurants, you can take your table anytime from 12pm onwards.

**Do I need a racecard- official programme? (they are the same thing)**

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 there disabled access?**

There is wheelchair access to both Enclosures with a special viewing platform in front of the track.

**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?**

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.

**ENJOY YOUR DAY, FOR OTHER QUERIES PLEASE CONTACT US**