



FAQs and Code of Conduct – Pub in the Paddock at Newbury Racecourse

How we are preparing?

We always strive to go above and beyond the standards expected by our customers, and our approach to our opening preparations are no exception. We have undertaken risk assessments for the area at Newbury Racecourse, allowing us to ensure that from the moment you arrive, you feel safe, at home and able to enjoy the experience.

The site will be deep cleaned before opening, with hand sanitising stations throughout.

Our seating arrangements will allow for 2m social distancing and, where possible, we have separate entrances and exits, with a one-way system allowing for smooth access to the outside bar with social distancing queuing in place across the site.

Following a recent licensing meeting we can assure you that if we/you do not respect the measures we are implementing, we may well not be able to stay open. We trust our regular and new visitors will respect this

As such, we ask you to be patient and respectful of the measures we have had to put in place to protect you, our customers and just as importantly our members of staff.

We look forward to welcoming you

The Newbury Racecourse team

FAQs

What is the Pub in the Paddock?

Pub in the Paddock is Newbury Racecourse's new pop-up pub experience located on the gardens and outdoor areas at Newbury Racecourse, involving socially distanced seating areas for up to 300 persons. Entry is free and you can reserve a seating area in advance.

Is it safe to go to Pub in the Paddock?

We are working closely monitoring the government guidelines but have adhered to all guidelines required to open, including socially distanced seating, enhanced cleaning and customer information capture for track and trace and you can find further details outlined below.

Is there parking?

Yes, free parking will be in Car Park 2.

Is this part of my membership pass at Newbury Racecourse?

No, this is not included in a resident or annual member pass. It is a separately ticketed event.

Can you walk in?

Yes, this is open to walk ins just like a normal pub, but we recommend you reserve an area in advance by visiting newburyracecourse.co.uk. We cannot guarantee you a seating area if you decide to walk-up on the day and you may have to queue before a table becomes available.

Can you reserve a seat?

Yes, we recommend you reserve seats via newburyracecourse.co.uk and there is no cost for this. You can reserve a table of 4, 6 or deck chairs up to 6. All seating is guaranteed a view of the big screen. If you reserve a table and do not claim it within 30 minutes of your booking, the table will be released to those waiting.

What time should I arrive?

If you have reserved a seating area in advance, you will be sent an online form to complete asking for relevant contact details and an estimated time of arrival. If you reserve a table and do not claim it within 30 minutes of your booking, the table will be released to those waiting.

Is there an age restriction?

No, however we will be operating our Challenge 25 policy, so please remember to bring along your ID to ensure you get served. Those under 18 must be accompanied by an adult and must comply to the social distancing rules and remain within the designated seating area throughout.

Will there be food available to purchase?

Yes, there will be some food concession stands available to purchase from with a vegetarian option.

Can I bring in my own food and drink?

No, you will not be allowed to bring in any food or drink, but you can purchase both via cashless payment at the outdoor bar.

Will I be able to book more than one table and have them positioned next to each other?

The government guidelines state that two households or social bubbles of up to six people may be grouped together. If you have reserved a table with more than two households, please let us know and we will aim to sit you on adjacent tables.

Will there be toilets available?

Yes, there will be access to toilet facilities, which will be regularly cleaned with a socially distanced queuing system in operation and a strict one in one out policy.

Disabled Seating

Please call directly if you would like to reserve a table that will need additional space or requirements for any disabilities.

Will there be a smoking area?

There will be a non-smoking area of reserved seating and a designated smoking area.

Is there any wet weather provision?

This is a beer garden experience with no wet weather provision. You will be asked to remain at your table if it rains and will not be permitted to find shelter so please bring along the appropriate clothing for all weather conditions.

Can we leave our car overnight?

Yes, you can leave your car in Car Park 2, however this is at your own risk and Newbury Racecourse will not take liability for any damage or theft.

Will personal details will be taken?

As per government guidelines we will take contact details in advance or on arrival which will be stored securely for 28 days before being destroyed.

Newbury Racecourse Code of Conduct

- Upon entry OR in advance of your visit, you will be asked for your name and a contact details, which will be securely stored for 28 days and then securely destroyed. This will need to be done each day that you wish to enter the beer garden.
- We ask that you use the hand sanitiser provided upon entry. Additional sanitiser stations will be available across the site.
- All customers will have to be seated at a table and maintain the current social distancing and mitigated requirements in accordance with government guidelines
- There will be no standing or gathering in groups.
- We ask that you are mindful of others whilst purchasing drinks at the bar or waiting for the toilet.
- You be asked to adhere to flow systems around the site including socially distanced queuing at the outside bar and concession units
- We will be operating a strictly one in and one out only system for both the Gents and the Ladies.
- Our big screen will be showing live football, but there will be not standing or gathering around the big screen permitted
- During this time Contactless is the only form of payment on the site
- Please be aware that should the outdoor seating areas reach capacity you will have to wait to be seated and we cannot guarantee you a space
- There is no wet weather provision and you will not be permitted to take shelter if it starts to rain so outdoor clothing and waterproofs are advised.
- You must dispose of your own empty glasses and rubbish on a regular basis at the dedicated refuse points
- Challenge 25 will be operating across the site so ID is advised in the form of a passport or driving licence.
- We will be doing regular sanitising of a number of touch points throughout the day.