



ACCESSIBILITY GUIDE

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For Further Information

1. Introduction

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. 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.

2. Booking

2.1 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 1.00pm 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.

2.1.1 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.

2.2 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 help 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.

2.3 Carers

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

We're happy to welcome assistance dogs to the Racecourse. Please keep your dog on a lead unless doing so would interfere with your disability or your dog's trained behaviours. In such cases, your dog must remain under your control at all times. If not, you may be asked to place them back on a lead or leave the premises without a refund.

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.

3. 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.

3.1 Car

3.1.1 Drop Off Points (Taxi & Personal Vehicles)

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



3.1.2 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 & Restaurants)	Tarmac & grass*
Car Park 3	West	Horsebox Park & Stable Staff	Hard core
Car Park 4	East	Grandstand	Tarmac & grass*
Car Park 5	East/North	Grandstand	Grass

* Identifiable Accessible Parking are on tarmac surfaces.

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.

4. Entry To The Racecourse

There are six different entrances on to site:

North Gate* (*selected racedays only*)

East Entrance*

South Gate (*selected racedays only*)

West Gate

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.

4.1 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.

4.2 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.



4.3 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.

It is also used for exit including emergency exit.



4.4 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 lowered counters for easier access to the ticket office - 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.



4.5 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.



4.6 Owners Club

This facility, is 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.



4.7 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.

4.8 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.

5. Venue Information

5.1 Entry To Buildings

5.1.1 Lifts

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

If you have any concerns prior to your arrival, please call us to find out more.

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	Hampshire	13	1000	1m 70cm	1m 98cm
General	The Lodge	8	630	0m 80cm	2m
General	Owner's Club	8	630	0m 80cm	1m 98cm

5.2 Accessible Toilets

All 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 Reception or from any bar, restaurants 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.

We currently do not have any changing places toilets on site, however we are keen to help where we can, so if you require this facility please do let us know by calling us in advance and we will do our best to help.

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
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
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
Owner's Club	Ground	Male / Female	Rear of bar area

5.3 Mobility

5.3.1 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 can assist with transporting customers, however this is on a case-by-case basis, depending on medical incidents at the time.

5.3.2 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.

5.3.3 Pushchairs

We welcome pushchairs and buggies to the racecourse.

5.3.4 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

5.4 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).

5.5 Accessible Seating and Viewing Areas

5.5.1 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.

5.5.2 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).

5.5.3 Premier Enclosure

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).

Internal

We have plenty of internal seating for public use, the majority of it is not fixed and comes in a variety of types. It is available 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.

5.5.4 Grandstand Enclosure

Internal

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

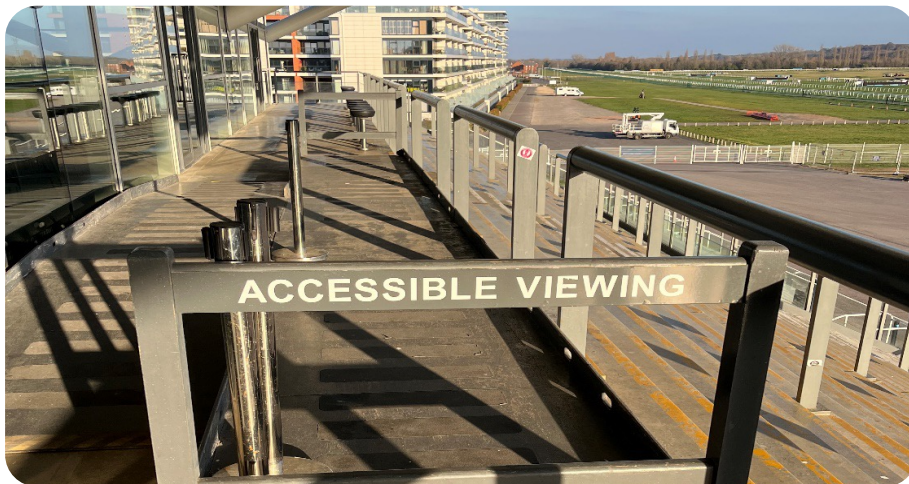
We do not offer specific designated accessible seating however if you have a requirement and require a designated seating area then please speak to our Reception Team/Stewards who will be able to assist and provide recommendations.

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 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.

5.5.5 Hospitality & Restaurant Guests

Disabled customers can 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 Berkshire Stand
(1st Floor)**

Has accessible serveries for the bar area, tote, and the catering outlet.



5.5.6 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 is a raised tarmac ramps for chairs at the east end of the Parade Ring and the surrounding solid fence is 1.2 meters high. The Area in front of the Berkshire Stand surrounding the area is also raised to a height as to aid viewing of the Parade Ring and the Winners Podium.



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 in front of the Owners Club.



5.6 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.

5.6.1 Oxygen & Other Gases

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.

5.6.2 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.

5.6.3 Special Events

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