



NEWMARKET

The July Course

Venue Access Information



Newmarket Racecourse is committed in ensuring that our venues are an easy and enjoyable experience for all to visit. To achieve this we work towards addressing more than the minimum required by the Equalities Act (2010) and aim to ensure universal access.

Booking Information

Customers with accessibility needs can buy tickets either online or by telephone in the same manner as other customers. There are no separate booking procedures for the customer group. If you would like to check that the venue can meet your specific access requirements please look at our access information on the website or contact our customer relations team who will be able to provide you with information.

If you have any queries please contact our Customer Relations Department on 01638 675 500 (Option 4). Please note our office hours are Monday to Friday 9 a.m to 5.30 p.m.

Tickets can also be purchased in person from the Customer Relations Desk at the Racecourse Offices, Westfield House, Cambridge Road, Newmarket, Suffolk, CB8 0TG.

Personal Assistants

Our staff are not trained to lift or carry any customers in need of help and are not able to assist with any personal toilet or medical needs. We do however provide complimentary entry for one personal assistant per customer with such needs.

A personal assistant is eligible for free admission if the disabled person receives one of the following benefits:

- a) Disability Living Allowance (DLA);
- b) Attendance Allowance (AA);
- c) Personal Independence Payment (PIP); and
- d) Armed Forces Independence Payment (AFIP).

Additionally persons who are Registered Blind are also eligible.

To prove eligibility the following in respect of one of the benefits referred to above is required to be presented:

- a) A copy of the awarding letter from DWP or statement confirming receipt of the allowance; and
- b) Photo ID which matches the details of the recipient of the above.

Alternatively, if you are a Registered Blind Person then a photocopy of certification and matching photo ID is required.

Select how many tickets you wish to book. If you require a personal assistant, you must also book them a ticket.

If you need a personal assistant to attend the event - we do offer a PA goes free scheme, once we have established your eligibility. Please purchase the total amount of tickets you need, including any Personal Assistants, and then send us the required documents as requested below along with your order number and show that you have booked. Once we have received all the required documents and statement as to why you need a personal assistant we will then make a decision as to your eligibility. **Please note that we can only refund before the event and only refund tickets booked via Newmarket Racecourses or Jockey Club Live. Bookings made through other agents cannot be refunded and PA tickets are not available.**

Please do not select Print at Home tickets when purchasing, this option is not available for personal assistant tickets.

The complimentary ticket will be ready for collection from the Free Pass Office where photo ID for the personal assistant will be required along with the paid ticket for the disabled customer.

Pre-arrival

The venue is situated outside the centre of Newmarket town and is accessible by all vehicle types with no restricted height access.

Train: The nearest mainline train station is Newmarket situated 2 miles approx. from the July Course.

Outrider Coach Services: The Racecourse operates a subsidised coach service travelling from Cambridge train station, Royston train station (Car Park of platform 2), Ely (Market Street), Soham (High Street) and Bury St Edmunds bus station (Stand 9). The Ely, Soham, Royston and Bury St Edmunds service only runs on selected days. The coach stop for the Outrider Coach Services is more than 150m away from the entrances and is marked on the site plan.

Free Newmarket Shuttle Bus: There is a free shuttle bus service that operates from Newmarket train station and the town centre to the racecourse at regular intervals. The drop off and collection point at the racecourse for this service within the White Car Park.

The bus services are run by an external company and if you require any specific information as to access on each service, please contact Neals Travel 01638 780066.

Taxi: The taxi drop off and pick up is situated outside the front of Premier 1 Entrance, this is at the front of the White Car Park. This location is 5m from Premier 1 entrance, 150m to Premier 2 entrance, 220m to Grandstand & Paddock Entrance and 320m to Garden Enclosure entrance (Approx.). The free shuttle bus is situated 80m further on from the taxi rank. Please note there is a golf buggy service available to transport customers with mobility issues in between the entrances.

Coach Parking: The coach park is located approximately 60m from the Grandstand & Paddock entrance. The ground surface is grass.

The Racecourse operates a golf buggy service in and around the Racecourse car parks to assist customers with mobility issues getting from their cars, coaches or taxi's to the entrances. To order this service please make yourselves known to the car parking marshalls who will arrange for the golf buggy to meet you at an agreed location. The golf buggy service had no facilities to transport wheelchairs or mobility scooters.

Car Parking: We have designated blue badge parking areas in three of our car parks. If assistance is required please contact one of our car parking attendants.

Annual badge holders parking and Premier 1 entrance is situated at the front of the white car park, there are blue badge holder parking bays situated at the front right of the car park, this area can only be reached by entering via Gate 2. The car park is an open area with a tarmac surface along one edge; some closely mown grass may need to be covered to access Premier 1 entrance. The level ground to the entrance from the car park makes it accessible for wheelchair users without assistance.

The second area for disabled parking is located in the blue car park, opposite Premier 2 entrance. This car park is accessible by passing through Gate 1. Disabled parking bays are located along the front of the car park nearest to the entrances. It is a level area in close proximity to Premier 2 entrance. Please note this car park is a grassed area and assistance will be required for wheelchair users. This car park is located nearby to the Free Pass Office.

Garden and Grandstand & Paddock Enclosure parking is situated within the red car park, the blue badge holder parking bays are situated at the front of the car park along the fence line and are accessible through Gate 4 off the Cambridge road. The car park is an open area with a grass surface; it is accessible to a wheelchair user although assistance may be required as there are areas of grass to manoeuvre.



Garden and Grandstand and Paddock Enclosure accessible parking

Premier Enclosure

Premier Entrance 2 has level access with a paved surface. The main doors are single width (90cm) and open automatically. There is a lowered operation window. These access points are situated on the left hand side of the gate entrance. On race days there is a member of staff situated at the entrance to provide assistance.



Grandstand & Paddock entrance

Premier Entrance 1 has level access and has a tarmacked surface all the way from Premier Car Park. The main doors are double width (160cm) and open away from you (push). There is a lowered operation window at this entrance and on race days a member of staff will be stationed there to offer assistance. On passing through Premier Entrance 1, inside the venue there is horse crossing with a rubber surface which must be crossed.

Access around the July Course is accessible to people with mobility issues and wheelchair users. There are paved and tarmacked routes covering the venue from the entrances to behind the grandstands. There is a hard standing paved pathway located in front of the Grandstands in the Premier Enclosure. Please note that the rest of the area racecourse side of the grandstand is fine turf. The area for the concert phase can become very congested with people standing to view the concert.



Racecourse side in the Premier Enclosure



Premier Enclosure Trackside for a concert

Accessible Lifts: Access lifts are located in stands 2 and 3 of the July course. There is also a lift to provide access to the high level walkway between Stravinsky's Bistro and Mozart's Restaurant. The lifts are accessible through level access and are open to the public for use.

There is a maximum capacity of two people at one time (400kg). Each lift has a door width of 800cm and interior dimensions of 100cm x 130 cm (approx.).

The lift in Premier Enclosure Stand 2 is located beside the Queens Room. This room is accessed on the right hand side of Stand 2 (Winners Enclosure end) over a paved pathway. The lift can be used to access the accessible toilets on level 1 and the undercover viewing terrace on level 2 (Area E).



Viewing Area E from top of Stand 2 (Premier Enclosure)

The lift to access the high level walkway is located in the middle of the Premier Enclosure underneath the walkway. It can be used to access the Stravinsky's Bistro and Mozarts Restaurant.



Example interior of access lift



Access lift to high level walkway

There is an accessible lift within Grandstand 3. To access this lift, there is a permanent downward slope located behind the grandstand to the left of the main entrance to the Adnams Southwell Bar. Once inside the access lift can be found on the right hand side. This lift provides access to all levels of Stand 3, including the accessible toilet on the first floor, and the private boxes on level 2.

All lifts operate by continuously holding your finger on the button of the floor required.

Accessible Toilets: All accessible toilets have clear signage near or on the appropriate doors. They are also highlighted on the site maps. In the case of any difficulty locating an accessible toilet please contact a member of staff. Each toilet includes wall mounted rails, a minimum lateral transfer space of 80cm, an emergency alarm pull cord and a drop down rail. They all have twist locks on the door, a sink (no higher than 74cm) and a hand dryer (no higher than 100cm). The toilet seats are all situated 47cm above the floor with both the sink and toilet roll holder within arm's reach.

Premier Enclosure stand 2 has an accessible toilet located on the first floor; it is accessible from a lift on ground floor and there is level access throughout the route. The door to the toilet opens outwards (pull) with a width of 85cm. There is unobstructed manoeuvring space inside with dimensions of 150cm x 150cm.

Premier Enclosure stand 3 has an accessible toilet located on the first floor; it is accessible from a lift in the Adnams Southwold Bar, on the ground floor and there is level access throughout the route. The door to the toilet opens outwards (pull) with a width of 85cm. There is clear manoeuvring space inside with dimensions of 170cm x 200cm.

Viewing Platforms: There are a number of viewing platforms spread over the enclosures; there is limited capacity on each viewing platform and we work on a first come first serve basis. A booking system is in place for music events. The gradient of the ramps to access these platforms are no greater than 1:13.5. Chairs are available on request for personal assistants but this is dependent upon space available on the platform. There is also a covered viewing terrace at the top of Stand 2 for viewing racing and concerts (Area E).

One platform is located in the Premier enclosure connected to the right hand side Stand 2 (Platform A). Access to the platform is from the rear of the grandstand, there is level access up to the slope which has a steep gradient. It is a permanent slope and assistance is on hand if required. Alternatively there is a platform lift available to access this platform. The platform lift is located at the front of the stand, with controls within reach for wheelchair users. This platform is suitable for viewing both the racing and a good side viewpoint for concert events. This platform also has a small undercover section.



Viewing platform next to integrity tower Accessible lift to viewing platform next to integrity tower

A second platform is located in Premier enclosure trackside in front of the Stand 2 (Platform B). Access to the platform is via a slope with a moderate gradient to the level platform.

A third platform in Premier enclosure is situated trackside in front of Stand 3 (Platform C). Access to the platform is via a slope with a moderate gradient to the level platform.

Access to both platforms above involves travelling across a grass area and are open to the elements. Both of these platforms incorporate view points for both racing and concert events. These ramps can become very congested for concert events. Please note that no alcoholic drinks are permitted trackside of Premier enclosure until all racing has finished.



Viewing platform (C)



Viewing Platform (B)

For music events access to the viewing platforms (A, B and C) is to be arranged in advance by contacting the Customer Relations Team on 01638 675500 (Opt 4). The booking system will be under taken on a first come, first served basis. Passes to access each ramp will be issued when the personal assistance ticket is collected from the Free Pass Office, it is recommended to make your way to the viewing ramps in good time due the area becoming busy during concert phase. Family Enclosure customers who have pre booked these viewing platforms will be given access to move up before the penultimate race to ensure a clearer passage. Admission onto the platforms on the day without prior booking cannot be guaranteed.



View of Stage from platform A



View of Stage from platform B



View of stage from platform C

The platforms can accommodate wheelchairs/scooters that are within the dimensions 700mm wide by 1200mm long. If a wheelchair/scooter is large than these dimension this must be highlighted at the time of booking the platform place.

Disabled customers with non-mobility issues can view the music in 2 reserved areas within the Grandstands. Spaces within these areas must be arranged in advance. Both areas can be accessed via a lift but there may be some steps that will have to be negotiated. Area D is located in the old stage area of Grandstand 2 and Area E at the back of the stepping in Grandstand 2.



View of Stage from Area D



View of Stage from Area E

Spaces on the platforms and within the reserved areas include one disabled visitor with one accompanying personal assistant. No other visitors can be accommodated on the platform/in the areas.

Please be aware that area D is only open from after last race i.e. concert only viewing. All other platforms and areas are open for the whole duration of the event.

Bars: The following bars have a lower level trade counter: Adnams Southwold Bar, Chief Singer Bar, and Sweet Solara Bar. These service areas are clearly signed.

Grandstand & Paddock Enclosure

Grandstand and Paddock entrance has level access with a tarmacked surface. The entrance gate has a width of 90cm and an automatically opening barrier. This entrance overcomes the turnstiles and there is a lowered operation window. These access points are situated on the left hand side of the turnstile entrance. On race days there is a member of staff situated at the entrance to provide assistance.



Grandstand & Paddock Entrance

In the Grandstand & Paddock Enclosure there is a tarmacked area in front of the Grandstand which accommodates the betting ring. Please note that the rest of the area racecourse side of the grandstand is grassed. The grassed areas are well maintained with short grass

The course office/information point is located in the Grandstand & Paddock Enclosure, beside Premier Entrance 2. There is level access and a tarmacked surface around it. The main doors are double width (180cm) and open towards you (pull). On race days there is a member of staff stationed there to provide assistance. The reception desk is located 3m away from the main doors with level access on a tiled surface. The reception desk is at medium height with a lowered operation section to the right hand end.



Course office Entrance



Inside Course Office

Accessible Toilets: There are three accessible toilets located around the perimeter of the Grandstand and Paddock enclosure. One is located next to the Soviet Star Bar, one opposite the Height of Fashion bar and another opposite the Royal Academy bar and next door to the Fish & Chip shop. All three accessible toilets have doors opening outwards (pull) with a width of 85cm. There is clear manoeuvring space in each one with minimum dimensions of 150cm x 200cm.

All accessible toilets in the Grandstand and Paddock enclosure are fitted with a RADAR (bow shaped) key lock system. If you do not hold a RADAR key these may be obtained from the Course Office for a small deposit or can be sourced in advance via this website - <https://www.disabilityrightsuk.org/shop/radar-key>.

Parade Ring Viewing: For viewing the parade ring there is sectioned off area on the corner of parade ring side behind Stand 1 and next to the horse walk to the Winner's Enclosure.



Parade Ring Viewing Area

Viewing Platform: There are two concrete viewing platform within the Grandstand & Paddock Enclosure. Both platforms are trackside of Grandstand 4 and suitable for race viewing only. Access is via a grass surface.

There is no viewing area within Grandstand 4.

Restaurants, bars, betting facilities: The following bars are equipped with lowered trade counters or have exit access for traders to offer service from ground level: Soviet Star, Royal Academy, Abernant Bar, Marwell Bar, Greenall's Height of Fashion Bar and the Owners & Trainers Bar.

All totes have a lowered counter or exit point to serve customers from ground level.

We apologise in advance that The Carroll Restaurant in Grandstand 4 is only accessible via a staircase as there is no lift available in Grandstand 4.



Example lowered Tote service desk

Garden Enclosure

The Garden Enclosure entrance is situated at the far end of the venue and all access is on level ground towards the entry gate. There is however some grass areas to navigate. The main doors are double width (150cm) and open towards you (pull).



Garden Enclosure Entrance

The Garden enclosure is mainly a grassed area. In order to spectate any of the racing customers must travel across grass and a gravel surface.



Inside of Garden Enclosure Entrance

Accessible Toilets: The Garden Enclosure has an accessible disabled toilet located in its toilet block. There is one toilet for female use and another for male use. Both of which have level access for entry. The door opens outwards (pull), and has a width of 85cm. The dimensions of the toilet are 150cm x 225cm allowing for manoeuvring space. Access to this toilet is level although a gravelled area needs to be passed over to get to the toilets. A temporary disabled toilet unit is in place within the enclosure for large sell out events.

Viewing Platform: There is a viewing platform within this enclosure which offers great views of the racing. The ramp is accessed via a grass surface.

Hospitality Guests

The following areas are hospitality areas: The Trackside Pavilions, The Grandstand 3 Private Boxes, The Paddock Pavilion or the Summer House Restaurant.

The Trackside Pavilions consist of three hospitality marquees; Rous, Moorestyle and Empress Chalets. Disabled parking is available behind the Trackside Pavilions for customers with hospitality in this area. This parking must be pre-arranged with the Hospitality Team. Access from the car park to the Pavilions is via blocked paved pathways, closely mown grass and tarmac. Each Pavilion is accessed via a small ramp or a set of steps. There is a dedicated disabled toilet in this area.

Good views of both the racing and concerts can be enjoyed from this area. The Trackside Pavilions is set across the course from the main Grandstands. Access to the parade ring and main enclosures is via crossing the racecourse with a medium grass length.

The Paddock Pavilion is accessed via closely mown grass and a ramped access. The Summer House Restaurant is the only dining facility that has air conditioning built in. This restaurant is accessed via a level door ledge. Both the Paddock Pavilion and Summerhouse Restaurant do not have a dedicated disabled toilet or racecourse viewing. Customers are to use the public disabled toilet by the Owners & Trainers bar – a radar key is required for this.

The Private Boxes in Grandstand 3 are accessed via a disabled lift.

Mobility Scooters

Mobility scooters are welcome on site. Drivers of scooters must ensure they are capable and proficient in operating the scooter in a busy public environment. No mobility scooter should be left unattended with the keys in.

Hearing impaired customers

We do provide temporary induction loops for use by customers on site. The induction loop we provide is a neck loop (which is used in conjunction with a hearing aid) or earphones to use with the pack (If preferred please bring your own headphones to use with the pack). If required please make your way to the Course Office on arrival at the course so we can issue you a unit.

Visually impaired customers

Assistance dogs are welcome to attend with their owners without additional charge subject to production upon entry of a valid identification document from Assistance Dogs (UK) or an equivalent international organization. A separate ticket is not required however owners should notify the racecourse in advance upon booking their event day tickets so that any necessary arrangements can be made.

Printed materials such as bar menus are available upon request at all bars and all signage around the site is clear and in large print.

Involuntary Noise Issues

We welcome customers with involuntary noise issues or use noise to communicate rather than words. We are responsible for the enjoyment of the audience as a whole and therefore if disturbance is judged to be unreasonable for the nature of the event and prolonged, it may be necessary for us to ask you to take a break from largely populated areas. The venue does tend to be a lively and noisy area. Please speak to our Customer Relations Department if you require any additional services.

Personal Evacuation Plans

In the instance that a customer requires or would like to arrange a personal evacuation plan with the venues operations team, we would be very happy to help. Please contact our Customer relations department who will relay the information onto the staff on the day. Please note that all our staff are trained and aware of the appropriate measures to undertake in case of an incident.

Temporary Disabilities

The disabled access facilities are for race goers with permanent disabilities, so broken legs, recent injuries or pregnant women do not qualify.

Individuals with temporary issues and have specific requirements should contact the Customer Relations department in advance of the event.

Please note complimentary personal assistants tickets or access to the viewing platforms (for music events) are not available to those with temporary conditions.

Additional Information

- Staff do receive disability awareness/equality training
- There are three wheelchairs available for hire from the Course Office, you are advised you to book a chair in advance with the Customer Relation Department to guarantee use of this service.
- Plastic cups, cutlery and straws are available on request.
- No alcohol is permitted in the Premier enclosure Racecourse side until after the last race has finished as this area is an alcohol free zone.

- No food and drink can be brought into the Premier Enclosure or Grandstand & Paddock Enclosures, please contact the below telephone number if an exception is required. No garden furniture or picnics are to be brought into the Premier and Grandstand and Paddock Enclosures at any time even for the live music performance.
- Food, drink and garden furniture is allowed to be brought into the Garden Enclosure.
- Concert viewing is in the Premier Enclosure Racecourse side. Grandstand & Paddock Enclosure and Garden Enclosure customers are permitted access to the Premier Enclosure to view the concert after the last race. Access is opened up in a staged process.
- Space on the disabled viewing ramps for music events is via a booking system. Please contact the Customer Relations team for more details on how to book a space.

Contact Information

By Post: Customer Relations Department

Newmarket Racecourses

Westfield House

The Links

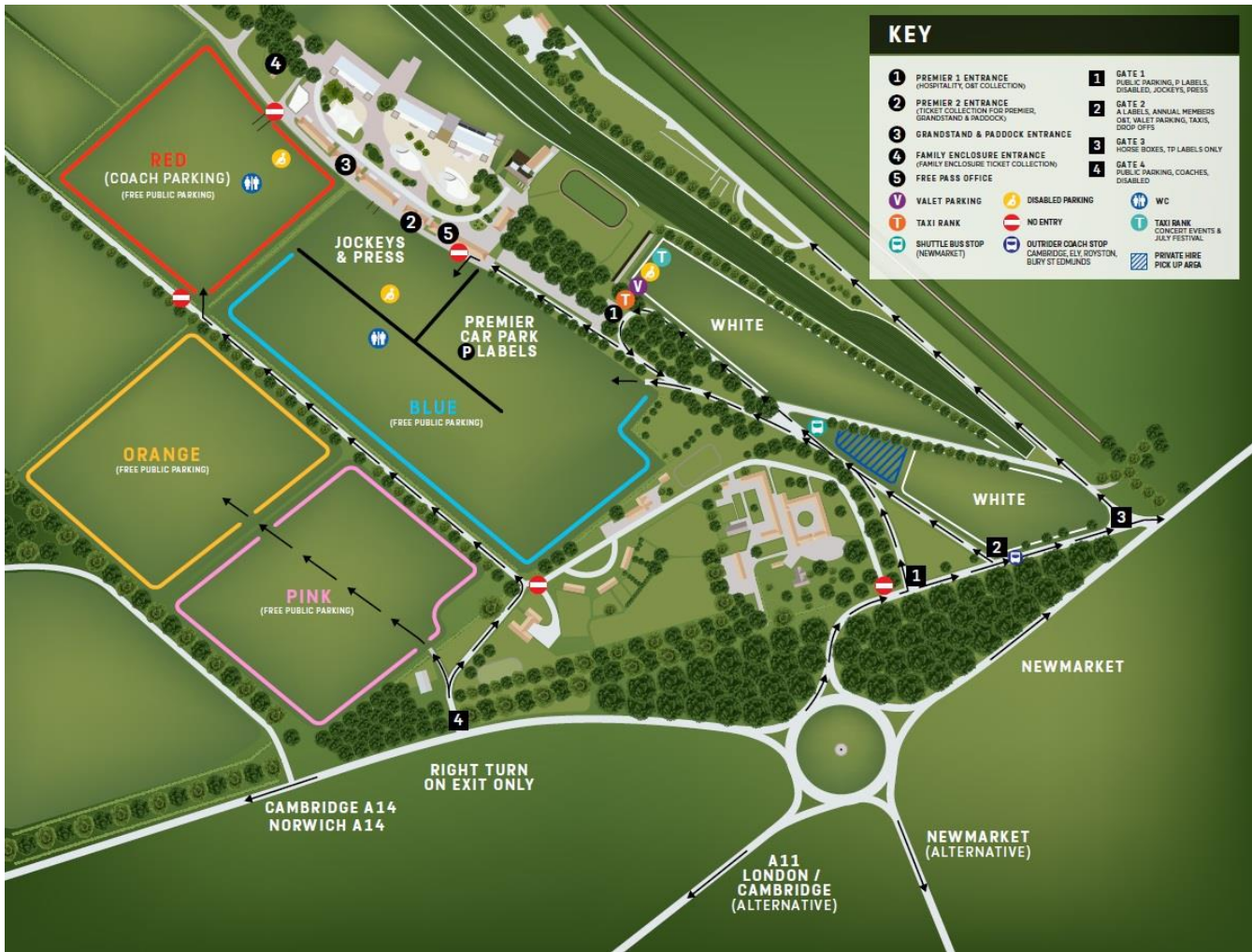
Newmarket

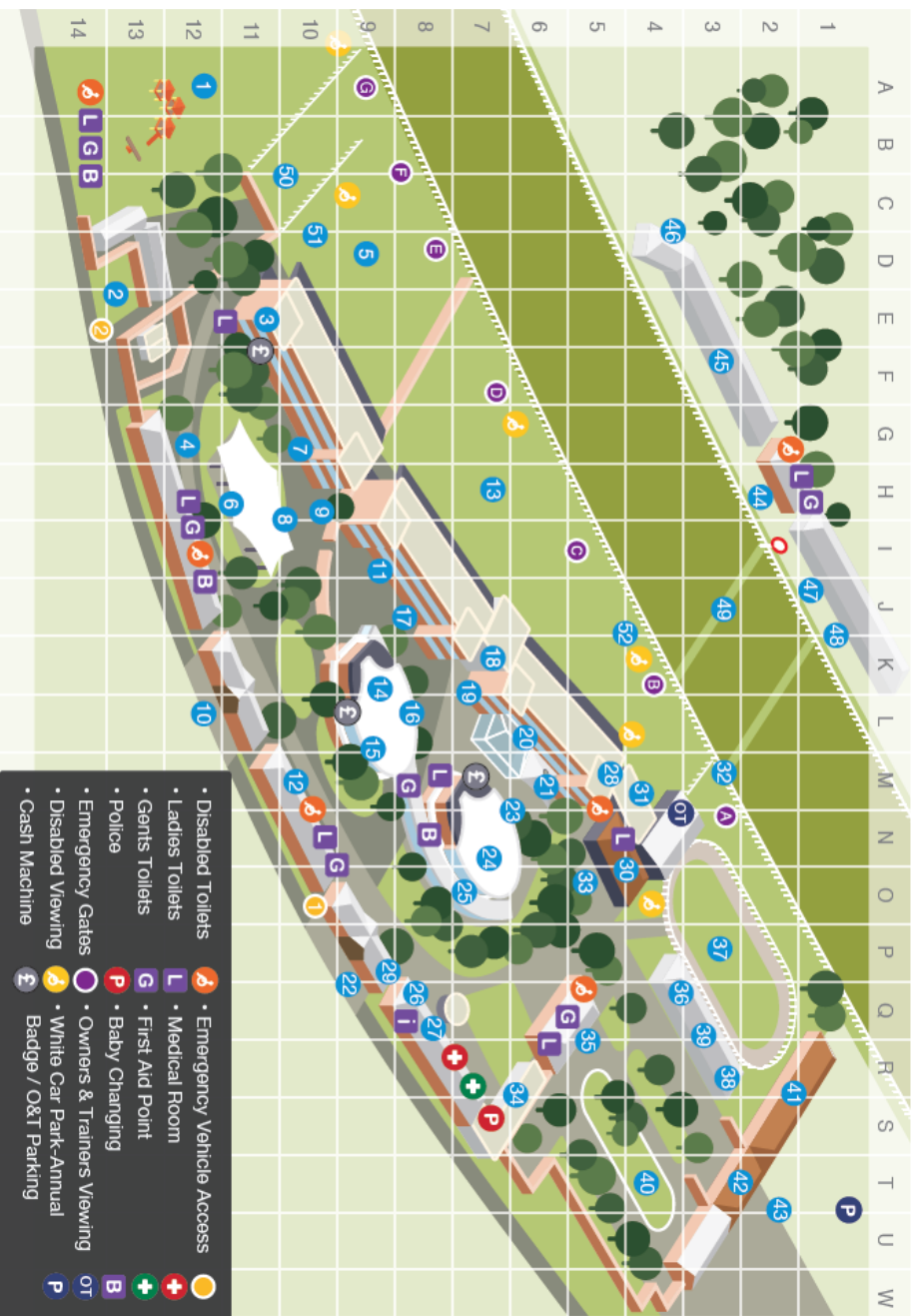
Suffolk

CB8 0TG

Email: newmarket.boxoffice@thejockeyclub.co.uk

Telephone: 01638 675 500 Option 4





- | | |
|----------------------------------|---|
| 1 Garden Enclosure | 29 Premier/ Grandstand & Paddock Ticket Collection |
| 2 Garden Enclosure Entrance | 30 The Weighing Room |
| 3 Family Ticket Collection | 31 The Meet & Chandon Champagne Bar |
| 4 Carroll House Bistro & Bar | 32 Crossing to Trackside Pavilions |
| 5 Fish & Chip Shop | 33 Winner's Enclosure |
| 6 Grandstand & Paddock Enclosure | 34 Soviet Star Bar - Purely Prosecco, Crafty Beer, Pizza |
| 7 Royal Academy Bar | 35 Owners & Trainers Bar |
| 8 Marwell Bar | 36 Annual Badge Holder Pavilion |
| 9 Abernart Bar | 37 Parade Ring |
| 10 The Stable Bar | 38 Paddock Pavilion |
| 11 Grandstand & Paddock Entrance | 39 Owners & Trainers Runners Lounge |
| 12 Sharpo Bar | 40 Pre-Parade Ring |
| 13 Click + Collect | 41 Saddling Boxes |
| 14 Premier Enclosure | 42 Premier Enclosure Entrance 1 (Hospitality/Owners and Trainers Ticket Collection) |
| 15 Stravinsky's Brasserie | 43 Taxi Rank |
| 16 The Greenalls Gin | 44 Trackside Pavilion |
| 17 Height of Fashion Bar | 45 Moorstyle Pavilion |
| 18 Chief Singer Bar | 46 Empress Pavilion |
| 19 The Adhams Southwold Bar | 47 Hospitality Reception |
| 20 Stage | 48 Rous Pavilion |
| 21 Attraction Suite | 49 Winning Post |
| 22 The Summer House Restaurant | 50 Champions Lawn |
| 23 The Jockey Club Rooms | 51 The Fever Tree Final Furlong Bar |
| 24 Premier Enclosure Entrance 2 | 52 Prime Viewing Ramp |
| 25 The Sweet Solera Bar | |
| 26 Mozart's Bistro | |
| 27 The Cocktail Paddock | |
| 28 Course Office | |
| 29 Free Pass Office | |
| 30 The Queens Room | |