

A photograph of a racecourse with a blurred background of spectators. Overlaid on the image is text and a logo. The text 'Aintree' is at the top in a large serif font, with 'RACECOURSE' in a smaller sans-serif font below it. A vertical orange line with diamond markers at the top and bottom descends from the text. The word 'ACCESSIBILITY' is on the left side of the line, and 'GUIDE' is on the right side. At the bottom, a small orange diamond is followed by the 'THE JOCKEY CLUB' logo, which consists of a stylized 'J' and the text 'THE JOCKEY CLUB'.

Aintree

RACECOURSE

ACCESSIBILITY GUIDE



THE JOCKEY CLUB

AINTREE ACCESSIBILITY GUIDE

Welcome to Aintree Racecourse, home of the world famous *Randox Grand National Festival* and unforgettable days of racing and entertainment.

We are committed to ensuring that every guest enjoys a comfortable and inclusive experience. This guide has been created to help you plan your visit, with clear information on accessibility across our facilities, services and events. Whether you are joining us for a race day or another occasion, we look forward to making your time at Aintree as enjoyable and memorable as possible.

This guide is to enable you to plan your day with us at Aintree racecourse to ensure you get the most out of your visit.

Aintree
RACECOURSE

PERSONAL ASSISTANTS AND TICKETS

If you require a personal assistant to accompany you for the day, you can apply for a complimentary ticket for them if you are in receipt of the following awards: Personal Independence Payment (PIP), Disability Living Allowance (DLA), Attendance Allowance (AA) or Armed Forces Independence Payment (AFIP).

Please note, we don't accept Access Card, Nimbus or Blue Badges as proof of eligibility.

Provided that you purchase a valid admission ticket for yourself, you are entitled to apply for one complimentary admission ticket at the same event for the person who is accompanying you as a personal assistant. The personal assistant must be able to provide you with appropriate assistance which might include:

- Assisting you in moving around the racecourse.
- Helping you evacuate the racecourse in the event of an emergency.
- Accompanying/assisting you in using the racecourse toilets.
- Assisting you in purchasing refreshments, food and using other services.

To make a booking for yourself and your personal assistant, please contact us on either **0151 522 2921** or **NW.tickets@thejockeyclub.co.uk** with evidence of your award letter, we can accept a photo of this along with photo ID.

Please aim to send your request with a minimum of 5 working days in advance of the fixture date.

If you have any questions regarding how your needs can be met during your visit, please feel free to contact us and we are happy to help.

We can organise personal assistant tickets to be organised on the day if you bring the relevant award letter along with you and this is accompanying a full price ticket.

ACCESSIBLE AREAS

All disabled toilets are locked by RADAR key, our staff have some available on site, however we would advise to bring your own along too.

Grandstand	Toilet	Floor Level
Earl of Derby	Yes	Ground, 1st, 2nd, 3rd, 4th and 5th
Lord Sefton	Yes	Ground, 1st, 2nd, 3rd, 4th and 5th
Queen Mother	Yes	Ground and 1st
Lord Daresbury	No	N/A
Princess Royal	Yes	Ground, 1st, 2nd, 3rd, 4th
West Tip	No	Located in Marquee (ticket holder only)
Festival Zone (Randox Grand National Festival)	Yes	<ul style="list-style-type: none"> Outer Ground Floor EOD & LS Ground Floor PR – Rum & Ginger Bar Ground floor of Aintree Equestrian Centre Temporary toilets at Red Rum Garden
Embankment	No	N/A
Goffs (O&T Facility)	Yes	Ground

The table below can help you make an informed decision on which ticket type is most suitable for you, if you have any further questions, don't hesitate to get in touch with us.

Grandstand	Wheelchair Accessible?	Lifts
Earl Of Derby Seats	Yes	Yes
Earl Of Derby Terrace	No	No
Lord Sefton Seats	Yes	Yes
Lord Sefton Terrace	No	No
Queen Mother Seats	No (set of 10 steps)	Yes
Lord Daresbury Roof	No	No
Platinum Lounge Seats	No	No
Princess Royal Seats	Yes	Yes
Princess Royal Roof	No	Yes
West Tip Seats	No	No
Festival Zone	Yes	N/A
Garden Club	No	No
Embankment	No	N/A
Goffs (O&T Facility)	Yes - 1st floor (Ground floor has 2 steps)	Yes

TRAVELLING TO THE RACECOURSE

COACH SERVICES

If you are planning to arrive by a private coach for the Randox Grand National Festival you will be required to purchase a coach parking pass through our website. Outside of the Randox Grand National Festival all parking is free.

BUSES

Regular bus services are in operation around the course on all major roadways. On Friday and Saturday, there is also a special service from Liverpool City Centre. Buses depart from Lime Street Station in the morning and depart for racing from the A59 Warbreck Moor.

TAXI

For the Randox Grand National Festival and other racedays, there is a temporary drop off/pick up zone outside of The Queens Arms Pub on Warbreck Moor.

TRAIN

The nearest train station is Aintree Train Station which is located across the road from our main entrance to the racecourse adjacent to Grand National Avenue.

CAR PARKING

During the Randox Grand National Festival, we have two areas that accommodate accessible parking which are subject to availability and **must be booked in advance**. You need to bring your blue badge with you on the day to allow entry to your car parking space. You will be issued with a physical parking badge to display in your window. If you purchase an e-ticket only area for the Randox Grand National (Festival Zone or Embankment) your parking ticket will also be electronic. Please show this to a parking attendant upon arrival.

Our County Car Park has a very small number of accessible spaces. This is located at the front of the racecourse. Please use **L9 5AS** in your Sat Nav or What 3 words: **catch.people.final**. Follow the red road signs for directions to this car park.

Our Steeplechase Car Park has more spaces available. This is located at the Aintree Golf Centre at the back of the racecourse. Follow the green road signs for directions to this car park. Or use What 3 words: **linked.pasta.puff**.

There is a courtesy shuttle service to bring you from the car park to the racecourse site. This will be a dedicated accessibility vehicle that can fit 1 wheelchair and 4 seats.

All parking for the Randox Grand National Festival must be booked in advance.

ENTRANCES

GRAND NATIONAL AVENUE

This is the main and busiest entrance to the racecourse. There is a dedicated accessible entry lane to ensure you can enter the venue safely. This entrance is closest to our grandstands.

THE QUEEN'S PUB (Randox Grand National Only)

This entrance is closest to the parade ring which brings you directly into the Festival Zone and is only a short distance to the Grandstands.

WEST TIP

If you are entering via this entrance during the Randox Grand National Festival, you have most likely arrived via coach. This is the furthest entrance from the accessible seating in our Grandstands. There is an accessible viewing platform here to watch the racing from.

On other race days, this is where the free car park is situated. If you arrive by car, this will be your closest entrance to the car park.

The distance from the coach park to the entrance during the Randox Grand National Festival is 400m.

The distance from the car park to the entrance on other race days is 950m.

STEEPLECHASE (Randox Grand National Only)

If you are entering via this entrance, you will have likely arrived by car and have parked in the Steeplechase car park. There is a courtesy shuttle to take you into the racecourse and will return you back to the car park when you are ready to leave. You will have received a mobile number to call to arrange your pick up/drop off on the day.

OWNERS AND TRAINERS

This entrance is at the right side of the racecourse and offers a buggy service to take you to the Goffs facility by the Parade Ring.

For O&T accessibility queries, please contact
Aintree.Owners@thejockeyclub.co.uk

Security and bag searches will be in operational at all entrance points. If you have an exemption letter for any dietary requirements, you will be asked to present this here.

ENTRANCES (NON RANDOX GRAND NATIONAL)

We have two entrance points open for our other fixtures. The main entrance is situation on Grand National Avenue on the right hand side. Here you can ask us questions, collect your tickets or buy tickets on the day.

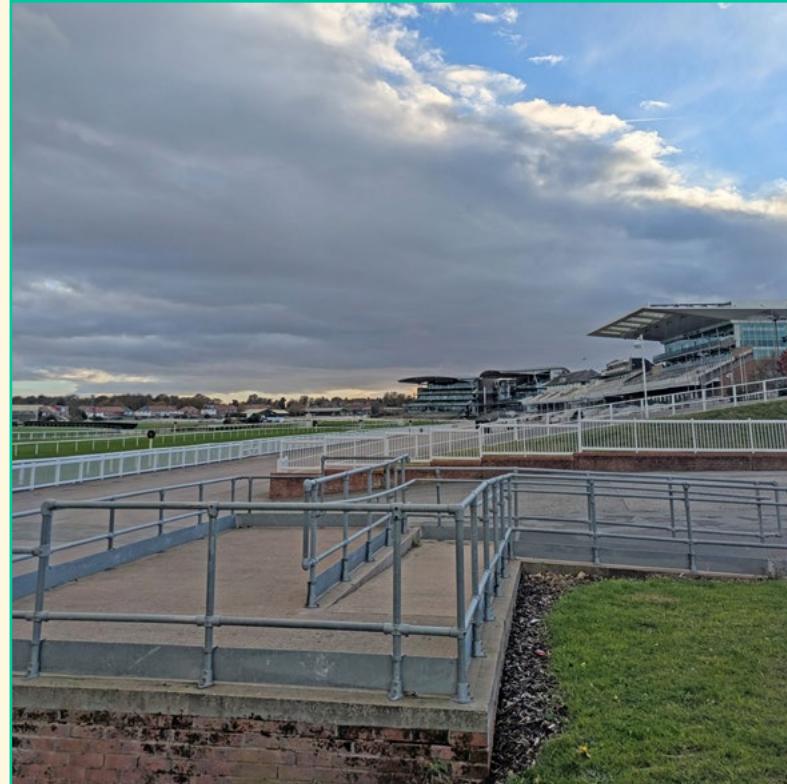
Our second entrance is at the back of the racecourse. You will likely pass this entrance if you have parked at the racecourse.

Both are wheelchair accessible and Grand National Avenue has the shortest distance to the Grandstands.



ACCESSIBLE VIEWING PLATFORMS

We have two permanent ground floor and outdoor accessibility viewing platforms at the racecourse, both first come first served. One at the Parade Ring for viewing of the Parade Ring. The second at the left of the Princess Royal Grandstand at the base of The Mound for race track viewing. (Randox Grand National Festival only).



HERE TO HELP

All of our staff are able to assist you with any queries during your visit.
We have staff wearing the below uniform so you can see who to approach:



Assistance is also available at our main reception point located behind the Aintree Roundabout and in the Ground floor of the Princess Royal stand.



ASSISTANCE DOGS

We allow assistance dogs into the racecourse during all fixtures.
Please bring documentation along if you're able to.

WHEELCHAIRS & BUGGY HIRE

We don't have buggy or wheelchair available at the racecourse currently, but this is something we're looking to introduce.

DIETARY REQUIREMENTS

We cater for a range of dietary requirements including vegetarian, vegan and gluten free at our concessions. However if you have a dietary requirement which we cannot cater for, please get in touch with us on nw.tickets@thejockeyclub.co.uk or call **0151 522 2921** and we can assess your request and provide you with a dietary requirement letter, allowing you to bring an arranged quantity of food, or drink into the racecourse. You will need to provide this to the security team at the search point.

AINTREE RACECOURSE APP

On our app, you can see the travel distances from points around the racecourse. You must be at the racecourse to use this feature. There are also links to all of our online accessibility info and content.



Aintree Venue Accessibility Webpage