

## **Personal Assistance and Assistance Dogs Admission Policy**

If you need a personal assistant to attend the event - we do offer a PA goes free scheme which can be redeemed on the day of the event once we have confirmed your eligibility.

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

- a) assisting you in moving around the racecourse
- b) helping you evacuate the racecourse in the event of an emergency
- c) accompanying and/or assisting you in using the racecourse's toilets
- d) Assisting you in purchasing refreshments and food or using other services

Please note that the personal assistant admission policy does not apply to disabled persons age 17 and under as it is the racecourse policy that all persons aged 17 and under must be accompanied at all times in any event by a responsible adult who must purchase their own ticket. Children aged 17 and below must be accompanied by an adult aged 18 and above

Please note our Personal Assistant Policy does not apply to customers with temporary impairments such as broken bones, healing wounds and women who are pregnant.

Personal Assistant tickets will not be available for anyone who has not purchased directly from Nottingham Racecourse.

### **Personal Assistance Tickets Conditions**

The free admission ticket provided to your personal assistant will carry the same conditions as the admission ticket that you hold.

A personal assistant is required to accompany the Disabled patron at all times; this is to ensure they are supported in the event of an emergency.

### **Eligibility**

The eligibility criteria for complimentary personal assistant admission are regularly reviewed and the racecourse reserves the right to update them from time to time. Currently those who receive one of the following benefits are eligible to receive a complimentary personal assistant ticket:

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

Additionally people who are Registered Blind are also eligible. Please note that, in all cases, the racecourse reserves the right to nevertheless decline to accept an application or to request additional evidence if, in the racecourse's view and discretion, there is reasonable doubt that the applicant would be at a substantial disadvantage in attending without a personal assistant given the accessibility facilities and services available at the racecourse.

**What proof of eligibility needs to be provided?**

To prove eligibility you will need to provide the following in respect of one of the benefits referred to above:

- a) A copy of the awarding letter from DWP or statement confirming receipt of the allowance
- b) Photo ID which matches the details of the recipient of the above, with date of birth

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

Please note that a Blue Badge is not accepted as evidence of eligibility.

**Assistance Dogs**

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 organisation. A separate ticket is not required.