

Newmarket

RACECOURSES

JULY COURSE



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.

If you require detailed information and would like to speak to the Customer Relations Team to ensure our venue is accessible for you, please call us on 01638 675 500 option 1 or email us at Newmarket.Boxoffice@thejockeyclub.co.uk

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 person applying receives one of the following benefits:

- a) Disability Living Allowance (DLA).
- b) Attendance Allowance (AA).
- c) Personal Independence Payment (PIP).
- d) Armed Forces Independence Payment (AFIP).
- e) Certificate of Visually Impairment (CVI).

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.

If you require a personal assistant to attend the event - we do offer a PA goes free scheme. Please purchase your admission online here:

<https://www.thejockeyclub.co.uk/newmarket/events-tickets/> or via our contact center team if you would prefer to book over the telephone on 0344 579 3019, then send us the required documentation stated above along with your order number. 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.

The complimentary ticket will be ready for collection from the Free Pass Office on the day of the event you are attending from gates opening time, where photo ID for the personal assistant will be required along with proof of your purchased ticket. Please note, both applicant and carer must be present to collect personal assistant tickets.

Pre-arrival

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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. Please note, the outrider service is via a third party and is not wheelchair accessible.

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. Please note, the shuttle bus service is not wheelchair accessible.

Taxi: The taxi drop off and pick up point 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. If you have a blue badge, please simply display this on arrival and this is where you will be directed. If assistance is required, please contact one of our car parking attendants. Please kindly note, that our staff are unable to assist with pushing any wheelchairs due to Health and Safety.

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 accessible parking is located in the blue car park, opposite Premier 2 entrance. This car park is accessible by passing through Gate 1. Accessible 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

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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 & Paddock Enclosure accessible parking



Lowered counter at Premier 2 Grandstand & Paddock entrance

Premier Enclosure

Premier Entrance 2 has level access with a tarmacked 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.

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

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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 grassed. 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 Mozart's Bistro and the Dream Ahead Bar. 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.

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 Mozart's Bistro and the Dream Ahead Bar.



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 Suffolk Bar. Once inside

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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 clear manoeuvring space inside with dimensions of 170cm x 200cm.

Premier Enclosure stand 3 has an accessible toilet located on the first floor; it is accessible from a lift in the Suffolk 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.

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. 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.

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Access to both platforms above involves travelling across a grass area and are open to the elements. Both of these platforms incorporate viewpoints for both racing and concert events. These ramps can become very congested for concert events.



Platform C



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 1). The booking system will be undertaken on a first come, first served basis. Wristbands to access each ramp will be issued when the personal assistance ticket is collected from the Free Pass Office. 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 this dimension this must be highlighted at the time of booking the platform place.

Customers who are non-wheelchair users can view the music in reserved area D within the Grandstands. Spaces within this area must be arranged in advance. This area can be accessed via a lift but there may be some steps that will have to be negotiated. Access to area D is strictly after the final race.

Area D is located in the old stage area of Grandstand 2.

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View of Stage from Area D

Spaces on the platforms and within the reserved areas include one accessible 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. If you have not booked onto a platform and therefore do not have a valid wristband, you will be asked to leave the platform after the final race. If you would like to enquire if there are any spaces available, please go to the course office.

Bars: The following bars have a lower-level trade counter: Suffolk Bar, Chief Singer Bar, Soviet Star 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. Please note, staff are unable to assist with pushing wheelchairs.



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

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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 Moatwood Gin 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 155cm x 220cm.

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

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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, Moatwood Gin 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 are however some grass areas to navigate. The main doors are double width (150cm) and open towards you (pull).



Inside of Garden Enclosure Entrance



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.

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Accessible Toilets Accessible Toilets: The Garden Enclosure has an accessible 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 accessible 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.

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 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 event that a customer requires or would like to arrange a personal evacuation plan with the venue's operations team, we would be very happy to help. Please contact our customer relations

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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 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 those who 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

No food and drink can be brought into the Premier Enclosure or Grandstand & Paddock Enclosures.

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 only.

Concert viewing is in the Premier Enclosure Racecourse trackside. 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 through the enclosures in a staged process.

Space on the accessible 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.

Hospitality Guests – Accessibility & Facilities Information

The following areas are designated hospitality spaces: Trackside Pavilions, Private Boxes (Grandstand 3), Rose Terrace, and Summer House Restaurant.

Trackside Pavilions

The Trackside Pavilions consist of two hospitality structures: Moorestyle Pavilion and Empress Chalets.

Access & Parking

- Limited accessible parking is available directly behind the pavilions.

Parking must be pre-booked with the Sales Service Team prior to arrival.

Surfaces around this area include tarmac, grass, block paving and closely mown grass.

- The walk from the car park to the pavilions is approximately 5 minutes.

Each pavilion is accessed via a small ramp or steps.

To reach the main enclosures or parade ring, guests are required to cross the racecourse where the grass is longer.

Facilities

- A dedicated accessible toilet and standard toilet facilities are located a short walk from the pavilions (approx. 2 minutes).
- There are no toilets inside the pavilions.
- TV screens are available inside showing live racing.

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Viewing

- Both racing and concerts can be viewed from inside the pavilions and the surrounding grass area.
- Accessing the main areas requires crossing the track.
- Glass, food and drink cannot be carried across the track during racing.
- During concerts, drinks are permitted across the track only if they are in plastic containers.

Additional Notes

- Wheelchair spaces at tables can be accommodated depending on the layout.
- Some tables are more accessible than others; please contact the Sales Service Team in advance so we can allocate the most suitable location.

Summer House Restaurant

The Summer House is the only hospitality dining facility with built-in air conditioning. The restaurant is on a single ground level.

Access & Parking

- Access from the racecourse entrance is via a tarmac path.
- To view racing or music, guests follow a tarmac path onto grass, approximately a 2-minute walk.
- Accessible parking is available in the Blue Car Park (see General Admission Accessible Parking section).

Facilities

- No dedicated accessible toilet is located inside the restaurant.
- Public toilets are opposite the restaurant near the bars with accessible toilets within both the male and female toilets.
- There is an additional public accessible toilet near the Owners & Trainers Bar (Radar key required).
- Private standard toilets for restaurant guests are located behind the stage area.
- TV screens inside the restaurant show live racing.

Viewing

- The restaurant does not have its own dedicated racecourse viewing platform.
- For music events, please refer to the General Admission Accessible Platforms section for information on pre-booking.

Additional Notes

- Wheelchairs can be accommodated at most tables; however, some locations are more suitable than others.

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- Please contact the Sales Service Team to ensure the best possible allocation.

Private Boxes – Grandstand 3

Private Boxes are located on the upper levels of Grandstand 3.

Access & Parking

- Step-free access is via the accessible lift located in the Sharps Bar area (ground floor of Grandstand 3).
- Alternative access is solely via a large staircase.
- Accessible parking is available in the Blue Car Park (see General Admission Accessible Parking section).

Facilities

- Dedicated male and female toilets, including accessible options, are located on the same floor as the boxes.
- TV screens within the boxes show live racing.

Viewing

- Racing can be viewed directly from your box balcony.
- Music performances offer a limited side-on view from the box.
- For a direct stage view, guests can access the grass area via a short tarmac path (approx. 2 minutes).

Additional Notes

- Boxes are on one level; however, wheelchair access at tables is limited to not available.
- Please contact the Sales Service Team to discuss suitable arrangements.

The Rose Terrace

The Rose Terrace is an alfresco dining area located above the Champagne Bar, behind the Weighing Room. The terrace is fully outdoors with limited cover and no heating.

Access & Parking

- Access is via a set of steps or the accessible lift located inside the Champagne Bar.
- Accessible parking is available in the Blue Car Park (see General Admission Accessible Parking section).

Facilities

- All toilet facilities, including an accessible toilet, are located inside the Champagne Bar.
- The terrace has two tiers:
 - The upper tier is only accessible by steps.
 - The lower tier is accessible for wheelchairs.

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Viewing

- The Rose Terrace provides direct viewing down the track for racing.
- A large TV screen displays live racing coverage.
- Music events offer a limited side-on view; for direct stage viewing, guests can access the grass area via a short tarmac path.

Additional Notes

- Wheelchairs can be accommodated at the table; however, accessibility varies between tables.
- Please contact the Sales Service Team in advance so we can seat you in the most suitable area.

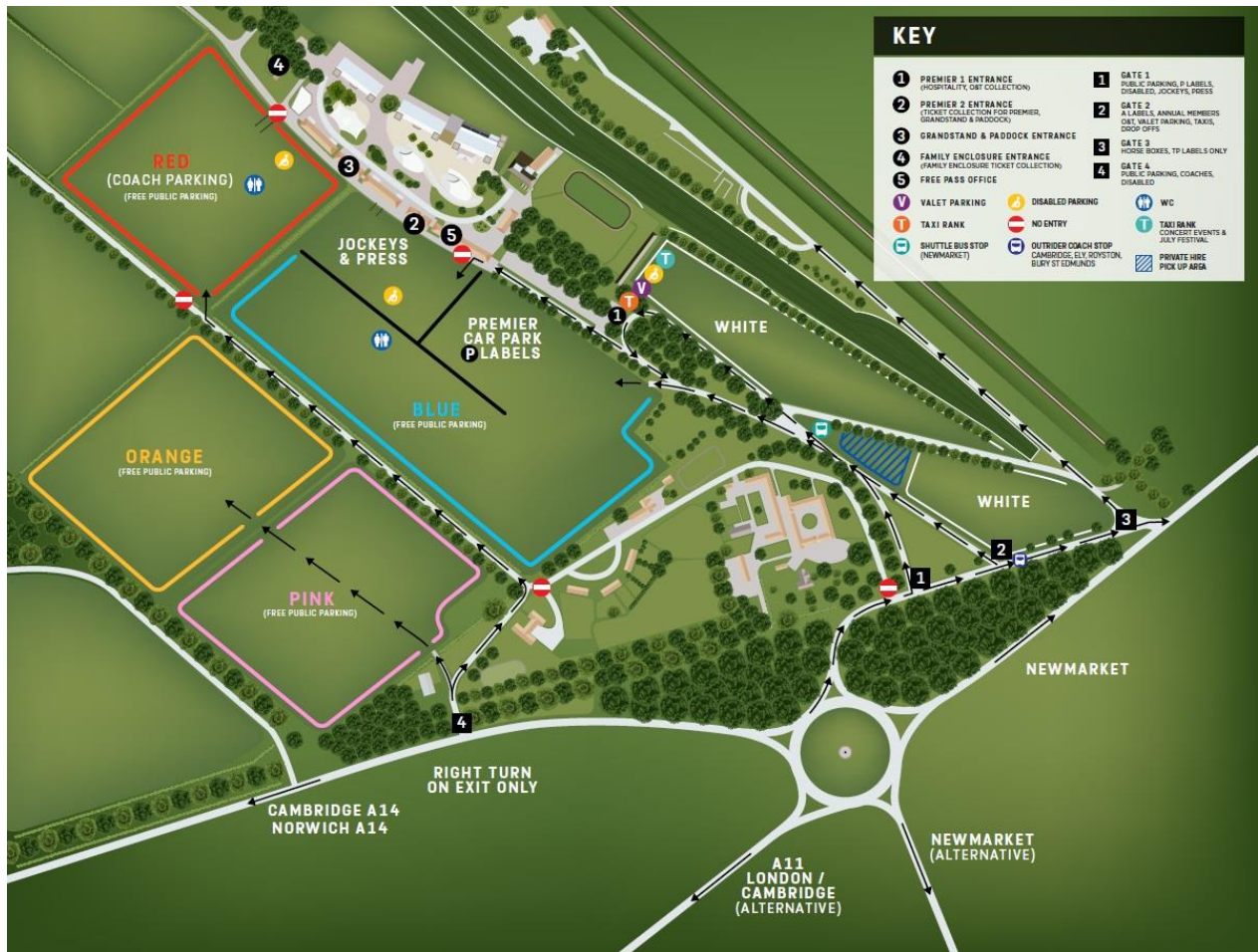
Contact Information

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