



ACCESSIBILITY GUIDE

VERSION 1

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At Doncaster Racecourse, we endeavour to make every visit as easy as possible, and have added accessible features to accommodate this, including:

- **Designated parking close to the main entrance**
- **Majority of facilities are at ground level**
- **Large lifts to all floors**
- **Accessible viewing areas**
- **Accessible toilet facilities throughout the venue**
- **Being part of the Radar National Key Scheme (NKS)**
- **We also offer free admission to personal assistants accompanying paying guests with accessibility needs.**

Two men fist pump and cheer

Free tickets for Personal Assistants

Personal Assistants will receive free admission to the racecourse when accompanying a paying guest with accessible needs.

Personal Assistant tickets can be claimed by bringing in proof of accessible needs on the day of racing e.g. Disability Living Allowance or Personal Independence Payment or a signed letter from the GP (with accompanying photo ID).

You will need to buy a full price ticket first either online or on the day and then speak to a member of staff on the turnstiles about claiming your free personal assistant badge.

24 hours in advance of the fixture that you would like to attend, please e-mail info@doncaster-racecourse.co.uk with your name to arrange the tickets.

1.0 INTRODUCTION

Doncaster Racecourse looks forward to welcoming you.

We recognise the need to ensure the experiences we offer at Doncaster Racecourse can be enjoyed by as many people as possible. We've consulted expert partners and specialist user groups (including Level Playing Field), and Doncaster Council) to make sure that Doncaster Racecourse is a welcoming and inclusive venue to all our guests with access requirements.

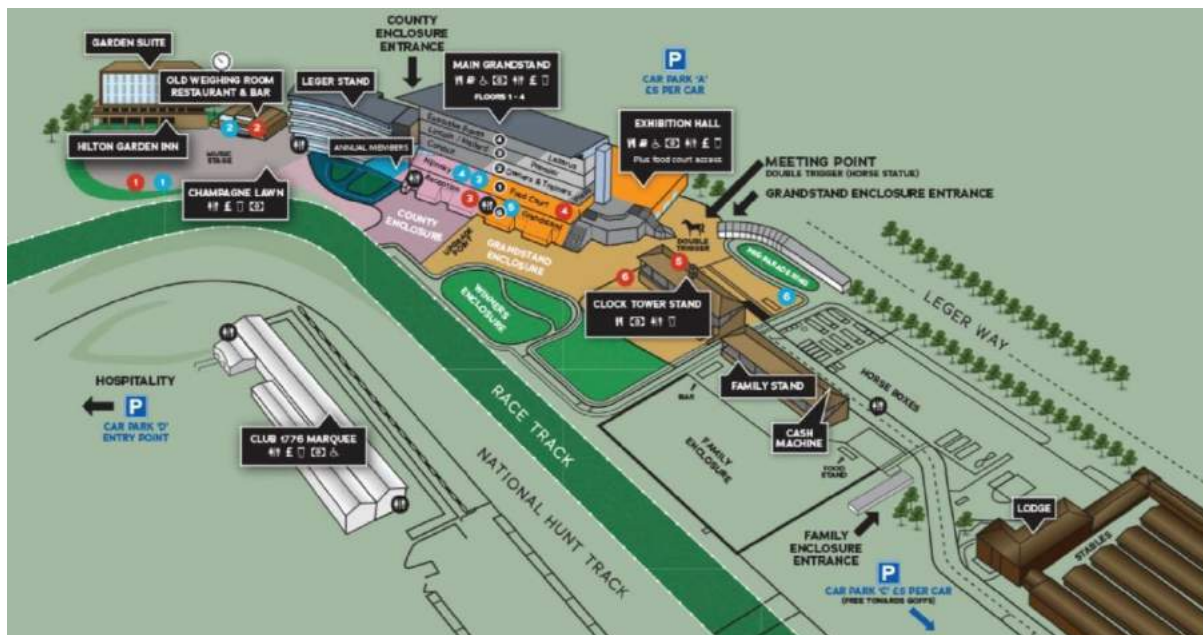
At Doncaster Racecourse, we have a wide range of different buildings and amenities available and we are continually working towards improving and raising our standards in our visitor facilities and customer care. To be able to raise our standards we will always review our facilities and we pride ourselves in performing the best we can across all areas of the business.

We carry out access audits on a regular basis to help identify areas where improvements are required and look at solutions to any 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 take steps to ensure that guests with accessibility needs are treated equally, and that 'reasonable adjustments' are made where necessary and possible, through sensitive and creative solutions to provide access for all.

We will always ensure ALL visitors will be looked after. If access to a certain building is not possible for whatever reason, we will always try our best to assist in overcoming these restrictions where possible.

Here at Doncaster Racecourse we pride ourselves on giving our team the best possible training we can, which ensures you will never be far from a member of staff who can answer your questions.

Please find below a site map to help you find your way around.



Should you have any questions or need assistance, please talk to one of our stewards. Alternatively, come to the racecourse reception or Guest Services Desk in the main entrance, where one of our team will be able to assist.

2.0 BOOKING TICKETS

2.1 ONLINE

Tickets to Doncaster Racecourse can be purchased in advance via the racecourse website. Alternatively, if you require assistance, you can always call our Ticket Hub on 01302 304200 (Option 1, Option 1, Option 1) and this will connect you with a trained sales executive. However, please find a step-by-step guide below for online tickets purchasing:

1. Go to <https://www.doncaster-racecourse.co.uk>
2. Click 'What's On' (in the top left corner)
3. Click 'View Calendar'
4. Select the month of your chosen raceday, or browse the 'What's On' calendar to search our fixtures
5. Either select 'Buy Ticket' at the bottom of the page on your chosen fixture OR if you are on the fixture page (displaying information about the raceday) scroll through all the different ticket and package options on the right-hand side of the page
6. Insert the quantity of tickets/packages that you require
7. Click 'Buy Now'
8. Click 'Proceed Securely'
9. Check that the tickets/package in your Shopping Cart is correct
10. Click 'Check Out Now'

11. If you have booked with us before and you are a 'Returning Customer', enter your Email address and Password, then click 'Log in and Checkout'.
12. If you are a new customer, click 'Register and Check Out' to create your account. To create a new account, fill in your contact details on the online form. Select if you would like to receive marketing communication from us, then enter the characters shown in the verification box. Click 'Create Account and Log In'
13. Check the box to say you have read and understand our Terms and Conditions
14. Click 'Pay Using Card' and enter your payment details when prompted
15. Click 'Pay Now'
16. You can also pay for your items using 'Google Pay'
17. Your transaction is now complete and you will receive a confirmation e-mail
18. Your tickets will be e-mailed to the e-mail address you provided about 10 days before your chosen raceday

2.2 ON THE DAY

Tickets can also be purchased on the day at the reception desk in the County entrance, the ticket booths at the Grandstand entrance, and the ticket booths at the Family / Picnic entrance (on days when this entrance is open).

The reception desk in the County Enclosure has a lowered access point for wheelchair and mobility scooter users. The first ticket booth at the Grandstand entrance (to the right of the ticket booths) is lowered to allow access for wheelchair and mobility scooter users. The ticket booths at the Family / Picnic entrance are accessible for wheelchair and mobility scooter users.

Our stewards and staff will be happy to answer any questions you may have. However, please note that we only sell General Admission on the day. Hospitality packages must be booked in advance.

All three of our entrances (County entrance, Grandstand entrance and Family / Picnic entrance) are accessible by wheelchairs and mobility scooters. However, should you require any assistance, please ask any member of our team and they will be happy to help.

2.3 PERSONAL ASSISTANCE TICKETS

We offer free Personal Assistance tickets for anyone with accessibility needs. The free Personal Assistance ticket will be issued to the Personal Assistant (the guest with accessibility needs must purchase their ticket). Personal Assistance tickets are issued on the day of the fixture when supporting documentation is provided. Supporting documents include Disability Living Allowance (DLA) letter, Attendance Allowance (AA) letter, Personal Independence Payment (PIP) letter or Armed Forces Independence Payment (AFIP) letter. Doncaster Racecourse's Personal Assistance Ticket Policy can be found at <https://www.doncaster-racecourse.co.uk/visitor-experience/venue-accessibility> and click 'Download T&C's'.

3.0 GETTING HERE

3.1 CAR

Our central location makes it easy to reach Doncaster Racecourse by motorway, with excellent links to the motorway network including M1 (jnc. 32), M18 (jncs. 3/4), A1M (junco. 36) and the M62.

3.2 TRAIN

The racecourse is two and a half miles from Doncaster Interchange. The journey time from London to Doncaster is approximately 90 minutes, and from Doncaster to Edinburgh approximately three hours. Accessible Taxis are available from the Railway Station.

3.3 BUS

First Buses operate three services from Doncaster Frenchgate Interchange to Doncaster Racecourse. The 55, 57 and 58 all depart from stand A3.

4.0 ACCESSIBLE CAR PARKS

On racedays our accessible parking bays are located in the main reception car park (just outside the County entrance, M on the map below), in Car Park A (directly opposite the racecourse, A on the map below) and in Car Park C (next to the Family / Picnic Enclosure, C on the map below). We also have accessible parking outside our onsite hotel – The Hilton Garden Inn, should you be staying with us overnight (HGI on the map below).

All accessible parking spaces operate on a first-come first-served basis. Car Park A and C require a short walking distance to the racecourse entrances. All our Car Parks are on hard standing (apart from Car Park C which is on grass). There are pedestrian crossings with dropped kerbs and tactile paving.

4.1 MAIN RECEPTION CAR PARK

Directly outside the main reception area are four accessible parking bays. These operate on a first come first served basis. The main County entrance is only a few steps away (see 4.5 for Main Reception Car Park What3words).

4.2 CAR PARK A

Car Park A is located opposite the main entrance on Leger Way. There are six accessible parking bays at the front of Car Park A. Should you park here, please alert one of our parking stewards and they will show you an available space closest to the racecourse entrance. Please note, this car park is on both hard standing and grass. On racedays look out for the yellow road signage directing you to Car Park A (see 4.5 for Car Park A What3words).

4.3 CAR PARK C

Car Park C is located on Sandall Beat Road, just off Leger Way. This car park is on grass and requires a short walk to the Family / Picnic entrance. If you need any assistance, please speak to one of the parking stewards or a member of our security team at Gate 8 and they will be happy to assist. On racedays, look out for the yellow road signage directing you to Car Park C (see 4.5 for Car Park C What3words).

4.4 OWNERS & TRAINERS CAR PARK

Our Owners and Trainers car park is located in Car Park A, opposite the main entrance on Leger Way. If you are an Owner or a Trainer and require an accessible parking space close to the entrance, please alert one of our parking stewards and they will direct you an available space.



4.5 CENTRE COURSE CAR PARK

During the four-day St Leger Festival in September, we operate a car park in the centre of the course for our hospitality guests. The Centre Course is accessed via Tan Crossing on Bawtry Road. The Centre Course Car Park is on grass with a short walk to the hospitality marquee.

4.6 ACCESSIBLE CAR PARKS WHAT3WORDS

What3words is a proprietary geocode system that identifies any location on the surface of the Earth with a resolution of about three metres. The system divides the world into three-by-three metre squares, each with a three-word address. It is free to use and enables you to pinpoint your precise location (particularly useful if you need to contact the emergency services and direct them to your location). What3words can be accessed via the app on your mobile phone, or through a browser at <https://www.what3words.com>.

Main Reception Car Park	meant.sentences.transit
Car Park A	bikes.vows.detail
Car Park C	lace.bottom.bound
Owners & Trainers Car Park	bikes.vows.detail
Centre Course Car Park	commented.cowboy.loud

5.0 ENTRIES OF THE RACECOURSE

5.1 COUNTY ENCLOSURE AND PREMIER ENCLOSURE ENTRANCE

You will find our main County Enclosure entrance on Leger Way, opposite Car Park A. There are four accessible parking bays in the front car park next to the main County entrance, and six accessible parking bays a short walk from the main entrance, in Car Park A.

During our racedays, the doors to the County and Premier entrance are usually open, however may be closed depending on the weather. Our stewards and security staff will be able to assist, should you need help opening these doors.

The entrance to the County Enclosure (also accessing the Premier Enclosure) as you can see is accessible for all, with a level surface at the threshold.



Upon entering the building, you will see several turnstiles. To the far left of these turnstiles (next to the main reception) and to the far right (next to the Owners & Trainers desk) are two mobile barriers. One of our stewards or members of staff will be able to assist you in opening these barriers, allowing access for wheelchair users, mobility scooters and pushchairs.



As always, if you have any issues or need any help, there will be plenty of stewards and racecourse staff in the main County entrance who will be happy to assist you.

The Premier Bar is located on the 2nd floor of the Eco Power Stand and can be accessed via the lifts or escalator next to the Guest Services desk. The Premier Bar is within the Premier Enclosure, and guests require a Premier badge to access this area.

5.2 GRANDSTAND ENCLOSURE ENTRANCE

The Grandstand Enclosure entrance is situated on Leger Way opposite Car Park A and is accessible to all. There is a fully-accessible gate to the left of the main turnstiles. Please ask a member of our team if you require any help and they will be happy to open the accessible gate for you.



5.3 FAMILY / PICNIC ENCLOSURE ENTRANCE

The Family / Picnic Enclosure Entrance is generally only open on our Family Racedays. If you are entering through the Family entrance and require an accessible parking bay, please inform the parking steward, who will direct you to an available space.

The entrance to the Family / Picnic Enclosure is situated on Leger Way and accessed via Gate 8. There is a short walk from Gate 8 to the Family Enclosure, which is on hard standing.



Once at the Family / Picnic Enclosure entrance there is a fully accessible gate to the right of the turnstiles, which a member of staff will be happy to open, should you require.



Guests wishing to upgrade their tickets on the day from the Family/Picnic Enclosure to the Grandstand or County Enclosures may do so at the fully accessible crossover point within the concourse.



5.4 CENTRE COURSE ENTRANCE

During the four-day St Leger Festival in September, Doncaster Racecourse operates an additional entrance to access the centre course hospitality marquee. If you require an accessible parking space, please inform one of the parking stewards, who will direct you to an available space. The Centre Course Car Park is on grass. The Centre Course Marquee is fully-accessible, with a temporary ramp leading into the structure.

5.5 QUEUING

Although on most days you will not be faced with a queue, on some of our busier racedays and evenings, there could be a queue at the entrances at busier times. If you have any accessible needs that would make standing for long periods of time difficult, or you feel you are uncomfortable around a lot of people, please do make yourself known to a member of our stewarding or security teams and they will be able to assist in helping you through the entrance areas.

6.0 – VENUE INFORMATION

6.1 – COUNTY AND PREMIER ENCLOSURES

In the County Enclosure on the ground floor you will find:

- Main Reception Desk
- Guest Services Desk
- Owners & Trainers Desk
- Lifts and Escalators accessing all floors
- Tote Betting Facilities
- Britbet Betting Facilities
- Halmahera Bar
- One Accessible Toilet

On the 1st floor (accessible by lift or escalator) you will find:

- Nijinsky Bar 1
- Nijinsky Bar 2
- Tote Betting Facility
- Food Court
- Food Court Terrace
- Four Accessible Toilets

The Premier Suite is situated on the 3rd floor of the Eco Power Stand and can be accessed via the lifts.

6.2 – GRANDSTAND ENCLOSURE

Upon entering the site through the Grandstand Entrance, the Exhibition Hall is located to the right and is all at ground level, making the Exhibition Hall fully accessible for all. Inside the Exhibition Hall you will find:

- Escalators to the Food Court and Food Court terrace on the first floor
- Lord Clifden Bar
- Sip & Savour Bar
- Lucarno Bar
- Tote Betting Facilities
- First Aid Medical Room
- One Accessible Toilet

Should you wish to remain outside, the Grandstand Enclosure is a flat concrete surface and is fully accessible for all. The Pre-Parade ring is in the Grandstand Enclosure, along with the Parade Ring, Winner's Enclosure and Presentation Podium. There are three raised viewing platforms along the rails of the Parade Ring (see 10.0). There is an accessible lift outside

6.3 – FAMILY / PICNIC ENCLOSURE

We welcome picnics into the Family / Picnic Enclosure (no alcohol or glass to be brought onsite). Inside the Family/Picnic Enclosure you will find:

- The Silver Patriarch Bar
- The Family Lawn

6.4 – OWNERS & TRAINERS (INC. OWNERS SYNDICATE LOUNGE)

The Owners & Trainers facility is located on the 2nd floor of the main Eco Power Stand. The Owners Syndicate Lounge is located on the 4th floor of the main Eco Power Stand. Access to both these facilities is through the County Enclosure entrance (see 6.1).

Lifts accessing the 2nd and 4th floors are located to the left of the Guest Services Desk.



6.5 –

HOME STRAIGHT RESTAURANT AND CONDUIT RESTAURANT

Our two raceday restaurants are located on the 2nd floor (Conduit Restaurant) and 3rd floor (Home Straight Restaurant) of the main Eco Power Stand and accessed via the main County entrance.

Once through the mobile barrier (see 6.1) there are lifts and escalators next to the Guest Services Desk which will take you up to the restaurants on the 2nd and 3rd floors.

6.6 – REFERENCE POINT / ANNUAL MEMBERS

Our Annual Members facility is situated just inside the main County entrance. Once through the mobile barrier (see 6.1) the Reference Point Bar is situated in front of you, slightly to the right.



Outside Reference Point, there is a patio area (which is covered during the colder months) for our Annual Members to enjoy. Beyond the patio is a raised lawn accessible via steps. The Annual Members Lawn can also be accessed via a path that has a slight incline.



Once out on the Annual Members Lawn, the County concourse can be accessed via a flat path.



The Lawn Suite (boxes 101 – 106) on the 1st floor of the Leger Stand are used as an overflow facility for our Annual Members on busier racedays. The Lawn Suite is accessed via the lift on the ground floor of the Leger Stand.

6.7 – THE OLD WEIGHING ROOM

The Old Weighing Room is a bar/restaurant/function room facility and is located in between the Leger Stand and the Hilton Garden Inn. There are two entrances to The Old Weighing Room; via the patio area on the Champagne Lawn which has two sets of steps, and at the side of the building which consists of a fully accessible path with a slight incline.



The Old Weighing Room patio can also be accessed via a path with a slight incline.



6.8 – THE HILTON GARDEN INN

The Hilton Garden Inn is our onsite hotel. There are five accessible parking bays situated at the front of the hotel and these operate on a first come first served basis. The entrance to the hotel is accessible for wheelchair users and mobility scooters via two sets of automatic doors.





The reception area, bar and restaurant are all located on the ground floor. All public areas and function rooms are fully accessible for our guests.

The Hilton Garden Inn has two accessible toilets, one on the ground floor and one on the first floor. There are eight accessible bedrooms that have a pull cord emergency alarm.

For our deaf or audible impaired guests, there is a hearing loop behind the main reception. Vibrating pillows are also available and should be requested from the reception desk on arrival.

7.0 – ACCESSIBLE TOILETS

We have accessible toilets in the following areas:

County Enclosure (ground floor)	x1 (Right Hand transfer)
Grandstand (ground floor nr sweet shop)	x1 (Right Hand transfer)
Nijinsky Suite (1 st floor)	x2 (Ladies RH Gents LH transfer)
Food Court (1 st floor)	x2 (Ladies RH Gents LH transfer)
Conduit Restaurant (2 nd floor)	x2 (Right Hand transfer)
Owners & Trainers Lounge (2 nd floor)	x2 (Right Hand transfer)
Premier Enclosure (3 rd floor)	x1 (Right Hand transfer)
Home Straight Restaurant (3 rd floor)	x1 (Left Hand transfer)
Private Hospitality Suites (4 th floor)	x2 (Right Hand transfer)
The Old Weighing Room	x1 (Right Hand transfer)
The Hilton Garden Inn	x2 (Right Hand transfer)

Please speak with a member of staff who can direct you to the closest accessible toilet, and also provide a RADAR key if required.

8.0 – MOBILITY

8.1 – WHEELCHAIRS AND POWERED CHAIRS

Most of our buildings are accessible by wheelchairs and powered chairs as listed above in the venue information points (6.0).

We welcome mobility scooters and chairs into the racecourse, we just ask that all operators are mindful of other customers when moving around site.

8.2 – SERVICE ANIMALS **ASSISTANCE DOGS**

Assistance dogs, are welcome on site. However, please ensure they are always kept on a lead. Water will be available for any assistance dog from any outlet around the racecourse.

8.3 – PUSHCHAIRS

We welcome pushchairs and buggies into the racecourse.

8.4 – REQUESTS AND ARRANGEMENTS

All racecourse staff are on hand to offer assistance, help and advice pre and post-race days. On the day, if assistance is required, please make yourself known to a member of our stewarding or security team and someone from Doncaster Racecourse will come to your location. Alternatively, if you are able to do so, please go to the main reception, located in the County Enclosure. You can also e-mail us at info@doncaster-racecourse.co.uk.

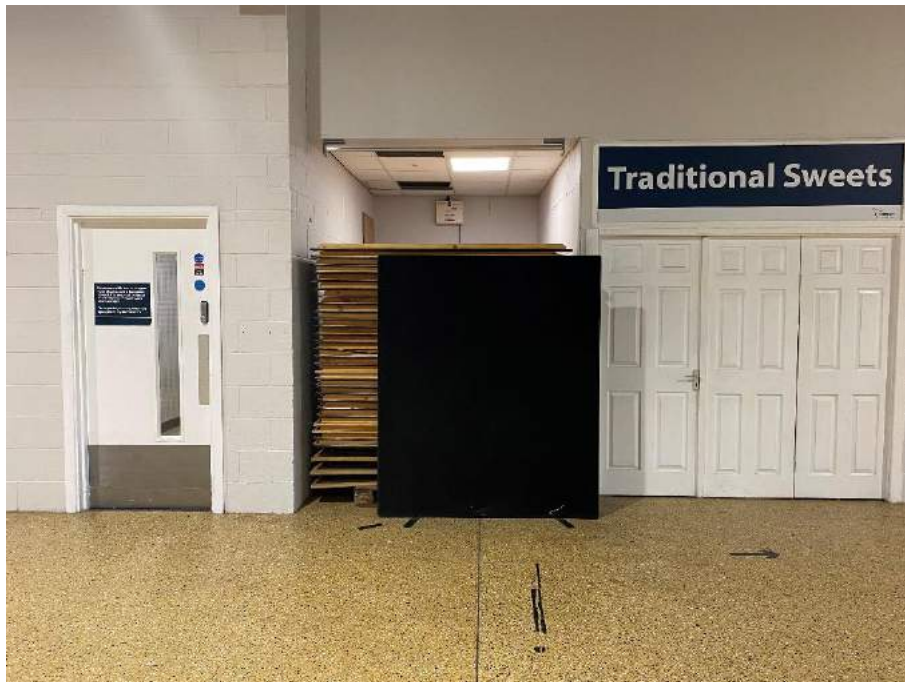


9.0 – LIFTS

Two lifts are located to the left of the Guest Services Desk in the main County entrance. These lifts provide access to the 1st, 2nd, 3rd and 4th floors.



In the Grandstand Enclosure, the accessible lift is via a locked door to the left of the Sweet Shop. Please speak to a member of staff who will be happy to open this door for you, allowing you to access the lift.



There is also a **vertical platform lift** outside in the Grandstand Enclosure, which gives access from the **ground floor of the Grandstand to the Grandstand and other outdoor enclosures**. Please speak with a member of staff if you need assistance in operating this lift.



10.0 – RAISED VIEWING PLATFORMS

At Doncaster Racecourse we have three raised viewing platforms along the rails looking into the Parade Ring. These platforms are on a first come first served basis. One of the raised viewing platforms has two steps to access it, while two raised viewing platforms are completely flat.





11.0 – DEAF OR AUDIBLY IMPAIRED GUESTS

Doncaster Racecourse has an induction loop in the main reception and these same facilities can be located at some of our betting areas around the course. If you are at one of the entrance gates, our stewards can escort you to a quieter location with less background noise to make things easier for you. Should you need any additional assistance a member of our team will be more than happy to help.

12.0 – FIRST AID

On all racedays we have a medical team onsite that can assist should they be required. If you need medical assistance and need to be seen by medical staff, please see one of the stewards or one of our security team who will assist you and get you the help you require.

If you have medical requirements on the day, please ask a member of staff. If you have a medical condition that we need to be made aware of please e-mail us at info@doncaster-racecourse.co.uk so that we can make any necessary arrangements where possible.

12.1 – OXYGEN AND OTHER GASSES

Please notify us via e-mail at info@doncaster-racecourse.co.uk if you are bringing any gasses such as oxygen onto site. We can then identify the location of these gasses on the day. We please ask that this is kept on your person at all times.

12.2 – ELECTRICAL EQUIPMENT

We ask that all electrical equipment is fully charged before coming onto the racecourse. However, if needed we will locate and help supply a source of power. Please ensure all charges that may be needed onsite are PAT tested.

12.3 – SPECIAL EFFECTS

Some of our fixtures featuring live entertainment will involve flashing lights and other special effects. Should you be concerned about this, please email us at info@doncaster-racecourse.co.uk.

13.0 – ALL OTHER RELEVANT INFORMATION

If you have any further questions or require any additional information, or you would like to provide us with any feedback, please call the team on 01302 304200 or e-mail info@doncaster-racecourse.co.uk.

Thank you,

Doncaster Racecourse