



ACCESSIBILITY GUIDE

Worcester Racecourse

2023

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1. Introduction

Worcester Racecourse welcomes everyone who comes through our gates on both racedays and events day. We very much aim to be accessible to all guests, and continuously work towards improving and raising our standards in the facilities we have.

Here at Worcester Racecourse we very much welcome any feedback provided by our guests to help raise our standards.

The whole team here always ensure all visitors and guests are very well looked after, and we pride ourselves in performing the best we can across all areas of the business; whilst not excluding any disabilities or ethnic minorities.

If access to a certain building is not possible for whatever reason, we will always try our best to assist in helping you to overcome these issues where possible.

Worcester Racecourse also pride themselves on giving the highest level of training to all our staff, whether it is in customer service, manual handling, First Aid or Evac Chair usage, for example to ensure you will never be far from a member of staff who can answer your queries or questions on the day.

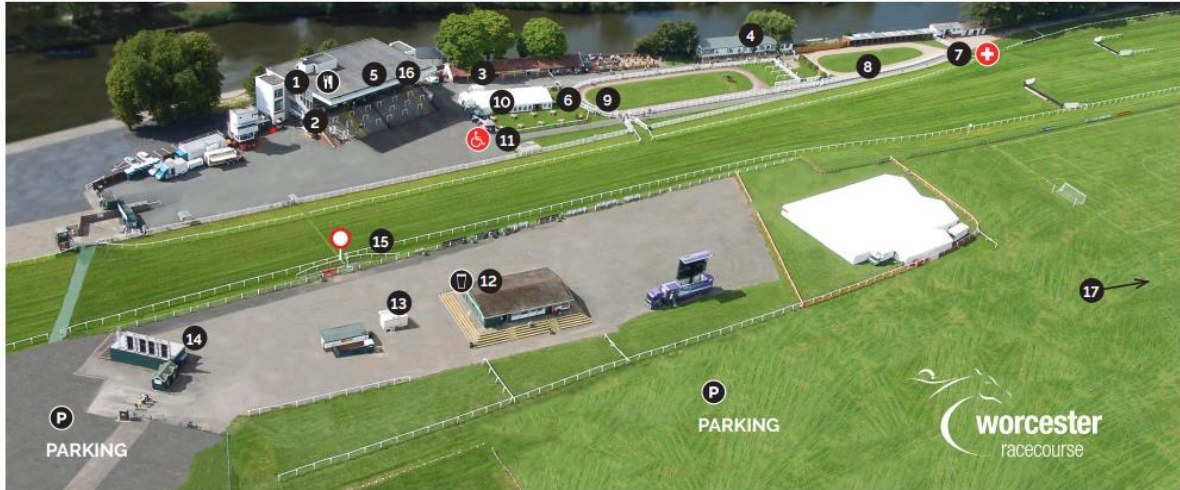
The map below will help find your way around our site at Worcester Racecourse.

Should you have any questions or need any assistance please get in touch to one of Accessibility Liaison Officers.

Bryony Harris: bharris@worcester-racecourse.co.uk

Michael Thomas: mthomas@worcester-racecourse.co.uk

Alternatively, please do come to the racecourse office where someone will be able to assist, or send the office an email to at info@worcester-racecourse.co.uk where more information can be sent across.



FINDING YOUR WAY AROUND

- 1 Severn Suite & Restaurant
- 2 Croft Suite
- 3 Tote Betting
- 4 Weighing Room
- 5 Raceday Office

- 6 Winning Connections
- 7 Medical Room
- 8 Pre-Parade Ring
- 9 Parade Ring, Winners Enclosure
- 10 Lawn Marquee
- 11 Wheelchair Viewing
- 12 Centre Course Building

- 13 Tote Betting
- 14 Centre Course Turnstile
- 15 Winning Post
- 16 Grandstand Betting Hall
- 17 Helicopter Landing

FACILITIES

- First Aid Point
- Accessible Viewing Platform
- Wheelchair Access Public
- Lavatories (including Baby Changing Facilities & Disabled Toilets)

2. Booking Tickets

Online

Advance tickets are purchased online or alternatively if you assistance, you can always call our ticket hub on 01342 831791 where our trained sales executive will be able to help you and guide you through a ticket purchase.

Alternatively, please find below a step-by-step guide below for our website www.worcester-racecourse.co.uk

Step 1: Buy Tickets (Blue tap on top right-hand corner)

Step 2: Pick a date you would like to come racing

Step 3: Choose the ticket type, such as admission, restaurant, hospitality etc

Step 4: Amend the quantity of tickets you like and click proceed securely

Step 5: Please check you order on this screen and click "Checkout Now"

Step 6: If you are an existing customer, please login in and confirm payment. Alternatively, we advise you to create a new account.

Step 7: Proceed to payment and follow the instructions for secure payments

Step 8: Await the payment process and an email will be sent to you to confirm the reservation

Step 9: Tickets will be sent via email, near the chosen fixture date

On The Day

Tickets can also always be purchased on the day at our Main Entrance gate where our turnstile stewards will welcome you and be more than happy to assist with any questions you may have, but also process your On The Day ticket.

The main entrance is accessible by wheelchair, however should you need help our security and stewards will be on hand to help.

Personal Assistant Ticket

We offer free admission tickets for anyone with accessible needs. These are issued on the day of the fixture as supporting documentation needs to be provided in order to issue the tickets. Supporting documentation can include a blue badge, PIP letter etc. There is nothing specific we request, just what our Accessibility customers feel necessary.

Service Animals

Registered Guide Dogs, Hearing Dogs and Medical Alert 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 course.

3. Getting Here

Worcester Racecourse is ideally located in the heart of Worcester city centre, close to train and bus links and easily accessible on foot. Located close to the M5 motorway Worcester Racecourse offers easy access for all race goers, wherever their starting point maybe, and accessible restrictions.

By Road

From the North or South, take Junction 6 off the M5 and follow the A449 towards Worcester City Centre. From the west take the A443 and A44, both offer good access to the city centre. Follow the brown racecourse signs. The Centre Course car park postcode is WR1 3EH, however if you are getting dropped off by the main entrance, the postcode is WR1 3EJ.

By Rail

There are frequent British Rail services to Worcester Foregate Street Station which is 10 minutes water from the Racecourse and also to Worcester Shrubhill Station which is a 20 minute walk or 5/10 minute taxi ride from the racecourse.

National Rail Enquires: 08457 484950 or www.nationalrail.co.uk

4. Car Parks.

Raceday Accessible Car Park

On race days our designated accessible car park is located in the main car park which is within our centre course, off Severn Terrace Road. The postcode for this car park is WR1 3EH. When you arrive, there will always be plenty of very friendly stewards awaiting your arrival who will direct you to our more forward Accessible car parking location. This will give you a short walk across the track to our main gate entrance. Both the car park and track are hard standing and wheelchair friendly, however on occasions they may be liable to uneven ground.

Owners and Trainers

Our Owners and Trainers carpark is also within our Centre Course. Should you either be an Owner or Trainer and need a close car parking space, please alert one of our stewards and they will show you a space close to the entrance.

5. Entrance to the Racecourse.

Main Gate

You will find our main gate entrance opposite the main car park or a short walk from our accessible car park. Our entrance is accessible to all. As always, if you have any issues or need assistance with anything, all our staff will be on hand to help.

Queuing

On most of our race days you will not be faced with a queue; however on some busier fixtures, especially when the weather is good, there could be some queuing at busier times.

We do watch the ingress and always try to get our customers in as quickly and as safely as possible to limit the queue times.

If you have any accessible needs that would make standing for long periods of time hard or feel you are uncomfortable around a lot of people. Please do make yourselves known to a member of our security or stewarding team and they will be able to assist in helping you through the entrance areas.

To help with this request, please do ensure you have your pre-purchased ticket to hand or your payment method ready.

6. Venue Information.

Lower Grandstand

The entrance to the lower Grandstand is accessible to all wheelchair users and is open on every raceday and to anyone with mobility needs. There will always be a race day steward in close proximity who will be able to help with opening any doors around the racecourse. There is 1 catering outlet and bar inside the main grandstand where you can purchase a hot and cold item, as well as any drink you may wish.

First Floor, Grandstand

The Croft Suite is exclusive for all our Owners and Trainers to enjoy their complementary food and hot drink.

Second Floor, Grandstand

The top floor of the grandstand is where you will find our Severn Restaurant and all private hospitality suites.

To gain access to both the first and second floor, we have stairs and lifts available to make these areas accessible to all.

Syndicate Lounge

Open on all race days, our Syndicate Lounge is available to anyone who is part of a horse syndicate, owners and trainers with the correct badge on show.

Our Syndicate Lounge is located adjacent to the Parade Ring with the River Severn behind. It is not currently accessible to wheelchair users due to the small step into the lounge. However, should you require access we will be able to provide a temporary ramp for you on the day. This is certainly something we are looking to improve in the near future.

Within this Syndicate Lounge, you will be able to purchase alcoholic drinks, hot & cold drinks as well as small snack items such as crisps, nuts, sandwiches and biscuits.

7. Accessible Toilets at Worcester Racecourse.

Our accessible toilet is situated on the ground floor of the main grandstand. On racedays our reception steward will be on hand to help should you require and will issue you the radar key.

8. Mobility.

Wheelchair and Powered Chairs

The only building which is accessible by wheelchair and powered chairs is the main grandstand.

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

Pushchairs

We also welcome pushchairs and buggies to the racecourse

Requests and Arrangements

Our Accessibility Liaison Officers and 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 Worcester Racecourse will come to your location. Alternatively, come to the Racecourse reception

where someone will be able to also assist. If you would rather organised pre-arrangements, please do email us on info@worcester-racecourse.co.uk

9. Lifts.

We have one lift here at Worcester Racecourse which is situated in the main grandstand, of which connects the ground floor to the first and second floors. This lift will enable you to gain access to both the Croft Suite and our Severn Restaurant and hospitality boxes.

10. Raised Viewing Platform.

Worcester Racecourse has one raised viewing platform which looks over the running line.

11. First Aid.

On all race days we will have a dedicated medical team that can assist should they be required. If you need medical assistance and need to be seen by medical staff, please see one of our stewarding or security team who will be able to get the assistance you need.

If you have any medical requirements on the day, please ask a member of staff or if you have a medical condition that we need to be made aware of, please see one of our Accessibility Liaison Officers or email the office who can make any necessary arrangements.

Oxygen & Other Gases

Please notify one of our Accessibility Liaison Officers via email if you are bringing any gases such as oxygen onto site; we can then identify the location of these on the day if required. We do ask that the oxygen is kept on your person at all times.

Electrical Equipment

We ask all electrical equipment is charged before coming onto the racecourse. However, if needed we will locate and help supply a source of power if needed. Please make sure all chargers are PAT tested.

Special Effects

Some of our music nights will involve flashing lights and other special effects. Should you be concerned about this, please contact one of our

Accisbile Liaison Officers in advance, via email to get an understanding of the volume and extent of the special effects.

12. Further Information.

If you have any further questions or require any more information or would like to provide us with any feedback, please call on 01905 25364 or email info@worcester-racecourse.co.uk

Many thanks and we very much look forward to welcoming you here to Worcester Racecourse in the near future.

Worcester Racecourse.