

NEWCASTLE

RACING & EVENTS

ACCESSIBILITY GUIDE

VERSION 1

Contents

- 1.0 Introduction
- 2.0 Booking
 - 2.1 Online
 - 2.2 On the Day Purchasing
 - 2.3 Personal Assistant Tickets
 - 2.4 Service Animals
- 3.0 Getting Here
- 4.0 Car Parks
 - 4.1 Accessible Car Park
 - 4.2 Owners & Trainers Car Park
- 5.0 Entries into the Racecourse
 - 5.1 Turnstiles
 - 5.2 Brandling House
- 6.0 Venue Information
 - 6.1 Brandling House
 - 6.2 Grandstand Hall
 - 6.3 Colonel Porters
- 7.0 Accessible Toilets
- 8.0 Mobility
 - 8.1 Wheelchairs and Powered Chairs
 - 8.2 Pushchairs
 - 8.3 Requests and Arrangements
- 9.0 Lifts
- 10.0 Concessions
- 11.0 Accessible Viewing Platform
- 12.0 Audibly Impaired Guests
- 13.0 First Aid
 - 13.1 Electrical Equipment
 - 13.2 Special Effects
 - 13.3 Oxygen & Other Gases
- 14.0 Invisible Illnesses and Disabilities
- 15.0 Additional Information

1.0 Introduction

We look forward to welcoming you to *Newcastle Racecourse*

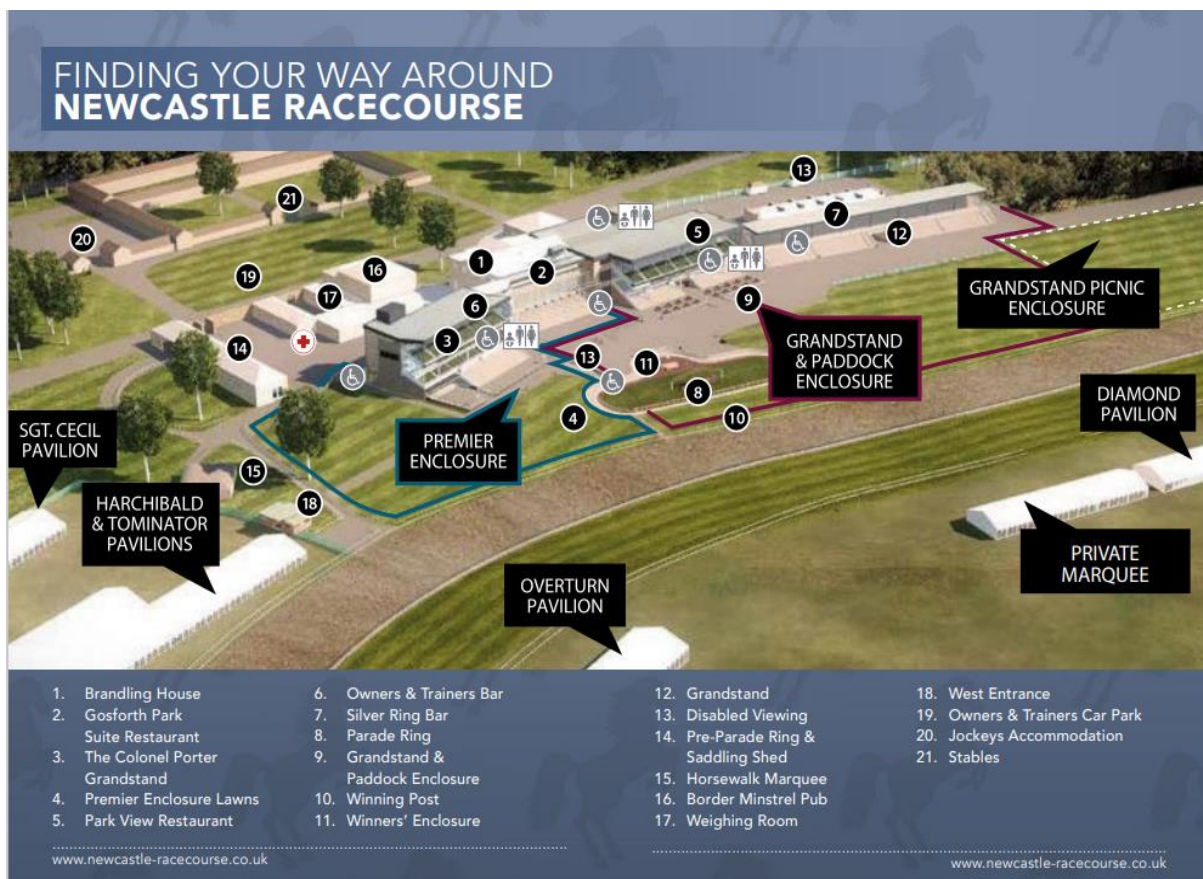
Newcastle Racecourse aims to attract a wide range of visitors to all of its race meetings and events. It welcomes all disabled people in society and aims to provide the highest possible levels of access at all times.

Newcastle Racecourse has a range of properties and amenities and is continually working towards raising standards in visitor facilities and customer care. In order to achieve this, we constantly review all forms of access and strive to demonstrate best practice in the management of our properties, in the services we provide, and towards the people we employ.

Newcastle Racecourse carries out access audits 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 disabled people are treated equally, and that 'reasonable adjustments' are made where necessary and possible through sensitive and creative solutions to provide access for all.

Where access to certain properties and amenities is not possible for various reasons alternative services will, wherever possible, assist in overcoming these restrictions. Training in disability awareness is being carried out in key areas within *Newcastle Racecourse* and will be a continuing process over the coming years.

Please see the below racecourse map to assist in navigating around the site.



2.0 Purchasing

2.1 Online

Tickets to *Newcastle Racecourse* can be purchased in advance via the racecourse website newcastle-racecourse.co.uk or via the telephone booking line 0191 236 2020. Any tickets purchased in advance with a personal assistant will need to be collected from the racecourse office on the day.

2.2 On the Day

If you would like to purchase a ticket on the day, you can purchase tickets at our turnstiles outside the Grandstand Hall which has step free access.

2.3 Personal Assistant Tickets

A personal assistant ticket will be issued for free at the turnstiles when a full price ticket has been purchased. These are issued on the day from the racecourse office as supporting documentation needs to be provided in order to issue the ticket. Supporting documentation can include a blue badge, PIP letter etc there is nothing we need in particular, just what our accessibility customers feel necessary.

2.4 Service Animals

Registered guide dogs, hearing dogs and medical alert dogs are welcome onto site. Please ensure they are always kept on the lead. We provide water bowls at all bars and food outlets and a dedicated relieving area is located on the grandstand lawns.

If you have any further queries please contact us on 0191 236 2020 or via email at info@newcastle-racecourse.co.uk

3.0 Getting to Newcastle Racecourse

3.1 Car

Newcastle racecourse is a 5-minute drive away Exit 79 of the A1 which will bring you in through our West Gate. For access through the East entrance you need to follow the Great Lime Road off the A189 Road.

Please use the postcode NE3 5HP if using satellite navigation.

3.2 Public Transport

Public Transport

There is limited access to Newcastle Racecourse via public transport, the nearest bus stops are on the B1318 on the West Side of the Racecourse and on the A189 on the East Side of the Racecourse.

On feature race days the racecourse provides shuttle buses that run to and from Four Lane Ends and Regent Centre which run from gates opening until the first race and then start again from the last race until 90 mins after the last race.

Taxis can drop off and pick up spectators outside the turnstiles or Brandling House. If the road closure is in place, the taxi will need to communicate to the stewards on the road closures and then they will allow the taxi through to drop the customer as close to their entry point as possible, safety permitting.

Racegoers will be able to be picked up from either the turnstiles or main house, if they require a hackney cab, we have designated taxi ranks in place.

4.0 Car Parking

4.1 Grandstand Ticket Accessible Parking

The Accessible parking on a race day is located on the grass section adjacent to the turnstiles.

To access this area using the What3Words app the grid location for the car parking is lions.basis.tickets.

It is accessible via an opening in the fence off the main drive highlighted on the picture below. Accessible parking cannot be reserved but there is an additional section of the field on the opposite side of the road that is reserved for accessible parking on feature race days for the increased demand

The bays are not marked out, however there are stewarding staff on duty to help park up cars in these locations. It is roughly 50 yards (more depending on where you park within the accessible parking location) from the parking to the turnstiles and once you are off the grass it is hard standing up to the turnstiles.



4.2 Owners & Trainers Accessibility Parking

There is also designated accessible parking for Owners & Trainers along with any hospitality guests requiring it in the Owners & Trainers car park along the front row. These bays aren't marked however a steward will help park up.

The car park is less than 100 yards from the entrance into Brandling House and located opposite the Border Minstrel Pub.

If using What3Words to access this parking its grid reference is follow.locals.gift.



5.0 Entries into the Racecourse

5.1 Grandstand

The entrance for any grandstand tickets will be through the main turnstiles which is next to the accessible parking. This entrance is accessible to all with step-free access and large double doors that can be used for access as well.

5.2 Brandling House

The entrance for any hospitality guests or owners & trainers is through the main doors of Brandling House, which is next to the Border Minstrel pub. This entrance is accessible to all with a ramp leading up to the far right door. If you require any assistance please inform a member of the racecourse team and our staff will be able to help.

6.0 Venue Information

6.1 Brandling House

Brandling House is used as our entrance for all owners & trainers, hospitality guests, annual members and on feature days premier ticket customers. It is accessible for all wheelchair and powered chair users as there is a ramp on the righthand set of doors. During summer months these doors will remain open and if you require any assistance please ask one of our stewarding team who will be able to assist.

There are stairs and a lift available in this building that can take you up to the hospitality boxes, restaurants and owners and trainers' facilities. You can also access the other buildings in the racecourse through Brandling House, Colonel Porters ground floor is accessible through the Kameko bar (shown below) and the first and 2nd floors are linked with the Colonel Porter 1st and 2nd floors.

The grandstand hall is accessible via the back doors.



6.2 Grandstand Hall

Grandstand hall is accessible through the main turnstiles. It is accessible for all customers with a ramp on the far right set of door.

This area is mainly for customers with a grandstand ticket and is located all on one floor and has step-free access to the rear that leads onto the grandstand lawns facing the racetrack.

There are three bars in this area and food concessions of a fish and chip shop and coffee shop.



6.3 Colonel Porters

There are three entrance points into Colonel Porters – east side, west side, trackside. East and west side entrances are step free and there is a ramp leading up to the west entrance door. All entry points lead onto hard standing and if following the path east and west take customers around to the racetrack.

Colonel porters building consists of a ground floor bar which is mainly used on feature days for our premier ticket holders. On the 1st and 2nd floor there are hospitality boxes, the syndicate lounge is located on the 1st floor and the annual members box on the 2nd floor. As detailed in the Brandling House section (6.1) this building and Brandling House connect so hospitality guests will enter via Brandling House first.

There are steps and a lift in this building for hospitality customers to use to access the racecourse at ground level.



7.0 Accessible Toilets

Accessible toilets are situated at –

- Grandstand hall
- Brandling House Tunnel
- Colonel Porters Ground Floor
- Brandling House Ground Floor
- Brandling House 2nd Floor

All accessible toilets use RADAR keys except Brandling House 2nd floor and all but the Brandling House 2nd Floor toilet are left -hand transfers.

RADAR keys are available at the Chip Shop in Grandstand Hall, on the bar at Colonel Porters, Brandling House Reception and for access into the Tunnel accessible toilet if you contact the nearest steward they will be able to provide the RADAR key.

Colonel Porters



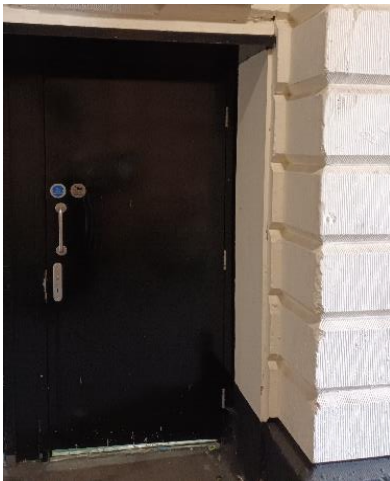
Grandstand Hall



Brandling House



Brandling House Tunnel



Brandling House 2nd Floor



8.0 Mobility

8.1 Wheelchairs and Powered Chairs

All of our buildings are accessible by wheelchair and powered chairs as listed above in the venue information.

We welcome mobility scooters and chairs to the racecourse and we ask customers that they are mindful of other customers when moving around site.

8.2 Pushchairs

We welcome pushchairs and buggies to the racecourse.

8.3 Request 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 you require assistance, please make yourself known to a member of the stewarding team or security team and they will contact a member of the Newcastle Racecourse team who will come to your location to assist, alternatively you can come to the racecourse office which is opposite the Owners and Trainers car park.

You can also email us at info@newcastle-racecourse.co.uk and a member of the team will assist with your enquiry.

9.0 Lifts

There are two personnel lifts on site which are situated in Brandling House and Colonel Porter.

The Brandling House lifts door width is 0.87m and door height is 2.1m with a weight limit of 750kg.



The second personnel lift is located in the Colonel Porters building and its door width is 1.07m and door height of 2.13m



10.0 Concessions

All bars and food concessions in the Grandstand Hall and Colonel Porters have large print menus displayed and Blydon Bar has a lowered counter for service. Alternatively customers could ask stewards or bar staff for assistance and they will happily provide assistance if required.

11.0 Viewing Areas

There is an accessible viewing platform that looks onto the parade ring and finish line. It is hard standing and accessible via hard standing and managed by a member of our stewarding team. (see below photo)

If using What3Words the grid reference for this area is chop.layers.bugs



12.0 Audibly Impaired Guests

The racecourse has an induction loop in the concessions in the Grandstand Hall. These are portable so can be moved to different locations if required in different areas of the racecourse.

13.0 First Aid

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

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 email one of our Accessibility Liaison Officers who will then make any necessary arrangements.

13.1 Oxygen & Other Gasses

Please notify one of our Accessibility Liaison Officers via email if you are bringing any gasses such as oxygen onto site, we can then identify the location of these on the day. We please ask that this be kept on your person at all times.

13.2 Electrical Equipment

We ask that 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 chargers that may be needed are PAT tested.

13.3 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 Accessibility Liaison Officers via email.

14.0 Invisible Illnesses and Disabilities

Newcastle Racecourse operates a sunflower lanyard scheme for guests with invisible illnesses and disabilities. Please ask at the main reception for your complimentary lanyard. All members of the racecourse team will be happy to assist you

15.0 Additional Information

- In the event of an emergency visual and audible provisions are in place to inform customer of evacuation. Staff are fully trained and available to provide assistance.
- If you require any additional assistance during your visit, please ask a member of staff
- Subject to prior arrangement, Newcastle Racecourse will allow disabled spectators access 15 minutes before the gates open to allow them and their carers to orientate themselves with the facilities. To organise this please contact us a info@newcastle-racecourse.co.uk
- A dedicated sensory space is located within the racecourse. This space provides a space away from the main crowd which is quieter and less crowded. Please contact a member of the racecourse team who will be able to direct you to its location as it is determined on the day of racing.

Contact Details

For further details regarding the facilities at *Newcastle Racecourse* please contact

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