ACCESSIBILITY FOR ALL

Ascot Racecourse provides an accessible environment for all our racegoers; including the elderly, people with disabilities and those with young children.

Where possible, Ascot are happy to make special arrangements to assist with any queries, both in advance and on a raceday.

FORWARD PARKING

Blue Badge holders are given forward parking in the car parks, free of charge. These parking areas are subject to capacity on the day and provide closer proximity to the racecourse entrances.

To avoid disappointment, forward parking arrangements will need to be booked in advance prior to visiting us for Royal Ascot week. Please email: sales.manager@ascot.co.uk to request your space; and provide the following details:
• Your full name
• Your Blue Badge number
• Your booking reference number

ADMISSION

Each entrance to the racecourse has a pass gate, in addition to a set of turnstiles. This allows easier access for wheelchair users (electric and manual), pushchairs and those accompanied by working dogs. Once inside the racecourse, ramps/lifts are available to access different levels.

If a guest requires full-time care or assistance; a complimentary ticket will be available for their helper. This can be collected on the day of your visit from our ticket offices when documentation is presented.

Accepted forms of ID documentation:
• Proof of DLA (Disabled Living Allowance)
• A Blue Badge or Freedom Pass
• Signed letter from a Doctor of GP (Photo ID required)

Please note that a guest and their helper will both need to be present upon collection of complimentary carer tickets.

FIRST AID POINTS

Should you need any assistance from on-site medical personnel, including paramedics; a member of staff will be able to direct you to your nearest First Aid Point.

WHEELCHAIR HIRE

A number of manual wheelchairs are available for hire on the day from Ticket Office East (subject to availability). Wheelchair hire is free of charge, with a fully refundable deposit of £30 cash on the day. To avoid disappointment, it is advised to book in advance if you require a wheelchair by emailing: access.officer@ascot.co.uk

Please note that mobility scooters are permitted into the racecourse.

ACCESSIBLE TOILETS

Within the Grandstand, there are a number of accessible toilets on each level. Other locations include the Pavilion and the Old Paddock. Please note that some toilets require a radar key to gain access; should this be required, most stewards carry keys for your assistance.

AUDITORY ASSISTANCE

Individual Induction Loops are available for hire at the Main Reception, for use within and around the main Grandstand only.

ASSISTANCE DURING YOUR VISIT

If you require information or assistance during your visit, please ask a member of our stewarding team, who will be more than happy to assist you.

SERVICE ANIMALS

Service animals (Registered Guide Dogs, Hearing Dogs and Medical Alert Animals) are welcome at Ascot Racecourse.

NURSING MOTHERS

Ascot Racecourse has a room dedicated for nursing mothers, where baby care can be given in private. The Mother & Baby Room is located next to the Main Reception.

PRAYER ROOM

For guests who wish to pray or worship during their visit; please speak to a member of staff who will be more than happy to direct you to a quiet area.
REST AREAS

We offer a wide range of seating around the Grandstand. For guests who have difficulty standing and wish to bring in a folding chair; please email access.officer@ascot.co.uk who will provide further details.

ALLERGEN AWARENESS & FOOD OUTLETS

Our pathways, aisles and queuing areas are accessible to wheelchair users. Please ask a member of staff if further assistance is required. On the concourse level, we have many concession and betting units with lowered counters.

The following dining areas are also recommended, with easy access for wheelchair users:

Smokehouse Restaurant, Horsewalk Inn Restaurant, Lavazza on4, Bandstand Restaurant, Front Runner Grill, Bangers and Bubbles, Gourmet Deli, Mrs B's Pies & Mash and Coffee & Cakes.

Guests requiring information on food allergies and special dietary requirements should speak directly to the restaurant servers, who will assist with further options and advice.

VIEWING AREAS

There are dedicated accessible viewing areas in each of the enclosures. As these areas are non-reservable, we kindly request that only one person or carer accompanies a racegoer using these viewing areas.

King Edward VII Enclosure
There are viewing areas on the balcony on Level 4. There is a raised ramp on the King Edward VII Enclosure Lawn. There are also designated viewing areas on the Concourse Level, at aisles 2/3 and 20/21, looking out on to the track above the steppings.

Queen Anne Enclosure
There is a raised viewing ramp on the Queen Anne Enclosure lawn. There is a designated viewing area on the Concourse Level, at aisles 38/39 looking out on to the track above the steppings.

Parade Ring
There is accessible viewing for wheelchair users to the East side of the Parade Ring, accessible from the Bandstand Lawn, and viewing platforms at the Concourse Level to the Northside of the Parade Ring.

Boxes and Suites
For those guests using boxes or private suites, there are viewing areas suitable for wheelchairs on the balconies of all boxes and private suites.

ACCESS OFFICER

For any specific access requirements or queries, please contact the Access Officer on +44 (0)844 346 3610 or email access.officer@ascot.co.uk

RED BULL AIR RACE WORLD CHAMPIONSHIP

At Ascot Racecourse we provide an accessible environment for all our customers, including people with disabilities and those with young children. Where possible, Ascot are happy to make special arrangements and to assist with any queries, both in advance and on a raceday.

If a guest requires full-time care or assistance; a complimentary ticket will be available for their helper. This can be collected on the day of your visit from our ticket offices when documentation is presented.

Accepted forms of ID documentation can either be:
• Proof of DLA (Disabled Living Allowance)
• A Blue Badge or Freedom Pass
• Signed letter from a Doctor of GP (Photo ID required)

Please note that a guest and their helper will both need to be present upon collection of complimentary carer tickets.

There are dedicated accessible viewing areas within the Grandstand (both in public and private hospitality areas). As these areas are non-reservable, we kindly request that only one person or carer accompanies a guest using these viewing areas.