



ASCOT

ACCESSIBILITY  
MAP & GUIDE

## SUNFLOWER LANYARD/PIN

Ascot Racecourse is proud to provide an accessible environment for all racegoers.



For those customers whose needs are not immediately obvious, we are proud to be able to offer a green sunflower lanyard to wear to discreetly show you or someone you care for has a 'hidden disability'.

When you approach a staff member they will ask **"How may I help you?"** This is your opportunity to ask for any additional support that you may need. If you don't need any help with this particular aspect of your day then proceed as usual.

For staff members with additional training please look for the sunflower pin badge - these staff are empowered to help you in whatever way they can. The lanyard is yours to keep and wear on future race meetings at the Racecourse.

## ACCESSIBLE PARKING

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

To avoid disappointment, forward parking arrangements can be booked in advance. Please email [sales.manager@ascot.co.uk](mailto: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**

## **ENTRY TO THE RACECOURSE**

All entrances can accommodate guests requiring accessibility access. Once inside the Racecourse, access to the different areas are available via ramps and/or lifts.

## **FREE CARER TICKETS**

Should you have access requirements and need to bring a carer, your carer will be admitted free of charge.

## **BOOKING IN ADVANCE**

Tickets for carers are available by emailing [enquiries@ascot.co.uk](mailto:enquiries@ascot.co.uk) with one of the following forms of documentation prior to making your booking:

- **Proof of Disabled Living Allowance (DLA) or Personal Independent Payment (PIP)**

- A Blue Badge or Freedom Pass
- A signed letter from a Doctor or GP (Photo ID required)

Once the sales team have updated your customer account, please phone the ticketing team on **0344 346 3000** to book your tickets.

## ON THE DAY

Tickets for your carer are also available on the day from any Ticket Office, but must be supported by one of the above forms of documentation.

Please note you will both need to be present to collect your complimentary carer ticket. You will also be required to show your admission ticket as proof of purchase.

## WHEELCHAIR HIRE



A number of manual wheelchairs are available for hire on the day, subject to availability. Wheelchair hire is free of charge with a fully refundable deposit of £30 cash on the day.

Wheelchair hire points are located at:

- **Ticket Office East on the High Street**

## GETTING AROUND

Station Path has a steep incline on the walkway to and from the train station. Please note extra care may be needed for wheelchairs.

All internal pathways throughout the Racecourse are flat levelled hard standing and suitable for wheelchair users, however, can be steep in some sections and guests may require additional assistance.

There are lifts to all race viewing areas.

## SERVICE ANIMALS

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

## AUDITORY ASSISTANCE

Individual Induction Loops are available for hire in the Main Reception at the Queen Anne Building, for use within and around the main Grandstand only. Induction Loop hire is free of charge, with a fully refundable deposit of £50 cash on the day.



## FIRST AID POINTS



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

## TOILET FACILITIES



Within the Grandstand, there are a number of accessible toilets on each level. The toilets by each main Core along the concourse can be accessed using a radar key. The nearest steward will have a radar key, should it be required. Other locations include the Pavilion and the Old Paddock.

## DIETARY REQUIREMENTS

Many of the food locations and outlets can accommodate dietary requirements. Please ask a Manager or a member of the catering staff for further details.

## ALLERGEN AWARENESS

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.

## ACCESSIBLE VIEWING AREAS



There are dedicated accessible viewing areas in each of the enclosures (see map on back page). We would ask that just one person or carer accompanies a disabled guest using these viewing areas to maximise the number of people that can benefit from them.

### KING EDWARD VII ENCLOSURE



There are viewing areas on the balcony on Level 4 through the following doors, 2/4/6/8/10/12.

## SEATING AREAS

We offer a wide range of seating around the Racecourse. For guests who have difficulty standing and wish to bring a foldable chair, these are allowed in the Queen Anne Enclosure. Please email [access.officer@ascot.co.uk](mailto:access.officer@ascot.co.uk) who will be able provide further details.



Accessible toilets



Wheelchair hire



All Enclosures

Accessible viewing areas



Accessible viewing areas only available for King Edward VII

/ **Winning Post Enclosures**

during King George Saturday,

Shergar Cup and QIPCO

British Champions Day.