

ACCESSIBILITY TO 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 recommended, with easy access for wheelchair users:

Royal Enclosure: The Smokehouse, Lavazza On 4, Seafood Terrace and Champagne Bar.

Queen Anne Enclosure: Bandstand Restaurant, Front Runner Grill, Bangers & Bubbles, the Queen Anne Tea lawn and the 1768 Grill and Tea Room.

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.

VIEWING AREAS (Please refer to light blue icons on map)

There are dedicated accessible viewing areas in each of the enclosures. As these areas cannot be reserved, we kindly request that only one person or carer accompanies a racegoer using these viewing areas.

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.

Royal Enclosure

There is a raised viewing ramp on the Royal Enclosure Trackside lawn. There are also designated viewing areas on the Concourse Level and Level 4, looking out onto the track above the steppings.

Queen Anne Enclosure

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

The Village Enclosure

There is a designated raised viewing ramp within the viewing area at the front of the enclosure.

Windsor Enclosure

There are designated raised viewing ramps trackside, near the running rails, both at western and eastern ends of the enclosure.

Pre-Parade Ring and Parade Ring

There is accessible viewing for wheelchair users within the Pre-Parade Ring and to the East side of the Parade Ring accessible from the Bandstand lawn and viewing platforms at Concourse Level to the North East and North West of the Parade Ring.

DRESS CODE

If you have any questions regarding the dress code please contact: enquiries@ascot.co.uk.

ASSISTANCE DURING YOUR VISIT

If you require information or assistance during your visit, please ask a member of staff, who will be happy to assist you.

ACCESS OFFICER

For any specific access requirements or queries, please contact the Access Officer on +44 (0)344 346 3610 or email access.officer@ascot.co.uk.

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ACCESSIBILITY GUIDE

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 is 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 closer to the racecourse entrances, but subject to availability.

To avoid disappointment, forward parking arrangements for Royal Ascot can be booked in advance prior to visiting us. 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

VEHICLE TRANSFERS & MOBILITY

A 10-seater mobility bus (with room for two wheelchairs) operates between the car parks and the main entrance to the course from 10:00 – 15:00 and 16:30 – 19:30 each day. This service is specifically designed to help those who are less mobile.

If you would like a copy of a map with pick-up/drop off points, please email the Access Officer at access.officer@ascot.co.uk.

GETTING AROUND

All internal pathways within the course are suitable for wheelchair users, however, can be steep in some sections and guests may require additional assistance.

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 Disabled Living Allowance or Personal Independence Payment
- A Blue Badge or Freedom Pass
- Signed letter from a Doctor or GP (Photo ID required)

Please note that the guest and their helper will both need to be present upon collection of complimentary carer tickets. The guest will also be required to show their admission ticket as proof of purchase.

AUDITORY ASSISTANCE

Individual induction loops are available for hire at the main reception, 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.



WHEELCHAIR HIRE

(Please refer to purple icons on map)

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.

Wheelchairs are located in Ticket Office East on the High Street, Car Park 7 at the track crossing point, Car Park 8 by the Village Enclosure near the pedestrian tunnel under the track and at the Windsor Enclosure Entrance. Please refer to the map above.

TERRAIN

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

Within the Queen Anne Enclosure there is a small incline from the Plaza Lawns leading to the Parade Ring. All pathways throughout this enclosure are flat levelled hard standing. There are lifts to all race viewing areas.

Due to grassed areas throughout the racecourse, extra care may be needed for wheelchairs within the following areas: Royal Enclosure Gardens, Windsor Enclosure, The Heath Enclosure, The Village Enclosure and the Track Crossing Point.

SERVICE ANIMALS

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

REST AREAS

We offer a wide range of seating around the Grandstand. For guests who have difficulty standing and wish to bring a folding chair within the Royal Enclosure, Queen Anne Enclosure and Village Enclosure, please email access.officer@ascot.co.uk who will be able to provide further details.

Within the Royal Enclosure and Queen Anne Enclosure, nursing mothers can use a private area within our Medical Centre if baby care needs to be given. For nursing mothers within the Windsor Enclosure, there is a parent and baby facility within this enclosure.

ACCESSIBLE TOILETS

(Please refer to orange icons on map)

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.

FIRST AID POINTS

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

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.