



# ACCESSIBILTY GUIDE

VERSION 1

## CONTENTS

1.0 – INTRODUCTION 2.0 – BOOKING 3.0 – GETTING HERE 4.0 – CAR PARKS 5.0 – ENTRYS OF THE RACECOURSE 6.0 – VENUE INFORMATION 7.0 – ALL ACCESSIBLE TOILETS 8.0 – MOBILITY 9.0 – LIFTS 10.0 – RAISED VEIWING PLATFORMS 11.0 – FIRST AID 12.0– ALL OTHER RELEVANT INFORMATION

### **1.0 – INTRODUCTION**

Firstly, Chepstow Racecourse looks forward to welcoming you.

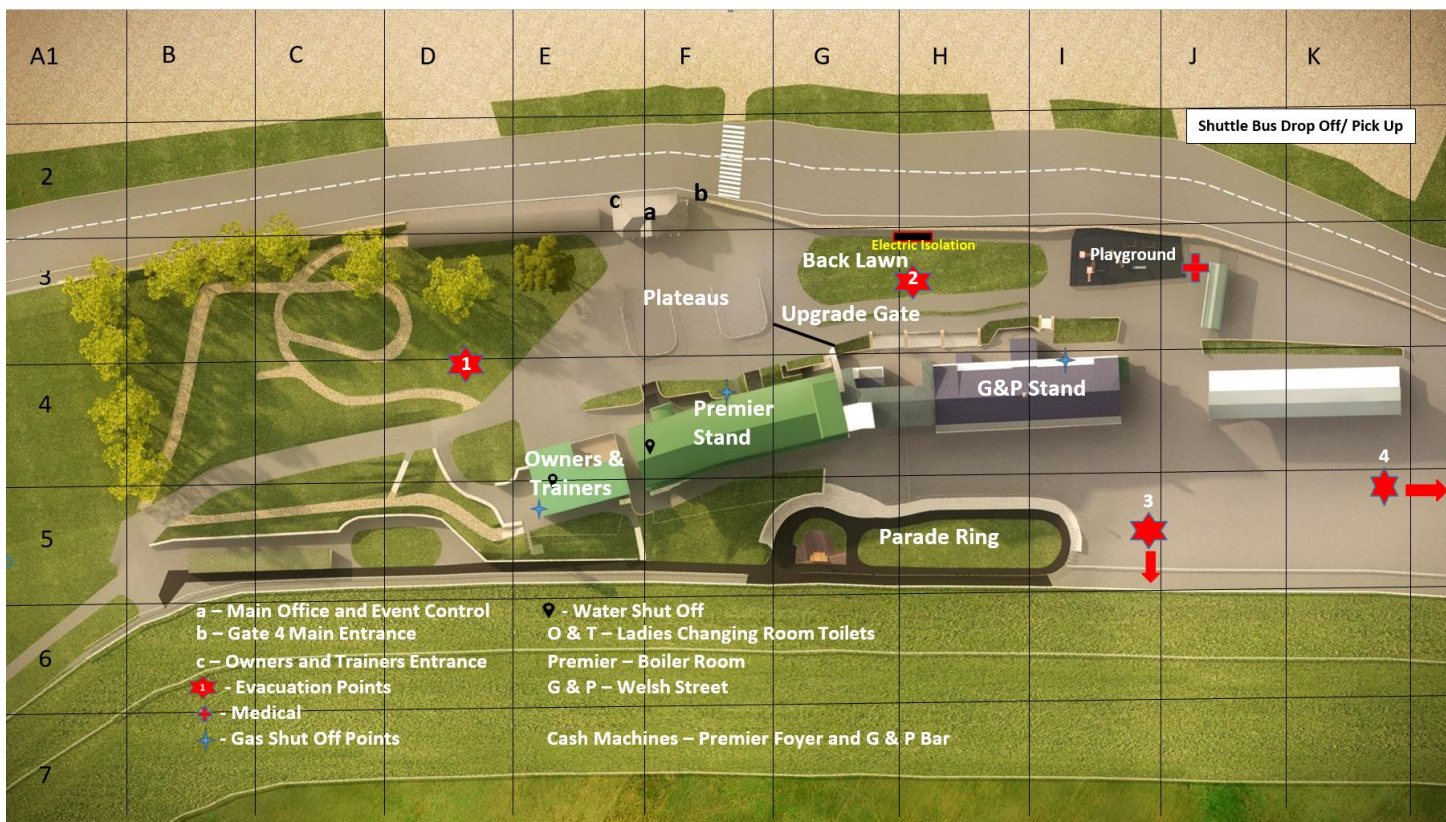
Here at Chepstow Racecourse we aim to be accessible for all. We like to attract a range of visitors to our race meetings, live music events and corporate events. We welcome all accessible people in society and do not exclude any disabilities.

At Chepstow Racecourse, we have a wide range of different buildings and amenities available. We continually work towards improving and raising our standards in the facilities we have. To be able to raise our standards we will always review all our facilities and here at the racecourse, we pride ourselves in performing the best we can across all areas of the business.

We will always ensure all visitors will be looked after no matter with or without a disability. If access to a certain building is not possible for whatever reason, we will always try our best to assist helping you to overcome these issues where possible.

Here at Chepstow Racecourse we pride ourselves on giving our team the best possible training we can which ensures you will never be far from a person who can answer your questions.

Please find below a site map to help you find your way around.



Should you have any questions or need assistance please talk to one of our Accessibility Liaison Officers.

Glyn Morgan email: [gmorgan@chepstow-racecourse.co.uk](mailto:gmorgan@chepstow-racecourse.co.uk)

## **2.0 BOOKING TICKETS**

### **2.1 Booking tickets online**

Advance tickets are purchased online or alternately if you need assistance, you can always call our ticket hub on 01342 834800 Option 1 both times and this will put you through to a trained sales executive. However, please find a step-by-step guide below for our website; [lingfieldpark.co.uk](http://lingfieldpark.co.uk):

- Step One – Buy Tickets (Top right-hand corner)
- Step Two – Pick the date you would like to attend
- Step Three – Amend the quantity in the Ticket you would like to choose and press Proceed Securely
- Step Four – Please check your order on this screen and then press Checkout Now
- Step Five – If you are an existing customer, please log in. Alternatively make a new account

## **2.2 On the day**

Tickets can also be purchased on the day at our Main Entrance gate, our stewards and staff will be happy to assist with any questions you have. However, please take into account we only sell General Admission on the day.

The main entrance is accessible by wheelchair however should you need help our stewards and security will be on hand to help. If you were to need any further assistance, please ask any member of our team and they will be able to get someone to assist where needed.

## **2.3 Personal Assistant Ticket**

We offer free Personal Assistant 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 ticket. Supporting documentation can include a blue badge, PIP letter etc. there is nothing in particular we need, just what our Accessibility customers feel necessary.

## **2.4 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.

## **3.0 GETTING HERE**

### **3.1 Car**

The racecourse is on the A466 Chepstow to Monmouth road, not far from the now toll-free Severn Bridge. From the M4 East (Junction 21) or M4 West (Junction 23), take the M48 and exit at Junction 2 (Chepstow). Then follow the brown racecourse signs. Please leave ample time for your journey for our busiest race days. Aim to arrive at the course at least an hour before the first race.

### **3.2 Train**

Chepstow station is approximately 10 minutes' walk from the town centre. There are direct trains to Chepstow from Birmingham, Cardiff, Cheltenham Spa, Derby, Gloucester, Newport and Nottingham. Connections are available at Newport for London (Paddington), Hereford, Shrewsbury, Crewe, Manchester, Swansea and all parts of Wales. Also, Bristol, Bath, Exeter, Salisbury, Portsmouth and all parts of South and West England.

Connections at Cheltenham Spa for Yorkshire, North East of England and Scotland. Connections to London airports at Heathrow, Gatwick and Stanstead. Other airports with good connections include Birmingham international, East Midlands, Exeter, Manchester, Bristol, Cardiff International and Southampton.

### **3.3 Bus**

A shuttle bus service provided by Newport Transport operates from Chepstow Train Station to the Racecourse via the town's bus station. The service also operates from Newport Train Station direct to the Racecourse. Please note: the bus timetable can be downloaded on the website page for the specific fixture you are attending.

£5 single from Newport train station to Chepstow racecourse – Free return on presentation of the ticket to the driver

£1 single from Chepstow train and bus station to the racecourse.

## **4.0 CAR PARKS**

### **4.1 Raceday Accessible Car Park**

On race days our designated accessible car park is located in the main carpark opposite the main gates to the Racecourse. When you arrive at the main car park a staff member will direct you where to park. This car park gives you a short walking distance to our main gate entrance.

### **4.2 Main Car park**

Our main car park is just opposite from the main entrance so should you park here please alert one of our stewards and they will show you to a space close to the entrance. Please note this car park is on uneven ground.

Access to the Premier entrance is straight across from the zebra crossing from the main car park for Premier badge holders. And access to the Grandstand entrance is via the underpass from the main car park and through the turnstiles for Grandstand & Paddock badge holders.

### **4.3 Owners and Trainers**

Our Owners and Trainers car park is also opposite the Main entrance, should you be either an Owner or Trainer and need a close car parking space please alert one of our stewards and they will show you to a space close to the entrance.

### **4.4 Grandstand Entrance**

Access to the Grandstand entrance is via the underpass from the main car park and through the turnstiles for Grandstand & Paddock badge holders.

## **5.0 ENTRANCE TO THE RACECOURSE**

### **5.1 Main Gate**

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



## 5.2 Queuing

Although on most days you will not be faced with a queue, on some of our busier days and evenings, there could be some queuing at busier times.

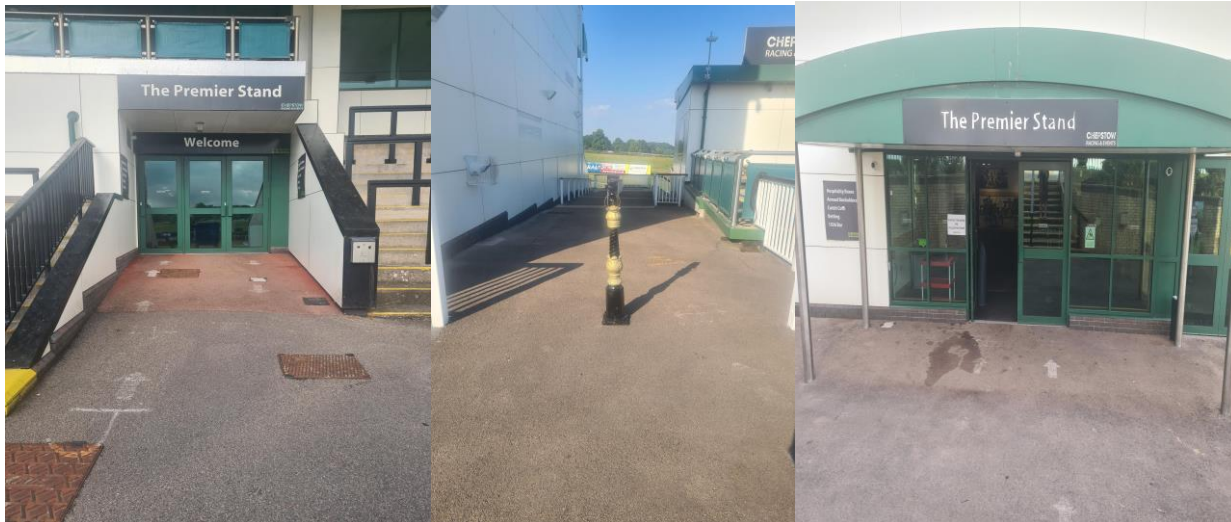
If you have any accessible needs that would make standing for long periods of time hard or feel you are uncomfortable around a lot of people, please do make yourselves known to a member of our stewarding or security teams and they will be able to assist in helping you through the entrance areas.

## **6.0 VENUE INFORMATION**

### **6.1 Lower Grandstand/ Premier Stand**

The entrance to the Lower Grandstand/Premier Stand you can see is accessible for all wheelchair users, is open every race day and any guests with any mobility needs. Should you need help with opening any doors around the racecourse our stewarding team will be able to assist. There are three outlets inside the Premier Stand, one being our Craft Beer Bar (please note may not always be open) The Coffee Shop and the 1926 Bar.

On level 1 of this building, you will find our hospitality boxes and also our View restaurant, we have both stairs and Lift available so this makes the area accessible for all.



## 6.2 Owners & Trainers Bar and Dining

We currently have two buildings for our Owners and Trainers, one being the bar/lounge area with outdoor terrace and the other being a permanent marquee both accessible for all. A disabled toilet is also located in the bar area.

The bar building has two entrances one at the front of the building and one just to the left of the main entrance. As you can see, both are accessible for all. This building is generally used as a private facility for all owners and trainers attending the race day. On occasions the area is also used as a private hospitality area.



## 6.3 Owners and Trainers Dining

Here at Chepstow we have a separate Marquee for our Owners and Trainers to enjoy their food in, this is accessible for all and will have plenty of staff on site to help in anyway we can.



#### **6.4 Syndicate Lounge/ Members Lounge**

Currently, these areas of the building do not have a lift to gain access. However, this is something we are looking to improve.

### **7.0 ALL ACCESSIBLE TOILETS**

We have accessible toilets in these areas;

The Bridge located by G&P bar entrance x1 - A Radar key for this is available from the main office reception

Premier Ground floor x 2

Premier First Floor x 2

Premier second floor x 2

Owners and Trainers x 1

### **8.0 MOBILITY**

#### **8.1 Wheelchair and Powered chairs**

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

We welcome mobility scooters and chairs in to the Racecourse, we just ask that all operators are mindful of other customers when moving around site.

#### **8.2 Pushchairs**

We welcome Pushchairs and Buggies to the racecourse.

### 8.3 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 Chepstow Racecourse will come to your location, alternatively come to Racecourse reception. You can also email us at [Info@chepstow-racecourse.co.uk](mailto:Info@chepstow-racecourse.co.uk) Please find a photo of Racecourse reception below.

### 9.0 LIFTS

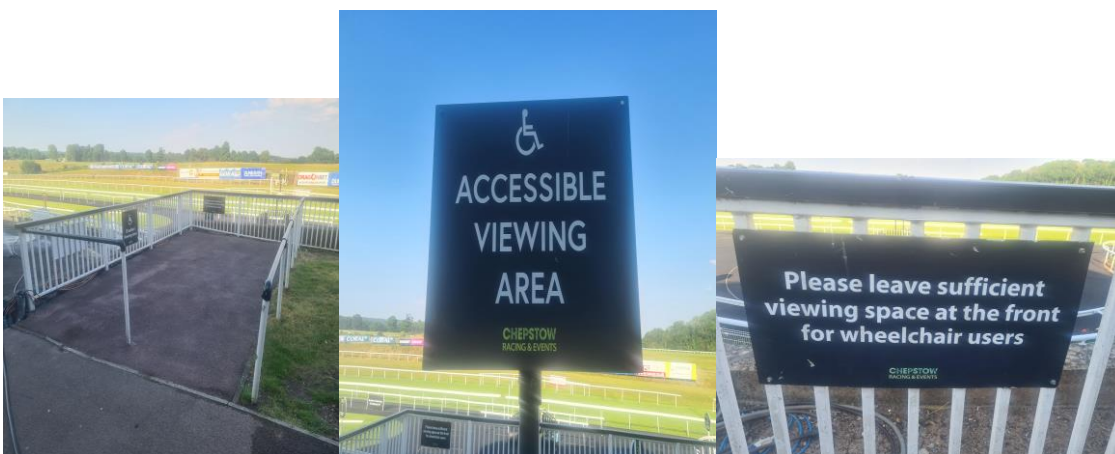
We have one lift on site which is situated in the Premier Stand building entrance connecting the Ground Floor of the Premier Stand to the 1<sup>st</sup> Floor of the Premier Stand.



### 10.0 RAISED VIEWING PLATFORMS

#### 10.1 Parade Ring

Chepstow Racecourse has a raised viewing platform looking into the parade ring – this platform is managed by one of our stewarding team. Please see photo below.





## **11.0 FIRST AID**

On all race days we will have a 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 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.

### **11.1 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.

### **11.2 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.

### **11.3 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.

## **12.0 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 01342 834800 or email at [info@chepstow-racecourse.co.uk](mailto:info@chepstow-racecourse.co.uk)

Thank you  
Chepstow Racecourse