

Newmarket

RACECOURSES

Newmarket Racecourse Personal Assistant Ticket – Terms and Conditions

At Newmarket Racecourse, we are committed to providing all customers with the opportunity to enjoy a wonderful experience with each visit. As such, should you require a personal assistant in order to visit the racecourse, you are entitled to apply for one complimentary admission ticket for a nominated individual. The Personal Assistant ticket is only valid once you have purchased a ticket for yourself.

The personal assistant must be able to provide you with appropriate assistance which might include:

- Assisting you in moving around the racecourse
- Helping you evacuate the racecourse in the event of an emergency
- Accompanying and/or assisting you in using the racecourse's toilets
- Assisting you in purchasing refreshments and food or using other services
- Assisting you in your transport to and from the racecourse

You will need to purchase your entry ticket and then *immediately* apply for your personal assistant ticket by sending your order number and supporting documentation via email to

newmarket.boxoffice@thejockeyclub.co.uk

Applications and proof will need to be received at least 5 working days in advance of the event. Personal Assistant tickets will not be available on the day.

To avoid disappointment please be prompt when supplying your documentation as if an event sells out, we would not be able to offer a free personal assistant ticket.

Standard Race Days: As it is the Newmarket Racecourses policy that all persons under the age of 18 must be accompanied at all times when on course, the Personal Assistant Admission Policy does not apply to persons aged 17 and under on our standard race meetings as under 18's are admitted free of charge when accompanied by a responsible adult aged 18 and above.

Newmarket Nights: For our Newmarket Nights events as all persons regardless of age must have paid for a full priced entry ticket, in this event we would offer a PA ticket for these events once we have proof of eligibility for under 18's who require a Personal Assistant. Please note that any person(s) under the age of 18, cannot be classed as a Personal Assistant for health and safety reasons. As stated above, your personal assistant is to be able to look after you around the course, and to assist you with purchasing food and drink, where person(s) under 18 would not be eligible to purchase from our bars or our betting partners. They must be able to care for you in case of emergency and evacuation.

It is important to note that Newmarket Racecourses **do not** recommend Newmarket Nights as being suitable for children under 18, if you do wish to bring them as part of your party, it is at your discretion, they can attend as long as they hold a valid ticket to gain entry (and must be the same ticket as the adult has) and there is a responsible adult of 18+. By purchasing a ticket for an under 18 you are agreeing to these terms as well as our full terms and conditions. For further information on our Newmarket Nights please see our Music FAQ.

www.thejockeyclub.co.uk/newmarket/visitor-info/live-music-faqs/

Please note that tickets purchased through Third Party Ticket Agents and not directly with the Jockey Club will not be included in our PA policy and will not be offered a PA Free ticket.

Eligibility

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The eligibility criteria for complimentary personal assistant admission are regularly reviewed and the racecourse reserves the right to update them from time to time.

Currently, those who receive one of the following benefits are eligible to apply for a free personal assistant ticket:

- Disability Living Allowance (DLA)
- Attendance Allowance (AA)
- Personal Independence Payment (PIP)

- Armed Forces Independence Payment (AFIP)

Additionally, people who are Registered Blind are also eligible.

Please note that, in all cases, the racecourse reserves the right to nevertheless decline to accept an application or to request additional supporting documentation if, in the racecourse's view and discretion, there is reasonable doubt that the applicant would be at a substantial disadvantage in attending without a personal assistant given the accessible facilities and services available at the racecourse.

Required Supporting Documentation

When applying for your complimentary personal assistant ticket the following supporting documentation will be required in respect of one of the benefits referred to above:

- A copy of the current awarding letter from DWP or statement confirming receipt of the Allowance.
- A copy of the current awarding letter confirming receipt of the Personal Independence Payment.
- A copy of the current awarding letter confirming receipt of the Attendance Allowance.
- A specialist personal letter from the hospital to confirm that the person is in receipt of support services.

Please note that a Blue Badge is not accepted as evidence of eligibility.

How To Apply

Applications (including all proof) are to be made in writing to the racecourse via newmarket.boxoffice@thejockeyclub.co.uk in advance of the event.

Unfortunately, we are not able to offer complimentary entry for personal assistants on the day of the event. Please apply at the time of booking your ticket.

If you require entry to our Accessible Platforms to view the concert, please do confirm at the time of booking your personal assistant. These areas have limited capacity and must be booked in advance as these areas are very popular and do reach capacity. Should we not be able to accommodate your request and you would not be able to enjoy the event unless you were on the viewing areas, we would offer you a refund. Entry to the platforms is with wristbands only collected from our Free Pass Office, if you do not have a wristband, you would not be permitted access to the platforms.

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Assistance Dogs

Assistance dogs are welcome to attend with their owners without additional charge subject to production of a valid identity document from Assistance Dogs UK or an equivalent international organisation. A separate ticket is not required however owners should notify the racecourse in advance upon booking their event tickets so that any necessary arrangements can be made.

Assistance Dogs must be kept on leads at all times and we strongly encourage the use of an identifying harness to assist our teams in ensuring you are not challenged throughout the event.

COLLECTING PERSONAL ASSISTANCE TICKETS

Premier and Grandstand and Paddock and Garden Enclosure personal assistant tickets will be at the Free Pass Office. This is adjacent to the Premier Entrance 2 on the July Course and is positioned at the Grandstand and Paddock entrance for the Rowley Mile. Please make sure you and your personal assistant are both present when collecting the personal assistant ticket.

Please note our Personal Assistant Policy does not apply to customers with temporary impairments such as broken bones, healing wounds and women who are pregnant.

Reviewed – May 2024