

Cheltenham

RACECOURSE

ACCESSIBILITY GUIDE



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CHELTENHAM RACECOURSE VENUE ACCESS INFORMATION

Cheltenham Racecourse is committed to ensuring that our venues are an easy and enjoyable experience for all to visit. To achieve this, we work towards achieving more than the minimum required by the Equalities Act (2010) and aim to ensure universal access.

BOOKING INFORMATION & PERSONAL ASSISTANTS

BOOKING INFORMATION

Accessible tickets can be purchased online or over the telephone. If you would like to check that the venue can meet your specific access requirements, please read through the access information in this Guide or on our website.

If you have any further queries please email cheltenham.accessibility@thejockeyclub.co.uk or call our booking team on 03445 793003, available Monday to Friday 8am – 5pm. For more detailed information you can contact the Racecourse team direct on 01242 513014 who will be happy to help, our office hours are Monday to Friday 9am to 4pm.

Tickets can also be purchased in person from Hall of Fame reception during office hours.

PERSONAL ASSISTANTS

Provided that you purchase a valid admission ticket for yourself, you are entitled to apply for one complimentary admission ticket at the same event for the person who is accompanying you as a personal assistant. The personal assistant must be able to provide you with appropriate assistance which might include:

1. Assisting you in moving around the racecourse.
2. Helping you evacuate the racecourse in the event of an emergency.
3. Accompanying/assisting you in using the racecourse toilets.
4. Assisting you in purchasing refreshments, food and using other services.

Please note that the personal assistant admission policy does not apply to accessible person 17 and under as it is racecourse policy that all persons under the age of 17 must be accompanied at all times in any event by a responsible adult who must purchase their own ticket.

BOOKING INFORMATION & PERSONAL ASSISTANTS

PERSONAL ASSISTANT TICKET CONDITIONS

The free admission ticket provided to your personal assistant will carry the same conditions as the admission ticket that you hold.

ELIGIBILITY

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:

1. Disability Living Allowance (DLA)
2. Attendance Allowance (AA)
3. Personal Independence Payment (PIP)
4. Armed Forces Independence Payment (AFIP)

Additionally, people who are registered visually impaired are also eligible.

Please note that in all cases, the racecourse reserves the right to decline to accept an application or to request additional evidence 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.

WHAT PROOF OF ELIGIBILITY NEEDS TO BE PROVIDED?

To prove eligibility, you will need to provide the following in respect of one of the benefits referred to above:

1. A current copy of the awarding letter from DWP or statement confirming receipt of the allowance.
2. Photo ID which matches the details of the recipient of the above.

Alternatively, if you are registered visually impaired then a photocopy of certification and matching photo ID is required.

Please note that a blue badge is not accepted as evidence of eligibility.

HOW TO APPLY?

Applications (including all proofs) are to be made in writing to cheltenham.accessibility@thejockeyclub.co.uk, at least **one week (five working days) in advance** of the race meet. Passes will not be available on the day.

Unfortunately given the demands on resources and staff on event days, assessment for complimentary personal assistant entry is not available on the day.

Tickets will be sent in advance by email or in the post, to the contact details registered on the paperwork.

GETTING TO THE RACECOURSE

COACH SERVICES

If you are planning to arrive by a private coach for Saturday of The November Meeting and/or The Festival you will be required to purchase a PVC parking pass through our website. Outside of these race days coach parking is free.

BUSES

The 'D' and 'E' buses run on all race days every 10 minutes to and from the Racecourse to Cheltenham Town Centre and Train Station. This operates from the South Car Park and there is a charge (cashless and card only service).

TAXI

Hackney Taxis are located in the taxi rank on the main drive.

TRAIN

The nearest train station is Cheltenham Spa Train Station which is located 2.4 miles away by car/taxi.

DROP OFF & PICK UP

The drop-off and pick up positions are a distance from the entrances and exits of the venue, so please bear this in mind when planning your visit. We would always encourage those with mobility requirements to travel by car rather than coach, minibus, limo or taxi. For The Showcase, Christmas Meeting, Festival Trials Day, April Meeting and Race Night pick up and drop off is located in the taxi rank. For The November Meeting, New Years Day and The Festival, pick up and drop off is located in Green car park across the road from the racecourse. Unfortunately, the buggy service cannot visit the coach parks or Green car park to pick up/drop off guests in these areas.

CAR PARKING

PUBLIC ACCESSIBLE PARKING

The main parking area for Accessible Car Parking is Blue 2 which is located near to North Entrance, please follow directional signage on approach to the racecourse and instructions from the car parking stewards.



Public Accessible Blue Badge Parking located near North Entrance

Please ensure on arrival to the racecourse you display your blue badge clearly for the parking attendants to see. We strongly advise racegoers to arrive early to secure a place in this reserved parking area as once it is full, blue badge holders will be parked in alternative locations. For Saturday of The November Meeting and The Festival a fee is charged for parking, and a car label will be issued, please make sure this is purchased, and your car parking label is displayed. Blue badges will not be accepted for these race meetings.

ANNUAL MEMBERS ACCESSIBLE PARKING

The blue badge holder parking bays for Annual Members is located in yellow carpark and blue carpark. Please follow symbol on your car parking label to either the Yellow (square) car park or Blue (diamond) car park.



ACCESSIBLE BUGGY SERVICE

An accessible buggy service runs on designated routes around the external perimeter of the racecourse enclosures, this service is free of charge. During peak arrival and exit times the buggy service will be unable to run over Centaur Bridge, on the Main Drive or behind the Best Mate Enclosure due to the amount of foot traffic so please factor this into your planning as it may delay your journey. When taking the buggy on arrival we advise arranging with the buggy driver on when and where to collect you at the end of the raceday.

North Buggy – this is a wheelchair accessible buggy and runs from the accessible parking to North Entrance and Hall of Fame.

South Buggy – this is a 6 seater buggy and runs from between Centaur and Best Mate Entrance to Purple car park.

Please note the buggy service can not operate inside the racecourse enclosures.

If you require a buggy please wait at one of the designated pick up and drop off points on the map. The buggy's run from 1 hour prior to gates opening to 1 hour post the last race. Alternatively please call the correct buggy you require, North Buggy 07761 748830 or South Buggy 07761 748886 to meet them at a pickup point. Please bear in mind that the buggy drivers will only be able to answer the phone when not transporting a customer.

Please refer to the map at the back of the booklet for buggy routes and drop off/pick up locations

ENTRANCES

HALL OF FAME

Hall of Fame entrance is located opposite Yellow car park and is the entrance for Club, Club/Tatts, Tattersalls, Hospitality and Annual Members. On approach to the entrance bag search tables are located just outside the front of the doors, there is an accessible entrance queuing lane to provide an easier entrance on the right. Personal hand scanners are used for entry, detection dogs will also be present. This entrance provides easy access to the Main Grandstand including Winged Ox, Gold Cup, Crest, Sovereign, Insurance, Level 4 & 5 boxes, Panoramic and Centaur, which can all be accessed via lifts located in the Main Grandstand through Hall of Fame. The accessible buggy service with wheelchair access runs to this entrance and is based here throughout the day as a main pick up and drop off location.

The accessible buggy service runs from Hall of Fame Entrance to North Entrance and accessible parking.



Hall of Fame Entrance, Accessibility Lane to the right on entrance

CENTAUR

Centaur entrance is located just off the main drive and is the main entrance for Club, Club/Tatts and Tattersalls ticket holders. This is one of our most popular entrances and provides easy access to Centaur. Bag search tables are located just outside of the doors, there is an accessible entrance queuing lane to provide an easier entrance on the left. Personal hand scanners and turnstiles are used on entry and detection dogs will be present. This entrance provides easy access to Centaur, Istabraq, the Main Grandstand (levels accessed via lifts), all ground level access to the racecourse and a direct route down to the Parade Ring, as well as access to the front of the Main Grandstand and Track.

The accessible buggy service doesn't pick up from this entrance and is unable to drive over the bridge at peak ingress and egress.

LOWER & UPPER TATTERSALLS

Lower & Upper Tattersalls entrances are located just down from Centaur entrance and is the entrance for Club, Club/Tatts and Tattersalls and provides access to the front of the Main Grandstand. Bag search tables are located just outside of the gates, there is an accessible entrance queuing lane to provide easier entrance. Personal hand scanners and turnstiles are used on entry and detection dogs may be present. Please note Lower and Upper Tatts entrances are only open on busier race days.

BEST MATE

Best Mate entrance is located down from Centaur and is the main entrance for Best Mate Enclosure. On approach to the entrance bag search tables are located out the front of the gates, there is an accessible entrance queuing lane to provide easier entrance on the right, personal hand scanners and turnstiles are used on entry and detection dogs maybe present.

The accessible buggy service runs from Best Mate to Purple carpark for Best Mate Accessible Parking and Purple car park.



Best Mate Entrance, Accessibility Lane to the right on entrance

BEST MATE UPPER

Best Mate Upper entrance is located near Purple carpark, this entrance is only open for our bigger race days. On approach to the entrance bag search tables are located just out the front of the gates, hand scanners are used on entry and detection dogs maybe present.

ENTRANCES

NORTH

North entrance is located directly opposite Blue car park and is the entrance for Club, Club/Tatts, Tattersalls, Members, Owners, Trainers and Jockeys. On approach to the entrance bag search tables are located out the front of the doors, there is an accessible entrance queuing lane to provide an easier entrance on the right, personal hand scanners and turnstiles are used on entry and detection dogs will be present. The entrance provides easy access to the Pre-Parade Ring, Parade Ring, Weighing Room, Tented Village and The Princess Royal Stand.

The accessible buggy service runs from North Entrance to Hall of Fame and accessible parking.



RECOMMENDED ENTRANCES AND PARKING

If parking in our North Accessible public car park it is recommended to use The North Entrance for entry, if you would like to use an alternative entrance you can take the accessible buggy from the pick-up point at the Accessible public carpark or North Entrance to Hall of Fame and enter through here.

If you travel by coach or car and are parked in the Purple coach park or car park you can take the accessible buggy to Best Mate or Lower & Upper Tatts Entrance. This service won't operate during peak arrival and exit times due to the volume of racegoers.

ENCLOSURES

CLUB

Club Enclosure is our most premium enclosure with access to all public areas. A Club ticket gets you entry to the widest selection of food and drink areas at Cheltenham, including all the pre booked restaurants. Club Enclosure is available for November Saturday and all 4 days of The Festival.

CLUB/TATTS

Club/Tatts Enclosure is a combination of both Club and Tattersalls Enclosures and is available for The Showcase, Friday and Sunday of The November Meeting, Christmas Meeting, New Years Day Meeting, Festival Trials Day, The April Meeting and Race Night.

TATTERSALLS

The perfect middle ground between Club and Best Mate Enclosure. A Tattersalls ticket gets you entry to a variety of food and drink areas, accessible viewing area at the Parade Ring and Main Grandstand. Available for November Saturday and all 4 days of The Festival.

BEST MATE

Positioned opposite side of the racecourse with no access to the Parade Ring, with its own Grandstand and food and drink facilities.

ACCESSIBLE TOILET FACILITIES

All accessible toilets have clear signage near/on the appropriate doors, if you have any difficulty locating an accessible toilet please ask a member of staff. All accessible toilets are fitted with a RADAR key lock system, if you do not own a RADAR key please ask a member of staff. Radar keys are available from bars, reception desks, entrance desks, Red Coat supervisor boxes and Cheltenham Staff and will be open upon request. Please see list below of Radar Key toilets and ambulant cubicle toilets. You can also refer to our Accessibility Map or racecourse app to find your nearest accessible toilet.

This season we will be introducing the option for customers to hire a blue radar key for £5 refundable deposit on return. This is available at the Customer Service Hub or Information Points/entrance Desks.

Toilets denoted with an R require a radar key.



AREA	LOCATION	FLOOR LEVEL
Centaur	Main Foyer – R	Ground
	Istabraq – R	Level 3
	Bottom of The Hall of Fame Stairs – R	Ground
Main Grandstand	Betting Hall – R	Level 1
	Winged Ox Foyer - R	Level 2
	Sovereign Lobby – R	Level 3
	Gold Cup/Festival Foyer – R	Level 3
	Level 4 Boxes	Level 4
	Level 5 Boxes	Level 5
	See You Then Bar – R	Level 2
	The Mandarin – R	Level 1
Princess Royal Stand	Level -1 Toilets – R	Level -1
	Vestey Bar – R	Ground
	Annual Members Bar – R	Level 1
	Big Buck’s Champagne Bar – R	Level 1
	Cotswold Club Foyer - R	Level 2
	Level 4 Boxes	Level 4
	Level 5 Boxes	Level 5
Best Mate	Between Dawn Run and Desert Orchid bars – R	Ground

Additional accessible toilets are installed for The November Meeting which can be located in the below areas:

- Tattersalls Ireland Owners & Trainers Pavilion
- Horseshoe Pavilion Restaurant (Unisex toilet)
- The Guinness Village Grandstand
- Adjacent to M8 November Lounge
- North Car Park

Additional temporary disabled toilets are installed for The Festival which can be located in the below areas:

- Best Mate – inside Pavilion Bar
- Horseshoe Pavilion Restaurant (Unisex toilet)
- The Village Grandstand
- North Car Park
- Core On Course
- Horse & Groom exit
- Long Run Boxes
- Chez Roux
- 480 Restaurant

ACCESSIBLE VIEWING PLATFORMS

There is a number of accessible viewing areas available within the enclosures. These are operated on a first come first serve basis. Please ensure only you and your personal assistant access these, if you are with a large group, please be respectful of other customers that may need to use the accessible viewing platforms.

CLUB ENCLOSURE

- On level 1 of The Princess Royal Stand outside the Big Buck's Champagne Bar and Annual Members.
- On the Club Lawn overlooking the finishing straight and outside Mandarin foyer.



Club Lawn

TATTERSALLS ENCLOSURE

- Overlooking the finishing straight opposite the Sales Arena.
- Level 2 Terrace outside the Winged Ox Bar.
- Opposite the Weighing Room overlooking the Parade Ring.
- On the balcony of The Centaur with lowered rails.



Parade Ring

BEST MATE ENCLOSURE

- Level 1 in the middle of the Best Mate grandstand.

LIFTS

Lifts are available throughout the Racecourse, these are located in the Main Grandstand, Princess Royal Stand, Best Mate and Tented Village during our larger race meetings.

GRANDSTAND

- 2 lifts located which provide access to all 5 levels of the Main Grandstand, please note these are glass lifts.



- 1 in Centaur Foyer which takes you up to Istabraq.
- 1 in Gold Cup Foyer which takes you down to See You Then Terrace.
- 1 lift located in Mandarin Foyer with access from Parade Ring side. This lift provides access to Panoramic Restaurant, National Hunt, Hattons Grace and Private boxes on Level 4 & 5.



- 1 lift opposite Quevega on level 1 of the Main Grandstand, provides access to Level 2 Cottage Rake Bar, Level 3 Insurance Bar & National Hunt Rooms, Level 4 Private Boxes and Level 5 Private Boxes.

LIFTS

PRINCESS ROYAL STAND

- 2 lifts located in The Princess Royal Stand Reception providing access to all floors.



BEST MATE

- 1 lift located in Best Mate provides access to Level 1.

PLATFORM LIFTS

- 1 platform lift from Mandarin doors to Level 1 Princess Royal Stand.
- 1 platform lift from Golden Millar to Crescent Walkway.



HEARING LOOPS

There is an induction loop facility in Gold Cup Restaurant, around the auditorium of The Centaur and across all floors of The Princess Royal Stand (near bars and the betting outlets).

ASSISTANCE DOGS

Assistance dogs are welcome to attend with their owners. We do suggest owners contact the racecourse in advance when booking your tickets so we can advise you on the expected attendance for your event date and the facilities available for yourself and your assistance dog. The Racecourse can also supply you with a signed letter to bring with you on the day to allow easier access for you and your assistance dog, but this is not mandatory.

WHEELCHAIRS

Please note the racecourse does not own and is not able to assist with wheelchair movement, all wheelchairs are to be pre hired through Event Mobility.

EVENT MOBILITY



Through Event Mobility Charitable Trust you can book electric scooters and manual wheelchairs for the use of accessible, elderly and mobility impaired visitors to Cheltenham.

Event Mobility are located in a clearly labelled marquee in the Blue car park. All scooter and wheelchair hire must be pre-booked ahead of your arrival at Cheltenham as this service often gets fully booked.

To reserve an electric scooter or manual wheelchair in advance you can book online at www.eventmobility.org.uk, print out an advance booking form from the website or contact the office on 01386 725391 to request a form to be posted to you. When booking in advance if you require your scooter/wheelchair to be dropped at a different location for you to collect please advise the Event Mobility team and they will be able to assist you.

For further information please visit www.eventmobility.org.uk, email info@eventmobility.org.uk or contact the office on 01386 72539 please book early to avoid disappointment.

FOOD LETTERS

If you have a specific dietary requirement, please contact our Racecourse Reception and they will be able to advise you if we can cater for your requirement from one of our food outlets on site. If you have concerns or need to bring in your own dietary specific food or medication, we can supply you with a signed permission letter which you will need to print and bring with you on the day. You will need to present this letter at the bag search area on entry.

SENSORY ROOM

Our sensory room is located in Box 4037 in the Main Grandstand and is open on all racedays excluding The Festival. The sensory room has been specially designed to provide comfort to people who have heightened sensory processing, which can include autism, if you require any more information on this please email cheltenham.accessibility@thejockeyclub.co.uk or call our reception team on 01242 513014.

SHORT TERM DISABILITIES

Customer's experiencing short term restrictions who have specific requirements are encouraged to contact our Customer Relations Department.

WHO CAN HELP YOU

CUSTOMER RELATIONS HUB

The Customer Relations Hub is our main information point on site. It is located next to the onsite merchandise shop outside of The Mandarin. The Customer Relations Hub can assist with all customer queries directly on the day so please head there if you have any problems. Customer relations team members are positioned at every entrance and Hall of Fame Reception.



Customer Relations Hub, located next to the onsite merchandise shop

ENTRANCES

Our entrance teams can help with any queries and are a welcoming face to greet you on arrival.

RED COATS

Located all around the racecourse are our friendly team of redcoats, they are here to help with any questions, if you need assistance or guidance. Look out for their red coats!



SECURITY

Security are located at entrances, bars and various areas around the racecourse, they are there for your safety and to ensure you have a safe and enjoyable experience racing. Security are easily identifiable by their blue and yellow coats.



RACECOURSE APP



The Cheltenham Racecourse App can be downloaded on both Apple and Android devices and includes an Interactive Map, Digital Racecard and Mobile Ticketing. It is also key for receiving updates and news. Scan the QR code to find out how to download the app.

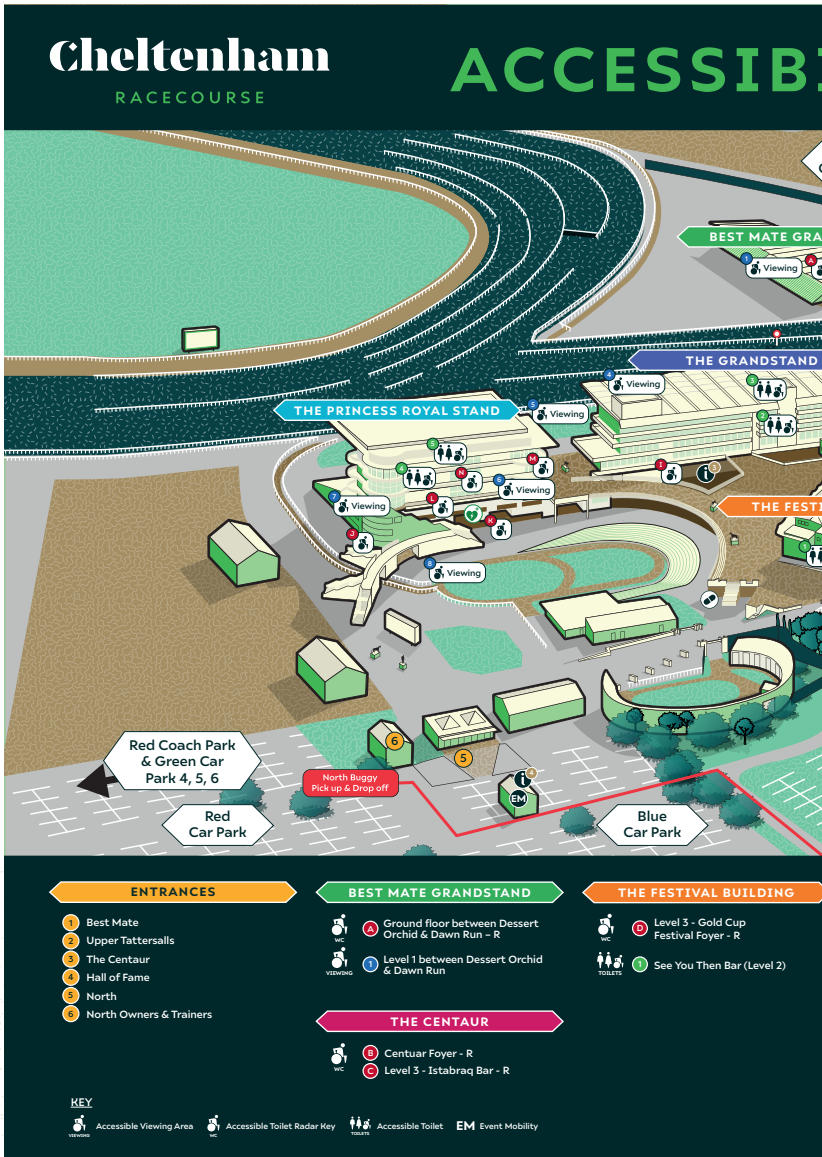
FIRST AID ROOM

Our onsite first aid room is situated above the Pre-Parade Ring behind See You Then Bar & Terrace. For the Festival there is an additional first aid room for Best Mate enclosure. Please ask a member of staff if you need directions or are feeling unwell so they can alert the first aiders.

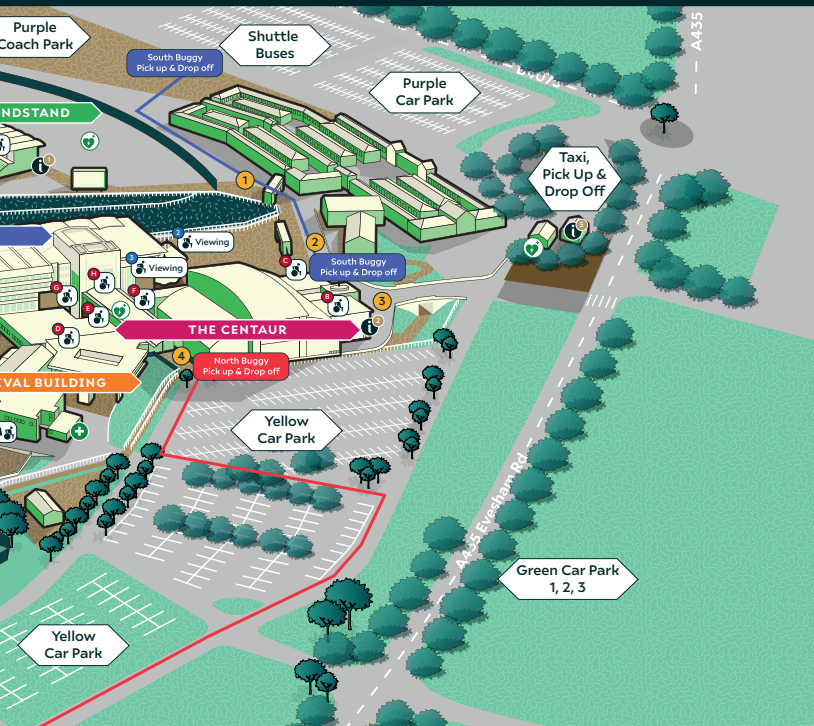
PHARMACY

We have a pharmacy located on site in front of the Trophy Room next to the Parade Ring which can help with basic medical and first aid needs.

ACCESSIBILITY MAP



ILITY MAP



THE GRANDSTAND

- 8 Bottom Hall of Fair Stairs - R
- 7 Betting Hall (Level 1) - R
- 6 Winged Ox Foyer (Level 2) - R
- 5 Sovereign Lobby (Level 3) - R
- 4 The Mandarin

- 2 Main Grandstand Boxes (Level 4)
- 3 Main Grandstand Boxes (Level 5)

- 2 Opposite Tatts Sales Arena - VA
- 3 Level 2 Terrace Winged Ox - VA
- 4 Outside Mandarin Foyer - VA
- 5 Opposite Arkle Bar - VA

THE PRINCESS ROYAL STAND

- 8 Level -1 toilets - R
- 7 Vesty (Ground floor - 0) - R
- 6 Annual Members Bar (Level 1) - R
- 5 Big Bucks Champagne Bar (Level 1) - R
- 4 Cotswold Club Foyer (Level 2) - R

- 4 Princess Royal Stand (Level 3)
- 5 Princess Royal Stand (Level 4)

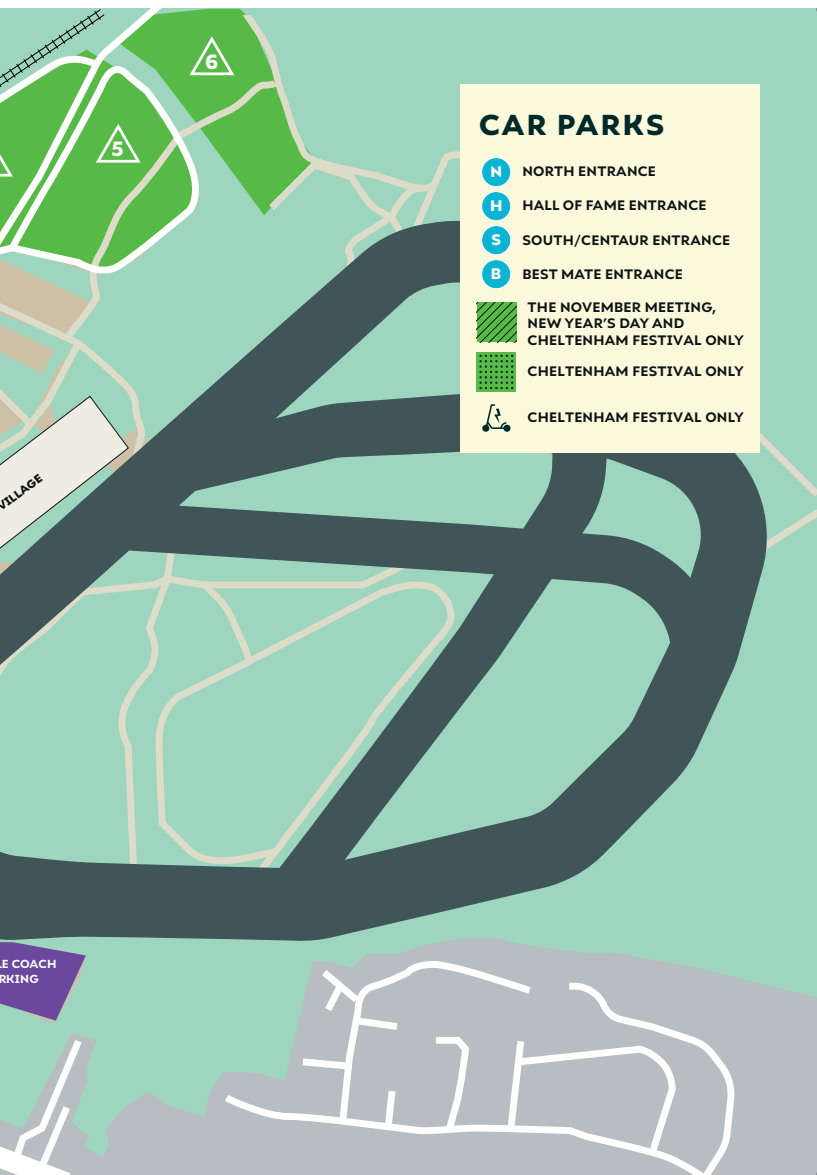
- 6 Big Bucks Champagne Bar (Level 1) - VA
- 7 Level 1 PRS Stand - VA
- 8 Side of Parade Ring

- Defibs
- First Aid
- Pharmacy
- Information points

- 1 Best Mate Information Point
- 2 Centaur Information Point
- 3 Customer Service Hub
- 4 North Information Point
- 5 South Information Point

CAR PARK MAP





CAR PARKS

- N** NORTH ENTRANCE
- H** HALL OF FAME ENTRANCE
- S** SOUTH/CENTAUR ENTRANCE
- B** BEST MATE ENTRANCE
-  THE NOVEMBER MEETING, NEW YEAR'S DAY AND CHELTENHAM FESTIVAL ONLY
-  CHELTENHAM FESTIVAL ONLY
-  CHELTENHAM FESTIVAL ONLY

