



NEWMARKET

The Rowley Mile | The July Course
Jockey Club Racecourses

PERSONAL ASSISTANT AND ASSISTANCE DOGS ADMISSION POLICY

In accordance with our obligations to make reasonable adjustments for disabled people, the racecourse is pleased to provide free admission to one accompanying personal assistant in circumstances where a disabled person would otherwise be at a substantial disadvantage without the personal assistant. A ticket for complimentary personal assistant admission on event days is available on the terms below.

Anyone arriving on a raceday that hasn't made prior arrangements will not be eligible for a free Personal Assistant ticket and full pricing will apply.

1. PERSONAL ASSISTANT ADMISSION

Select how many tickets you wish to book. If you require a personal assistant, you must also book them a ticket.

If you need a personal assistant to attend the event - we do offer a PA goes free scheme, once we have established your eligibility. Please purchase the total amount of tickets you need, including any Personal Assistants, and then send us the required documents as requested below along with your order number and show that you have booked. Once we have received all the required documents and statement as to why you need a personal assistant we will then make a decision as to your eligibility. **Please note that we can only refund before the event and only refund tickets booked via Newmarket Racecourses or Jockey Club Live. Bookings made through other agents cannot be refunded and PA tickets are not available.**

Please do not select Print at Home tickets when purchasing, this option is not available for personal assistant tickets.

The personal assistant ticket will be set for collection on the day from our Free Pass Office. Both the Disabled Patron and the Personal Assistant must be present when collecting the PA ticket.

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

- a) assisting you in moving around the racecourse;
- b) helping you evacuate the racecourse in the event of an emergency;
- c) accompanying and/or assisting you in using the racecourse's toilets;
- d) Assisting you in purchasing refreshments and food or using other services.

ALL RACEDAYS, EXCLUDING MUSIC EVENTS:

Please note that the personal assistant admission policy does not apply to disabled persons age 17 and under as it is the racecourse policy that all persons aged 17 and under must be accompanied at all times in any event by a responsible adult who must purchase their own ticket. Children aged 17 and below must be accompanied by an adult aged 18 and above.

MUSIC EVENTS:

For our music events, children 16 and above will need to purchase a full priced adult ticket. Access will not be possible if a 16 and above has a child ticket.

If an event sells out due to us reaching our capacity we are unable to provide Personal Assistant tickets. Newmarket Nights and Summer Saturday Live events do sell out; you need to apply for your personal assistant at the time of purchasing your entry ticket. To avoid disappointment please be prompt when supplying your documentation. We are unable to accept applications requested less than 10 working days before the race day. However, we highly recommend you apply as soon as you have made your order, as we cannot supply Personal Assistant tickets once an event has sold out.

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.

Personal Assistant tickets will not be available for anyone who has not purchased directly from Newmarket Racecourses or Jockey Club Live.

2. PERSONAL ASSISTANCE TICKET CONDITIONS

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

A personal assistant is required to accompany the Disabled patron at all times; this is to ensure they are supported in the event of an emergency.

Personal assistant tickets are strictly nontransferable.

3. 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:

- a) Disability Living Allowance (DLA);
- b) Attendance Allowance (AA);
- c) Personal Independence Payment (PIP); and
- d) 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 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 accessibility facilities and services available at the racecourse.

4. **WHAT PROOF OF ELIGIBILITY NEEDS TO BE PROVIDED?**

To prove eligibility you will need to provide the following in respect of one the benefits referred to in (3) above:

- a) A copy of the awarding letter from DWP or statement confirming receipt of the allowance.
- b) Photo ID which matches the details of the recipient of the above, with date of birth.
- c) Statement of why you may need a personal assistant to accompany you.

Alternatively, if you are a Registered Blind Person then a photocopy of certification and matching photo ID is required.

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

5. **HOW DO I APPLY?**

Applications (including all proof) are to be made in writing to the Customer Relations Department or email newmarket.boxoffice@thejockeyclub.co.uk, at least five days in advance of the event day. Unfortunately given the demands on resources and staff on event days, assessment for complimentary personal assistant entry is not available on the day.

The complimentary ticket will be ready for collection at the ticket collection point where photo ID for the personal assistant will be required along with the paid ticket for the disabled race goer.

6. **ASSISTANCE DOGS**

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

7. **Collecting Personal Assistant Tickets**

Premier and Grandstand and Paddock 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. Family Enclosure tickets will be at the Family Enclosure entrance.

Please make sure you and your personal assistant are both present when collecting the personal assistant ticket.

If you have any questions or queries regarding the free care admission scheme then please contact the Customer Relations Department on 01638 675500 (Option 4).