



NEWMARKET

The July Course

The July Course Venue Access Information



Newmarket Racecourse is committed in ensuring that our venues are an easy and enjoyable experience for all to visit. To achieve this we work towards addressing more than the minimum required by the Disability Discrimination Act and aim to ensure universal access.

Booking Information

Please note there are no separate disabled tickets. If you are planning to attend an event and are registered disabled, please purchase your ticket either online or over the telephone. For any additional assistance or requirements please contact our customer relations department at least 1 week prior to the event.

For booking information and to book tickets please telephone 0844 579 3010 between Mon-Sun 8am-8pm.

If you have any queries please contact our Customer Relations Department on 01638 675 500.

Tickets can also be purchased in person from the Customer Relations Desk at the Racecourse Offices, Westfield House, Cambridge Road, Newmarket, Suffolk, CB8 0TG.

Pre-arrival

Transport Access

The venue is situated outside the centre of Newmarket town and is accessible by all vehicle types with no restricted height access. The nearest mainline train station is Newmarket situated 2.6miles approx. from the July course. There is a subsidised bus service travelling from Cambridge (Bus stop outside the main entrance), Royston (Car Park of platform 2) train stations and Bury St Edmunds bus station (Stand 9). There is also a complimentary shuttle bus service that runs from Newmarket train station and town to course at regular intervals. On non concert days the only busservices are from Newmarket and Cambridge with the exception of the July Festival meeting.

Please note there is not a bus stop within 150m of the entrances to the venue and we cannot guarantee easy access onto the vehicles.

If you would like more information about our bus services and the accessibility services they provide please contact Neals Travel Ltd 01638 780066.

The taxidrop off and queue is situated at the front of the venue next to Premier 1 entrance. This location is 5m from Premier 1 entrance, 150m to Premier 2 entrance, 220m to Grandstand & Paddock Entrance and 320m to Family Enclosure entrance (Approx.). The shuttle bus is situated 80m further on from the taxi rank. Please note there is a buggy service available to transport customers with mobility issues in between the entrances. Please alert a car park attendant on arrival if you require this service.

Car Parking

We have designated blue badge parking areas in three of our car parks. If assistance is required please contact one of our car parking attendants.

Annual badge holders parking and Premier 1 entrance is situated at the front of the venue, there are blue badge holder parking bays situated at the front right of the car park, this area can only reach by entering via Gate 2. The car park is an open area with a tarmac surface along one edge; some grass may need to be covered to access Premier 1 entrance. The level ground to the entrance from the car park makes it accessible for wheelchair users without assistance.

The second area for disabled parking is located in Public car park 2, opposite Premier 2 entrance. This car park is accessible by passing through Gate 1. Disabled parking bays are located along the front of the car park nearest to the entrances. It is a level area in close proximity to Premier 2 entrance. Please note this car park is a grassed area.

Family and Grandstand and Paddock parking is situated to the left of the venue, the blue badge holder parking bays are situated at the front of the car park along the fence line and are accessible through Gate 4 off the Cambridge road. The car park is an open area with a grass surface; it is accessible to a wheelchair user although assistance may be required as there are areas of grass to manoeuvre.



Family and Grandstand and Paddock accessible parking

Entry

The Family Enclosure entrance is situated at the far end of the venue and all access is on level ground towards the entry gate. There is however some grass areas to navigate. The main doors are double width (150cm) and open towards you (pull).



Family Enclosure Entrance

Grandstand and Paddock entrance has level access with a tarmacked surface. The entrance gate has a width of 90cm and an automatically opening barrier. This entrance overcomes the turnstiles and there is a lowered operation window. These access points are situated on the left hand side of the turnstile entrance. On race days there is a member of staff situated at the entrance to provide assistance.

Premier Entrance 2 has level access with a tarmacked surface. The main doors are single width (90cm) and open automatically. There is a lowered operation window. These access points are situated on the left hand side of the gate entrance. On race days there is a member of staff situated at the entrance to provide assistance.



Lowered counter at Premier 2 and Grandstand & Paddock Entrance.



Grandstand & Paddock Entrance

Premier Entrance 1 has level access and has a tarmacked surface all the way from Premier Car Park. The main doors are double width (160cm) and open away from you (push). There is a lowered operation window at this entrance and on race days a member of staff will be stationed there to offer assistance. On passing through Premier

Entrance 1, inside the venue there is horse crossing with a rubber surface which must be crossed.



Premier 1 Entrance horse crossing

Site Access

Wheelchair Users and those with mobility issues

Course Office

The course office is located just inside the venue beside Premier Entrance 2. There is level access and a tarmacked surface around it. The main doors are double width (180cm) and open towards you (pull). On race days there is a member of staff stationed there to provide assistance. The reception desk is located 3m away from the main doors with level access on a tiled surface. The reception desk is at medium height with a lowered operation section to the right hand end.



Course office Entrance



Inside Course Office

Movement around site

Access around the July Course is accessible to people with mobility issues and wheelchair users. There are paved and tarmacked routes covering the venue from the entrances to behind the grandstands. There is a hard standing paved pathway located in front of the Grandstands in the Premier Enclosure. Please note that the rest of the arearacecourse side of the grandstand is grassed. Please be aware that this area for the concert phase can become very congested with people standing to view the concert.

The grassed areas are well maintained with short grass length. In the Grandstand & Paddock Enclosure there is a tarmacked area in front of the Grandstand which accommodates the betting ring. Please note that the rest of the arearacecourse side of the grandstand is grassed. The grassed areas are well maintained with short grass

The Family enclosure is mainly a grassed area. In order to spectate any of the racing or concerts customers must travel across grass and a gravel surface.



Family Enclosure



Racecourse side in the Premier Enclosure

Access lifts

Access lifts are located in stands 2 and 3 of the July course. There is also a lift to provide access to the high level walkway between Stravinsky's Bistro and Mozarts Bistro. The lifts are accessible through level access and are open to the public for use. There is a maximum capacity of two people at one time (400kg). Each lift has a door width of 800cm and interior dimensions of 100cm x 130 cm (approx.).

The lift in Premier Enclosure Stand 3 is located inside the Southwell Bar. To access this lift, there is a permanent downward slope located behind the grandstand to the left of the main entrance to the Southwell Bar. Once inside the access lift can be found on the right hand side. This lift provides access to all levels of Stand 3, including the accessible toilet on the first floor and the private boxes on level 2.

The lift in Premier Enclosure Stand 2 is located beside the Queens Room. This room is accessed on the right hand side of Stand 2 (Winners Enclosure end) over a paved pathway. The lift can be used to access the disabled toilets on level 1 and the undercover viewing terrace on level 2.

The lift to access the high level walkway is located in the middle of the Premier Enclosure underneath the walkway. It is accessible through level ground and can be used to access the Stravinsky's Bistro and Mozarts Bistro.

Example interior of access lift



Access lift to high level walkway



Accessible toilets

All accessible toilets have clear signage near or on the appropriate doors. They are also highlighted on the site maps. In the case of any difficulty locating an accessible toilet please contact a member of staff. Each toilet includes wall mounted rails, a minimum lateral transfer space of 80cm and a drop down rail. They all have twist locks on the door, a sink (no higher than 74cm) and a hand dryer (no higher than 100cm). The toilet seats are all situated 47cm above the floor with both the sink and toilet roll holder within arm's reach.

The Family Enclosure has an accessible disabled toilet located in its toilet block. There is one toilet for female use and another for male use. Both of which have level access for entry. The door opens outwards (pull), and has a width of 85cm. The dimensions of the toilet are 150cm x 225cm allowing for manoeuvring space. Access to this toilet is level although a gravelled area needs to be passed over to get to the toilets.

There are three accessible toilets located within Premier and Grandstand and Paddock enclosures. One is located next to the Soviet Star Bar, one opposite the Height of Fashion bar and another opposite the Royal Academy bar and next door to the Fish & Chip shop. All three accessible toilets have doors opening outwards (pull) with a width of 85cm. There is clear manoeuvring space in each one with minimum dimensions of 155cm x 220cm.

Premier Enclosure stand 2 has an accessible toilet located on the first floor; it is accessible from a lift on ground floor and there is level access throughout the route. The door to the toilet opens outwards (pull) with a width of 85cm. There is clear manoeuvring space inside with dimensions of 170cm x 200cm.

Premier Enclosure stand 3 has an accessible toilet located on the first floor; it is accessible from a lift on the ground floor and there is level access throughout the route. The door to the toilet opens outwards (pull) with a width of 85cm. There is clear manoeuvring space inside with dimensions of 170cm x 200cm.



Accessible toilet Grandstand and Paddock Enclosure

All accessible toilets in the Premier and Grandstand and Paddock enclosures are fitted with a RADAR (bow shaped) key lock system. If you do hold a RADAR key these may be obtained from the Course Office.

Viewing

There are number of viewing platform spread over the enclosures; there is limited capacity on each viewing platform and we work on a first come first serve basis. The gradient of the ramps to access these platforms are no greater than 1:13.5. Chairs are available on request for personal assistants but this is dependent upon space available on the platform. There are also covered viewing terraces at the top of Stand 2 for viewing racing and concerts. For viewing the parade ring there is sectioned off area on the corner of parade side behind Stand 1 and next to the horse walk to the winning enclosure.



Viewing Area next to Parade ring

One platform is located in the Premier enclosure connected to the right handside Stand 2. Access to the platform is from the rear of the grandstand, there is level access up to the slope which has a steep gradient. It is a permanent slope and assistance is on hand if required. Alternatively there is a platform lift available to access this platform. The platform lift is located at the front of the stand, with controls within reach for wheelchair users. This platform is suitable for viewing both the racing and a good side viewpoint for concert events. This platform also has a small undercover section.



Viewing platform next to integrity tower



Accessible lift to viewing platform next to integrity tower

A second platform is located in Premier enclosure trackside in front of the Stand 2. Access to the platform is via a slope with a moderate gradient to the level platform. The slope is a permanent structure. Please note access to this platform involves travelling across the grass area in front of Stand 2.

Another platform in Premier enclosure is situated trackside in front of Stand 3. Access to the platform is via a slope with a moderate gradient to the level platform. The slope and platform is a permanent structure. Access to this platform involves travelling across the grass area in front of Stand 3.

Both of these platforms incorporate view points for both racing and concert events. These ramps can become very congested for concert events. Please note that no alcoholic drinks are permitted trackside of Premier enclosure until all racing has finished.



Viewing platform in Premier Enclosure Racecourse side



View from platform in Premier Enclosure for the concerts

Our fourth platform is situated in Grandstand & Paddock enclosure and is a fixed structure with a concrete surface. It is trackside of Stand 4 and suitable for viewing racing only, a grass area must be covered to access the bottom of the slope.

The last platform is located in family enclosure; it is a raised platform with a permanent moderate slope leading up to the raised level area. This platform is suitable for viewing racing only. Please note a grass area must be covered to access the bottom of the slope.



Viewing Platform access in Family Enclosure



View from viewing platform in Family Enclosure

Bars, restaurants, and Tote access

All bars are equipped with lowered trade counters or have exit access for traders to offer service from ground level. All ground level restaurants are accessible via a permanent slope with a low gradient, and all elevated restaurants are accessible by lifts up to the appropriate level. While all totes have lowered counter or exit point to serve customers from ground level.

We apologise in advance that The Carroll Restaurant in Grandstand 4 is only accessible via a staircase as there is no lift available in Stand 4.



Example lowered counter at Tote

Hearing impaired customers

We do provide temporary induction loops for use by customers on site. The induction loop we provide is a neck loop (which is used in conjunction with a hearing aid) or earphones to use with the pack (If preferred please bring your own headphones to use with the pack). If required please contact a member of staff on arrival to the venue so we can issue you a unit.

Visually impaired customers

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.

Printed materials such as bar menus are available upon request at all bars and all signage around the site is clear and in large print.

Involuntary Noise Issues

We welcome customers with involuntary noise issues or use noise to communicate rather than words. We are responsible for the enjoyment of the audience as a whole and therefore if disturbance is judged to be unreasonable for the nature of the event and prolonged, it may be necessary for us to ask you to take a break from largely populated areas. The venue does tend to be a lively and noisy area. Please speak to our Customer Relations Department if you require any additional services.

Personal Evacuation Plans

In the instance that a customer requires or would like to arrange a personal evacuation plan with the venues operations team, we would be very happy to help. Please contact our Customer relations department who will relay the information onto the staff on the day. Please note that all our staff are trained and aware of the appropriate measures to undertake in case of an incident.

Personal Assistance

Our staff are not trained to lift or carry any customers in need of help and are not able to assist with any personal toilet or medical needs. We do however provide complimentary entry for one personal assistant per customer with such needs.

A personal assistant is eligible for free admission if they receive one of the following benefits:

- a) Disability Living Allowance (DLA);
- b) Attendance Allowance (AA);
- c) Personal Independence Payment (PIP); and
- d) Armed Forces Independence Payment (AFIP).

Additionally persons who are Registered Blind are also eligible.

To prove eligibility the following in respect of one of the benefits referred to above is required to be presented:

- a) A copy of the awarding letter from DWP or statement confirming receipt of the allowance; and
- b) Photo ID which matches the details of the recipient of the above.

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

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.

Temporary Disabilities

The disabled access facilities are for race goers with permanent disabilities, so broken legs, recent injuries or pregnant women do not qualify.

Individuals with temporary issues and have specific requirements should contact the Customer Relations department in advance of the event.

Please note complimentary personal assistants tickets are not available to those with temporary conditions.

Hospitality Guests

There is disabled parking located behind the Aphrodite enclosure. In order to arrange this please contact the sales team in advance. The Aphrodite enclosure is located on the far side of the racecourse and is a grassed area.



There is a crossing access across the racecourse; this requires crossing a stretch of medium length grass. The Aphrodite enclosure has its own accessible toilet within the toilet block. Each pavilion has access ramps for entrance and maneuvering space within. We do advise that Hospitality guests with any special requirements inform the sales team prior to the event.

Access ramp for hospitality pavilion

Additional Information

- Staff do receive disability awareness/equality training
- There are three wheelchairs available for hire from the Course Office, you are advised you to book a chair in advance with the Customer Relation Department to guarantee use of this service.
- Plastic cups, cutlery and straws are available on request.
- No alcohol is permitted in the Premier enclosure until after the last race as finished.
- No food and drink can be brought into the Premier Enclosure or Grandstand & Paddock Enclosures. No garden furniture is to be brought into the Premier and Grandstand and Paddock Enclosures.
- Food, drink and garden furniture is allowed to be brought into the Family Enclosure.
- Concert viewing is in the Premier Enclosure Racecourse side. Grandstand & Paddock Enclosure and Family Enclosure customers are permitted access to the Premier Enclosure to view the concert after the last race. Access is opened up in a stage process.

Contact Information

By Post: Customer Relations Department

Newmarket Racecourses

Westfield House

The Links

Newmarket

Suffolk

CB8 0TG

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