



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.

1. PERSONAL ASSISTANT ADMISSION

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.

Please note that the personal assistant admission policy does not apply to disabled persons under the age of 15 as it is racecourse policy that all persons under the age of 15 must be accompanied at all times in any event by a responsible adult who must purchase their own ticket.

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.

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; 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.

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

Together with proof of eligibility you should provide a short explanation of why you require your personal assistant to attend with you.

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.

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).