



# L I N G F I E L D P A R K

## ACCESSIBILTY GUIDE

VERSION 1

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## 1.0 – INTRODUCTION

Firstly, Lingfield Park Racecourse looks forward to welcoming you.

Here at Lingfield Park Racecourse we aim to be accessible for all. We like to attract a range of visitors to our race meetings, live music events and corporate events. We welcome all accessible people in society and do not exclude any disabilities.

At Lingfield Park Racecourse, we have a wide range of different buildings and amenities available. We continually work towards improving and raising our standards in the facilities we have. To be able to raise our standards we will always review all our facilities and here at the racecourse, we pride ourselves in performing the best we can across all areas of the business.

We will always ensure all visitors will be looked after no matter with or without a disability.

If access to a certain building is not possible for whatever reason, we will always try our best to assist helping you to overcome these issues where possible.

Here at Lingfield Park Racecourse we pride ourselves on giving our team the best possible training we can which ensures you will never be far from a person who can answer your questions.

Please find below a site map to help you find your way around.



### FINDING YOUR WAY AROUND

#### HOSPITALITY

- 1 Grandstand Suites
- 2 Eclipse Suites
- 3 Eclipse Marquee
- 4 Pavilion Suites
- 5 Hotel Hospitality Suites
- 6 Trakside Lawn

#### RACING

- 1 Pre-Parade Ring
- 2 Parade Ring
- 3 Winners' Enclosure
- 4 Stables
- 5 Stable Lodge
- 6 Weighing Room
- 7 Grandstand
- 8 Independent Bookmakers
- 9 Betting Hall

- 10 Marriott Hotel
- 11 Paddock Lawn
- 12 Syndicate Lounge

#### FOOD & DRINK

- 1 Fish & Chip Shop
- 2 Sports Bar
- 3 Courtyard Garden

- 4 Anapurna Bar
- 5 Piglet's Pantry
- 6 Brasserie
- 7 Parasol Bar
- 8 Trakside Restaurant
- 9 Grandstand Bar
- 10 Owners & Trainers Bar
- 11 Kachy Bar & Watersmeet Bars

#### FACILITIES

- ➕ First Aid Point
- ♿ Accessible Viewing Platform
- i Information
- P Accessible Car Park
- P Car Parks
- ♿ Wheelchair Access Public
- 🚻 Lavatories (including Baby Changing Facilities & Disabled Toilets)

Should you have any questions or need assistance please talk to one of our Accessibility Liaison Officers.

Page Allen (Events Manager) – [Pallen@lingfieldpark.co.uk](mailto:Pallen@lingfieldpark.co.uk)

Louise Whisselle (Business Coordinator) – [Lwhisselle@lingfieldpark.co.uk](mailto:Lwhisselle@lingfieldpark.co.uk)

Alternately, come to the racecourse office where one of the team will be able to assist.

## 2.0 BOOKING TICKETS

### 2.1 Booking tickets online

Advance tickets are purchased online or alternately if you need assistance, you can always call our ticket hub on 01342 834800 Option 1 both times and this will put you through to a trained sales executive. However, please find a step-by-step guide below for our website; [lingfieldpark.co.uk](http://lingfieldpark.co.uk):

- Step One – Buy Tickets (Top right-hand corner)
- Step Two – Pick the date you would like to attend
- Step Three – Amend the quantity in the Ticket you would like to choose and press Proceed Securely
- Step Four – Please check your order on this screen and then press Checkout Now
- Step Five – If you are an existing customer, please log in. Alternatively make a new account

### 2.2 On the day

Tickets can also be purchased on the day at either of our gates, Main Entrance and Plaza Gate, our stewards and staff will be happy to assist with any questions you have. However, please take into account we only sell General Admission on the day.

Both of our entrances are accessible by wheelchair however should you need help our stewards and security will be on hand to help. If you were to need any further assistance, please ask any member of our team and they will be able to get someone to assist where needed.

### 2.3 Personal assistant Ticket

We offer free Personal Assistant tickets for anyone with accessible needs. These are issued on the day of the fixture as supporting documentation needs to be provided in order to issue the ticket. Supporting documentation can include Disability Living Allowance, Personal Independence Payment or signed letter from GP (with accompanying photo ID).

### 2.4 Service Animals

Registered Guide dogs, Hearing dogs and medical alert dogs are welcome on site. However, please ensure they are always kept on a lead. Water will be available for any assistance dog from any outlet around the course.

## 3.0 GETTING HERE

### 3.1 Car

Lingfield Park Racecourse is just a 15 minutes' drive from Junction 6 of the M25 and also Junction 10 of M23. If you use Satellite Navigation, please use postcode RH7 6PQ.

### 3.2 Train

Lingfield Park Racecourse is just a five-minute walk away from Lingfield train station, 45 Minutes on a direct line from London Victoria. If you would like to view train times, please visit [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

## **4.0 CAR PARKS**

### **4.1 Raceday Accessible Car Park**

On race days our designated accessible car park is known as RTS Gate which is signposted from the main road. This car park gives you a short walking distance to our main gate entrance. However, we also have accessible parking outside our onsite hotel should you be staying overnight. If you are staying with us, please use the accessible parking in front of the Hotel. The entrance gate you will use is the Plaza gate that runs along side the hotel. Both of these car parks are hard standing.

### **4.2 Main Car park**

Our main car park is just opposite from the main entrance so should you park here please alert one of our stewards and they will show you to a space close to the entrance. Please note this car park is on grass with limited hard standing.

### **4.3 Owners and Trainers**

Our Owners and Trainers car park is also opposite the Main entrance, should you be either an Owner or Trainer and need a close car parking space please alert one of our stewards and they will show you to a space close to the entrance.

### **4.4 Centre Course**

Please note this car park is on grass and a greater walk to the main gates from any other car park. This car park is only utilised on busier days. Should you require any assistance please ask a member of our stewarding team who will either be able to help or get you someone who can.

## **5.0 ENTRANCE TO THE RACECOURSE**

### **5.1 Main Gate**

You will find our main entrance opposite the main car park or a short walk from our accessible car park. Our Main Gate entrance is accessible for all, having a safely inclined slope leading up to the main entrance. As always if you have any issues or need assistance with anything all our staff will be on hand to help.

### **5.2 Plaza Gate**

This gate entrance runs alongside the hotel. Should you be staying in the hotel this will be the entrance you will use and this is just a 30 second walk from the main entrance of the hotel and our hotel accessible parking bays.

### **5.3 Queuing**

Although on most days you will not be faced with a queue, on some of our busier days and evenings, there could be some queuing at busier times.

If you have any accessible needs that would make standing for long periods of time hard or feel you are uncomfortable around a lot of people, please do make yourselves known to a member of our stewarding or security teams and they will be able to assist in helping you through the entrance areas.

## 6.0 VENUE INFORMATION

### 6.1 Lower Grandstand

The entrance to the Grandstand as you can see is accessible for all wheelchair users, is open every day and any guests with any mobility needs. On Summer evenings these doors will remain open. Should you need help with opening any doors around the racecourse our stewarding team will be able to assist. There are two outlets inside the Grandstand, one being our main Grandstand Bar and the other being Piglets Pantry (open on selected days).

On level 1 of this building, you will find our hospitality boxes and also our restaurant, we have both stairs and Lifts available so this makes the area accessible for all.





## 6.2 Owners & Trainers/Pavilion

This Building has two entrances one at the front of the building by the winner's enclosure and also one at the rear of the building by the main gates. As you can see, both are accessible for all. This building is generally used as a private facility for all owners and trainers attending the race day. On occasions the area is also used as a private hospitality area.



## 6.3 Syndicate Lounge

Please see below photos of our Syndicate lounge. As you can see, this building is accessible for all with a slight slope. However, should you need any assistance gaining entry there will be a steward inside. Our Syndicate Lounge is available for anyone who is part of a horse syndicate (Owners groups, RaceShare). This outlet sells alcohol, Hot and cold drinks. This building is open on all Race days.



#### 6.4 Sports Bar

Currently, this building doesn't have a slope for wheelchair users to gain entry. However, this is something we are looking to improve. This outlet sells alcohol and is open on selected race days.



#### 6.5 Brasserie

As you can see below the Brasserie is accessible for all including wheelchair users. This outlet sells hot meals, sandwiches, Hot and cold drinks.





## 6.6 Eclipse

This building is used as a private hospitality area. The Lower Eclipse boxes are accessible for all. However, the Upper Eclipse is not currently accessible for wheelchair users yet.



## 7.0 ALL ACCESSIBLE TOILETS

We have accessible toilets in these areas;  
Grandstand Ground Floor x2  
Grandstand 1st Floor x1  
Marriott Hotel x 3  
Pavilion x1

## 8.0 MOBILITY

### 8.1 Wheelchair and Powered chairs

Most of our buildings are accessible by wheelchair and powered chairs as listed above in the venue information points.

We currently have a selection of Wheelchairs available for hire. We ask for a £25 refundable deposit on the day – these chairs are on a first come first served basis. On occasions where needed we can assist with transporting customers where needed.

We welcome mobility scooters and chairs in to the Racecourse, we just ask that all operators are mindful of other customers when moving around site.

### 8.2 Pushchairs

We welcome Pushchairs and Buggies to the racecourse.

### 8.3 Requests and Arrangements

Our Accessibility Liaison Officers and all racecourse staff are on hand to offer assistance, help and advice pre and post-race days. On the day if assistance is required, please make yourself known to a member of our stewarding or security team and someone from Lingfield Park Racecourse will come to your location, alternatively come to Racecourse reception (opposite Pre parade ring). You can also email us at [Info@lingfieldpark.co.uk](mailto:Info@lingfieldpark.co.uk) Please find a photo of Racecourse reception below.





## 9.0 LIFTS

We have one lift on site which is situated in the Grandstand building entrance connecting the Ground Floor of the Grandstand to the 1st Floor of the Grandstand.

## 10.0 RAISED VIEWING PLATFORMS

### 10.1 Parade Ring

Lingfield Park Racecourse has a raised viewing platform looking into the parade ring – this platform is managed by one of our stewarding team. Please see photo below.



### 10.2 Along the Rails

Lingfield Racecourse has a viewing platform situated just past the winning post where you can get an unrestricted view of all the action. Please see photo below.



## 11.0 AUDIBLY IMPAIRED GUESTS

The racecourse has an induction loop in racecourse Reception and these same facilities can be located at some of our betting areas around the course. If you are at either gates our stewards can take you to a quieter location with less background noise to make this easier for you – should you need any more assistance a member of our team will be more than happy to help.

## **12.0 FIRST AID**

On all race days we will have a medical team that can assist should they be required. If you need medical assistance and need to be seen by medical staff, please see one of our stewarding or security teams who will assist you and get you the help required.

If you have any medical requirements on the day, please ask a member of staff or if you have a medical condition that we need to be made aware of please email one of our Accessibility Liaison Officers who will then make any necessary arrangements.

### **12.1 Oxygen & Other Gasses**

Please notify one of our Accessibility Liaison Officers via email if you are bringing any gasses such as oxygen onto site, we can then identify the location of these on the day. We please ask that this be kept on your person at all times.

### **12.2 Electrical Equipment**

We ask that all electrical equipment is charged before coming onto the racecourse. However, if needed we will locate and help supply a source of power if needed – Please make sure chargers that may be needed are PAT tested.

### **12.3 Special Effects**

Some of our music nights will involve Flashing Lights and other special effects. Should you be concerned about this please contact one of our Accessibility Liaison Officers via email.

## **FOR FURTHER INFORMATION**

If you have any further questions or require any more information or would like to provide us with any feedback, please call on 01342 834800 or email at [info@lingfieldpark.co.uk](mailto:info@lingfieldpark.co.uk)

Thank you

Lingfield Park Racecourse