



BATH
RACECOURSE

Accessibility Guide

June 2023



Introduction

We look forward to welcoming you to Bath Racecourse.

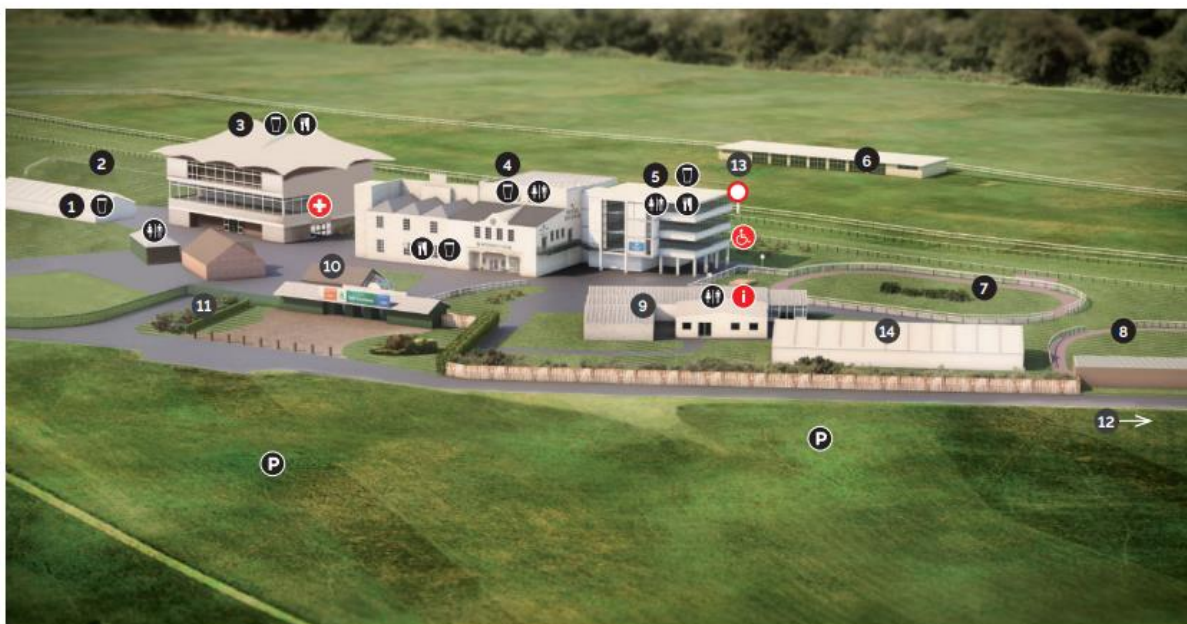
Here at Bath Racecourse we aim to be accessible for all. We like to attract a range of visitors to our race meetings, live music events and corporate events. We welcome all accessible people in society and do not exclude any disabilities.

At Bath 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 Bath 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

- | | | | |
|---|--|--|--|
| 1 Final Furlong Pavilion | 5 Kelston Stand, Beckford Bar, Champagne Bar & Press Suite | 10 Hospitality, Annual Members, Owners & Trainers Entrance | FACILITIES |
| 2 Final Furlong Lawn | 6 Centre Course Enclosure | 11 General Admission Entrance | + First Aid Point |
| 3 Langridge Stand, Roof Garden, Royal Crescent & 1811 Bar | 7 Parade Ring | 12 Stable Staff & Horse Box Parking | ♿ Accessible Viewing Platform |
| 4 County Stand, Weighing Room, Mornington, Castle & Bell | 8 Pre-Parade Ring | 13 Winning Post | i Information |
| | 9 Reception | 14 Paddock Pavilion | ♿ Lavatories (Including Baby Changing Facilities & Disabled Toilets) |

Should you have any questions or need assistance please feel free to get in touch with the office in advance by calling 01225 424609 or emailing info@bath-racecourse.co.uk
Alternately, if on a raceday, please come to the customer service point or racecourse office where one of the team will be able to assist.

Pre-Arrival

Advance tickets are purchased online or alternately if you need assistance, you can always call our office on 01225 424609, pressing 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;
www.bath-racecourse.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

On the day

Tickets can also be purchased on the day at our Pay on the Day Turnstile. 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 and our site is cashless so you will need to pay using debit or credit card.

Our entrance is 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.

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 a blue badge, PIP letter etc. there is nothing in particular we need, just what our Accessibility customers feel necessary.

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.

Getting Here

Car

Parking is free and plentiful at Bath Racecourse. Conveniently located two miles north of the city centre, Bath Racecourse is just six miles south of Junction 18 of the M4 Motorway and is well signposted from all major routes to its location on Lansdown Hill. Parking is free and plentiful. A taxi from Bath City centre would take approximately 20 - 30 minutes (depending on traffic) and drops off close to the main entrance. We would recommend pre booking a taxi pick up following racing as there are a limited number of taxis that pick up after racing without prior arrangement.

Bus

The Bath Racecourse Shuttle Bus costs £6 for a return ticket and drops off close to the main entrance with the Taxi Drop off. Running before and after each racing fixture at other popular events, the bus picks up from Manvers Street, outside Bath Spa train station. Children aged 15 and under travel free with a fare-paying adult. The bus is operated by First Bus - <https://www.firstbus.co.uk/bristol-bath-and-west/plan-journey/bath-races>

Rail

Bath Spa Station is only 11 minutes by train from Bristol Temple Meads. You can also reach Bath from both the main London Paddington and South Wales lines. There are also regular connections from Cardiff and Birmingham.

You can then transfer from Bath Spa Station to the racecourse using the Race Day Shuttle Bus Service.

Car Parking – Please use BA1 9BU or unicorns.guests.tonight if using What3words

Accessible Parking

On race days our designated accessible car park is located opposite the entrance turnstiles and is clearly sign posted on the day. Please have your blue badge on show to assist our parking team identify that your car will have access into the Accessible Car Park and if you have any problems, please do ask to one of the car parking team who will happily show you where you need to go. This car park is hard standing.

Main Car park

Our main car park is situated close to the main entrance with parking off the main driveway. 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.

Owners and Trainers

Our Owners and Trainers car park is also opposite the Main entrance but beyond the Accessible Parking area, 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.

Entrance To The Racecourse

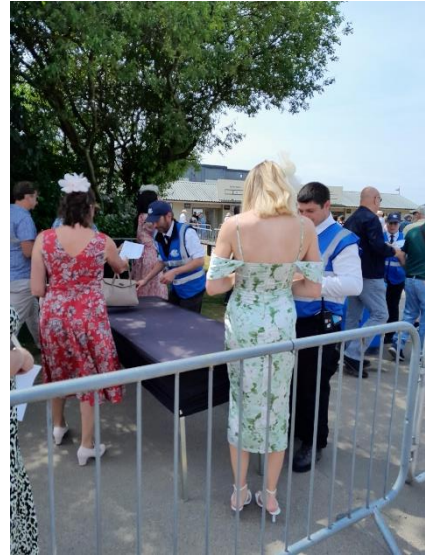
Main Gate

You will find our main entrance opposite the accessible car park or a short walk from our main car park. Our Main Gate entrance is accessible for all, being on a flat surface 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.

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. There will be a bag check in operation (pictured) and also occasionally search dogs so please be prepared to allow a bag check before entry.



Venue Information

County Stand

The County stand is the middle of our three Grandstands, hosting the weighing room on the ground floor. Access to this area is strictly restricted to Jockeys, Owners, the BHA and key racecourse staff.

On the first floor is the Castle and Bell Bar which is reserved on the majority of days for Annual Members (with applicable badge), but on quieter days, a public bar.

Also on the first floor is our Syndicate Lounge which is reserved for Syndicate members and those with Owners & Trainers badges.

There is access at the front and rear of the grandstand and a lift to the left of the entrance of the Weighing Room.

Langridge Stand

The Langridge Grandstand houses the 1811 Bar which is a public bar on the Ground Floor. This serves a selection of drinks and a hot food offering to the right hand side of the bar. There is also Tote Betting Facilities within the room and unreserved seating.

The first floor hosts the Royal Crescent which is our fine dining restaurant and the second floor hosts the Roof Terrace which is an exclusive open air bar with stunning panoramic views of the course. Access to these areas is reserved for those who have purchased those ticket types. If booking a hospitality area and requiring large print menus, please advise the team in advance by emailing info@bath-racecourse.co.uk who would be delighted to assist.

There is a lift within the Langridge which facilitates all three floors.

Kelston Stand

The Kelston Grandstand houses the Beckford Bar which is a public bar on the Ground Floor. This serves a selection of drinks and a hot food offering to the left side of the bar on certain racedays. There is unreserved seating within the bar.

The first, second and third floors host our private hospitality boxes which are bookable in advance of racedays. If you have booked one of these, there is signage as to which box you are in directly in front of you and a lift on the left hand side (pictured) which services each floor. If booking a hospitality area and requiring large print menus, please advise the team in advance by emailing info@bath-racecourse.co.uk who would be delighted to assist.



Owners & Trainers

Our Owners & Trainers Restaurant is located next to the parade ring with access through the front of the lawn. Access to this area is limited to Owners & Trainers badge holders only so please have this on display as you enter the room. There are toilets located within the building.

The facility is all on Ground Level and can get busy on our days with lots of horses running. If you require assistance within the facility, please speak to our team or Owners & Trainers host who would be delighted to help.

Paddock Pavilion

The Paddock Pavilion is located next to the pre parade ring and operates as a hospitality facility on certain racedays. There are three entrance to the room and all have ramps to allow for easy access.

Final Furlong

The final furlong bar is located on the final furlong lawn and is a large bar with a wide range of drinks available.

Accessible Toilets

We have accessible toilets situated in the Toilet block, (requiring radar key) and The County Stand First Floor for general admission bookers. There are also accessible toilets on the The Langridge Second Floor within the Royal Crescent Restaurant and the Third Floor on the Roof Terrace although these are for guests of these areas.

In addition, there are disabled toilets in the Kelston Grandstand on the Second Floor (pictured).



It is only the Toilet block (pictured) that requires a radar key and there will be one at the main reception that can be used if you do not have your own. These toilets have a right hand side transfer.



Mobility

Wheelchair and Powered chairs

All of our buildings are accessible by wheelchair and have lift access to upper floors. as listed above in the venue information points.

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.

Pushchairs

We welcome Pushchairs and Buggies to the racecourse.

Requests and Arrangements

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 Bath Racecourse will come to your location, alternatively come to Racecourse reception, situated behind Owners & Trainers. You can also email us at Info@bath-racecourse.co.uk

Lifts

We have one lift in each of our grandstands. The County Grandstand lift is accessed to the left hand side of the weighing room giving access to the Castle and Bell Bar and Syndicate Lounge. The Kelson Grandstand lift is located on your left hand side as you enter the Executive Suites Entrance giving access to the 1st, 2nd and 3rd floors. The Langridge Grandstand lift is located to the left of the 1811 which gives access to the Royal Crescent and Roof Terrace.

Winning Line Viewing Platform

Bath Racecourse has a viewing platform situated just past the winning post where you can get an unrestricted view of all the action (pictured). This platform is managed by one of our stewarding team. We will endeavour to allow personal assistants to use the platform but if oversubscribed then we would request that personal assistants do not use the platform to allow those in more need to take priority.



Invisible Illnesses

Bath Racecourse operates a sunflower lanyard scheme for guests with invisible illnesses and disabilities. Please ask at the main reception for your complimentary lanyard.

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.

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 info@bath-racecourse.co.uk and one of the team will then make any necessary arrangements.

Oxygen & Other Gasses

Please notify info@bath-racecourse.co.uk 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.

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.

Special Effects

Some of our music nights will involve Flashing Lights and other special effects. Should you be concerned about this please contact info@bath-racecourse.co.uk via email and one of the team will be able to advise.

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@bath-racecourse.co.uk

Thank you
Bath Racecourse