

- Accessible Viewing Area
- Track Crossing Point
- Medical/First Aid Point
- Accessible Viewing Platform
- Press Room
- Box Office & Pre-Paid Collections
- Lift
- Accessible Prebooked Parking
- Quiet Zone

- Chester Bet
- Bookmakers
- Betting Ring Manager
- Racecard Point
- Cash Machine
- Toilets
- Accessible Toilets
- Baby Changing Facilities

## ACCESSIBLE TOILETS

There are accessible toilets located across the racecourse in both general admission enclosures (e.g. The Roodee, Tattersalls etc.) and hospitality enclosures (e.g. The White Horse, Restaurant 1539 etc.). There are maps at various points on the racecourse highlighting toilet points, as well as dedicated signage. You can also ask any staff member for directions. Alternatively, if you'd like to plan ahead, please feel free to view the racecourse map below.

- 1 Leverhulme Stand
- 2 County Boxes
- 3 County Long Room
- 4 County Concourse
- 5 Restaurant 1539
- 6 Festival Village (Festival Chalets & Final Furlong Restaurant)
- 7 Paddock Rooms
- 8 Chester Members
- 9 Edinburgh Gin Garden
- 10 Edinburgh Gin Cabanas
- 11 The White Horse
- 12 County Champagne Bar
- 13 Owners & Trainers & Shareholders
- 14 The Paddock Club
- 15 Winning Post
- 16 Parade
- 17 The Lawn
- 18 The Turf

- 1 Accessibility, Jockeys, Press & ROA Reception
- 2 Parade, Paddock Club & Directors
- 3 Leverhulme Boxes, Paddock Rooms, Final Furlong, The White Horse, Edinburgh Gin Garden, Winning Post & Shareholders
- 3A County Concourse
- 4 Restaurant 1539 & County Long Room

- 5 Tattersalls
- 6 Tattersalls
- 7 Tattersalls
- 8 Roodee Stand
- 9 Roodee Stand
- 11 All enclosures excluding Open Course & Dee Stand



CHESTER

ACCESSIBILITY GUIDE



## ACCESSIBILITY AT CHESTER RACECOURSE

Chester Race Company has a proactive attitude to catering for all racegoers. Chester Racecourse aims to comply with all elements of the Equality Act, however, owing to the age of the racecourse (we've been racing since 1539!), suitability does vary across the racecourse.

To assist racegoers with additional accessibility requirements we have a number of policies and services in place to help make the racing experience at Chester an enjoyable event. The services we provide on race days include a complimentary companion pass, a dedicated accessible entrances, viewing platforms and blue badge parking zones.

## COMPANION PASS

For all racegoers that are registered disabled, or have accessibility concerns we issue a Companion Pass in conjunction with their ticket or badge. The Companion Pass is the equivalent to that of the ticket purchaser and provides them with all the same access and services. In effect the Companion Pass is an additional complimentary ticket to the one purchased. To obtain a Companion Pass, please call the Box Office on **01244 304610** at least 7 days prior to the event.

## QUIET SPACE

In our on-site hotel, the Holiday Inn Express, we have a dedicated space on race days for racegoers to go which is a quiet space with minimal sensory stimulation. This area is looked after by trained stewards and is open every race day for guests to either visit as soon as they arrive, or if they decide they need a break during the day.

## DIGITAL RACECARDS

We are proud to provide digital racecards to racegoers who may have visual impairments. These PDF digital racecards can be used with software to read out the contents of the racecourse to the listener through earphones or speakers.

Please note, you must have the software yourself pre-installed on your device in order to do this. We cannot assist with the install of software. To request a digital racecard, please email [marketing@chester-races.com](mailto:marketing@chester-races.com)

## ACCESSIBLE PARKING

Accessible parking is offered in two places on the racecourse – the Holiday Inn Car Park at the main entrance (hardstanding), and the Open Course near Gate 11 (on grass). We ask that you think about what style of parking is best for you, wheelchair users might find our Holiday Inn Express car park easier but for other accessible needs, our grass car park might be better. For customers who are in the County Concourse, County Long Room, Leverhulme Stand, Restaurant 1539 or Private Boxes, the Holiday Inn accessible parking is the closest location, whilst the Open course is closest for those with a Roodee or Tattersalls ticket.

Hardstanding spaces are limited and so must be pre-booked, to make a request for this parking in the Holiday Inn Express car park, please complete the form at [chester-races.com/accessibility](https://chester-races.com/accessibility).

**SHOULD YOU NEED SPECIFIC ASSISTANCE ON THE RACE DAY, PLEASE CALL THE BOX OFFICE IN ADVANCE (AT LEAST 7 DAYS PRIOR) ON 01244 304610**

## VIEWING PLATFORMS

In every enclosure, except for the Open Course (as chairs can be brought in by racegoers), we provide a viewing platform for racegoers with accessibility needs. The viewing platforms provide a racing vantage point, a space away from the crowds. Please note, there is no seating on the viewing platforms. However, they are wheelchair friendly.

Access will also be given to the bearer of the Companion Pass only. The viewing platforms can be used as a base for the day or as an area of respite depending upon the racegoers wishes.

## DRESS CODE

We enforce a strict dress code at Chester Racecourse for the benefit of all patrons attending a race day. Not only does this mean the glitz and glamour of a race day at Chester's finest venue is maintained, it also ensures that everyone is treated equally. However, we do recognise that some racegoers have valid obstacles preventing them from complying with dress code rules. We want everyone to be able to enjoy a raceday comfortably.

If you find yourself unable to apply the dress code for a specific enclosure, please complete the form at [chester-races.com/accessibility](https://chester-races.com/accessibility).

## DEE STAND ACCESS FOR WHEELCHAIR USERS

Level access to the Dee Stand for wheelchair users or anyone who has difficulty with stairs can be arranged by accessing our site through the Fast Track lane for Tattersalls at Gate 4, past our Box Office or by parking on the Open Course and entering the Dee Stand through this entry point