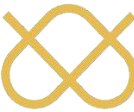


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UTTOXETER

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RACECOURSE

# Accessibility Guide

Created June 2023

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# **1. Introduction To Uttoxeter Racecourse**

We look forward to welcoming you to Uttoxeter Racecourse

Uttoxeter Racecourse aims to attract a wide range of visitors to all of its race meetings and events. It welcomes all disabled people in society and aims to provide the highest possible levels of access at all times.

Uttoxeter Racecourse has a range of properties and amenities and is continually working towards raising standards in visitor facilities and customer care. In order to achieve this, we constantly review all forms of access and strive to demonstrate best practice in the management of our properties, in the services we provide, and towards the people we employ.

Uttoxeter Racecourse carries out access audits to help identify areas where improvements are required and look at solutions to any issues raised. We not only want to comply with relevant legislation, but also to go further in providing a top-quality experience for all visitors. We will take steps to ensure that disabled people are treated equally, and that 'reasonable adjustments' are made where necessary and possible through sensitive and creative solutions to provide access for all.

Where access to certain properties and amenities is not possible for various reasons alternative services will, wherever possible, assist in overcoming these restrictions. Training in disability awareness is being carried out in key areas within Uttoxeter Racecourse and will be a continuing process over the coming years

If you have any queries or require assistance, please contact one of our accessibility liaison personnel

Paul Hanson (Operations & Safety Manager) – [phanson@uttoxeter-racecourse.co.uk](mailto:phanson@uttoxeter-racecourse.co.uk)

Carrie Gillam (Executive Director) – [Cgillam@uttoxeter-racecourse.co.uk](mailto:Cgillam@uttoxeter-racecourse.co.uk)

Chloe Whiston (Business Coordinator) – [cwhiston@uttoxeter-racecourse.co.uk](mailto:cwhiston@uttoxeter-racecourse.co.uk)

# Site Map of Uttoxeter Racecourse



● PREMIER ● PREMIER HOSPITALITY ● GRANDSTAND & Paddock ● ● CENTRE COURSE

**COURSE LOCATIONS**

- 1 Main Entrance & Turnstiles
- 2 Parade Ring & Winners' Enclosure
- 3 Racecourse Office
- 4 Betting Shop
- 5 Premier Bar
- 6 Premier Grandstand
- 7 Betting Hall
- 8 Railway Stand
- 9 Winning Post Bar
- 10 Centre Course

**HOSPITALITY LOCATIONS**

- 11 Centre Course Bar
- 12 Centre Course Crossing
- 13 Weighing Room
- 14 Accessible Viewing Area
- 15 Racecard Booth
- + First Aid
- 16 Bresbet Lounge
- 17 Owners & Trainers Bar
- 18 Syndicate Room

  
uttoxeter-racecourse.co.uk

Free wifi: [\\_Racecourse\\_WiFi](#)     [uttoxeteraces](#)     [@UttoxeterRaces](#)     [UttoxeterRacecourse](#)

## 2. Booking Tickets

Advance tickets are able to be purchased online or if you require assistance, please call our ticket hub on 01889 562561 Option 1 both times and you will be put through to one of our trained sales executives. Please find a step-by-step guide below for our website; [Uttoxeter-racecourse.co.uk](http://Uttoxeter-racecourse.co.uk):

Step 1: Buy Tickets, Use tab in top right-hand corner



Step 2: Pick the date you would like to attend

Step 3: Choose the quantity of tickets you would like to purchase and press proceed securely

Step 4: Check your order on this screen and press Checkout Now

Step 5: Please log in if you are an existing customer. If you are a new customer, please create an account

### **On The Day Sales**

Tickets are also available to be purchased on the day at our main entrance and centre course entrance, our stewards and staff are happy to assist with any queries you may have. Please note that some of our fixtures are very busy and have limited tickets available for on the day sales, please contact the racecourse to check before the fixture to ensure tickets are available on the day.

Both of our entrances are accessible by wheelchair. Please note that our centre course enclosure can be accessed via two entrance point. Wheelchair users would be advised to enter the centre course enclosure via the entrance at our main turnstiles due to the second entrance being a sand crossing across the racetrack. Should you require any help our stewards and security staff will be on hand to help. If you require any further assistance, please ask any member of staff and they will be able to get someone to assist you were needed.

### **Personal Assistant Tickets**

Uttoxeter Racecourse offers free personal assistant tickets for anyone with accessible needs. These will be issued on the day of the fixture as documentation will need to be provided for us to issue the tickets. Supporting documentation includes, Blue Badge, PIP letter etc.

### **Service Animals**

Registered guide dogs, hearing dogs, medical alert dogs and **companion dogs** are welcome on site. However, please ensure they are always kept on a lead. Water is available for any assistance dog from all outlets on site.

## **3: Getting Here**

The postcode for our main car parks (Gates 1 & 2) is ST14 8BD

### By Road

From the North West

M6 to Junction 15, then follow signs for A50 Uttoxeter/Derby

From the North East

M1 to Junction 24a, straight onto the A50 following signs for Uttoxeter/Derby.

From the South and South West

From M5(J4a) or M40 (J3a), join the M42 (J7). Exit M42 at Junction 9 (Lichfield) follow signs for Lichfield and A38 (Burton/Derby). Exit A38 at A50 (Uttoxeter/Stoke). Alternatively, From M5 (J8) or M42 (J7), join M6 (North). Exit at Junction 14 and take A513 to Stafford, then A518 (Uttoxeter).

From the South East

M1 To Junction 23a, the A50 (Uttoxeter/Stoke). Once in Uttoxeter follow the brown signs to Wood Lane and take the second turning on the left signed to Main Entrance and Conference Centre.

### By Taxi

There is a specific taxi drop off area entry via the Main Gate off Wood Lane. Taxi's can pick up and drop off from this point. For any less physically able or disabled customers taxi's are permitted by Stewards to drop off safely outside the Main Gate and waiting area. All taxi's must leave through our Barnfields exit which is the first gate on Wood Lane.

### By Rail

Uttoxeter Railway station is adjacent to the Racecourse. Most Intercity services run trains to Derby and Stoke on Trent which in turn runs regular connecting trains to Uttoxeter. A direct service also operates from Crewe. For information on trains servicing Uttoxeter Racecourse please visit the East Midlands Trains website or Trainline.

### By Air

Helicopters may land on the centre course (by prior arrangement with the racecourse) whilst aircraft may use Tatenhill Airfield at Needwood, 7 miles from the Racecourse. (Please contact Tatenhill on [01293 575283](tel:01293 575283))

## **4: Car Parks**

### **Main Car Park**

Our main car park is located off of Wood Lane via two gates. All of our main car parks, Owners & Trainers, accessible parking and members parking can be accessed from both entrance gates and all give access to the main turnstiles entrance. What Three Words for our main car park gate 1 entrance is **Officers. Tinsel. Extent.** For our main car park gate 2 **Access. Dodges. Collect.**

### **Overflow Car Park and Coach Park**

Our first overflow car park gate can be accessed from Dove Fields Road via the mini roundabout on Derby Road opposite Angus McKinnon garage. Please follow the brown signs for racecourse overflow car park. The What Three Words for this entrance are **Sprouted. Hulk. Radar.**

For the second overflow car park and coach park entrance please use Brookside Road off of the A518 roundabout. The car park entrance is on the same road as the entrance to the train station. For this entrance, please follow brown signs for racecourse coach park or signs for the railway station. The What Three Words code for this entrance is **Thanks. Committee. Librarian.**

The racecourse can be accessed via the pedestrian bridge over the railway line at Uttoxeter train station which is situated in the corner of overflow car park 2 next to the railway line. This bridge brings you to the racecourse into our main car park.



Please note these car parks are on grass and slightly uneven ground and is a greater walk than using our main car park. The railway bridge is fully accessible for all wheelchair and pram users. We would recommend any persons that are in need of accessible parking to use our main car park.

### **Centre Course Car Park**

The centre course car park is also accessed via Wood Lane and is situated approx. 150 yards past our second access gate. This entrance will bring you over the racecourse track via a sand crossing to the centre course enclosure. This entrance is also to be used for any customers staying at the caravan park on site. The What Three Words code for this entrance for centre course is **Variation. Compare. Fruit**. The What Three Words code for the caravan club entrance is **Bearable. Fairness. Elders**. For the caravan club, once you have crossed the sand crossing over the track, please keep the hedge to your left and follow this round to the caravan club entrance.

Please note all car parks for centre course are grass car parks. We also set aside a section of grass closer to the centre course facilities for accessible parking. Please speak to a member of our car parking team and inform them of your need for accessible parking and they will guide you to the area.

### **Accessible Car Parking**

Please use directions above for our main car park entrances using gates 1 or 2. Our accessible car parking spaces on our main car park are all hard standing spaces with wider bays which are yellow hatch marked. All accessible parking spaces are located adjacent to and opposite the main turnstiles. Uttoxeter Racecourse has **32** accessible parking bays

Centre course accessible parking as mentioned above is a grass car park and is therefore subject to weather conditions. Please note that the centre course enclosure can also be accessed from the main car park accessible spaces and is accessed via the centre course entrance to the right-hand side of the turnstiles. It is then just a short distance across the track via an Astro turf crossing to the centre course enclosure.

## 5: Racecourse Entrances

### Main Entrance

Uttoxeter Racecourse main entrance/turnstiles is located just off of our main car park. The main entrance is fully accessible for all but please note there is a step-in front of our turnstiles. If you are buying a ticket on the day please speak to a member of staff or security and one of our team will assist you with the ticket purchase via a mobile PDQ machine which will allow you to enter the racecourse via the main gate situated between the turnstiles.



### Centre Course Entrance

Our centre course enclosure can be accessed via two entrances.

Entrance 1 is through our third gate where you will be greeted by our stewards who will either scan your ticket or if you are purchasing tickets on the day can take payment via a mobile PDQ card machine. This entrance is fully accessible but does involve travelling over a sand crossing across the racetrack in your vehicle.

Entrance 2 is located at our main entrance and is fully accessible for all and can be accessed by an entrance point at the right-hand side of our turnstiles. You are also able to purchase tickets on the day from the entrance via the turnstiles.

### Queuing

Although most days the queue does move quite quickly at the racecourse, on some of our busier fixtures there could be some longer queueing times.

If you have any accessible needs that would make it difficult to stand for longer periods of time or if you feel uncomfortable around a lot of people, please make yourselves known to a

member of our team or security and they will assist you through the entrance. The racecourse always has in place an entrance point close to the main accessible parking spaces which will allow you to enter at the front of the queue just at the bag search area.

Please note that all persons entering the racecourse must go through the bag check and security check points for safety purposes.

## **6: Venue Information**

### **Racecourse Office**

The racecourse office is located next to the parade ring and is accessible for all via two steps or a ramp. If you have any queries at all during your day, please speak to us here.



### **Premier Grandstand & Prince Edward Grandstand**

#### **Bar Areas**

Both of these bars are fully accessible for all and are stewarded at all times throughout the day. Please note that the premier bar does have a small accessible ramp up to a second bar area and additional seating. The main grandstand bar (Betting Hall) is all on one level. Both areas have bar facilities and also feature betting facilities via a Tote counter in the premier bar and a Tote counter & Britbet counter in the betting hall area. Unfortunately, at this time these facilities do not have lowered counter sections. If you need any assistance, please notify one of our stewarding or security teams who will be happy to help. Alternatively, please speak to a member of either the Tote or Britbet staff who will also be happy to help.



### **Grandstand Areas**

The premier grandstand has a fully accessible entrance located just to the right-hand side of the Wrights Pies food outlet that brings you onto an elevated section overlooking the racetrack with an additional view of the big screen. Please note the other entrance to the premier grandstand located next to the central tunnel of the building is accessed via two steps.

The Prince Edward grandstand has a large flat ground section in front of the stepping's with track and large screen views. Please note this area can become very busy due to the betting ring bookmakers in this area.



### **1907 Restaurant**

Our 1907 restaurant is located above the premier bar on the 1<sup>st</sup> floor and can be accessed from both sides. One side is accessed via a stairwell whilst the second entrance is accessed via the tunnel situated in the middle of the building. From here the access to the 1<sup>st</sup> floor can be made via another stairwell or by lift. Once on the first floor the 1907 restaurant is fully accessible with a balcony for track viewing. The balcony is fully accessible via two double doors at either end with accessible spaces set aside for wheelchair users at the end of the balcony closest to the winning line.

### **Prince Edward Stand Hospitality Boxes**

These hospitality boxes are spread across the second and third floor above the betting hall and can be accessed via the tunnel stairwell or lift. On each floor all boxes are accessible for all with designated toilet facilities on each floor. Each box has its own balcony overlooking the course.

**Please note for 1907 restaurant and the two floors of hospitality boxes the racecourse has positioned in the lift lobbies on each floor Evac Chairs should the need to evacuate the building arise. The racecourse has staff members in all areas trained in what to do in the event of an evacuation and has multiple key staff members trained in the safe use of transporting persons in the Evac Chair.**

## **Annual Members**

Our annual members area is located just past the main grandstand and is situated under the railway stand (Currently branded with HEX Sponsorship) and is fully accessible for all. One of our stewarding team is on hand at the entrance to check badges and is available to help should you require any assistance. The annual members area has a full bar facility and a Tote betting counter.



## **Staffordshire Stand**

Our Staffordshire stand is one of the first building you will come to when entering via the main entrance. The building is located trackside just passed the winning line and is stood on short plinths. The ground floor of the building fully accessible via a ramp located at the end closest to the parade ring. Please note that the second floor of the building is only accessible via stairs located at each end of the building. Please also note that unfortunately this building only has female toilets which are not accessible. An accessible toilet is only a short distance away but if you require any assistance, please speak to a member of staff who will be more than happy to assist you in any way.



### **Hoops Bistro & Champagne Bar**

Hoops is situated between the racecourse office and the weighing room. The facility has a large raised decking area with seating available and can be accessed via steps or a ramp. The lower section next to the weighing room has a champagne bar facility and the top section is used as either a restaurant facility on our larger fixtures or as more seating on other fixtures. Please note for those needing accessible entrance to the top section access will need to be gained by coming across the decking area to the three sets of doors closest to the racecourse office. There will still be a small step to navigate to enter the building. If you require any assistance please speak to the steward or security in position here at all times throughout the day.



### **Paddock Pavilion & Paddock Boxes**

The paddock pavilion is the first building you will encounter when entering the racecourse through the main entrance, it is situated just before the horse crossing and is next to the parade ring. The paddock pavilion can be accessed via a two-step entrance or via the accessibility ramp at the front of the building. The building is fully accessible for all and has a decking area in front overlooking the parade ring and racetrack.



### **Final Furlong Marquee**

The final furlong marquee is situated just past the railway stand. This facility is the furthest facility from the main entrance. The final furlong marquee is a large marquee with a large decking area in front that is full accessible for all with bar and Tote betting facilities.



### **Centre Course Bar**



The centre course bar is located opposite the winning line and is fully accessible for all. This facility has a bar and betting counters with a very large tarmac section in front and grassed areas with a marquee for additional shelter from the elements. Our centre course enclosure enables customers to bring their own food, drink and furniture in making it perfect for family picnics. Please note no alcohol is permitted to be brought in to this area by customers. Only alcohol purchased from the bars is allowed.



### **Owners & Trainers and Syndicate Room**

This facility is situated next to the parade ring adjacent to the racecourse office and is fully accessible for all. The facility can be accessed by steps or a ramp which leads you onto a decking balcony outside the building. Once inside the facility there is carpet throughout all on one level. Bar, food and betting facilities are available in this facility.



### **7: Accessible Toilets**

Accessible toilets are located in the positions below on site

**Paddock Toilet Facilities** – Full accessible toilet, these are located between Owners & Trainers and the Racecourse Office



**Premier Bar Toilets** – Full accessible toilet facility

**Betting Hall** – Full accessible toilet facility

**Prince Edward Stand 1<sup>st</sup> Floor Hospitality Boxes** – Full accessible Toilet Facility

**Prince Edward Stand 2<sup>nd</sup> Floor Hospitality Boxes** – Full accessible toilet facility

**1907 Restaurant** – Full accessible toilet facility available (1<sup>st</sup> Floor Prince Edward Hosp Corridor 1<sup>st</sup> Floor)

**Centre Course** – On the majority of our larger fixtures the racecourse hires in an accessible toilet facility which is positioned between the marquee and centre course bar facility. Please contact the racecourse in advance to check if this facility will be available on the day of your visit.

## **8: Mobility**

### **Wheelchairs & Powered Chairs**

Most of the buildings on site are accessible by wheelchair as listed above with the exception of the Paddock Boxes and 2<sup>nd</sup> floor of the Staffordshire Stand.

Unfortunately, we do not have wheelchairs for hire. If required we can assist with transporting customers with use of our medical rooms wheelchair if the chair is available at that time.

We welcome mobility scooters and chairs into the racecourse, we just ask that operators are mindful of others customers when moving around site.

## **Push Chairs**

All push chairs and buggies are welcome at Uttoxeter Racecourse.

Please note if anyone is in need of a private area to breastfeed, please speak to the team in the racecourse office and we will provide an area.

## **Requests & Arrangements**

Our accessibility liaison personnel and all racecourse staff are on hand to offer assistance, help and advice both before and on the raceday. On the day if assistance is required, please make yourself known to a member of the racecourse team, Stewards or security and someone from Uttoxeter Racecourse will come to your location. Alternatively, please come to the racecourse office. You can also email [info@uttoxeter-racecourse.co.uk](mailto:info@uttoxeter-racecourse.co.uk)

## **9: Lifts**

We have one lift on site which is situated between the two main grandstand sections and can be accessed from the tunnel. Please note only 1907 restaurant guests and hospitality box holders are able to access the lift.



## **10: Raised Viewing Platforms**

Utttoxeter Racecourse has a raised viewing platform which is located approx. 50 yards into the racecourse from the main entrance. The platform is situated next to the horse walk and has great views of the parade ring, horse walk, and the track itself. The viewing platform also has a TV screen which shows the same feed as all TVs across site to show the sections of the course not able to be viewed from the platform due to obstructed views from the centre course building.



## **11: Audibly Impaired Guests**

Unfortunately, the racecourse does not have any hearing loops currently installed. Should you need any assistance a member of our team will be more than happy to help.

## **12: First Aid**

On all racedays the racecourse has a medical team that are available to assist should they be required. If you are in need of medical assistance and need to be seen by the medical team please notify any racecourse, catering, steward or security member who will assist and get either you to the medical room or call for the medical team to come to your position.

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

### **Oxygen & Other Gasses**

Please notify the racecourse liaison personnel via email prior to the event 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 fully charged before coming onto the racecourse, however if needed we will locate and help supply a source of power if needed – Please ensure 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 one of the racecourse accessibility liaison personnel via email.

## **13: Any Further Relevant Information**

If you have any further questions, require any more information or would like to provide us with any feedback,

Please call 01889 562561 option 4 or email [info@utttoxeter-racecourse.co.uk](mailto:info@utttoxeter-racecourse.co.uk)