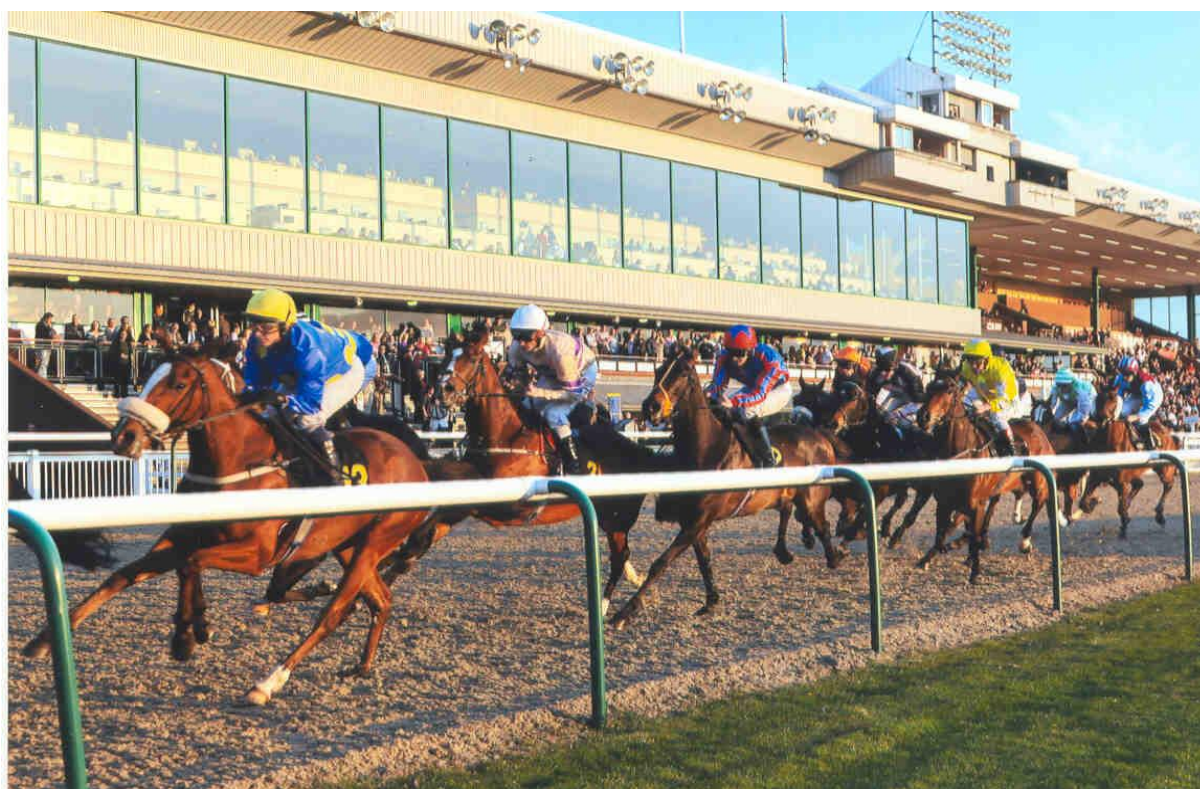




Wolverhampton Racecourse

ACCESSIBILITY GUIDE

Version 1

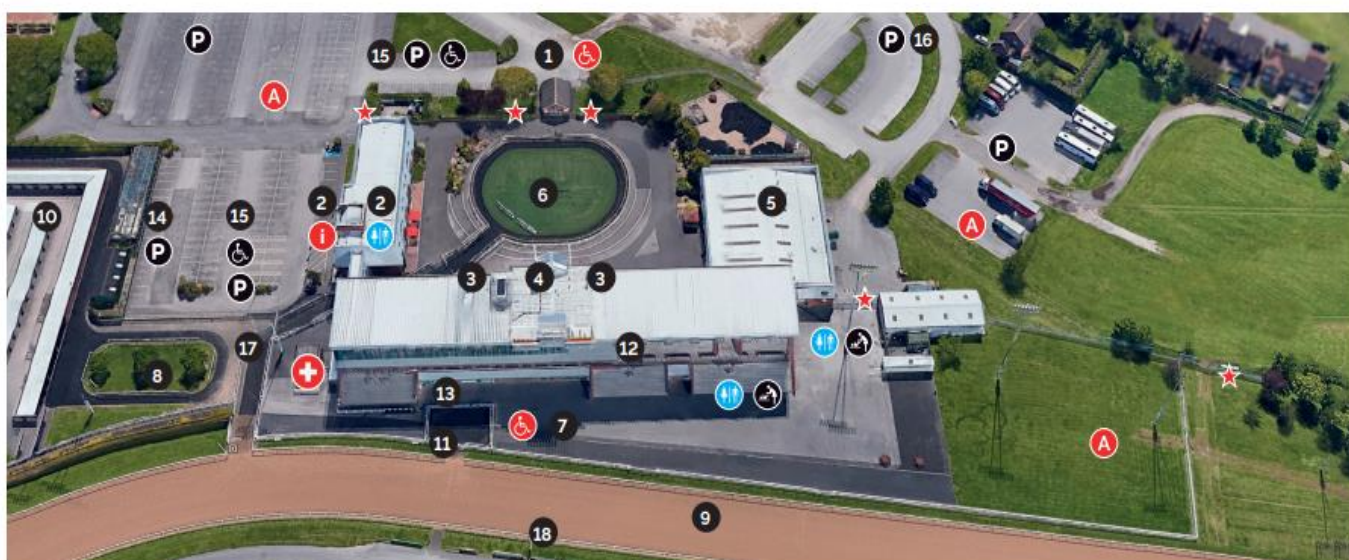


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1.0 INTRODUCTION

Firstly, Wolverhampton Racecourse looks forward to welcoming you. Here at Wolverhampton 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 Wolverhampton 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 Wolverhampton 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 Raceday Entrance | 5 EBC Ringside Suite - Bars & Retail | 12 Owners Area |
| 2 Hotel Entrance | 6 Parade Ring | 13 Weighing Room |
| 3 Concourse Entrance | 7 Tote | 14 Owners & Hotel Parking |
| 4 Lift and Stairs to:
Sunbeam Suite and Premier Enclosure,
Taylex Suite and Owners & Trainers Lounge,
Meeting Rooms and Hospitality Suites (1st floor)
Horizons Restaurant (3rd floor) | 8 Pre-Parade Ring | 15 Disabled Parking |
| | 9 All-Weather Racetrack | 16 Public Parking |
| | 10 Stables | 17 Horse Walk |
| | 11 Winners Enclosure | 18 Winning Post |
- FACILITIES**
- A Assembly point
 - First Aid
 - Accessible Viewing Platform
 - Public Lavatories (Including Baby Changing)
 - Facilities & Disabled Toilets
 - Emergency Gates
 - Information



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

Marie Adams (Racing Business Coordinator) – madams@wolverhampton-racecourse.co.uk

Brionny Dobbings (Events Business Coordinator) – bdobbing@wolverhampton-racecourse.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 01302 499730 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.wolverhampton-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

2.2 On the day

Tickets can also be purchased on the day at our Turnstiles and 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 a blue badge, PIP letter etc. there is nothing in particular we need, just what our Accessibility customers feel necessary.

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

Conveniently located in The City of Wolverhampton, off the A449 (Stafford Road) dual carriageway. Follow the brown tourist signs to Wolverhampton Racecourse (identified by the horse and jockey image).

From north: Exit Junction 11 of the M6 and join the A460 towards Wolverhampton. Join the M54 at J1 Westbound. Exit at J2 and follow the A449 towards Wolverhampton.

From south: Exit junction 10a of the M6 joining M54 to junction 2. Follow A449 towards Wolverhampton

We have over 1500 FREE car parking spaces available on site

3.2 Train

Wolverhampton Racecourse is a 11-minute walk away from Wolverhampton train station

If you would like to view train times, please visit www.nationalrail.co.uk

4.0 CAR PARKS

4.1 Accessible Car Park

Our car park has designated accessible car parking in front of the hotel and by the side of turnstiles.

If you need any assistance with parking, please alert one of our stewards and they will show you to a space close to the entrance.

We have over 1,500 FREE carparking spaces available on site.

5.0 ENTRANCE TO THE RACECOURSE

5.1 Main Gate

You will find our main entrance leading from Gorsebrook Rd. Our Main Gate entrance is accessible for all.

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

As always if you have any issues or need assistance with anything all out staff will be on hand to help.

5.2 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. 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 Grandstand & Concourse

The entrance to the Grandstand as you can below 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 & Concourse one being our Chasers Bar with the food hall in the EBC Suite on level 1 of this building

You will find our hospitality boxes, O&T Lounge, Sunbeam or Premier Lounge on the 1st floor we have both stairs and lifts available this makes the area accessible for all Our Premier restaurant Horizons is on the third floor and the lifts available makes this accessible for all.



6.2 Owners & Trainers

Our Owners & Trainers Lounge is situated on the 1st floor of the Grandstand which is assessable through the main Grandstand entrance and our hotel entrance this is where our lifts and stairwells are located. The Owners & Trainers lounge is generally used as a private facility for all owners and trainers attending the race day. Owners & Trainers Lounge does have a viewing area which has steps to the trackside. On occasions the area is also used as a private hospitality area



6.3 Syndicate Lounge

Our Syndicate Lounge is situated on the 1st floor of the Grandstand which is assessable through the main Grandstand entrance and our hotel entrance this is where our lifts and stairwells are located. The Syndicate lounge is generally used as a private facility for all owners and trainers attending the race day. The Syndicate Lounge does have its own balcony over-looking the Finishing Line and the Winning Enclosure. On occasions the area is also used as a private hospitality area.



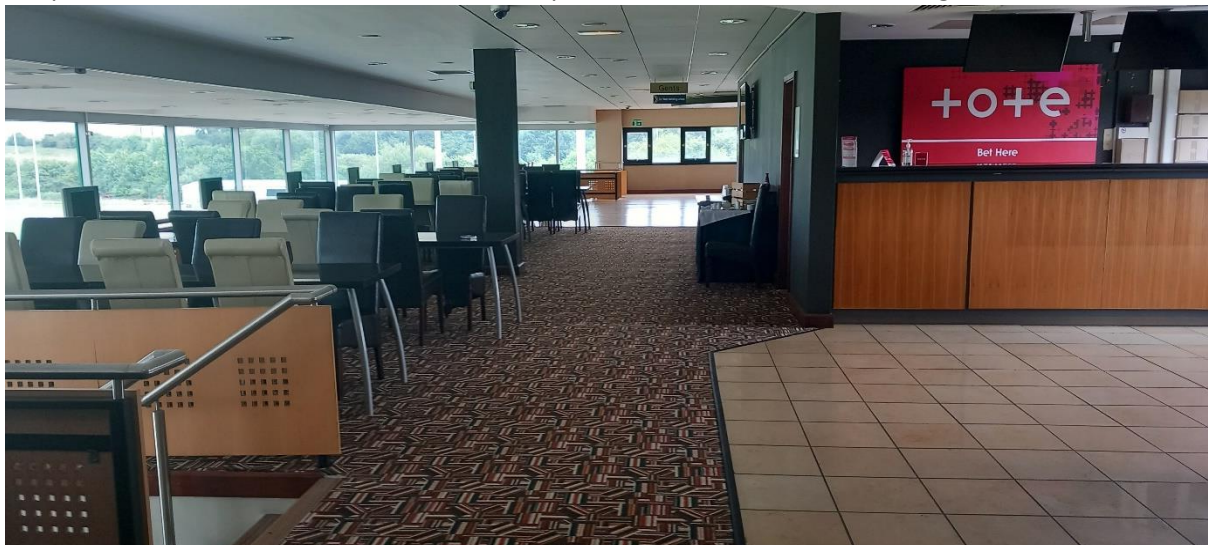
6.4 Sunbeam Suite / Premier Lounge

Our Sunbeam Suite / Premier Lounge is situated on the 1st floor of the Grandstand which is assessable through the main Grandstand entrance and our hotel entrance this is where our lifts and stairwells are located. The Sunbeam Suite / Premier lounge is generally used as a public facility for an increased ticket price attending the race day. Our Sunbeam Suite / Premier does have a viewing area of the track – this area does have steps to be able to get to the trackside. On occasions the area is also used as a private hospitality area



6.5 Horizons

Horizons Restaurant is our Premier restaurant and is on the 3rd floor this assessable from through the main Grandstand entrance and our hotel entrance this is where both of our lifts are located. Horizons is a panoramic and 3-tiered restaurant. Our top level hosts all facilities including Brit bet and Tote.



7.0 ALL ACCESSIBLE TOILETS

We have accessible toilets in these areas;

Grandstand Ground Floor x 2

1st floor x 1

3rd floor x 1

Hotel

8.0 MOBILITY

8.1 Pushchairs

We welcome Pushchairs and Buggies to the racecourse.

8.2 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 Wolverhampton Racecourse will come to your location, alternatively come to the hotel reception You can also email us at www.wolverhampton-racecourse.co.uk Please find a photo of Racecourse reception below.



9.0 LIFTS

We have two lifts on site which is situated in the Grandstand building entrance and hotel reception they both connect to the 1st Floor and 3rd Floor of the building

10- Parade Ring

Wolverhampton Racecourse has slightly raised step looking into the parade ring this step has been outlined with white paint to highlight the raise in the flooring. Please see photo below.



11.0 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.

11.1 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.

11.2 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.

11.3 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 01902 39000 or email at info@wolverhampton.co.uk

Thank you,

Wolverhampton Racecourse