



## **ACCESSIBILITY GUIDE**

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## 1.0 Introduction

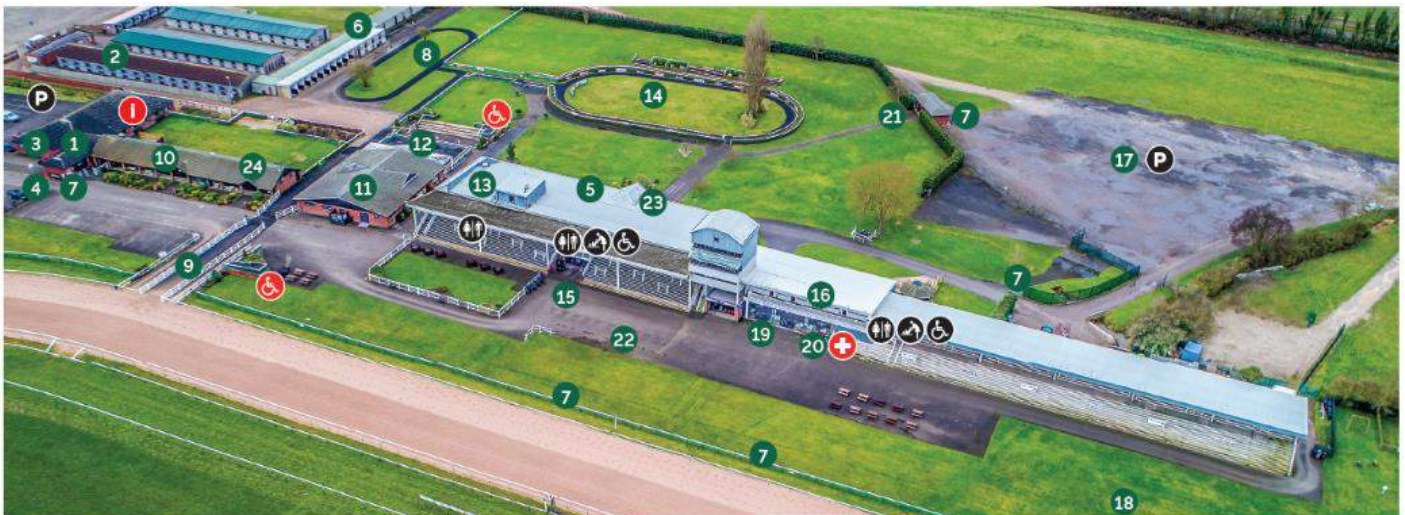
At Southwell Racecourse, we like to attract a range of visitors to our events, we aim to be accessible for all and not exclude any disabilities.

The Racecourse has a wide range of different buildings and amenities available. We are continually working towards improving and raising our standard in visitor facilities and customer care. In order to achieve this, we are constantly reviewing all forms of access, strive to demonstrate best practice in the management of our buildings and across all areas of the business.

We will always ensure all visitors to the Racecourse 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 Southwell Racecourse, we pride ourselves on giving our team the best possible training, 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 Car Park B  
Owners & Trainers,  
Disabled & Hospitality
- 2 Stable Yard
- 3 Racecourse Office
- 4 General Enclosure, Owners &  
Trainers, Hospitality Entrance
- 5 Minster Suite
- 6 Saddling Boxes
- 7 Emergency Exit
- 8 Pre-Parade Ring
- 9 Horse Walk
- 10 Stable Staff Facilities
- 11 Weighing Room
- 12 Winners Enclosure
- 13 Seasons Restaurant
- 14 Parade Ring
- 15 Betting Hall & Bars
- 16 Owners & Trainers Suite

### SOUTHWELL RACECOURSE

- 17 Car Park A – Public
- 18 Picnic Area
- 19 Food Court
- 20 First Aid
- 21 General Enclosure Entrance
- 22 Betting Ring
- 23 First Floor Access (with lift)  
Access to Minster Suite,  
Seasons Restaurant,  
Owners & Trainers Suite
- 24 Syndicates Lounge

### FACILITIES

- First Aid Point
- Accessible Viewing Platform
- Information
- Toilets
- Baby Changing Facilities
- Disabled Toilets

## 2.0 BOOKING TICKETS

### 2.1 Booking Tickets in Advance

Advance tickets can be purchased online or alternatively if you need assistance, you can always call our ticket hub on 01636 814481 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.southwell-racecourse.co.uk](http://www.southwell-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 Securley

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 Buying Tickets on the Day

Tickets can also be purchased on the day at either of our gates, 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 and have induction loops, 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 a member of our team and they will be able to get someone to assist where needed.



### 2.3 Personal Assistant Tickets

Southwell Racecourse offers free admission on a Raceday to personal assistants when accompanying a paying guest with accessible needs. These are issued on the day of racing as supporting documentation needs to be provided in order to issue the ticket. Supporting documentation can include a blue badge, Disability Living Allowance, Personal Independence Payment, or a signed letter from a GP (with accompanying photo ID). Personal assistant tickets can be collected from either entrance to the Racecourse, of which both have step free access and are stewarded for the duration of the Raceday.

### 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 catering outlet around the course.

### **3.0 GETTING HERE**

#### **3.1 Car**

The best postcode for Sat-Nav users to reach the Racecourse is NG25 0QB. Please also note that the Racecourse is signposted by the brown tourist's road signs.

From the M1 south: Leave the M1 at Junction 21A and join the A46 towards Newark. Continue on the A46 to Newark, on approaching the roundabout junction with the B6166 take the first exit still on the A46. At the next roundabout take the first exit onto the A617 towards Mansfield and Southwell. On approaching Southwell turn left onto Racecourse Lane and drive for 2 miles.

From the A1: Continue on the A1 to the Newark junction with the A46. Join the A46 towards Nottingham, at the roundabout take the third exit onto the A617 towards Mansfield and Southwell. Turn left onto the A612 signposted Southwell. On approaching Southwell turn left onto Racecourse Lane and drive for 2 miles.

Due to local authority restrictions, Occupation Lane and Station Road in Rolleston cannot be used as a means of access for Sunday and all Floodlit race meetings, so please follow the yellow diversion signs.

#### **3.2 Train**

Southwell Racecourse is just a short walk away from Rolleston Train Station, 23 minutes from Nottingham Station on the Nottingham to Newark line. Please be caution though as not all trains stop at Rolleston. 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**

Accessible Parking - our main car park (Car Park B) entrance is off Racecourse Road. Our stewards will direct you to the accessible parking area which is hard standing and a flat short distance from the main grandstand, as shown on the site plan earlier. We have 21 accessibility bays, however these are not pre-bookable and are on a first come first served basis. There is also accessible parking available in Car Park A but this is on a hardcore surface.



## 5.0 ENTRANCE TO THE RACECOURSE

### 5.1 Main Gate

You will find our main entrance, which has step free access to the left of our accessible parking. Our Main Gate Entrance is accessible for all. Please note that all racegoers are subject to security bag checks which take place at the entrance. As always if you have any issues or need assistance with anything all our staff are 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.

### 5.3 Orientation Tours (Subject to prior arrangement)

Southwell Racecourse allows disabled spectators entry 15 minutes before the gates open, to allow them and their carers to orientate and familiarise themselves with the facilities. To organise this, please contact the racecourse office 48 hours in advance on 01636 814481 or email [info@southwell-racecourse.co.uk](mailto:info@southwell-racecourse.co.uk).

## 6.0 VENUE INFORMATION

### 6.1 Viewing Areas

Southwell Racecourse has two dedicated viewing platforms, one overlooking the track and the other by the Winners Enclosure, both these are accessible via hard standing and personal assistants are also welcome to use the platforms. There is seating available on each.

We also have a big screen which is visible from most areas on the front of the Grandstand. All viewing areas are on hard standing, with the pre-parade ring and parade ring offering ample viewing.



**Track Viewing Platform: Entrance Ramp and View**



**Winners Enclosure Viewing Platform: Entrance Ramp and View**



**Parade Ring Viewing Area**



**Pre-Parade Ring Viewing Area**

## **6.2 Toilets**

Accessible toilets are situated in the following locations on the ground floor: Main Betting Hall – located in the middle of the room next to the Sherwood Bar, also at the bottom of the

Food Court to the right of the Fish and Chip Shop. Please note these toilets do require a RADAR key for access, should you require a RADAR key please speak with a steward or member of the catering team.

We have one accessible toilet situated within the Minster Suite on the first floor of the grandstand, it is located by the main Minster Bar and does not require a RADAR key for access.



**Accessible Toilets:** First Floor of the Grandstand (Minster Suite)

### 6.3 Lift

We have one lift on site located in the main grandstand (Limit of 8 people / Weight Limit of 630kg / Door Width of approx. 78cm) to access the first floor including the Minster Suite, Restaurant and Owners and Trainers.





## 6.4 Bars and Catering Outlets

The main public bars and food outlets at Southwell Racecourse are on the ground floor level, there are a number of level accessible points to this building. For the first floor of the Grandstand there is level access into the building, then level access to the lift which is located just inside the door.



**Main Ground Floor Entrance**



**Main First Floor Entrance & Lift Access**

## 7.0 RACECOURSE ADDITIONAL INFORMATION

The First Aid room is located at the bottom of the Food Court on the ground floor of the main grandstand building, with a dedicated crowd first aid provision at every race meeting.

In the event of an emergency visual and audible provisions are in place to inform customers of evacuation. Staff are fully trained and available to help.

Southwell Racecourse operates a Sunflower lanyard scheme for guests with invisible illnesses and disabilities. Please ask at the Main reception for your complimentary lanyard.

## 8.0 CONTACT DETAILS

For further details regarding the facilities at Southwell Racecourse please contact

Name: Gemma Walker – Business Coordinator

Address: Southwell Racecourse, Occupation Lane, Rolleston, Nottinghamshire, NG25 0TS

Telephone: 01636 814481

Email: [gwalker@southwell-racecourse.co.uk](mailto:gwalker@southwell-racecourse.co.uk)