

Guide to Accessibility on Racedays

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this document

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Tickets for the Clocktower Enclosure may only be purchased on the day at the turnstiles. Grandstand & Paddock tickets may be bought on the day from the from the Turnstiles and at Gate 9A. Badges for the County Stand Enclosure can be purchased from the Marble Entrance (Gate 3.)

Purchases can be made by cash or card at each of the above entrances.

2.3 Nimbus Access Cards

York Racecourse has adopted the Nimbus Access Card and encourages its use as a consistent means for verifying the need for and scope of required reasonable adjustments for racegoers with accessibility requirements. We will therefore accept the Access Card as evidence of the user’s disability.

The Access Card is symbol based (please see below) and indicates the barriers that the holder faces. We will provide reasonable adjustments to enable the card holder to access our services. For example, where the indicates an Essential Companion is required, we will issue an additional ticket or badge free of charge (please see 2.4 below.)

An Access Card costs £15 and is valid for three years. It can be used at many venues throughout the UK. More details of the Access Card Scheme and how to apply for a card can be obtained from the following website <https://www.accesscard.online/find-a-provider/york-racecourse/york-racecourse/> The use of an Access Card helps us to understand someone’s individual requirements. Our raceday team are aware of the scheme and will be able to assist Card Holders during their visit. Only those who require an Essential Companion (+1) need to contact us in advance of their visit.










A sample Access Card

The Access Card symbols and further information regarding their meaning is provided below:



Difficulty Standing

This symbol is allocated to people who have a physical mobility impairment that makes standing for long periods difficult or impossible.

	<p>Difficulty with Crowds</p> <p>This symbol is allocated to people who find crowded environments or queues overwhelming or distressing, often due to neurodivergence or mental health conditions.</p>
	<p>Level Access</p> <p>For people who require wheelchair accessible facilities or have to have level access as they are unable to make even a few steps. Nimbus do not add the standing and queuing symbol for wheelchair users as if a queue is accessible this should present no problems.</p>
	<p>Visual Information</p> <p>For people who find accessing visual information a barrier. This may include people with visual impairments who require alternative formats or guidance.</p>
	<p>Audible Information</p> <p>For people who have difficulty accessing or processing audible information. It may be relevant to deaf people or those with hearing impairments.</p>
	<p>Essential Companion</p> <p>This symbol is awarded to people for whom it would be significantly difficult to access services without support from another person.</p> <p>This will be awarded to card holders who can show that the support they need is substantial, significant or frequent, and directly related to their needs as a disabled person, and that without extra support they would receive a lesser service.</p> <p>The support needed must exceed what could be reasonably expected of family/friends already accompanying the card holder and must be due to disability-related needs.</p> <p>Nimbus do not question that a child may need a certain amount of support when out and about but are unlikely to award the +1 symbol where they would already be in direct supervision and guidance by a parent or other family member.</p> <p>York Racecourse will issue an essential companion ticket free of charge for card holders with this symbol. They will also be granted access to accessible viewing areas.</p>
	<p>Distance</p> <p>This symbol is allocated those who have difficulty moving more than short distances. There is no strict definition of what distances are involved, but we will discuss individual requirements with card holders to see how we can best meet their requirements. Before issuing this symbol Nimbus will however need to see information that confirms the applicant has a condition that has a significant impact on the distance they can move.</p>
	<p>Urgent Toilet Needs</p> <p>All Access Card holders will have access to accessible toilets, but the WC symbol will be issued to people with continence issues. We will make our raceday team aware that card users with this symbol require urgent access to any toilet without question. This will not necessarily be an accessible toilet.</p>



Miscellaneous

This category is for everything else. For example, photo-sensitive epilepsy. Card holders with this symbol should please contact us so that we can decide how best to support a visit to the racecourse.

2.4 Essential Companion (Personal Assistant) Scheme

We are pleased to provide free admission to Essential Companion in circumstances where a person with a disability would otherwise find it difficult to access our services.

You must be able to show that the support you need is substantial, significant or frequent, and directly related to your needs as a disabled person, and that without extra support you would receive a lesser service. The support needed must exceed what could be reasonably expected of family/friends already accompanying you and must be due to disability-related needs.

Provided that you purchase a valid advance raceday ticket for yourself, you are entitled to apply for ONE free ticket for the same raceday for your Essential Companion. The companion must be able to provide you with appropriate assistance which might include:

- Applying for the scheme
- Assisting you in moving around the racecourse.
- Helping you evacuate the racecourse in the event of an emergency.
- Accompanying and/or assisting you in using the racecourse's toilets.
- Assisting you in purchasing refreshments and food or using other services.

Please note that the Essential Companion Policy does apply to a person with a disability under the age of 18 even though they are not required to purchase a ticket, however, the Companion must be over 18.

The free ticket provided to your companion will carry the same terms and conditions as the raceday ticket that you hold although additional charges may apply in certain areas such as restaurants and lounges.

All applications (including proof of eligibility) need to be made using the form on the York Racecourse Website, at least five days before the race meeting commences. The link to the website is:
<https://www.yorkracecourse.co.uk/disability-access.html>

For successful applications the free ticket will be ready for collection at the racecourse where photo ID of the registered racegoer will be requested. If you have any questions or queries regarding the accessibility companion admission policy, then please contact us on 01904 620911.

We encourage the use of the **Nimbus Access Card Scheme** as our preferred evidence of the requirement for an Essential Companion. Details of this are given in 2.3 above. Card Holders with the +1 symbol will be issued with an Essential Companion ticket but will still need to complete the application form on our website in advance of their visit.

Presently we will also accept applications for Essential Companion tickets from racegoers who receive one of the following benefits:

- Disability Living Allowance (DLA);
- Attendance Allowance (AA);
- Personal Independence Payment (PIP); and
- Armed Forces Independence Payment (AFIP).

Additionally, people who are Registered Blind are also eligible for an Essential Companion Ticket.

Please note that, in all cases, the racecourse reserves the right to nevertheless decline to accept an application or to request additional evidence if, in the racecourse's view and discretion, there is reasonable doubt that the applicant would be at a substantial disadvantage in attending without a companion given the accessibility facilities and services available at the racecourse.

If you do not have a Nimbus Access Card with the +1 eligibility, you will need to provide evidence of being eligible for the scheme in respect of one of the benefits referred to above along with your completed Essential Companion application form. This should be submitted through the York Racecourse Website.

On arrival on the raceday you will need to provide Photo ID which matches the details of the recipient of the above. If you are a Registered Blind Person then your certification and matching photo ID is required.

Please note that a Blue Badge is not accepted as evidence of eligibility but can be used as photo ID.

The eligibility criteria for an Essential Companion admission are regularly reviewed, and the racecourse reserves the right to update them from time to time.

2.5 Autism In Racing

York Racecourse works with Autism in Racing to facilitate an Autism Friendly Raceday on an annual basis. Further events are held at racecourses throughout the country all year round. Please note if you would like to attend the Autism in Racing element of this raceday you should reserve your space in advance by visiting their website: <https://www.autisminracing.com/>



3. Travel and Arrival

York Racecourse, YO23 1EX, lies within a mile of the city centre. York Racecourse has ample free parking, and is well connected by road, rail and bus routes. The nearest airport is Leeds Bradford which is located approximately 30 miles away.

York is a compact city with the racecourse located approximately one mile from the centre and rail station. Many people who are able choose to walk this distance, but there are other transport options available from the city. These are detailed below.

3.1 Active Travel

For those that are able walking & cycling are very popular forms of transport within the City of York. The city is relatively flat with wide pavements and well managed pedestrian crossings.

If you would like to plan your route, you may find the interactive map on the following website useful. <https://www.york360.co.uk/map-of-york.htm>. Please note this map is published by a third party and not York Racecourse.

Cycle Route 65 also connects the racecourse with York City Centre and Selby to the South. Bicycle parks are provided at the Racecourse and are available for use by cyclists at their own risk. These are located as follows:

Bike Park North	Located near Gate 1
Bike Park Central	Located underneath the bridge near Gate 3
Bike Park South (partially covered)	Located near Gate 10

3.2 Rail Travel and Transport Links to the Racecourse

Fast and frequent trains run from London Kings Cross, taking as little as 1 hour 52 minutes. Direct trains also run from Leeds, Edinburgh, Manchester, Birmingham and other destinations. York Station is around one mile from the Racecourse. It is always advisable to check National Rail Enquiries when planning a journey to confirm your train will be running on the day you wish to travel.

On racedays we offer a shuttle bus service between the station and the racecourse. These presently depart opposite the station portico. Please refer to 3.3. below.

Hackney carriages are also available from the station. Please follow the signs to the taxi rank. Private hire vehicles also operate at the station. Please refer to 3.5 below.

City of York Council provides a list of wheelchair accessible hackney carriages. <https://www.york.gov.uk/taxi-private-hire-vehicles/wheelchair-accessible-vehicles>. Please contact the operator directly to book a journey.

3.3 Travel by Bus

The 197 Shuttle Bus service links York Railway Station to the Racecourse. From York Station - The shuttle buses presently operate from Stand RJ opposite the Railway Station entrance between 11am and 1.00pm (between 4pm and 6pm for the evening Music Showcase).

The location of the bus stop may be subject to change as there is redevelopment work taking place at the station. LNER Staff at the station will be able to direct you to the correct location to meet the shuttle bus. From the Racecourse - the shuttle buses return to the Railway Station from Knavesmire Road near the Sir Henry Cecil Gates from approximately 4pm onwards, until there is no further demand. The return service for the evening Music Showcase event commences at around 8.30pm and ends at approximately 11.00pm.



Shuttle Bus at York Station

All buses assigned to this route are compliant with PSVAR requirements. Please speak with the bus team if you require assistance with boarding. They will be happy to help you. The current fares between the station and the racecourse are £4.00 (return) and £2.50 (single.)

York Racecourse is served from the City Centre by Bus Route No 11 operated by First Bus. As this may be diverted at peak times on racedays, you are advised to use the shuttle bus service.

3.4 Coach, Minibus and Limousine Travel

Ample parking for coaches, minibuses and limousines is provided in Car Park C. This has engineered ground to provide a resilient surface for heavier vehicles. Our other car parks are not suitable for such vehicles. Drivers should not use Car Park A or drop off/pick up passengers on the public highway as this causes an obstruction. Drivers may be subject to enforcement action.

Our Car Park Stewards will instruct coach, minibus and limousine drivers where to park, and we appreciate the assistance of drivers to enable us to maximise the capacity of the coach park. We do not have specific areas for coaches who are transporting people with disabilities; however, our Stewards will assist drivers to park as close to the entrances as possible to minimise travel distance.

3.5 Taxis and Private Hire Vehicles

There are road closures in place on racedays and drivers should follow the event signage to the designated pick up location and not follow satellite navigation systems. Private Hire Vehicles, Hackney Carriages and Private Vehicles are not permitted to pick up and drop off on the highway near the racecourse. These are signed as no waiting areas and drivers who do stop in these areas risk enforcement action.

Licensed Hackney Carriages

There are a number of licensed Hackney Carriages in York that are wheelchair accessible. City of York Council publish a full list of such vehicles on their website. These can be booked in advance through the relevant company. <https://www.york.gov.uk/taxi-private-hire-vehicles/wheelchair-accessible-vehicles>

Under the requirements of the Equality Act 2010 taxi and private hire drivers must convey passengers with guide, hearing and other assistance dogs without additional charge.

Hackney Carriages (only) may drop off and pick up in our designated taxi rank within Car Park D off Campleshon Road. There is no specific drop off area for taxis carrying passengers with disabilities, but there is a step free route from the taxi rank to the racecourse entrances. Please note that some of this route is on a grass surface.

Private Hire Vehicles

We have two designated drop off and collection locations for Private Hire vehicles including Ubers. The primary location is in Car Park A and is most convenient for holders of County Stand, Owners & Trainers, Hospitality and Restaurant Badges. The secondary location is in Car Park C and is most convenient for Racegoers entering the Grandstand & Paddock and Clocktower Enclosures.

These vehicles should not pick up and drop off on the highway. A forward drop off and pick-up area is available for private hire drivers carrying passengers with impaired mobility. Please note this area is grass. A gravel service road is provided.

3.6 Travel by Car - Accessible Parking and Pick Up and Drop Off

There are three car parks at the racecourse, and each has sections reserved for racegoers with accessibility needs. All parking at the racecourse is free of charge on racedays. No waiting restrictions are in place on the roads around the racecourse. Drivers who choose to park or drop off/pick up in these locations are liable to enforcement action. There are designated drop off and pick up areas in Car Parks A and C which are clearly signed. To minimise travel distance, you are advised to use the car park that is most convenient for your intended entrance point. Please see below.

Our Car Park Stewards will instruct drivers where to park, and we appreciate the assistance of drivers to enable us to maximise the capacity of each car park. Please ensure that your Blue Badge is clearly visible to our Stewards.

Car Park	Most convenient for:
<p>Car Park A</p> <p>Step free routes are available to the racecourse entrances.</p> <p>The designated parking area for Blue Badge Holders is in the forward section of the car park nearest the entrance to the racecourse. Spaces are allocated on a first come first served basis.</p> <p>A designated drop off and pick up area is provided.</p> <p>Please note that most of the parking areas are grassland which can be uneven. There is very limited hard standing available in this car park. Should you require hard standing for a wheelchair please let us know in advance so we can reserve a space.</p> <p>This car park is owned by City of York Council. The land is part of the Green Belt and Micklegate Stray. We are therefore unable to install further hard standing.</p> <p>Ground conditions in Car Park A will not support heavier vehicles, such as limousines, minibuses, coaches and buses. All such vehicles should be parked in Car Park C.</p>	<p>County Stand Enclosure Entrances.</p> <p>The Parade Ring Restaurant</p> <p>Owners & Trainers</p> <p>The Melrose Stand including hospitality, The Melrose Club Lounge and Premier Racing Lounge.</p> <p>The Ebor Stand Hospitality Facilities including the Ebor Restaurant and The Dante Suite.</p>
<p>Car Park C</p> <p>Step free routes are available to the racecourse entrances.</p> <p>The accessible section of the car park is owned by City of York Council. The land is part of the Green Belt and Micklegate Stray. We are therefore unable to install further hard standing.</p>	<p>Grandstand & Paddock Enclosure Entrances.</p> <p>The Knavesmire Stand Hospitality Facilities including the Private Boxes, Voltigeur Restaurant, and Sharpo Bar.</p> <p>The Clocktower Enclosure – please note that you will need cross the track to reach the south entrance.</p>

<p>Please note that most of the parking area is grassland which can be uneven. There is very limited hard standing available in this car park. Should you require hard standing for a wheelchair please let us know in advance so we can reserve a space.</p> <p>All large vehicles, including coaches, buses, minibuses and limousines should park in car Park C.</p>	
<p>Car Park D - Parking is on grass which can become uneven.</p> <p>Those requiring step free access to the racecourse should park in the accessible section nearest to Campleshon Road and use the route that provides access to Gate 1.</p> <p>There is a separate accessible section in the forward part of the car park. Users of this area would need to use the steps to the Princess Mary Gate or Marble Entrance. Car Park D users with accessibility requirements might consider using the courtesy shuttle service to reach these entrances.</p>	<p>Vehicle permit holders only. Invited Guests of the Racecourse and Annual Badgeholders.</p>
<p>3.7 Helicopter Arrivals</p> <p>Helicopters may be landed at the racecourse on racedays by prior arrangement. The landing area is in the centre of the Knavesmire to the south of the Clocktower Enclosure. Arrivals will be met by one of our courtesy car drivers, who will transfer passengers to the drop off point near the north entrance of the Clocktower Enclosure. It will be necessary to cross the racing surface to reach the Grandstand side of the racecourse.</p> <p>Passengers should arrange their transfer for their return journey directly with the driver. All arrivals and departures must be arranged in advance through our agent "Helipad."</p> <p>+44 (0) 1202 835 385</p> <p>info@helipad.co.uk</p> <p>www.helipad.co.uk</p>	

3.8 Golf Buggy Shuttle Service

We are pleased to provide a free golf buggy shuttle service for racegoers with accessibility needs between the car parks and the entrances to the racecourse. This service is not bookable in advance and is provided on a first come first served basis. We have three vehicles providing this service, and each one is allocated to a car park. This service is popular and there may be short delays at peak times.

We have one wheelchair accessible vehicle (WAV,) and two six-seater vehicles (including the driver.) The drivers are equipped with radios and earpieces so that they can communicate hands free with each other and the wider team. The six-seater vehicles are not wheelchair accessible, but they do have the ability to carry a folded wheelchair. Unfortunately, we do not have the ability to transport mobility scooters.

To use this service please speak with a member of our team and they will arrange for attendance. The drivers are unable to use their mobile phone when driving so please do not try and contact them directly. Before and after racing they will run between the designated points within each car park, at the shuttle bus stop and Hackney Carriage rank and the main entrances. Please note this service will close 90 minutes after the final race (or concert on music events.)

The drivers are in sole control of their vehicle and are responsible for its safe operation. They may refuse to carry persons who are intoxicated or likely to cause a danger to themselves or others through.



Wheelchair Accessible Vehicle.



One of our Six-Seater Vehicles

4. Entry to the Racecourse

4.1 Ticket & Badge Collections

If you have your ticket or badge in advance you may proceed to your point of entry directly on arrival. If wish to buy a ticket or badge on the day, these will be available at the respective entrances as detailed below, subject to availability.

If you need to collect a badge or a ticket on arrival, you should go to the designated collection point. The point of collection differs according to the type of badge or ticket you are collecting as follows:

- County Stand, Grandstand & Paddock. Melrose Club Lounge, Premier Racing Lounge – collected from the Ticket Collection Windows. The counter at these windows is 1.3m high and may not be suitable for all users. Our team will be pleased to come outside to assist you if you prefer.
- Hospitality badges (including Voltigeur, Ebor and Parade Ring Restaurants) – collected from the Racecourse Office doors. Accessed via steps. Our team will be pleased to come outside to assist you if you prefer.
- Essential Companion tickets – please go to the Marble Entrance (step free.)
- County Stand 18-22 badges (ID required) – please go to the Marble Entrance.

- Grandstand & Paddock Concessions (>65 and 18-22) – please go to the Houghton Building.

4.1 Clocktower Enclosure

The Clocktower Enclosure is located within the centre of the racecourse. It is therefore necessary to cross the racecourse to reach the entrances. There are two entrance points, one each located to the north and south of the enclosure.

Racegoers wishing to go to the Clocktower Enclosure are advised to park in Car Park C and use the southern crossing point, which provides access to Gate 24 (South.) Those parking in Car Park A or arriving by other means are advised to use the north crossing which provides access to Gate 18 (North.) Essential Companion tickets for Clocktower Enclosure should be collected from the North Entrance.

The route from Car Park C to the Southern Crossing is grassed and can become uneven. The route from Car Park A to the Northern Crossing is along a tarmac road, with a sand surface as it crosses the racecourse. All entrances to the Clocktower Enclosure are step free and wheelchair accessible.

4.2 Grandstand & Paddock

The following entrances are available to the Grandstand & Paddock Enclosure:

Turnstile Building (adjacent Gate 5) – Racegoers with tickets and those planning to purchase tickets on the day. Step free and wheelchair accessible.

Gate 9A – Racegoers with tickets and those planning to purchase tickets on the day. Step free and wheelchair accessible.

Gate 9 (on our busier days only) – Racegoers with pre-paid tickets. Step free and wheelchair accessible.

Concessions should enter via the **Houghton Building**.

Grandstand & Paddock racegoers who wish to use the Essential Companion Scheme should collect their additional ticket from the **Marble Entrance**.

Racegoers arriving by car and intending to enter the Grandstand & Paddock are advised to park in Car Park C, to minimise the travel distance from the car park to entrance. Racegoers with accessibility needs arriving by other means might consider using the courtesy shuttle service from Kidney Island to the relevant entrance.

4.3 County Stand Enclosure

There are three entrances for the County Stand Enclosure. These are:

Gate 1 – The Sir Henry Cecil Gates (pre-paid adult badges and children)

Located at the northern extreme of the racecourse enclosures this entrance is step free and is suitable for users of wheelchairs and mobility scooters. It is the closest entrance to Car Park A.

Gate 2 – The Princess Mary Gate (pre-paid adult badges and children)

This entrance is accessed from Racecourse Road and is suitable for users of wheelchairs and mobility scooters. Racegoers with mobility requirements might consider using the buggy shuttle service.

Gate 3 – The Marble Entrance (Walk Up Ticket Sales, Essential Companion Scheme and 18-22 Ticket Holders)

This entrance is accessed from Racecourse Road and is suitable for users of wheelchairs and small mobility scooters. Curb and threshold ramps are provided. Once inside the racecourse enclosure there are some steps, but a wheelchair ramp can be found to the left of the entrance. Please note that this ramp is relatively steep due to the constraints of space, but it is provided with a slip resistant surface. Any person requiring assistance should speak to a member of our team.

All County Stand racegoers wishing to use the Essential Companion Scheme must collect their additional ticket from the **Marble Entrance**.

A Hearing Loop is provided at the sales counter to assist racegoers that use hearing aids.



Ramp on the internal side of the Marble Entrance (left side as you enter the racecourse.)

4.4 Owners & Trainers

The Owners & Trainers Entrance is located adjacent to the Sir Henry Cecil Gates (Gate 1.) It is step free and suitable for users of wheelchairs and small mobility scooters. Badges must be collected on the day. Owners & Trainers are advised to use the designated section of Car Park A which is close by.

4.5 Annual Badgeholders

Annual Badgeholders should enter via the Marble Entrance or the Princess Mary Gate. Badges and identification cards must be shown on entry.

4.6 Hospitality Guests

Hospitality guests who already have their badges can enter at any of the **County Stand Enclosure** entrances. They may also enter at the **Houghton Building**, which is closest to the Knavesmire Stand (Knavesmire Boxes and Voltigeur Restaurant.)

Hospitality Guests who need to collect their entrance badges on arrival should go to the Racecourse Office. This has stepped access and is not suitable for wheelchair users. Our office team will however assist guests as necessary.

5. Accessibility of the Racecourse Enclosures


Once racegoers have entered their chosen enclosure, they can make full use of the facilities provided. Each of these and their accessibility arrangements are summarised in the tables below:





5.1 Clocktower Enclosure

The Clocktower Enclosure is our most informal area. There is no dress code other than that standards of taste and decency must be observed. Step Free access to the spectator is provided at the north and south of the enclosure. There are also intermediary steps. Racegoers requiring an Essential Companion ticket should collect it from the North Turnstile.


Race Viewing



Racegoers can enjoy their own picnic on the grassed area whilst watching racing. A number of picnic benches are available on a first come first served basis, however many people prefer to bring their own seating in the form of camping chairs etc. Racegoers within this enclosure are outdoors and there is very limited wet weather cover. Gazeboes and windbreaks may be erected

	<p>but these must not interfere with the sightlines of other racegoers and may not be permitted for safety reasons in strong winds.</p> <p>Access to the viewing area is step free at both the north and southern ends of the enclosure. Stepped access is also provided along the rear of the viewing area.</p>	
Accessible Viewing Area	<p>A trackside accessible viewing area is located adjacent to the winning post.</p>	 <p>Accessible Viewing – Clocktower Enclosure</p>
Accessible Toilets	<p>Accessible toilets (step free) are located within the public toilet blocks to the north and south ends of the enclosure. A RADAR key is required to access them. If you do not have a RADAR key, please speak to our team in the area who will be able to open the toilets for you.</p>	
Food & Beverage Service	<p>Hot food & drinks are available from the mobile units to the rear of the clocktower building.</p> <p>Alcoholic and soft drinks may be purchased from the bars to the rear of the viewing area. Ice cream vans are located near the toilet blocks to the north and south of the viewing area.</p> <p>A confectionary outlet which also sells cigarettes is located adjacent to the clocktower building.</p>	
Racecard Sales	<p>Racecards may be purchased from the outlets located near the north and south turnstiles. Please note that on some days the outlet near the southern entrance may be closed.</p>	
Betting Facilities	<p>Bookmakers are present in the enclosure. Tote units are positioned to the rear of the viewing banking. These have a lowered counter section to accommodate wheelchair users.</p>	
5.2 Grandstand & Paddock Enclosure		
<p>The Grandstand & Paddock enclosure has a mixture of indoor and outdoor facilities. There is no dress code other than that standards of taste and decency must be observed. Whilst there are changes in levels in external areas ramped access is always provided.</p> <p>Facilities for racegoers are provided in the Bustardthorpe Stand and the Knavesmire Stand. All facilities in the Bustardthorpe Stand are located on the Ground Floor. The facilities in the Knavesmire Stand are located on several floors with stair and lift access to all areas.</p> <p>The Grandstand & Paddock allows access to the Parade Ring and winners enclosure which allows for close up viewing of your favourite horses and jockeys.</p>		
Race Viewing	<p>Races can be viewed from the lawns or the terraces of the stands. There is a level lawn with step free access in front of the Bustardthorpe Stand.</p>	

<p>Accessible Viewing Areas</p>	<p>A trackside accessible viewing area is provided approximately 40m south of the winning post in front of the Knavesmire Stand.</p>	
	<p>There are two accessible viewing areas available at the top of the terrace of the Knavesmire Stand. This is best accessed from the 2nd floor which is accessible by lift.</p>	 
	<p>Two accessible viewing platforms are provided for the Parade Ring & Winners Enclosure. Step free access.</p>	
<p>Accessible Toilets</p>	<p>Accessible toilets within the Grandstand & Paddock Enclosure are provided in the following locations:</p>	

	<ul style="list-style-type: none"> – Bustardthorpe Stand - Ground Floor – Knavesmire Stand – Ground, 1st Mezzanine, and 2nd floors (accessible by lift.) – Courtyard to the rear of the Knavesmire Stand – near the first aid point. – Courtyard to the rear of the Knavesmire Stand – near the Houghton Building – Courtyard Opposite the Princess Mary Gate – Near the Sir Henry Cecil Gates & Frankel Statue 				
Food & Beverage Service	Knavesmire Stand				
	Facility	Type	Location	Accessible	Lowered Counter
	Mill Reef	Bar	Ground Floor	Step Free	No
	Bharam	Bar	Ground Floor	Step Free	No
	York Café	Hot Food	Ground Floor	Step Free	N/A
	Bustino	Bar	1 st Mezzanine	By Lift	No
	Ragusa	Bar	1 st Mezzanine	By Lift	No
	Alleged	Bar	1 st Floor	By Lift	No
	Hethersett	Bar	1 st Floor	By Lift	No
	Dayjur	Bar	2 nd Floor	By Lift	No
	Sharpo	Bar	2 nd Floor	By Lift	No
	Bustardthorpe Stand				
	Theakston	Bar	Ground Floor	Step Free	No
	Guinness	Bar	External	Step Free	No
	Griddle	Hot Food	External	Step Free	No
	Other Grandstand & Paddock Enclosure Facilities				
	Roberto Village	Bar	External – step free	Step Free	Yes
	Fish & Chips	Hot Food	External – step free	Step Free	Yes
	Roberto Guinness Bar	Bar	External – step free	Step Free	Yes
	Kylie Prosecco Bar	Bar	External – step free	Step Free	No
	Kiosks	Various Food Outlets	External – step free	Step Free	No

	Various mobile catering units are also provided to the rear of the stands	
Racecard Sales	Racecards may be purchased from the external counters to the rear of the Knavesmire Stand, and near to Gate 9A.	
Bookmakers	Bookmakers are present in the main betting ring in front of the Bustardthorpe and Knavesmire Stands. These are accessible for all racegoers.	
Tote	Tote counters are provided in the following locations: <ul style="list-style-type: none"> – Churchill Tyres Lawn (under the canopy) – Within the Roberto Village Pavilion* – Knavesmire Stand – Ground Floor, 1st mezzanine, 1st floor, 2nd mezzanine and 2nd floor. – Courtyard to the Rear of the Knavesmire Stand – Melrose Stand (external windows ground floor)* 	
William Hill	William Hill Betting Shops are provided in the following locations <ul style="list-style-type: none"> – Within the Bustardthorpe Stand – Theakston Bar – Within the Roberto Village Pavilion – Knavesmire Stand Ground Floor 	
5.3 The County Stand Enclosure		
The County Stand Enclosure incorporates both indoor and outdoor facilities for racegoers. These are provided in the Ebor Stand, The Gimcrack Stand, The Edwardian Weighing Room, the John Carr Terrace, and the County Stand Garden. Viewing lawns are located in front of the stands. Please note that a dress code applies to male racegoers in the County Stand Enclosure.		
Race Viewing	Races can be viewed from the terraces and lawns in front of the Ebor & Gimcrack Stands. Bench seating is provided on the lawns on a first come first served basis. Please note that these is no direct view of the racecourse from the 5 th floor of the Ebor Stand.	
Accessible Viewing Areas	A viewing platform is provided near the winning post in front of the Melrose Stand.	

	<p>Two raised viewing areas are provided on the first floor of the Ebor Stand to the rear of the terraced seating. Accessed via internal lift or escalator to the 1st floor.</p>																		
	<p>Two accessible viewing platforms are provided for the Parade Ring & Winners Enclosure.</p>																		
<p>Accessible Toilets</p>	<p>Accessible toilets within the County Stand Enclosure are provided in the following locations:</p> <ul style="list-style-type: none"> – Ebor Stand – Ground (platform lift,) 1st and 5th floors (both accessible by lift.) – The Gimcrack Stand Foyer – Courtyard Opposite the Princess Mary Gate – Near the Sir Henry Cecil Gates & Frankel Statue 																		
<p>Food & Beverage Service</p>	<p>Ebor Stand (lifts to all floors. Escalator and lift to first floor)</p> <table border="1" data-bbox="402 1794 1489 2022"> <thead> <tr> <th>Facility</th> <th>Type</th> <th>Location</th> <th>Accessible</th> <th>Lowered Counter</th> </tr> </thead> <tbody> <tr> <td>Bistro</td> <td>Hot Food</td> <td>Ground Floor</td> <td>Platform lift</td> <td>No</td> </tr> <tr> <td>Jubilee</td> <td>Bar</td> <td>Ground Floor</td> <td>Platform lift</td> <td>No</td> </tr> </tbody> </table>				Facility	Type	Location	Accessible	Lowered Counter	Bistro	Hot Food	Ground Floor	Platform lift	No	Jubilee	Bar	Ground Floor	Platform lift	No
Facility	Type	Location	Accessible	Lowered Counter															
Bistro	Hot Food	Ground Floor	Platform lift	No															
Jubilee	Bar	Ground Floor	Platform lift	No															

	Rockingham	Bar	Ground Floor	Step Free	No
	Acomb	Bar	1 st Floor	Lift & Escalator	No
	Middlethorpe	Bar	1 st Floor	Lift & Escalator	No
	Shirley Heights	Bar	5 th floor	Lift	No
	Eclipse	Restaurant	5 th floor	Lift	Carvery
	Gimcrack Stand				
	Alcoves	Bar	Ground Floor	Platform Lift	No
	Gimcrack	Restaurant	1 st floor	Lift	Buffet & Table Service
	Other County Stand Enclosure Facilities				
	Princess Mary Seafood Bar	Bar & Food	Ground Floor	Yes	No
	Edwardian Weighing Room	Bar	Ground Floor	Ramped access	No
	John Carr Terrace	Bar & Food Outlets	External	Ramped access	No
	Flying Frankie	Bar	External	Ramped access	
	Veuve Clicquot Lawn	Bar	External	Ramped access	No
	Champagne Pavilion	Bar	Ground Floor	Step free	No
	Roof Terrace	Bar	First Floor	Lift	No
	County Stand Garden (Selected events)	Bar & Food	External	Step Free Track crossing required	No
Racecard Sales	All racegoers who purchase a County Stand Badge will be offered a complimentary racecard at their point of entry to the racecourse (when using designated County Stand entrances.) You are not obliged to accept the racecard.				
Betting Facilities	Holders of County Stand Badges are able to use betting outlets within the G&P Enclosure. The following facilities are also available for their exclusive use.				
Bookmakers	Bookmakers are present in the main betting ring in front of the Ebor Stand. These are accessible for all racegoers with a County Stand Badge.				
Tote	Tote counters are provided in the following locations:				

	<ul style="list-style-type: none"> – John Carr Terrace – Edwardian Weighing Room – Ebor Stand – Ground Floor, 1st floor* and 5th floor. – Within the Roberto Village Pavilion – Knavesmire Stand – Ground Floor, 1st mezzanine, 1st floor, 2nd mezzanine and 2nd floor. – Courtyard to the Rear of the Knavesmire Stand
William Hill	William Hill Betting Shops are provided in the following locations <ul style="list-style-type: none"> – Melrose Stand – accessed from the trackside lawn – Within the Roberto Village Pavilion – Knavesmire Stand Ground Floor

5.4 Hospitality & Private Facilities

These facilities are only available to those holding the required specific ticket or badge. A dress code of collared shirt, jacket and tie applies to male (and those who identify as such) racegoers. People who are unable to comply with the dress code for medical or other reasons are encouraged to contact us in advance of the visit so that reasonable adjustments can be made.

Facility	Location	Accessible	Accessible Toilets	Service Provided	Seating
The Voltigeur Restaurant	Knavesmire Stand 3 rd Floor	Lift	Same Floor	Buffet & Table Service	Reserved seating Unreserved balcony seats
Knavesmire Boxes	Knavesmire Stand 3 rd Floor	Lift	Same Floor	Buffet or Table Service as chosen by the host	Reserved seating Balcony views
The Dante Suite	Ebor Stand 2 nd Floor	Lift	Same Floor	Buffet or Table Service as chosen by the host	Reserved seating Unreserved balcony seats
Nunthorpe Suite	Ebor Stand 2 nd Floor	Lift	Same Floor	Bar Service	Annual Badgeholders – unreserved seating Unreserved balcony seats
Frankel Bar	External	Step Free	John Carr Terrace – approx. 30m	Bar Service (No lowered counter)	Annual Badgeholders – unreserved seating
Ebor Boxes	Ebor Stand 3 rd Floor	Access by Lift	Same Floor	Buffet or Table Service as chosen by the host	Reserved seating Balcony views

Committee Room	Ebor Stand 3 rd Floor	Access by Lift	Same Floor	Table Service	Reserved seating Balcony views
The Ebor Restaurant	Ebor Stand 4 th Floor	Access by Lift	Same Floor	Table Service	Reserved seating Balcony views
Gimcrack Boxes & Gimcrack Suite	Gimcrack Stand	Stepped access only (steep)	In entrance lobby (ground – stepped access)	N/A	Reserved seating Balcony views
<p>We regret that the Gimcrack Boxes and the Gimcrack Suite are not accessible for some people with impaired mobility. For parties with guests who will be affected by this we will endeavour to provide an equivalent service elsewhere on site subject to the availability of a suitable facility.</p>					
Premier Racing Lounge	Melrose Stand Ground Floor	Step Free	Same Floor	Table Service	Reserved seating
Owners & Trainers Lounge & Dining Room	Melrose Stand – 1 st Floor	Lift Hearing loop provided Platform lift between levels	Same Floor	Bar Service Carvery	Unreserved seating in bar. Allocated seats for dining.
Princess Mary Suite – Owners & Trainers Dining Room	Marble Entrance – 1 st Floor	Stepped access only	Not located within the same building Approx. 40m	Buffet & Table Service for dining	Allocated seats
<p>Holders of Owners & Trainers Badges with impaired mobility should request to dine in the Main O&T Dining Room in the Melrose Stand which has the same menu availability.</p>					
Parade Ring & Winners Enclosure	External	1 x step free access (south west corner) 2 x stepped access	Adjacent to Frankel Statue	N/A	Officials, accredited media, Owners & Trainers Badges Only
Melrose Club Lounge	Melrose Stand – 2 nd Floor	Lift Platform lift between levels	Same Floor	Table Service	Reserved seating
Melrose Boxes	Melrose Stand – 3 rd , 4 th and 5 th Floors	Lift	On each floor	Buffet or Table Service as chosen by the host	Reserved seating Balcony views
Parade Ring Restaurant	Weighing Room 1 st Floor	Lift	Same Floor	Table Service	Reserved seating Balcony view of Parade Ring

Winning Connections	Adjacent Parade Ring	Ramped Access Hearing loop provided.	Adjacent to Frankel Statue	Complimentary bar	By Invitation
Placed Connections	Edwardian Weighing Room	Ramped access	Opposite Princess Mary Gate	Complimentary bar	By Invitation

5.6 Miscellaneous Facilities - Open to all racegoers in the G&P and County Stand Enclosures

Facility	Location	Accessible	Accessible Toilets	Service Provided	Seating
Quiet Room Subject to reasonable use policy	Houghton Building	Ramped	Adjacent to first aid post	A space to pray, meditate or take time away from a busy day.	Limited seating provided – space for small party only at one time
Sunflower Benches	Located in each enclosure	External	N/A	A relatively quiet location to take time away from a busy day.	First come first served
Family Room Subject to reasonable use policy	Melrose Stand	Step Free	Opposite Princess Mary Gate	A space for families to take time out from a busy day	Limited seating provided – space for one family at a time
Blue Rider Gallery	Gimcrack Stand	Step Free	Opposite Princess Mary Gate	Art Gallery & Shop	N/A
Darcy & Wolf	Gimcrack Stand	Step Free	Opposite Princess Mary Gate	Jewellery & Accessory Shop	N/A
Conversation Pieces (Art)	Gimcrack Stand	Step Free	Opposite Princess Mary Gate	Art Gallery & Shop	N/A
Proper Sweetie Shop	Marble Entrance Building	Stepped access	Opposite Princess Mary Gate	Confectionary, soft drinks and tobacco products	N/A

The Proper Sweetie Shop team will be pleased to assist any person who is not able to access the shop to browse their stock and to complete a purchase.

5.7 Music Events

Accessible Viewing Platform for Concerts

Three of our racedays incorporate a live music performance which takes place on stage located in the front of the Bustardthorpe Stage after racing. These are the Summer Music Saturday and Music Showcase Events. At these events an accessible viewing platform provides an elevated view of the stage. This is not bookable in advance and spaces are available on a first come first served basis for wheelchair users and other persons who would benefit from an elevated viewing position. Users of the platform are admitted on a +1 basis.

Should there be space at the time the performance commences people with other disabilities may be admitted at the discretion of the steward.



We do not presently provide an accessible viewing platform for the Tribute Act after racing during the May Spring Meeting. An elevated view of the stage is available from the southern end of the Knavesmire Stand accessible viewing area .

Special Effects

Some music events may involve pyrotechnics (outdoor only) and other special effects such as strobe lightning. In most cases these are promoted prior to the concert, however please contact us in advance if you have any concerns.

6. Accessibility Support on Site

6.1 Wheelchairs

Racegoers may bring their own wheelchairs to the racecourse. We also have a limited number of wheelchairs that can be loaned to racegoers. A returnable deposit is required on the day and booking in advance is strongly recommended (enquiries@yorkracecourse.co.uk.)

6.2 Mobility Scooters and Powered Chairs

Mobility scooters and powered chairs that assist racegoers with impaired mobility are welcomed to the Racecourse. It is however essential that they are operated safely and that users are considerate to other racegoers. We reserve the right to withdraw our consent for an individual to use a wheelchair or powered chair vehicles on the grounds of safety.

To reduce the risk of unauthorised use and theft mobility scooters must not be left unattended unless secured. They must not be allowed to create an obstruction. Please ensure that your scooter or chair is fully charged before arrival.

6.3 Pushchairs

We welcome considerate users of Pushchairs and Buggies to the racecourse.

6.4 Assistance Dogs

Dogs and other animals are not permitted within the spectator enclosures at York Racecourse on racedays unless taking part in an organised display or exhibit. The exceptions to this policy are trained Guide Dogs, and Assistance (e.g. hearing and medical alert) Dogs with accredited training from an Assistance Dogs UK (ADUK) member organisation.



To qualify as an Assistance Dog, it must meet the following criteria, as per the Equality Act 2010.

- Trained to assist individuals with specific disabilities, such as blindness, deafness, epilepsy, mobility impairments, or other prescribed disabilities.
- Specifically trained to assist individuals with Mental Health disabilities by addressing specific difficulties.

Assistance dogs are welcome to attend with their owners without additional charge. We reserve the right to request evidence of the dog's training but recognise that this request has the potential to cause distress to an owner. We will therefore not normally exercise this right, and we will accept an owner's verbal declaration of the dogs status. The option for this request to be made will be at the discretion of the Head of Operations.

A separate ticket is not required for the Assistance Dog and owners do not need to advise us of their attendance in advance.

6.5 Emotional Support Animals

Emotional Support Animals are not recognised by law and do not require any formal training and as such venues are not under any obligation to allow people attending the racecourse to be accompanied by an Emotional Support Animal. We do however recognise that an increasing number of people rely on ESA's for their wellbeing.

Owners of Emotional Support Animals (ESA's) are requested to notify us of their attendance at least seven days in advance. This should be done by completing and submitting our online form <https://form.jotform.com/260835007142045>. This link should be sent to anyone requesting to bring an ESA – once submitted an automatic notification is sent to the Head of Operations.

This form is our risk assessment, and it is our intention is to allow racegoers to be accompanied by an ESA provided they do not provide any adverse responses on the form, and we assess the request as being reasonable. When making this assessment we will refer to the British Horse Racing Authority (BHA) General Instructions and other relevant sources of information. Please note that the BHA prohibit the presence of ungulate animals (other than competing horses or ponies) on racecourse premises without the explicit permission of their Operations Department.

Should a racegoer arrive with an Emotional Support Animal without prior notice they should be requested to complete the form online (it is mobile optimised) and there may be a short delay whilst their request is assessed.

6.6 Hearing Loops

Hearing loops are currently provided in the following locations:

- Marble Entrance Ticket Desk.
- Marble Entrance Reception Desk (point of issue for Essential Companion tickets.)
- Winning Connections.
- Owners & Trainers Bar.



Owners & Trainers Bar

6.7 Sunflower Lanyards & Benches

York Racecourse recognises that not all disabilities are visible, and we champion the Sunflower Lanyard Scheme. Our raceday team know to look out for the lanyard wearers and to discreetly ask how we can best support them. This may be simply by offering them extra time, patience or understanding.

We have a sunflower bench in each enclosure. They are deliberately placed in quieter locations and offer racegoers the opportunity to take a breather and reset during their raceday.



6.8 Quiet Room

Our Quiet Room is located within the Houghton Building to the rear of the Knavesmire Stand. It is available to all racegoers in the Grandstand & Paddock and County Stand Enclosures. It provides a space for individuals or small groups to take time away from a raceday, to pray, meditate or just to enjoy a quiet moment.

The room is equipped with a range of seats. Alcohol, smoking and vaping are not permitted. It is subject to a fair use policy - if others are waiting to use the room visitors are asked to vacate the room after 20 minutes.



6.9 Family Room

Located on the ground floor of the Melrose Stand adjacent to the lift lobby the Family Room offers respite from a raceday. A supply of toys, games and nappies are provided. A microwave oven is also provided for warming bottles.

The room is small and is only suitable for one family at a time. It is therefore subject to a fair use policy - if others are waiting to use the room visitors are asked to vacate the room after 20 minutes.



6.10 Accessible Viewing Areas

Accessible viewing areas are located in each enclosure. Please refer to Section 5 for details of their locations and our policy regarding the use of the accessible viewing platform provided for concerts.

Our policy regarding the use of accessible viewing areas during race meetings is outlined below. Our raceday team will monitor the use of these areas and will be available to assist racegoers with any queries.

- Spaces in these areas are available on a first come first served basis and cannot be reserved.
- Any person with a disability is welcome to use the accessible viewing areas, but we request that priority is given to wheelchairs users and other people who would benefit from an elevated viewing position.
- Access is provided to users on a +1 basis. Each area has adjacent space for friends and families.

6.11 Dietary Requirements

We cater for a range of dietary requirements including vegetarian, vegan and gluten free at our concessions. However, if you have a dietary requirement which we cannot cater for, please get in touch to enable us to consider your request. If necessary, we will provide you with a dietary requirement letter, allowing you to bring an arranged quantity of food, or drink into the racecourse. You will need to provide this to the security team at point of entry.

6.12 Support for People with Impaired Vision

Large print menus are available at the majority of our food outlets. Our team will be happy to provide a copy to you on request, or to provide further assistance if necessary.

6.13 Special Arrangements

If you need to make special arrangements to support your visit please contact us to discuss your requirements on 01904 620911 or enquiries@yorkracecourse.co.uk

7. First Aid & Medical Provision

7.1 First Aid & Medical Resources

St John Ambulance and the Yorkshire Ambulance Service provide a comprehensive first aid service on racedays. A designated crowd Doctor is also on duty on each raceday. Racegoers requiring first aid should go to the nearest first aid post or contact a member of our raceday team. The first aid posts are located as follows (please refer to the map):

1. To the rear of the Knavesmire Stand (wheelchair accessible via a ramp)
2. Adjacent to the Edwardian Weighing Room (wheelchair accessible via a ramp)
3. To the rear of the Clocktower Enclosure (vehicle-based treatment unit – stepped access. Our team will assist with access if necessary.)

7.2 Oxygen and other gases

If you are bringing any medical gases to the racecourse, please let us know in advance so we are aware of them on the day.

8. Further Information

8.1 Raceday Information Desk

Should you have any queries regarding accessibility issues on racedays or would like to provide some feedback please visit the Racecourse Office which is located to the rear of the Ebor Stand. Ramped access is provided, although there is a single step at the threshold. Our reception team will be happy to meet you outside if necessary.

We genuinely appreciate all feedback, and we are happy to consider all requests. We keep a record of all feedback provided and this is reviewed by the Head of Operations, following each raceday. Where appropriate we will make contact with you to discuss your feedback.



8.2 Contacting Us

If you have any further queries regarding accessibility in preparation for a visit on a raceday, or you would like to provide us with any feedback about your experience please do not hesitate to contact us on 01904 620911 or you can email us at enquiries@yorkracecourse.co.uk