



## **Visiting Taunton Racecourse: Accessibility**

We look forward to welcoming you to Taunton Racecourse.

Taunton 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. Taunton Racecourse carries out access audits to help identify areas where improvements are required and look at solutions to the 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 endeavour to ensure that disabled people are not treated any less favourably, and that 'reasonable adjustments' are made where appropriate and possible through sensitive and creative solutions.

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 Taunton Racecourse and will be a continuing process over the coming years.

### **BOOKING**

#### **Advance Ticket Booking**

Tickets for racing can be bought in person from the Main Office Racecourse reception (The Paddock Stand, Ground Floor)

The Office is open daily Monday to Friday 9am until 3.30pm and is located in the Paddock Stand.

We currently do not have the facilities to book via minicom booking line.

#### **Online**

A disabled person should purchase a Raceday Ticket in advance either online or by phone. Companion tickets are then available for collection on the day from the Gate House at the Main Entrance or at The Taunton End.

#### **On the day Ticket Booking**

Tickets for racing can be bought at the Racecourse entrance box offices.

The entrance box offices are open from gates open until after the third race.

All entrances are accessible for wheelchair users. Our Entrance Teams are on hand to provide assistance when necessary.

Companions.

Our policy is for the first personal assistant or companion to attend free to any paid Taunton Racecourse event.

Service Animals (Registered Guide Dogs, Hearing Dogs and Medical Alert Animals) are welcome.

- Please ensure they are always on a lead.
- If you require any water, please speak to a member of staff.
- The “dog relieving area” is located in the Centre Course. Where bins for the waste can be found.

## **GETTING HERE**

Taunton Racecourse is a large site. You may need to cover a fair distance from car parks to buildings and enclosures. Contact us before your event if you need help and we will do everything reasonably practicable to assist you.

Bus

The Racecourse does provide a courtesy bus from Taunton Train Station, platform 5 side, to the drop off point at the Taunton End. However, the bus is not accessible to wheelchair users.

Car

Drop Off Points (Taxi & Personal Vehicles)

There is a drop off point at our Taunton End Entrance. Customers are able to disembark here, whilst the vehicle parks or leaves site.



## **Accessible Parking**

Wheelchair Users are given forward parking in the Car Parks, free of charge. These parking areas are subject to capacity on the day and operate on a first come, first served basis and can provide closer proximity to entrances. The bays are not marked, if you require additional space please ask a Steward on arrival.

Below is a table of our Car Parks and their surfaces.

Car Park	Entrance	Enclosure	Surface
Members	Main	Paddock Stand / Portman Stand	Grass with some hard core
Taunton End	Taunton End	Orchard Stand / Portman Stand	Tarmac and grass
Centre Course	Taunton End	ALL	Hard core and Grass

Members;



Taunton End;



Centre Course;



If you are arranging to drive to the racecourse and have any further questions please contact 01823 337172 or [info@tauntonracecourse.co.uk](mailto:info@tauntonracecourse.co.uk)

When approaching the site, please follow the roadside wayfinding signage to direct you to the appropriate car park.

## ENTRY TO THE RACECOURSE

There are two entrances on to site;

Taunton End Gate



The Main Entrance



## Queuing

If you are unable to stand for long periods of time in a queue please speak with a Steward at any of the entrances who will either arrange a seat, and/ or provide priority entry where possible.

## Ambulant customers

Please contact the racecourse to discuss your requirements in more detail. Every effort will be made to accommodate such requests, subject to availability.



## VENUE INFORMATION

Entry to buildings

The Paddock Stand;



The Orchard Stand;

Main Entrance;



Side Entrance;



Lifts

We have passenger lifts on site available for public use in both the Orchard Stand and Paddock Stand which go to all levels within their respective buildings.

If you have any concerns prior to your arrival, please call us to find out which areas may not have lift services.

## **Accessible Toilets**

The Orchard Stand has an accessible toilet (both wheelchair and ambulant accessible) which can be accessed through using a Radar key.

The Paddock Stand has accessible toilets on the first and second floors.

The Centre Course building also contains an Accessible toilet.

All toilets are demarcated via signage. Should you need any assistance locating the toilets, please speak to the nearest member of staff.

Please see our Enclosure Guide [HERE](#)

## **Mobility Wheelchairs**

The Paddock and Orchard Stands both have ramped access and/ or lifts to take people to all floors, where necessary. The Portman Stand is currently not Accessible and does not have a lift.

We currently do not offer the hire of any wheelchairs, as we have a limited supply of wheelchairs available for medical emergencies only. On occasion, we are able to assist with transporting customers, however this is on a case by case basis, depending on medical incidents at the time.

## **Mobility Scooters and Powered Chairs**

We welcome mobility scooters and power chairs to the racecourse. We ask all operators to be mindful of pedestrians when navigating around site.

## **Pushchairs**

We welcome pushchairs and buggies to the racecourse.

## **Special Arrangements**

The Racecourse is on hand to offer assistance and advice, whether it be pre or post event, or on the day itself by calling 01823 337172 or emailing [info@tauntonracecourse.co.uk](mailto:info@tauntonracecourse.co.uk)

We ask customers, if feasible, to use our online FAQs which can be found at;

<https://tauntonracecourse.co.uk/racing-home/frequently-asked-questions/>

## **Deaf or Hard of hearing Customers**

The Racecourse is equipped with induction loops at the Tote Betting Shop and The Winning Post Bar.

Upon request the Racecourse will take steps to provide accessible information on USB Flash Drives and large print.

## **Accessible Seating and Viewing Areas**

### **Customers with a Learning Disability or Unseen Impairment**

All customers can sit anywhere within the public enclosures/ restaurants/ buildings/ external areas, depending on the event they are attending and the type of ticket they have purchased. If, for any reason, any customer with learning disability or unseen impairment feel they have more specific seating requirements they should contact the Racecourse to discuss their needs in more detail. Every effort will be made to accommodate such requests, subject to availability.

## Temporary Mobility Restrictions

Customers suffering from temporary mobility restrictions (e.g. broken leg) which may affect their access to the Racecourse and/ or seating areas, should contact the Racecourse to arrange alternative seating (subject to availability).

- Internal

We have plenty of internal seating for public use, on a first come first served basis. We do not offer specific designated accessible seating however if you have a requirement and require a designated seating area then please speak to our Operations Team who will be able to assist and provide recommendations

- External

We have plenty of external seating for public use, on a first come first served basis. We provide accessible viewing platforms for wheelchair users in the following areas.

- Between the Parade Ring and Racetrack



- In the Centre Course adjacent to the Winning Post



- Winning post viewing platform – 2 positions If you require a designated seating area then please speak to our Stewards / Hospitality Team who will be able to assist.

## **Hospitality & Restaurant Guests**

Disabled customers are able to enjoy racing at Taunton Racecourse, choosing any hospitality package to suit their needs. It is advised that they speak to Hospitality Sales Representative to ensure the best package is offered and that the chosen package has access suitable for a wheelchair or motorised scooter where applicable.

Where a personal assistant is required to accompany a disabled customer, the personal assistant of said customer shall receive free entry. All other elements of the Hospitality Package are to be paid at the full prevailing rate.

Restaurants can be accessed via lifts and have level access to the table

Hospitality Boxes (Orchard Stand) can be accessed via lifts and have level access to the box/ table.

## **Parade Ring, Pre-Parade Ring & Saddling Boxes**

### **Parade Ring**

There is access to the Parade Ring from all Stands. There is hard standing level access to all sides and viewing areas. There is a raised platform / ramp for chairs and the surrounding solid fence is 1.2 meters high.

### **Pre-Parade Ring & Saddling Up Boxes**

There is access to the Pre- Parade Ring from all Stands. There is tarmacked, level access to one side of the Pre-parade ring. There are no raised platforms/ ramps for chairs and the surrounding open fence is 1.2 meters high.

## **First Aid**

We have a medical facility on site which is operational on all racedays only. It is located behind the Weighing Room in the Portman Stand. On a raceday there will be a team of first aiders, doctors and ambulances.

If you have any medical requirements on the day please ask a member of staff. If you have any medical conditions that we need to be made aware of then please notify the racecourse so any necessary arrangements can be made.

### **Oxygen & other gases**

If you are bringing gases on to site, please notify the racecourse so we can identify the location of these on the day. Please ensure that you keep gas bottles with you and do not leave them unattended.

### **Electrical Equipment**

If a customer requires a power supply for their chair then they will need to contact the Racecourse prior to buying their ticket to ensure we can provide this service.

If you have any further questions or would like to provide feedback on our services please call on 01823 337172 or email us at [info@tauntonracecourse.co.uk](mailto:info@tauntonracecourse.co.uk)