
SEDGEFIELD RACECOURSE

ACCESSIBILITY GUIDE 2023



Version 1 Nov 2023

ACCESSIBILITY GUIDE

1.0 INTRODUCTION

2.0 BOOKING TICKETS

- 2.1 Buying your tickets**
- 2.2 On the day**
- 2.3 Personal assistant tickets**
- 2.4 Assistance Dogs**

3.0 GETTING TO SEDGEFIELD RACECOURSE

- 3.1 Car parking and arrival**
- 3.2 Public transport / Taxi - drop off / pick up area**

4.0 ARRIVAL

- 4.1 Main entrance**
- 4.2 Ticketing & turnstiles area**
- 4.3 Accessible information**
- 4.4 Orientation tours**

5.0 VENUE INFORMATION

- 5.1 Viewing areas**
- 5.2 Toilets**
- 5.3 Lifts**
- 5.4 Bars & catering outlets**
- 5.5 Betting facilities**

6.0 RACECOURSE ADDITIONAL INFORMATION

7.0 CONTACT US

1.0 Introduction

We look forward to welcoming you to Sedgefield Racecourse.

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

Sedgefield 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.

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

FINDING YOUR WAY AROUND SEDGEFIELD RACECOURSE



- 1 You Are Here
- 2 Owners & Trainers Entrance
- 3 Owners & Trainers Restaurant
- 4 Owners & Trainers Bar
- 5 Pavilion Private Boxes
- 6 Raceday Restaurant
- 7 Syndicate Room
- 8 Pavilion Bar
- 9 Fish & Chip Shop

- 10 Sports Bar
- 11 1927 Bistro Private Suite
- 12 Bistro Cafe
- 13 Parade Ring / Winners Enclosure
- 14 Weighing Room
- 15 Tote Betting Shop x2
- 16 Betting Shop
- 17 Winners Suite
- 18 Winning Post

- 19 Main Entrance & Turnstile
- 20 Fire Assembly Point - West across track
- 21 Fire Assembly Point - East past Bistro 1927
- 22 Owners & Trainers Parking
- 23 Pre Parade Ring
- 24 Saddling Boxes
- 25 Stable Staff Facilities
- 26 Big Screen
- 27 Parade Ring Bar
- 28 Bookmakers Stands

FACILITIES

- + First Aid Facility
- AVP Accessible Viewing Platform
- i Information
- 🚻 Toilets
- 👶 Baby Changing Facilities
- ♿ Accessible Toilets
- ♿ P Accessible Parking

SEDGEFIELD
RACECOURSE

2.1 Buying Your Tickets

Advance tickets for Sedgefield Racecourse can be purchased online or alternately if you need assistance, you can always call our ticket hub on 01740 621925 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; sedgefield-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

Sedgefield Racecourse's personal assistant ticket policy can be found [FAQ'S | Raceday Experience | Sedgefield Racecourse \(sedgefield-racecourse.co.uk\)](#)

2.2 On the Day Tickets

Can be purchased on the day at the Main Entrance (See below), our stewards and team members will be happy to assist with any questions you have. However, please take into account we only sell General Admission and Premier Plus tickets (restricted dates) on the day. We have a dedicated entrance for wheelchair accessibility, onsite hearing loop and step free access to all areas except for the Bistro hospitality boxes.

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 Tickets

Sedgefield Racecourse offers free admission on a Raceday to personal assistants when accompanying a paying guest with accessible needs. This can be in addition to a full price ticket purchase on the day. Personal Assistant tickets can be claimed by bringing in proof of accessible needs on the day of racing e.g., 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 any of the main turnstiles shown in the picture in 2.2. The main entrance has step free access and is stewarded for the duration of the Raceday and they can assist with any information required or special access on entry. To discuss the above or to arrange for a personal assistant's ticket in advance please email Emma Gray e_gray@arenaracingcompany.co.uk

2.4 Assistance Dogs

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 Main Office shown as I information on our site map.

3.0 Getting to Sedgefield Racecourse:

3.1 Car Parking and Arrival

Accessible Parking - our main car park entrance is off Racecourse Road, TS21 2 HW (what3words: gold.expressed.prime). However, to access on race day you drive past the entrance (on your right) drive for approximately 230 meters or 760 feet and turn to the right what3words: genius.hiked.trophy.



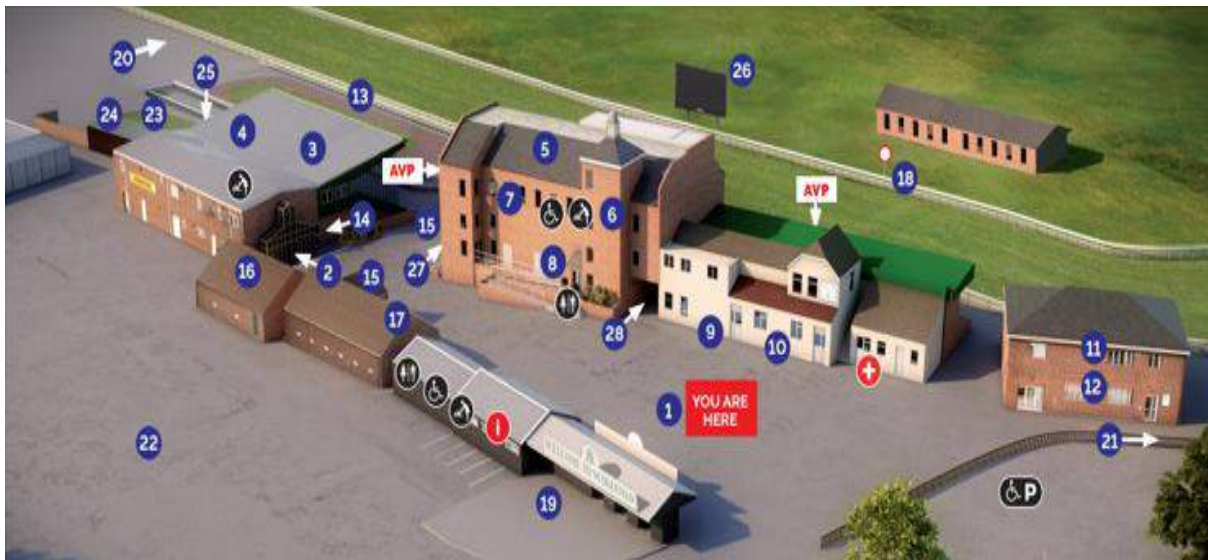
Our stewards will then direct you to the accessible parking area which is hard standing and a flat short distance from the main stands as shown on the site plan earlier. We have numerous accessibility bays which can be multipurpose as wheelchair bays and five dedicated wheelchairs accessibly bays. However, these are not pre bookable and first come first served basis.





3.2 Public Transport / Taxi - drop off / pick up area

Sedgefield Racecourse is located 1.4 miles from the Town Centre and is accessible from there on foot (29 mins). Unfortunately, there are no buses from the town centre to the racecourse. The taxi drop off / pick up point is beside No 19 on the site maps below which is beside the entrance gate shown earlier in 3.1.



4.0 Arrival

4.1 Main Entrance

Once you arrive at the Sedgefield Racecourse make your way to the main turnstiles as pictured below. what3words: mornings.lollipop.novelist. Personal assistant tickets (see section 2.3) can be collected from the second turnstile from the right-hand side of building below.



4.2 Ticketing & turnstiles area

All racegoers are subject to security bag checks which take place in this area. The second gate from the right can be further opened allowing a spacious entrance area for wheelchairs, motorised wheelchairs etc.



The main entrance has step free access and is stewarded for the duration of the Raceday and they can assist with any information required or special access on entry.

4.3 Accessible Information

Sedgefield Racecourse offers Raceday information in several different accessible formats which are available on request to meet our guests needs, these include (large print formats of our access statement, brochures, TV screens menus and tariffs) and digital race cards using a QR code for screen reader use. The digital race card can be downloaded before arriving at the racecourse, and QR codes are displayed at the turnstiles.

4.4 Orientation Tours (Subject to prior arrangement)

Sedgefield Racecourse allows disabled spectators access 15 minutes before the gates open to allow them and their carers to orientate themselves and familiarise themselves with the facilities. To organise this, please contact the racecourse office 48 hours in advance on 01740 521925 or email info@sedgefield-racecourse.co.uk.

5.0 VENUE INFORMATION

5.1 Viewing areas

Sedgefield Racecourse operates as one enclosure on race days allowing all ticket holders to have access to the pre-parade ring, parade ring, racecourse viewing and public bars and facilities.

There are currently no dedicated viewing platforms around the parade ring or on the finishing line but are planned to be built and installed in the first quarter of 2024. However, we have a big screen 60 sq. metre which is visible from most public areas. All viewing areas are on hard standing, with the pre-parade ring and parade ring offering ample viewing space.

Pre-Parade Ring



Parade Ring



Parade Ring



Proposed Viewing Area early 2024



Proposed Viewing Area early 2024



5.2 Toilets

Accessible toilets are situated at the following locations: Main Toilets – located inside the main entrance buildings (turn left when you come through the turnstiles. Also, in the Pavilion building on the x floor directly in front of you as you come out of the lift. We also have a further two accessibility toilets with restrict access for Owners & Trainers located on the first floor of the O&T Building and on the x floor for our Hospitality guests. No RADAR key required.



5.3 Lifts

We have two lifts on site one located in the Pavilion Entrance (weight limit 630 kg) to access the restaurants (pre booked), the accessibility toilet on the second floor and hospitality suites (pre booked)





The second is in the Owners and Trainer building (restricted access) access via a slope hardstanding ramp to the left of the picture and entre via the door to the left-hand side of the glass building and the through the white doors and the lift is straight in front of you just. No. two on the site map what3words: angry.warms.deduced.

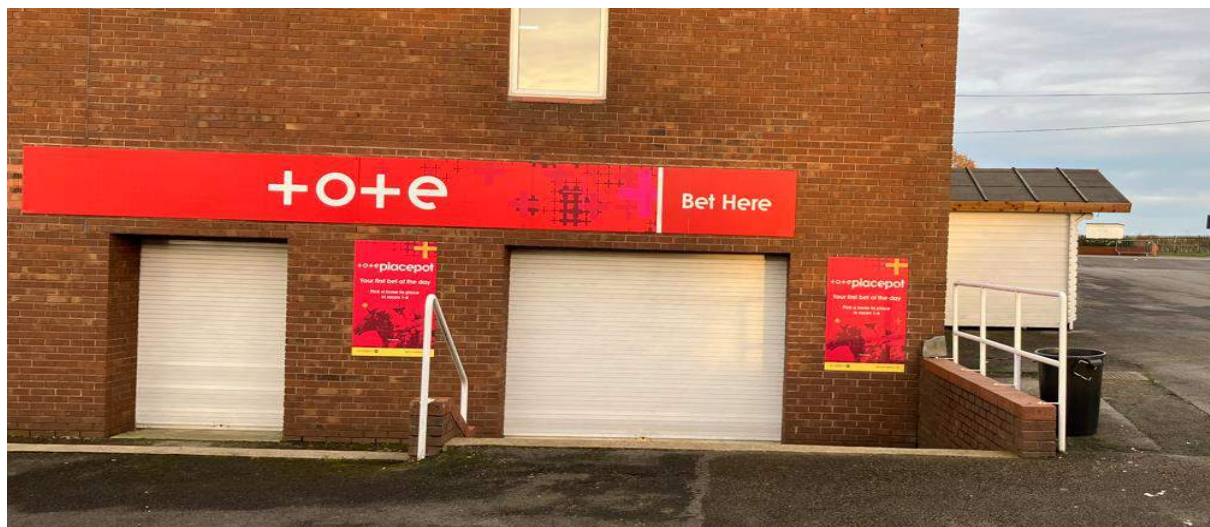


5.4 Bars & catering outlets

All public bars and food outlets at Sedgefield Racecourse are on ground floor level. – Pavilion bar has sloping ramp access for wheelchairs at the left-hand side of the entrance doors - Syndicates room is accessible via the Pavilion entrance and then use the lifts to the second floor. Bistro has level access from the left-hand side door and Owners & Trainers restaurant has sloped access to the entrance then level access to the lift to the first floor.

5.5 Betting facilities

The Britbet betting shop is located by turning left from the Turnstiles when you enter the racecourse and shown on the site map No. 16 or what3words: parkland.kept.expressed and shown on in the picture below. There are 2 Tote facilities accessible from outside shown on the site map No.15 one is located beside the Britbet shop what3words: rent.blackbird.crisps and the other is via a sloped access directly opposite one shown below. We also have tote booths in the main Pavilion Bar, outside the Hospitality boxes, in the Owners & Trainer Bar / restaurant and offer table service in our restaurants.



6.0 Racecourse Additional Information

The First Aid room is located directly opposite the turnstiles as you enter the racecourse, what3words: pinch.sporting.conqueror with dedicated crowd first aid provision at every race meeting.

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

Sedgefield Racecourse welcomes assistance dogs and has water bowls at the main office shown on the site map as I information to the left of the turnstiles when you enter the racecourse.

Sedgefield Racecourse can assist those with sensory differences to attend on a suitable Raceday with special parking and access arrangements. Please do contact us on 01740 621925 or email info@sedgefield-racecourse.co.uk for further information and a guide to suggested Raceday dates. If you require any additional assistance during your visit, please ask a member of the team.

Sedgefield Racecourse operates a sunflower lanyard scheme for guests with invisible illnesses and disabilities. Please ask at the main reception for your complimentary lanyard.

7.0 Contact Details

For further details regarding the facilities at Sedgefield Racecourse please contact

Name: Emma Gray - Business Manager

Address: Sedgefield Racecourse, Sedgefield Road, Stockton-on-Tees TS21 2HW

Telephone: 01740 621925

Email: e_gray@arenaracingcompany.co.uk