

Live After Racing: Accessible Information

Chepstow Racecourse, Chepstow, NP16 6BE

www.chepstow-racecourse.co.uk

Contact

Should you have any specific queries or concerns regarding access facilities and provisions for the Live After Racing events, please do not hesitate to get in touch on the following contact details

Phone (Venue Office): 01905 25364

Email: info@chepstow-racecourse.co.uk

Tickets

General admission tickets can be purchased through the Live After Racing website <http://www.liveafterracing.co.uk>

If you would like to add a personal assistant ticket to your order or reserve a space on the accessible viewing platform, please call the venue on 01905 25364.

If you have already purchased your ticket through any other outlet and wish to add either of these options afterwards, this is fine too, just give us a call or email us on info@chepstow-racecourse.co.uk

Personal Assistants

We can provide a free ticket to registered personal carers who are assisting a disabled visitor, which will be issued upon presentation of an official personal carer ID. Please let us know when booking your ticket that you are bringing your PA.

Accessible Viewing Areas

We will have a dedicated viewing platform for customers with additional access requirements, with one companion permitted into this area per person. Please contact us for further information or to book a place.

Please note that these spaces will be allocated on a first come first served basis and we may not be able to accommodate all requests should this area reach capacity.

For regular race goers, please be aware that the viewing platform for Live After Racing events is separate to those used for race meets.

Accreditation will be required to access the viewing platform during the event. For customers who have booked a space in advance, your accreditation will be available for collection at the main reception.

Site Information

The stage and accessible viewing area will be on a grassy surface which may be slightly uneven in parts. There are hard standing paths around the site but we do advise that care is taken when using a mobility aid.

As the Live After Racing events take place outdoors, we advise that you come prepared for potential weather extremes.

If you require assistance, please do not hesitate to speak to a member of staff.

Event Timings

Please refer to the specific event listing for opening times, or get in touch on the details provided above.

Performance times are subject to change and will not be confirmed until the weeks leading up to the event, however, please get in touch if you require assistance with regards to start or finish times.

Travel Information

By Road:

The racecourse is on the A466 Chepstow to Monmouth road, not far from the now toll-free Severn Bridge. From the M4 East (Junction 21) or M4 West (Junction 23), take the M48 and exit at Junction 2 (Chepstow). Then follow the brown racecourse signs.

There is a taxi drop off and pick up point located close to the main entrance to the racecourse.

By Bus:

A shuttle bus service provided by Newport Transport operates from Chepstow Train Station to the Racecourse via the town's bus station. The service also operates from Newport Train Station direct to the Racecourse.

£5 single from Newport train station to Chepstow racecourse – Free return on presentation of the ticket to the driver

£1 single from Chepstow train and bus station to the racecourse

For more information on this service, please visit the Newport Bus website on

<https://www.newportbus.co.uk/chepstow-race-day-timetable>

By Rail:

Chepstow station is approximately 1.4 miles from the racecourse.

There are direct trains to Chepstow from Birmingham, Cardiff, Cheltenham Spa, Derby, Gloucester, Newport and Nottingham. Connections are available at Newport for London (Paddington), Hereford, Shrewsbury, Crewe, Manchester, Swansea and all parts of Wales. Also, Bristol, Bath, Exeter, Salisbury, Portsmouth and all parts of South and West England.

Connections at Cheltenham Spa for Yorkshire, North East of England and Scotland

For more information on facilities available at the train station, please visit

https://www.nationalrail.co.uk/stations_destinations/CPW.aspx

Parking

There are dedicated accessible parking spaces located close to the main entrance to the racecourse.

You do not need to book parking in advance, when you arrive at the event, please let our stewards know that you are a blue badge holder and require a space and they will assist you.

Blue badge parking is also signposted from the main gate. Spaces are limited so we recommend arriving early on the day of the event.

Accessible Toilets

Gender neutral accessible toilets are located across the race course and hospitality areas. There will also be an accessible toilet located within close proximity to the accessible viewing area for ease during the performance.

Some of these toilets are accessed by a radar key. If you do not have your own key, please speak to a member of staff who will be able to assist.

Refreshments

Customers are not permitted to bring their own food or drink into the event, unless for medical reasons. Please contact us in advance if you are unsure or have concerns regarding medical requirements on the day of the event.

There will be food and drink available to purchase at the event. For more information on what is available, please visit <https://www.chepstow-racecourse.co.uk/restaurants-and-hospitality/>

Lighting and Production

There will be flashing lights throughout the performance, and strobe lighting/smoke/other effects may be used at times. If you have any queries regarding the use of special effects, please get in touch.

Medical Provisions

There will be first aid and medical staff on duty throughout the event, if you require any assistance, please speak to a member of staff who will be able to call them to your location.

There will be first aid members located in various positions across the site.

If you have any concerns regarding bringing prescribed medication in to the event, please get in touch to discuss your specific requirements.

Guide Dogs

Guide Dogs are permitted on site. Please note that we may ask for proof that any assistance dog in attendance is registered with an organisation that is a member of Assistance Dogs UK.