

Live After Racing: Accessible Information

Royal Windsor Racecourse, Maidenhead Road, Windsor SL4 5JJ

www.windsor-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 (Racecourse Office): 01753 498 400

Email: info@windsor-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 01753 498 400.

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@windsor-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:

Conveniently located 1.5 miles from Windsor town centre the racecourse is easily accessible and well signposted from junction 6 on the M4 and junction 3 on the M3. If using sat-nav please use the postcode SL4 5EZ.

There is a taxi drop off point located inside the main gates close to the entrance to the racecourse.

By Rail:

The nearest stations located to Royal Windsor Racecourse are Windsor & Eton Central with direct trains to Slough and Windsor & Eton Riverside with direct trains to London Waterloo. Taxis are available at both stations.

Both Windsor & Eton Riverside and Windsor and Eton Central stations have step free access to all platforms.

For more information on facilities available at the Windsor & Eton Riverside train station, please visit

<https://www.nationalrail.co.uk/stations/wnr/details.html>

For more information on facilities available at the Windsor & Eton Central train station, please visit

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

By Boat:

A direct river taxi service runs on all race days from Barry Avenue Promenade (Opposite Browns Restaurant) to the Racecourse. The trip takes ten minutes and there is a bar facility on board. The taxi boats are wheelchair accessible via a wheelchair lift, and have an accessible toilet on board.

For further information please contact French Brothers on 01753 851900 or visit www.frenchbrothers.co.uk.

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 entrance to the racecourse.

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

Food and drink can be taken into the silver Ring Enclosure Only. Please note that alcohol or glass bottles are not permitted.

For all other enclosures, 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.windsor-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 or need to avail of storage facilities for medication, 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.