

HEREFORD RACING & EVENTS

ACCESSIBILITY GUIDE 2023



V2 13.06.23

CONTENTS

- 1.0 INTRODUCTION**
- 2.0 BOOKING TICKETS**
 - 2.1 Buying Your Tickets**
 - 2.2 On The Day**
 - 2.3 Personal Assistant Tickets**
 - 2.4 Service Animals**
- 3.0 GETTING TO HEREFORD RACECOURSE**
 - 3.1 Car Parking and Arrival**
 - 3.2 Public Transport**
 - 3.3 Drop Off Area / Taxis**
- 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 ADDITIONAL INFORMATION**
- 7.0 CONTACT US**

1.0 INTRODUCTION

We look forward to welcoming you to Hereford Racecourse.

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

Hereford 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.

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



FINDING YOUR WAY AROUND

HEREFORD RACING & EVENTS

Hereford Racecourse, Roman Road,
Hereford, HR4 9QU. Tel: 01432 273560

- | | | |
|-------------------------------------|---------------------------------|----------------------|
| 1 Snaffles Restaurant | 7 Parade Ring | 13 Viewing Steps |
| 2 Owners and Trainers | 8 Pre Parade Ring | 14 Viewing Steps |
| 3 First Aid Point | 9 Racecourse/Finishing Straight | 15 Weighing Room |
| 4 Hummingbird Bar | 10 Owners & Trainers Entrance | 16 Winners Enclosure |
| 5 Main Entrance | 11 Stable Yard | 17 Winning Post |
| 6 Piglets Pantry Pies & Coffee Shop | 12 Toilets | 18 Syndicate Lounge |

2.0 BOOKING TICKETS

2.1 Buying Your Tickets

Advance tickets are purchased online or alternately if you need assistance, you can always call our ticket hub on 01432 273560 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; Hereford-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

2.2 On the Day

Tickets can also be purchased on the day at either of our gates, Main Entrance and Holmer Road Gate, our stewards and staff will be happy to assist with any questions you have.

However, please take into account we only sell General Admission on the day. Both of our entrances are accessible by wheelchair 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

Hereford 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 ticket that has been purchased in advance, or 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 eg. 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 section 4.2.

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 Katie Mansell info@hereford-racecourse.co.uk

2.4 Service Animals

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 any outlet around the course.

3.0 GETTING TO HEREFORD RACECOURSE

3.1 Car Parking and Arrival

Accessible Parking - our main car park entrance is off Roman Road, HR4 9QU (what3words: worker.ranged.glove) where our stewards will then direct you to the accessible parking area.



Our accessible parking is all on grass (as marked in red on image below), we do offer a drop off point which is on hard standing and located just outside the main entrance to the enclosures. Please speak with our stewards on arrival who can direct as appropriate.



FINDING YOUR WAY AROUND

HEREFORD RACING & EVENTS

Hereford Racecourse, Roman Road, Hereford, HR4 9QU. Tel: 01432 273560

- | | | |
|-------------------------------------|---------------------------------|----------------------|
| 1 Snaffles Restaurant | 7 Parade Ring | 13 Viewing Steps |
| 2 Owners and Trainers | 8 Pre Parade Ring | 14 Viewing Steps |
| 3 First Aid Point | 9 Racecourse/Finishing Straight | 15 Weighing Room |
| 4 Hummingbird Bar | 10 Owners & Trainers Entrance | 16 Winners Enclosure |
| 5 Main Entrance | 11 Stable Yard | 17 Winning Post |
| 6 Piglets Pantry Pies & Coffee Shop | 12 Toilets | 18 Syndicate Lounge |

There are no marked bays but there is a dedicated parking steward to ensure sufficient space is kept between vehicles.

The main entrance gates are a short distance from the car park on gently sloping tarmac.

3.2 Public Transport

Hereford Racecourse is located 2 miles from the City Centre and train station, and is easily accessible from there on foot or by car, bus or taxi.

The main bus station is located opposite the train station, but a bus stop can be found outside the train station, the 74B service will bring you to both our Holmer Road and Roman Road entrances.

There are two entrances to Hereford Racecourse on both Holmer Road and Roman Road. We would advise taking the Roman Road stop for a more direct and shorter walk to the Racecourse main entrance. The bus timetable and map can be found in the below link.

<https://www.herefordshire.gov.uk/downloads/file/1597/hereford-city-bus-map-local-services-updated-april-2023->

If you would prefer to arrive by taxi from the train station, this will be a 5-10 minute journey and we would recommend the following providers:

Blue Line Taxis 01432 360728

Hereford Rank Taxis 01432 278279

Hi Town Taxis 01432 354321

3.3 Drop Off Area/Taxis

Taxis are able to drop off at either our Holmer Road or Roman Road entrances. The drop off point is on tarmac at our main turnstiles approximately 30 metres from the entrance.

4.0 ARRIVAL

4.1 Main Entrance

We advise using the Roman Road entrance for the dedicated accessible parking area with a tarmac route to the main turnstiles, which can be seen below (what3words: ///herbs.truck.items):



4.2 Ticketing and Turnstiles Area

Personal assistant tickets (see section 2.2) can be collected from any of the main turnstile operatives (left hand building in below photo)



All racegoers are subject to security bag checks which take place in this area. The main black gates 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

Hereford Racecourse offers raceday information in a number of 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 racecards using a QR code for screen reader use. The digital racecard can be downloaded before arriving at the racecourse, and QR codes are displayed at the racecard hut (located next to the parade ring).

4.4 Orientation Tours

Subject to prior arrangement, Hereford 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 01432 273560 or email info@hereford-racecourse.co.uk.

5.0 VENUE INFORMATION

5.1 Viewing Areas

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

There is currently no dedicated viewing platform around the parade ring, but this can be expected in the near future. All viewing areas are on hard standing, with the pre-parade ring and parade ring offering ample viewing space.



Parade Ring



Pre-Parade Ring

The enclosures then slope southwards towards the racetrack itself and in front of the grandstands towards the on-course bookmakers and finishing straight.



View to the track from parade ring



Hummingbird Lawns

The mixture of lawned areas and tarmac allow for a route around the racecourse to all facilities where grass does not need to be crossed.

There is a dedicated and reserved covered accessible viewing platform on our Rusty Bridge grandstand. This gives viewing of the final fence and finishing straight. This can be accessed through our Rusty Bridge ground floor which has flat, step-free access. This access route is stewarded for the duration of the raceday, so please speak with our friendly team who will assist you. We provide chairs on this platform for assistants.



Rusty Bridge Entrance Pillars



Views from the accessible platform

5.2 Public Toilets

Accessible toilets are situated at the following locations:

Main Toilets – located inside the main entrance with dedicated accessible toilet facility in the centre. No RADAR key required.



Rusty Bridge Grandstand Ground Floor – located on the ground floor on the access route through to the accessible viewing platform. No RADAR key required.

5.3 Lifts

Due to the nature of the site at Hereford Racecourse, all facilities are on ground floor level, with the exception of our hospitality floor which currently does not have lift access to. We are able to arrange a hospitality offering on the ground floor where possible. Please do get in touch with the racecourse team on 01432 273560 or at info@hereford-racecourse.co.uk to arrange this (dependant on availability).

5.4 Bars and Catering Outlets

All public bars and food outlets at Hereford Racecourse are on ground floor level.

- **Hummingbird bar** has sloping ramp access for wheelchairs at the far right set of entrance doors
- **Piglets Pantry** has level ramp access at the far left set of doors
- **Syndicates Marquee** has sloping ramp access with double doors
- **Owners & Trainers** restaurant has level access throughout

5.5 Betting Facilities

The Britbet betting shop located in the Hummingbird Bar has a hearing loop.

6.0 ADDITIONAL INFORMATION

The First Aid Room is located inside the main entrance, 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 provide assistance.

Hereford Racecourse welcomes assistance dogs, and has water bowls at the main office and a dedicated relieving area on the Dawson stand lawn.

Hereford Racecourse can assist those with sensory differences to attend on a suitable raceday with special parking and access arrangements. Please do contact us on 01432 273560 or email info@hereford-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 staff.

7.0 CONTACT US

For further details regarding the facilities at Hereford Racecourse please contact

Camilla Esling (General Manager)
Hereford Racecourse, Roman Road, Hereford, HR4 9QU
cesling@hereford-racecourse.co.uk
01432 273560

Katie Mansell (Business Co-Ordinator)
Hereford Racecourse, Roman Road, Hereford, HR4 9QU
info@hereford-racecourse.co.uk
01432 273560