



ROYAL WINDSOR  
RACECOURSE

**ACCESSIBILITY GUIDE**

*Version 1*

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## 1.0 – INTRODUCTION

We are delighted to welcome you to Royal Windsor Racecourse.

Royal Windsor 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.

Royal Windsor 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 wherever possible will assist in overcoming these restrictions. Training in disability awareness is carried out in key areas within Royal Windsor Racecourse and will be a continuing process over the coming years.

Please find below a site map to help locate your way around the course.



### FINDING YOUR WAY AROUND

- |  |  |                               |                         |
|--|--|-------------------------------|-------------------------|
| 1 Reception                                  | 9 Club, Hospitality and Owners and Trainers Entrance | 17 Owners and Trainers Lawn   | 26 Trackside Bar        |
| 2 Grandstand Entrance                        | 10 Public Medical Room                               | 18 Paddock Pavilion           | 27 The Hex Bar and Tote |
| 3 Royal Windsor Grandstand                   | 11 Weighing Room                                     | 19 Owners & Trainers Lounge   | 28 The Jetty            |
| 4 Sprint Bar and The Pizza Stop              | 12 Winners Enclosure                                 | 20 Owners Parade Ring Balcony | 29 Bookmakers           |
| 5 Annual Members Bar                         | 13 Tote and Craft Corner                             | 21 The Bookmakers Rail        | 30 Tack Room            |
| 6 Club Stand                                 | 14 Street Food Area                                  | 22 Riverbank Restaurant       | 31 Food Concessions     |
| 7 The Royal Club                             | 15 Club Bar  | 23 The Riverbank Lawn         | 32 Toilet Cabins        |
| 8 Customer Info and Package Collection Point | 16 Monday Night Racing Live Music Stage              | 24 Lawn Bar                   | 33 Fairground Rides     |
|  |  | 25 Coffee and Confectionary   |                         |

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ROYAL WINDSOR  
RACECOURSE

## 2.0 BOOKING TICKETS

### 2.1 Booking tickets online

Advance tickets to Royal Windsor Racecourse can be purchased online via our website at [Royal Windsor Racecourse \(windsor-racecourse.co.uk\)](https://www.windsor-racecourse.co.uk) or alternatively by calling our ticket hub on 01342 831 791. This will put you through to a trained sales executive.

Please find below a step-by-step guide of how to purchase tickets via our website:

Step One – Buy Tickets (Top right-hand corner)

Step Two – Choose the fixture date you would like to attend

Step Three – Amend quantity of tickets you require, press Proceed Securely

Step Four – Double check your order on this screen and choose 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 be purchased on the day at our Grandstand turnstiles for both our Grandstand and Club enclosure. Our stewards and staff will be happy to assist with any questions you may have on arrival regarding ticket purchases.

Both our Club and Grandstand enclosure are accessible by wheelchair, however should you require any assistance our team is on hand to help.

### 2.3 Personal assistant ticket

We offer one free Personal Assistant ticket for anyone with accessible needs, when accompanied with a full paying adult ticket.

These are issued on the day of the fixture as supporting documentation is needed to issue the ticket. Examples of supporting documentation can include a blue badge (with accompanying photo ID), Disability living allowance or PIP letter.

These can be collected from our Grandstand Turnstiles.

### 2.4 Service Animals

Registered Guide Dogs, Hearing dogs and medical alert dogs are welcome on site with proof of service, however please ensure they are kept on a lead at all times.

## 3.0 GETTING HERE

### 3.1 Car

Royal Windsor Racecourse is 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 5JJ

### 3.2 Royal River boat

Royal Windsor Racecourse is the only racecourse in the UK that is accessible by boat as a form of public transport.

Trains run from London Waterloo to Windsor and Eton Riverside located in the town centre, where the river promenade is located.

More information on this mode of transport can be found on the French Brothers website below:

[French Brothers River Thames passenger boat cruises](#)

### 3.3 Public Transport

The racecourse is easily accessed by a few bus routes and train lines.

Further details on these routes can be found below:

[Bus routes | Royal Borough of Windsor and Maidenhead \(rbwm.gov.uk\)](#)

[www.nationalrail.co.uk](http://www.nationalrail.co.uk)

## 4.0 CAR PARKS

### 4.1 Raceday Accessible Car Park

On racedays our accessible car park is in marked bays on the hard standing to the right of the horse statues.

This offers the shortest walking distance to the Grandstand and Club enclosure entrance.

We are unable to accept advance bookings for accessible parking, however we do have additional overflow accessible parking located close by on our members and hospitality parking. Please note this car park is on grass.

## **4.2 Main Car Park**

Our main car park is located on the left hand side as you enter the racecourse. Should you park here, please alert one of our stewards and they will direct you to the closest space to the entrance. Please note this car park is on grass.

## **4.3 Owners and Trainers**

Our Owners and Trainers car park is located over the bridge, down the drive. Should you be either an owner or trainer and need accessible parking closer to the Club enclosure entrance, please alert one of our stewards and they will direct you to the appropriate parking.

## **4.4 Drop off area/Taxis**

We have a taxi drop off and pick up area as you enter the racecourse on the right. Any guests with accessible needs being dropped off or collected by taxis will be directed to the entrance directly outside the main reception.

## **5.0 VENUE INFORMATION**

### **5.1 Royal Windsor Grandstand**

Our Royal Windsor Grandstand is in the Grandstand area of the racecourse. The entrance is accessed via steps and access ramp.

On the first floor of this building you will find our 1866 restaurant and hospitality boxes. There are further hospitality boxes on the second floor of the grandstand. We have both stairs and a lift available in this building, making the area accessible for all.

You will also find accessible toilets on both floors.

### **5.2 Paddock Pavilion – Includes Owners and Trainers and Syndicate Lounge**

Our Owners and Trainers lounge can be found on the ground floor of the Paddock Pavilion. As this building is raised, there is step and lift access to the first floor only.

There is access to the owners and trainers lawn overlooking the track, however this is currently accessed via steps from the balcony, or by the lift located at the entrance to the building.

You will also find an accessible toilet in this area.

There is also an outdoor decking area directly from the Owners and Trainers lounge which overlooks the parade ring.

On the first floor of this building, you will find hospitality suites and our syndicate lounge. This floor is not yet accessible via the lift, and the only way to this level is via steps.

### **5.3 Riverbank Marquee**

Our Riverbank Marquee is located overlooking the parade ring. This is on ground level and is accessed by crossing the horse walk when safely advised and by a path.

This area is easily accessible, however there is no trackside viewing and is a short distance to the track.

You will find an accessible toilet located next to the marquee.

### **5.4 Sprint Bar**

Our largest bar is located on the ground floor of the grandstand. This is accessed via steps and a ramp. In here you will find an accessible toilet.

### **5.5 Club enclosure stand – Includes Royal Club, Ronnies bar and Prince's head.**

Access to our Club enclosure stand can be by steps or a slope for wheelchair access. In this area you will find our Prince's head pub, Royal Club restaurant and Ronnies bar.

There are steps leading up to the Royal Club, however we also have an accessibility ramp that can be placed over these for wheelchair access to the restaurant and down to Ronnies bar.

You will find male and female toilets, along with an accessible toilet in this building.

### **5.6 Tack Room**

Our tack room is centrally located amongst the club enclosure and is typically used for private hire.

This area is accessible for all, including wheelchair users.

### **5.7 Jubilee bar**

Our Jubilee bar is also located in our club enclosure and has ramp access making this accessible for all. In here you will find some unreserved seating for guests with Club enclosure badges (on fixtures with two enclosures)

## **6.0 ACCESSIBLE TOILETS**

You will find accessible toilets in the following areas:

- Sprint bar
- Grandstand turnstiles
- Grandstand first floor
- Grandstand second floor
- Club enclosure stand

- Paddock pavilion – first floor (owners and trainers lounge)
- Riverbank marquee (Subject to seasonal opening)

On busier race days we will also have an additional accessible porta loo on site.

## 7.0 MOBILITY

### 7.1 Wheelchair and powered chairs

All our buildings are accessible by wheelchair and powered chairs as listed above in the venue information points.

We do not have wheelchairs available for hire, however we welcome mobility scooters and chairs into the racecourse. We do just ask that all operators are mindful of other customers when moving around site.

### 7.2 Pushchairs

We welcome pushchairs and buggies to the racecourse.

### 7.3 Requests and Arrangements

All racecourse staff are on hand to offer assistance, help and advice pre and post-race days. If you require assistance on the day, please make yourself know to a member of our stewarding or security team and a member of the racecourse team will come to your assistance. Alternatively, you can make your way to the racecourse reception pictured below.

If you have any questions or assistance prior to your arrival, please email us at [info@windsor-racecourse.co.uk](mailto:info@windsor-racecourse.co.uk).

## 8.0 LIFTS

We have 2 lifts on site. These are in the Royal Grandstand entrance and on the outside of the Paddock Pavilion.

## 9.0 RAISED VIEWING PLATFORMS

Royal Windsor Racecourse has a raised viewing platform just past the winning post. This is accessed via a slope and has an unrestricted view of the action.

## 10.00 AUDIBLY IMPAIRED GUESTS

The racecourse has 2 portable induction loop devices which can be collected from the main reception.

If you also require a quieter location with less background noise, please do speak to one of the racecourse team who will be happy to assist.

## 11.0 FIRST AID

On all race days we have a medical team on site who will be available to assist should they be required. Please reach out to any of our stewards, security or racecourse team who will be able to get you any help you may need.

If you have any medical requirements that we should be aware of prior to your visit, please email us at [info@windsor-racecourse.co.uk](mailto:info@windsor-racecourse.co.uk) or give one of our team a call. We will then make any necessary arrangements before your arrival.

### 11.1 Oxygen and other gases

Please notify one of our team members via email if you are bringing any gases such as oxygen onto site, we can then identify the location of these on the day. Please ensure that this is always kept on your person.

### 11.2 Electrical Equipment

We ask that all electrical equipment is charged before coming to the racecourse. However, if you do require a power source supply, please ensure that all chargers are PAT tested.

### 11.3 Special Effects

Some of our music nights will involve flashing lights and other special effects. Should you be concerned about this, please contact us via email prior to your arrival.

## FOR FURTHER INFORMATION

If you have any further questions, require additional information or to provide us with any feedback, please call us on 01753 498400 or email us at [info@windsor-racecourse.co.uk](mailto:info@windsor-racecourse.co.uk)

Thank you, and we look forward to welcoming you to Royal Windsor Racecourse.

