

GREAT YARMOUTH

RACING & EVENTS

ACCESSIBILITY GUIDE

Version 1 (March 2024)

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1.0 INTRODUCTION

We look forward to welcoming you to Great Yarmouth Racecourse.

Great Yarmouth 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.

Great Yarmouth 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 Great Yarmouth 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 Owners & Trainers Bar | 6 Lord Nelson Grandstand
Trafalgar Restaurant, Victory Bar,
Vice Admiral Bar, Hospitality Suites,
Baby Changing | 11 Premier Gate 4 | 17 Advance Tickets Gate 11 |
| 2 Childrens Play Area | 7 Winners Enclosure &
Parade Ring | 12 Gate 5
Owners & Trainers, Annual Members
& Bookmakers | 18 Premier Gate 12 |
| 3 Centre Course Entrance | 8 Betting | 13 Tea Room & Baby Change | 19 Racecourse Office
Tour starts here |
| 4 Horse Box Entrance | 9 Catering Concessions | 14 Picnic Area | 20 Weighing Room |
| 5 Centre Course Hospitality
Breydon Suite, Yare Suite,
Bure Suite, Haven Suite | 10 G&P Gate 1-3 | 15 Ambulance Gate | 21 Winning Connections |
| | | 16 G&P Gate 7-10 | |

greatyarmouth-racecourse.co.uk

GREAT YARMOUTH
RACING & EVENTS

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[gtyracecourse](#)

[@GT_YarmouthRaces](#)

[GreatYarmouthRacecourse](#)

2.0 BOOKING TICKETS

2.1 Booking Tickets Online

Advance tickets for Great Yarmouth Racecourse can be purchased online via our website www.greatyarmouth-racecourse.co.uk or alternately if you need assistance, you can always call our ticket hub on 01493 842527. 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** 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. Any problems please contact info@greatyarmouth-racecourse.co.uk

2.2 On the Day Tickets

These can be purchased at the turnstile entrances for both the Grandstand & Paddock and Premier enclosures. Our stewards and team members will be happy to assist with any questions you have on arrival regarding ticket purchases.

Both our Grandstand & Paddock and Premier enclosures are accessible by wheelchair and 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.

2.4 Service Animals

Registered guide dogs, hearing dogs and medical alert dogs are welcome on site with proof of service and an identifying harness - please ensure they are kept on a lead at all times.

3.0 GETTING HERE

3.1 Car

The Racecourse is situated to the north of Great Yarmouth towards Caister. From the North and Midlands the Racecourse can be reached via the A47, whilst the main Southern approach roads are the A11 (joining the A47 South of Norwich) and the A12 via Colchester, Ipswich and Lowestoft. When using a Sat Nav use the post code NR30 4AU.

3.2 Public Transport

Trains operate a regular service from Norwich into Great Yarmouth Vauxhall station which is about 1 mile from the racecourse.

www.nationalrail.co.uk/stations/great-yarmouth

There are nearby bus stops on Jellicoe Road adjoining the racecourse perimeter and Caister Road which is a 5 minute walk – both operated by Eastern Counties First Bus www.firstbus.co.uk/norfolk-suffolk

4.0 CAR PARKS

4.1 Raceday Accessible Car Park

Through the Fremantle Road main car park entrance there is a reserved area for accessible parking which is close to the front entrance turnstiles 1 to 5. It is located on grass with an uneven surface. Spaces are limited and we advise that you arrive early particularly on feature race dates. Please contact the office if you require assistance 01493 842527 (ext4 and then ext4) or email in advance info@greatyarmouth-racecourse.co.uk

4.3 Owners and Trainers Car Park

Our Owners and Trainers car park is also located in the main car park accessed from Fremantle Road. Should you be either an owner or trainer and need accessible parking close to the entrance, please alert one of our stewards and they will direct you to the appropriate parking.

5.0 ENTRANCES TO THE RACECOURSE

5.1 Fremantle Road Gates

Gates 7 to 12 are located along this road and will offer access to the Grandstand & Paddock and the Premier enclosures via a tarmac public pavement and then on hard standing paths once inside the racecourse. There is also a taxi rank in this location.

5.2 Main Car Park Gates

The main car park is also located on Fremantle Road and offers access to gates 1 to 5 used for the Grandstand & Paddock and the Premier enclosures as well as Owners & Trainers. The car park is on grass but there are hard standing paths once you are through the turnstiles and gates.

5.3 Centre Course Gate

Use the entrance on Jellicoe Road if you require access to the centre course Hospitality Enclosure or the Owners Syndicate Lounge. There is no hard standing in this location as it is all grass.

5.4 Queuing

Although on most days you will not be faced with a queue, on some of our busier days and evenings, there could be some queuing at busier times. If you have any accessible needs that would make standing for long periods of time hard or feel you are uncomfortable around a lot of people, please do make yourselves known to a member of our stewarding or security teams and they will be able to assist in helping you through the entrance areas. There will be a bag check in operation and also occasionally search dogs so please be prepared to allow a bag check before entry.

6.0 VENUE INFORMATION

6.1 G&P Stand 1

Located alongside the betting ring and trackside lawns including a public bar with one step to access the entrance. The viewing steppings will be challenging or not accessible to those with mobility issues.

6.2 G&P Stand 2

Located alongside the G&P 1 stand, and similar in design, so again the viewing steppings will be challenging or not accessible to those with mobility issues. Its public bar does have a level entrance on the playground end of the building, although this bar is seasonal and not open for every race meeting.

6.3 G&P Buttery Bar

This public bar is on the back of the G&P stand 1 and does require the negotiation of 1 step to access the facility.

6.4 Lord Nelson Grandstand

This is the newest facility so does have full unhindered access and a lift to all floors as well as an accessible toilet on all 3 levels. The lower floor is a grandstand & paddock bar (Vice Admiral) with access to the Winners Enclosure, the middle floor is a premier bar (Victory) and a premier restaurant (Trafalgar) whilst the top floor hosts hospitality guests and our owners and trainers dining and race viewing.

6.5 Hoops Marquee

A premier enclosure facility with outside seating on the lawn and a small ramp to access the bar.

6.6 Owners and Trainers Bar

Adjoining the parade ring, access is only for owners and trainers and offers outside and inside seating, a bar with toilets including an accessible toilet.

6.7 Centre Course Syndicate Lounge

Access to this facility is over grass, there is seating inside and out, a bar with snacks, and nearby hospitality toilets including an accessible toilet. Please contact the racecourse in advance if you are in a syndicate with a runner and wish to use this facility.

6.8 Centre Course Hospitality Marquees

Access to these facilities (Celebration and Winning Post Marquees) is over grass, there is seating inside and out, a bar, and nearby hospitality toilets including an accessible toilet. These facilities are for group advance bookings so please contact the racecourse in advance if you wish to enquire about a booking.

7.0 ACCESSIBLE TOILETS

- Lord Nelson Grandstand, G&P bar ground floor
- Lord Nelson Grandstand, Premier bar middle floor
- Lord Nelson Grandstand, Hospitality/owners & trainers top floor
- Centre Course Syndicate Lounge
- Centre Course Hospitality marquees
- Fast Food Lawn grandstand and paddock enclosure
- Owners and trainers bar adjoining the parade ring
- On busier days we will also have an additional accessible port-a-loo on site

8.0 MOBILITY

8.1 Wheelchair and powered chairs

Grandstand and Paddock Bar 1 and the Buttery Bar in the same stand cannot be accessed on a flat surface as there is one step to cross to gain access into each facility. The other facilities have either flat access, a ramp or a lift to higher floors.

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.

8.2 Pushchairs

We welcome pushchairs and buggies to the racecourse.

9.0 LIFTS

The Lord Nelson Grandstand has lift access from the ground floor (G&P) to the middle floor (Premier and Restaurant) and the top floor (Hospitality and Owners and Trainers).

10.0 RAISED VIEWING PLATFORMS

Great Yarmouth Racecourse has 2 trackside viewing platforms – 1 just past the winning line and close to the parade ring with access via tarmac paths, and 1 platform on hard standing close to the ½ furlong pole but access is over grass.

11.0 AUDIBLY IMPAIRED GUESTS

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

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 help.

12.0 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@greatyarmouth-racecourse.co.uk or give one of our team a call on 01493 842527. We will then make any necessary arrangements before your arrival.

12.1 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.

12.2 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.

12.3 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.

13.0 CONTACT DETAILS

For further details regarding the facilities at Great Yarmouth Racecourse please contact us in advance.

T 01493 842527

E info@greatyarmouth-racecourse.co.uk