



ACCESSIBILTY GUIDE

VERSION 1

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1.0 – INTRODUCTION

Firstly, Ffos Las Racecourse looks forward to welcoming you.

Here at Ffos Las Racecourse we aim to be accessible for all. We like to attract a range of visitors to our race meetings, live music events and corporate events. We welcome all accessible people in society and do not exclude any disabilities.

At Ffos Las Racecourse, we have a wide range of different buildings and amenities available. We continually work towards improving and raising our standards in the facilities we have. To be able to raise our standards we will always

review all our facilities and here at the racecourse, we pride ourselves in performing the best we can across all areas of the business.

We will always ensure all visitors will be looked after no matter with or without a disability.

If access to a certain building is not possible for whatever reason, we will always try our best to assist helping you to overcome these issues where possible.

Here at Ffos Las Racecourse we pride ourselves on giving our team the best possible training we can which ensures you will never be far from a person who can answer your questions.

Please find below a site map to help you find your way around.



COURSE FEATURES

- | | | |
|-----------------------------------|--|---|
| 1. Main Car Park | 9. Paddock Marquee | 16. Blinkers Bar |
| 2. Reception | 10. Parade Ring | 17. The Sinclair Group Bridles Restaurant |
| 3. Turnstiles | 11. Owners and Trainers Bar and Restaurant | 18. Boxes 1-5 |
| 4. Pre-paid entrance | 12. Weighing Room | 19. Boxes 6-8 |
| 5. Owners and Trainers Car Park | 13. Blacksmiths Marquee and Annual Badgeholder Bar | 20. Viewing for Owners and Trainers |
| 6. Owners and Trainers entrance | 14. Toilets including Disabled | 21. Disabled Viewing Area |
| 7. The Lodge | 15. Grandstand | 22. Toilets |
| 8. Saddling Boxes and Stable Yard | | 23. McCoy Bar |

Should you have any questions or need assistance please talk to one of our Accessibility Liaison Officers.

Kevin Hire General Manager email: khire@ffoslas-racecourse.co.uk

or

Operations Executive Phil Jones email – pjones@ffoslas-racecourse.co.uk

2.0 BOOKING TICKETS

2.1 Booking tickets online

Advance tickets are purchased online or alternately if you need assistance, you can always call our ticket hub on 01342 834800 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; lingfieldpark.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 our Main Entrance 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.

The main entrance is 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 Ticket

We offer free Personal Assistant tickets for anyone with accessible needs. These are issued on the day of the fixture as supporting documentation needs to be provided in order to issue the ticket. Supporting documentation can include a blue badge, PIP letter etc. there is nothing in particular we need, just what our Accessibility customers feel necessary.

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 HERE

3.1 Car

The racecourse is just off Culla Road SA174DE in between Trimsaran and Carway which is 8 miles west of Llanelli and 11 miles east of Carmarthen

Coming from the East take the M4 to junction 48 to Llanelli Tand then follow the brown racecourse signs. From the West head to Carmarthen, then take the A4138 and then follow the brown signs to the racecourse

Please leave ample time for your journey for our busiest race days. Aim to arrive at the course at least an hour before the first race.

3.2 Train

Llanelli Station is approximately 10 minutes' walk from the town centre. There are direct trains to Llanelli from Pembrokeshire and West Carmarthenshire (Carmarthen) also from London , Reading, Swindon , Bristol, Cardiff, Bridgend, Neath and Swansea.

3.3 Bus

A return race day shuttle bus service provided by the racecourse operates from Llanelli Train Station to the Racecourse . Please note: the timings are always on the website page for the specific fixture you are attending.

4.0 CAR PARKS

4.1 Raceday Accessible Car Park

On race days our designated accessible car park is located in the main carpark inside the main gates to the Racecourse. When you arrive at the main car park a staff member will direct you where to park. This car park gives you a short walking distance to our main gate entrance.

4.2 Main Car park

Our main car park is outside the main entrance so should you park here please alert one of our stewards and they will show you to a space close to the entrance. Please note this car park is on uneven ground.

There are 35 disabled bays at the front of the car park which are available on a first come first served basis

4.3 Owners and Trainers

Our Owners and Trainers car park is just inside the Owners and Trainers entrance, should you be either an Owner or Trainer and need a close car parking space please alert one of our stewards and they will show you to a space close to the entrance.

5.0 ENTRANCE TO THE RACECOURSE

5.1 Main Gate

You will find our main entrance a short walk from our accessible car park. Our Main Gate entrance is accessible for all. As always if you have any issues or need assistance with anything all our staff will be on hand to help.

5.2 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.

6.0 VENUE INFORMATION

6.1 Lower Grandstand/ Premier Stand

The entrance to the Grandstand you can see is accessible for all wheelchair users, is open every race day and any guests with any mobility needs. Should you need help with opening any doors around the racecourse our stewarding team will be able to assist. There are three outlets inside on the ground floor Blinkers Bar and the Final Furlong Snack Bar.

On level 1 of this building, you will find our 8 hospitality boxes and also our Bridles restaurant, we have both stairs and Lift available so this makes the area accessible for all.

6.2 Owners & Trainers Bar and Dining

We currently have two buildings being used for our Owners and Trainers, depending on the type of race day one being the bar/lounge area by the Parade Ring, and the other being a in Bridles Restaurant for quieter meetings disabled toilet is also located in the bar area.

The bar building has two entrances one both are wheelchair accessible. This building is generally used as a private facility for all owners and trainers attending the race day. On occasions the area is also used as a private hospitality area. Owners and Trainers Dining takes place in the same areas

6.4 Syndicate Lounge/ Members Lounge

Both are based in the Marquee based by the side of the Pre Parade Ring. Syndicates to the left and Annual Members to the right. Toilet facilities are available nearby in Owners and Trainers and in the main grandstand

7.0 ALL ACCESSIBLE TOILETS

We have accessible toilets in these areas;

Main officer area (Males Female and Disabled)

Grandstand Ground Floor

Grandstand First Floor

Owners and Trainers

McCoys Suite (situated on the final half furlong)

On larger events more toilet areas are created in easily accessible positions

8.0 MOBILITY

8.1 Wheelchair and Powered chairs

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

We welcome mobility scooters and chairs in to the Racecourse, we 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.

8.3 Requests and Arrangements

Our Accessibility Liaison Officers and all racecourse staff are on hand to offer assistance, help and advice pre and post-race days. On the day if assistance is required, please make yourself known to a member of our stewarding or security team and someone from Ffos Las Racecourse will come to your location, alternatively come to Racecourse reception. You can also email us at Info@ffoslas-racecourse.co.uk

9.0 LIFTS

We have one lift on site which is situated in the Grandstand building entrance connecting the Ground Floor of the Grandstand to the 1st Floor of the Grandstand.

10.0 VIEWING PLATFORMS

10.1 Parade Ring and Grandstand

Ffos Las Racecourse has specific areas available for looking into the parade ring and watching the racing in front of the Grandstand – this platform is managed by one of our stewarding team .

11.0 FIRST AID

On all race days we will have a medical team that can assist should they be required. If you need medical assistance and need to be seen by medical staff, please see one of our stewarding or security teams who will assist you and get you the help required.

If you have any medical requirements on the day, please ask a member of staff or if you have a medical condition that we need to be made aware of please email one of our Accessibility Liaison Officers who will then make any necessary arrangements.

11.1 Oxygen & Other Gasses

Please notify one of our Accessibility Liaison Officers via email if you are bringing any gasses such as oxygen onto site, we can then identify the location of these on the day. We please ask that this be kept on your person at all times.

11.2 Electrical Equipment

We ask that all electrical equipment is charged before coming onto the racecourse. However, if needed we will locate and help supply a source of power if needed – Please make sure chargers that may be needed 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 one of our Accessibility Liaison Officers via email.

12.0 Further Information

If you have any further questions or require any more information or would like to provide us with any feedback, please call on 01554 811092 or email at info@ffoslas-racecourse.co.uk

Thank you

Ffos Las Racecourse