

Live After Racing: Accessible Information

Newcastle Racecourse, High Gosforth Park, Newcastle Upon Tyne, NE3 5HP

www.newcastle-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): 0191 236 2020

Email: info@newcastle-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 0191 236 2020.

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@newcastle-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 racecourse office.

Site Information

The stage is positioned on a grassy surface which may be slightly uneven in parts. The accessible viewing area is located on a hard standing tarmacked surface.

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:

Ideally located in the North East of England. Follow brown and white tourist board signs bearing a horse and rider from the A1, A19 and main approach roads to Newcastle.

A taxi from Newcastle City Centre/Newcastle Central Station will cost approximately £10

There is a taxi drop off/pick up point located inside the main gates, close to the entrance to the racecourse and the site office. Please inform one of our stewards if you are physically less able and they will direct you to the closest point for the entrance.

By Bus:

Numbers 43 and 44 leave from Haymarket Bus Station in Newcastle City Centre every few minutes and arrive at a stop just outside the racecourse road entrance.

There is a free shuttle bus service on Friday and weekend race days that runs from Four Lane Ends & Regent Centre Metro Stations to the racecourse, beginning an hour and a half before racing running till the first race time, and then returns from the racecourse to the same metro stations directly after racing.

These shuttle busses are wheelchair accessible, however, please be aware that at busier times, space may be limited.

By Rail:

Newcastle Central Station is the closest main line station, and it's approximately 15 minutes and £10 to the racecourse by taxi. Regent Centre and Four Lane Ends Metro Stations are situated 2 miles from the racecourse and a shuttle bus operates on Friday and weekend race days.

The metro service is fully accessible with step free access throughout all stations. More information can be found on the following link <https://www.nexus.org.uk/metro/access-all>

Newcastle Central Station has step free access to all platforms.

For more information on facilities available at Newcastle train station, please visit

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

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 is an accessible toilet located behind the Grandstand, 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

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.newcastle-racecourse.co.uk/raceday-experience/food-and-drink/>

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.

If you have any concerns regarding bringing prescribed medication in to the event, 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.