

Your Horse Live Disabled Policy

Your Horse Live welcomes visits from people with disabilities to the event along with their assistance dogs and we take every precaution to ensure maximum safety and enjoyment for everyone.

There are no discounted rates for guests with disabilities. However, we recognise that depending on a person's ability some visitors may need to bring a companion, assistant or guide with them to maximise their enjoyment. This carer can claim for one discounted or complimentary carer's ticket when they are accompanying a registered disabled visitor with all the relevant approved proof of entitlement.

A person will be eligible for a carer's ticket if they are accompanying a registered disabled person that has one of the following proofs of entitlement:

- Letter from consultant/doctor detailing the name of the person, the condition and why they are eligible and in need of a carer.
- Letter/notice of entitlement for Personal Independent Payment (PIP)
- Copy/proof of DLA entitlement
- Letter/proof of Dept of Working Pension (DWP)

Any of these proofs of entitlement will need to be supported by photographic ID.

Carer's ticket prices and access:

Super Shopper – one carer goes free when accompanying a registered disabled visitor. This ticket gives access to all areas of the show apart from the BETA Arena.

Carers can collect their ticket from the 'Ticket Collect desks' which are clearly signposted at both entrances, next to the box office.

Please print and fill in this form, which you will need to provide at the Ticket Collect desk.

This will reduce your waiting time at the desk.

<http://c.ststat.net/content/sites/yourhorse/CarerApplicationForm.pdf>

Standard Ticket – one carer goes free when accompanying a registered disabled visitor. This ticket gives access to the show and performances within the BETA Arena. You may have to queue but we do place seats for registered disabled visitors to rest, if needed, when in the BETA arena queueing system. A wheelchair viewing platform is available for guests in wheelchairs but places on the wheelchair viewing platform are limited and offered on a first come, first served basis. Guests in wheelchairs may be accompanied by their carer on the wheelchair viewing platform, who will be provided with a seat beside the guest's wheelchair, where possible. **All visitors on the Standard ticket type will be asked to exit the BETA Arena after every performance and will need to queue again to see another performance.** There are no exceptions to this rule. If you wish to guarantee seeing all performances please purchase a Standard Plus or VIP ticket (see below)

Carers can collect their ticket from the 'Ticket Collect desks' which are clearly signposted at both entrances, next to the box office.

Please print and fill in this form, which you will need to provide at the Ticket Collect desk.

This will reduce your waiting time at the desk.

<http://c.ststat.net/content/sites/yourhorse/CarerApplicationForm.pdf>

Standard Plus Tickets – discounted rate for disabled adult plus one carer £50

This ticket gives access to the show and a reserved seat in the main arena for the morning or afternoon session of your choice to see all three performances.

Please pre-book these online <http://yourhorse.seetickets.com/event/standard-plus-ticket/stoneleigh-park-warwickshire/1089492> or call 0871 2305569 to ensure your seats are positioned together. If you require access to the wheelchair viewing platform, please book these tickets <http://yourhorse.seetickets.com/event/standard-plus-ticket/stoneleigh-park-warwickshire/1089492>, as space on the platform is limited (the carer's seat is next to the wheelchair, however if there is a large party with the guest in a wheelchair only one carer can sit within this area and the party will be split. We will of course, try to ensure the party is sat close to each other, but cannot guarantee it). If you require a reserved seat with space for your assistance dog, please call 0871 2305569 to book your ticket and ensure you are allocated one of the assistance dog friendly seats.

You will need to collect both of your tickets on the day from a 'Ticket Collect desk' which is clearly signposted at both entrances, next to the box office. Please ensure you have all your proof of entitlement as a registered disabled visitor and your booking number.

VIP – discounted rate for a disabled adult and one carer £130

The VIP disabled adult and one carer ticket will give you access to the show and all the VIP benefits. There is a lift up to the VIP lounge, which has access to a disabled toilet.

Please pre-book these online <http://yourhorse.seetickets.com/event/vip-ticket/stoneleigh-park-warwickshire/1089651> or call 0871 2305569 to ensure your seats are positioned together. If you require access to the wheelchair viewing platform, please book your tickets here <http://yourhorse.seetickets.com/event/vip-ticket/stoneleigh-park-warwickshire/1089651>, as space on the platform is limited (the carer's seat is next to the wheelchair). However, if there is a large party with the guest in a wheelchair only one carer can sit within this area and the party will be split. If you call to book your tickets by phone the operator will try to get you the best seats available closest to each other. If you require a reserved seat with space for your assistance dog, please call 0871 2305569 to book your ticket and ensure you are allocated one of the assistance dog friendly seats.

These tickets will be posted out approximately two weeks before the show. Last minute tickets purchased will be available for collection from the Ticket Collection desk. Please ensure you have all your proof of entitlement for the registered disabled visitor as you will be asked for this proof on entry to the VIP lounge.

Disabled Parking:

Is available on the main site for those visitors that have a valid blue badge on a first come, first served basis. Please follow the signs to the main entrance (postcode: CV8 2LG) and make sure your blue badge is on display. All vehicles will be checked to ensure the registered blue badge holder is in the vehicle, if they are not entry on site will be denied and you will be redirected to the public car parks.

Parking for visitors with limited mobility:

Designated disabled parking in limited and therefore we are only able to allocate these official parking places to those with blue badges.

As show organisers we appreciate that there may be visitors with temporary limited mobility and have the following options available:

- Head for Car Park 3 which is situated off the B4115.
- On entry to the car park inform the parking stewards you require parking close to the bus stop and they will direct you to the limited amount of spaces at the front of the car park.
- From here there is a short walk across the bridge where you can use the free shuttle bus to the show entrance.

If the above is insufficient and you feel that you need a disabled parking space, please obtain a note from your doctor advising us of your need for disabled parking. You can scan or take a photo of this and email it across to yourhorselive@bauermedia.co.uk along with your car registration, make, model and colour up until 5pm on 6 November 2017 and we will review your applications and advise you on how to access the event.

Points to note:

- The venue does not currently offer any mobility scooter hire services, we suggest you contact your GP, hospital or local mobility service to hire one if required
- If you require a hearing loop there is one available in the organiser's office
- The show is on concrete however there are some uneven areas with bumps and dips. Please be aware the show can get very busy at peak times.
- The shows may contain loud music and flashing lights.

Guests found to be misusing our disabled policy in any way or attempting to contradict any of the above terms and conditions will have their ticket revoked and may result in show access being denied for themselves and the rest of their party.