

# Accessibility 2 for 1

## Personal Assistant Admission

Should a registered disabled visitor need to bring a personal assistant, we offer a 2 for 1 Accessibility ticket, for both the visitor and their personal assistant to attend. 2 for 1 PA Tickets are only available on general admission and we do not offer these on hospitality packages or upgrades.

## How to Book a PA Ticket

Please do not purchase a general admission ticket, as this is a specific 2 for 1 Disability ticket, which is granted upon application and submission of the relevant documentation and proof of eligibility.

Our 2 for 1 PA tickets are available on the day from the Ticket Office for standard racedays only, with proof of eligibility. However, we recommend contacting the Racecourse in advance to book these.

For Feature Days & Concerts PA general admission tickets **MUST BE** prebooked at least 1 week prior to the event taking place. Please note that these tickets are limited and are bookable on a first come first served basis.

## Eligibility

Currently those who receive one of the following benefits are eligible to apply for a free personal assistant ticket:

- a) Disability Living Allowance (DLA);
- b) Attendance Allowance (AA);
- c) Personal Independence Payment (PIP); and
- d) Armed Forces Independence Payment (AFIP)

Additionally, people who are Registered Blind are also eligible.

## Proof of Eligibility to be Provided

To prove eligibility, you will need to provide the following in respect of one the benefits referred to above, as well as completing our Accessibility Form:

- a) A copy of the awarding letter from DWP or statement confirming receipt of the allowance; and
- b) Photo ID which matches the details of the recipient of the above

Alternatively, if you are a Registered Blind Person, then a photocopy of certification and matching photo ID is required.

Tickets may be purchased in advance by scanning/emailing/posting copy documents of the above to us at Chelmsford City Racecourse. Your tickets will be held for collection at the ticket office. We request that the disabled visitor accompanies the personal assistant when purchasing/collecting tickets.

Please note that a Blue Badge is not accepted as evidence of eligibility.

The personal assistant must be able to provide you with appropriate assistance which might include:

- a) Assisting you in moving around the racecourse;
- b) Helping you evacuate the racecourse in the event of an emergency;
- c) Accompanying and/or assisting you in using the racecourse's toilets;
- d) Assisting you in purchasing refreshments and food or using other services

Please note that the personal assistant admission policy does not apply to disabled persons under the age of 18. It is racecourse policy that all persons under the age of 18 must be accompanied at all times by a responsible adult who must purchase their own ticket. Therefore the disabled persons under the age of 18 would enter the racecourse free of charge.

## Queries

For any specific access requirements or queries, please contact the Racecourse directly on 01245 360 300 or email [info@chelmsfordcityracecourse.com](mailto:info@chelmsfordcityracecourse.com)