

# FONTWELL PARK

## RACING & EVENTS

### **Introduction**

We look forward to welcoming you to Fontwell Park Racecourse

Fontwell Park Racecourse aims to attract a wide range of visitors to all of its race meetings and events. It welcomes all disabled people in society and aims to provide the highest possible levels of access at all times.

Fontwell Park Racecourse has a range of properties and amenities and is continually working towards raising standards in visitor facilities and customer care. In order to achieve this, we constantly review all forms of access and strive to demonstrate best practice in the management of our properties, in the services we provide, and towards the people we employ.

Fontwell Park 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 will, wherever possible, assist in overcoming these restrictions. Training in disability awareness is being carried out in key areas within Fontwell Park Racecourse and will be a continuing process over the coming years.

Please find on the next page a site map with facilities included to help you find your way around.



## FINDING YOUR WAY AROUND

- |  |  |                          |   |
|--|--|--------------------------|---|
| 1 Main Entrance                                  | 6 Grandstand & Comedy of Errors Bar      | 10 Jockeys Weighing Room | <b>FACILITIES</b>   |
| 2 Stewards Room                                  | 7 Reception                              | 11 Paddock Enclosure     | + First Aid Point   |
| 3 Figure of 8 Bar                                | 8 Tecom Grandstand & National Spirit Bar | 12 Parade Ring           | ♿ Accessible Viewing Platform   |
| 4 Fontwell House<br>Owners & Trainers Facilities | 9 Grandstand & The Nickel Coin Bar       | 13 Jockeys Weighing Room | ♿ Wheelchair Access   |
| 5 Land & Power Grandstand                        |  | 14 Stable Canteen        | ♿ Public Lavatories<br>(Including Baby Changing<br>Facilities & Disabled Toilets) |
|  |  | 15 Stables               | ★ Emergency Gates   |
|  |  | 16 Winning Post          | i Information   |

fontwellpark.co.uk

**FONTWELL PARK**  
RACECOURSE

Free wifi: **\_Racecourse\_WiFi**

fontwellpark

@FontwellPark

FontwellParkRacecourse

## Pre-Arrival

### Buying Your Tickets

Tickets to Fontwell Park Racecourse can be purchased in advance via the racecourse website or via the telephone booking line.

Fontwell Park Racecourse's personal assistant ticket policy can be found [HERE](#).

### 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; <https://www.fontwellpark.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

### Booking tickets on the day

- Should you wish to purchase a ticket on the day, this can be done by visiting the ticketing window at the main entrance (next to the accessible parking). The same applies for personal assistant tickets being issued. There is no access required when visiting the ticketing window and remains at one level.
- Should you have any further queries or require further details please contact Maxine Gregory at [mgregory@fontwellpark.co.uk](mailto:mgregory@fontwellpark.co.uk)

## **Getting to Fontwell Park Racecourse: Car Parking and Arrival**

### Accessible Parking

Include details on your accessible parking (include pictures of the parking if possible):

- Accessible parking is located in the Main Car park and is located next to the ticket collection office and turnstiles. The entrance of the car park is off of Fontwell Avenue (What3Words – whistling.series.windows)
- The accessible parking bays are on grass and a parking steward will be available in directing you into the space on a raceday – (What3Words - crackles.chiefs.helpfully)
- Whilst ample accessible parking spaces are available, we welcome advanced warning so we can ensure that we manage your expectations. Please contact [info@fontwellpark.co.uk](mailto:info@fontwellpark.co.uk) or 01243
- The accessible parking spaces are located next to the Main entrance and the main walkway is hard surfaced and wheelchair user friendly.

### Public Transport

Fontwell Park Racecourse offers a shuttle bus for all race meetings (excluding Boxing Day) running to and from the racecourse and Barnham train station and is operated by Stagecoach. There is a £4.00 charge for a return service and is accessible to wheelchair users.

Alternatively, there is a local bus service route (Number 500) that operates from Littlehampton to Chichester with bus stop near the racecourse.

The racecourse drop-off area for taxi's is via the main Travelodge entrance off Fontwell Avenue. This is directly outside the main entrance/exit.

### Orientation Tours

Subject to prior arrangement, Fontwell Park Racecourse will allow disabled spectators access 15 minutes before the gates open to allow them and their carers to orientate themselves and familiarise themselves with the facilities. To organise this, please contact Maxine Gregory at [mgregory@fontwellpark.co.uk](mailto:mgregory@fontwellpark.co.uk)

## Main Entrance, Reception, Ticketing and Turnstiles Area

- To collect personal assistant tickets you will need to visit the Ticket collection window at the main entrance – What3Words – [invoices.blend.amuses](#)
- To approach to the window is step free and ALL guests will be subject to security checks including bags and wheelchairs.

Fontwell Park Racecourse offers raceday information in a number of different accessible formats which are available on request to meet our guests needs, these include (large print of our maps, TV screens, menus and tariffs).

## Venue Information

### Viewing Areas

- There are 2 accessible trackside viewing platforms – 1. located beyond the Nickle Coin Grandstand – What3Words – [trudges.dinner.happen](#)



- 2. Located on the trackside of the Premier Grandstand – What3Words – [submerged.toys.inserted](#)



- These are both accessible by hard standing and available to personal assistants as well.



## Public Toilets

Accessible toilets are situated at -

- Accessible toilets are located in the following positions -  
The ground floor of the Premier Grandstand



The first floor of the Premier Grandstand (Restaurant and Hospitality guests only)



The second floor of the Premier Grandstand (Restaurant and Hospitality guests only)



Beyond the Nickle Coin stand



- Toilets do not have RADAR keys
- All accessible toilets on site are right hand transfers.

## Lifts

- The Premier grandstand has 2 lifts at the reception entrance. These both have a maximum weight capacity of 1000 KG with an entrance height of 190cm and width of 89cm.  
The height inside the lift is 210cm, width 160cm and depth 138cm.



- The Tecom grandstand has 1 lift which has a maximum weight capacity of 630 KG or 8 people with an entrance height of 190cm  
The height inside the lift is 210cm, width 110cm and depth 140cm.



## Owners & Trainers Facility (Fontwell House)

- Fontwell House has two entrances, one at the top of the main steps and one to the lefthand side of the steps (pictured) which is an accessible entrance and exit.



- The facility also has an accessible toilet with an initial lefthand opening entrance door followed by a slide door which has a width of 79cm.



### Bars and Catering Outlets

- All our bars and catering outlets have large print menus. The Premier Grandstand and National Spirit bars are both accessible.

### Additional Information

- In the event of an emergency visual and audible provisions are in place to inform customer of evacuation. Staff are fully trained and available to provide assistance.
- Fontwell Park Racecourse welcomes assistance dogs, and has water bowls and a dedicated relieving area at the open grass area to the left of the Weighing room.
- If you require any additional assistance during your visit, please ask a member of staff

### Contact Details

For further details regarding the facilities at Fontwell Park please contact

Maxine Gregory  
Fontwell Park Racecourse, Fontwell, NR Arundel, West Sussex, BN18 0SY  
Telephone: 01243 543335  
Email: [mgregory@fontwellpark.co.uk](mailto:mgregory@fontwellpark.co.uk)