



Personal Assistant and Assistance Dogs Admission Policy

In accordance with our obligations to make reasonable adjustments for disabled people, the racecourse is pleased to provide free admission to an accompanying personal assistant in circumstances where a disabled person would otherwise be at a substantial disadvantage without the personal assistant. A ticket for complimentary personal assistant admission on event days is available on the terms below.

1. PERSONAL ASSISTANT ADMISSION

Providing that you purchase a valid admission ticket for yourself, you are entitled to apply for one complimentary admission ticket for the same event for the person who is accompanying you to assist you as a personal assistant. The personal assistant must be able to provide you with the appropriate assistance which might include:

- Assisting you in moving around the racecourse
- Helping you evacuate the racecourse in the event of an emergency
- Accompanying and/or assisting you in using the racecourse toilets
- 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 15 as it is the racecourse policy that all persons under the age of 15 must be accompanied at all times in any event by responsible adult who must purchase their own ticket.

2. PERSONAL ASSISTANCE TICKET CONDITIONS

The free admission ticket provided to your personal assistant will carry the same conditions as the admission ticket that you hold.

3. ELIGIBILITY

The eligibility criteria for complimentary personal assistant admission are regularly reviewed and the racecourse reserves the right to update them from time to time. Currently those who receive one of the following benefits are eligible to apply for a free personal assistant ticket –

- Disability Living Allowance (DLA)
- Attendance Allowance (AA)
- Personal Independence Payment (PIP)
- Armed Forces Independence Payment (AFIP)

Additionally people who are registered blind are also eligible.

Please note – in all cases, the racecourse reserves the right to decline to accept an application or to request additional evidence if, in the racecourse's view and discretion, there is reasonable doubt that the applicant would be at a substantial disadvantage in attending without the personal assistant given the accessibility facilities and services available at the racecourse.

4. PROOF OF ELIGIBILITY

To prove eligibility you will need to provide one of the following in respect of one of the benefits referred to previously –

- A copy of the awarding letter from DWP or statement confirming receipt of the allowance;
- A copy of the awarding letter confirming receipt of the Personal Independence Payment;
- A copy of the awarding letter confirming receipt of the Attendance Allowance;
- A specialist personal letter from the hospital to confirm that the person is in receipt of support services;

Please also include Photo ID which matches the details of the recipient above

Alternatively, if you are registered blind, a photocopy of certification and matching photo ID is required.

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

5. HOW DO I APPLY?

Applications (including all proof) are to be made in writing to the racecourse (addressed to Ticketing and Membership Executive) or email Sandown.Information@thejockeyclub.co.uk in advance of the event. Unfortunately, we are not able to guarantee complimentary entry for personal assistants on the day of an event.

The complimentary ticket may be held for collection on the day of the event at the ticket collection point, though we would prefer to ensure the tickets are posted out in advance of the event.

Please note – tickets arranged for the viewing platform at music nights may be accompanied by wristbands to guarantee access to the viewing platform. These wristbands must be worn at all times. Entry to the platform will not be permissible without the wristbands for both attendees.

6. ASSISTANCE DOGS

Assistance dogs are welcome to attend with their owners without additional charge subject to production of a valid identity document from Assistance Dogs UK or an equivalent international organization. A separate ticket is not required however owners should notify the racecourse in advance upon booking their event day tickets so that any necessary arrangements can be made.