



# **RIPON RACES**

*Yorkshire's Garden Racecourse*

## **Personal Assistant Ticket Terms & Conditions**

At Ripon Racecourse we are committed to providing all customers with the opportunity to enjoy a wonderful experience with each visit. Our access officer is Jennie Eyres who can be reached at [jennie.eyres@ripon-races.co.uk](mailto:jennie.eyres@ripon-races.co.uk) and is available to answer any questions you may have in advance about your raceday.

Should you require a personal assistant in order to visit the racecourse, you are entitled to apply for one complimentary admission ticket for a nominated individual. This needs to be for the same event as you have purchased and is only valid once you have purchased a valid admission ticket for yourself.

The personal assistant must be able to provide you with 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 assist you in using the racecourse's 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 aged 17 and under. 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.

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

## **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)
- Blue Badge
- Additionally, people who are Registered Blind are also eligible.

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

**How to apply**

Complimentary personal assistant tickets must be booked in advance by telephone on 01765350350. Once eligibility has been established, tickets will be emailed to you. Please have your proof of eligibility available on the day in case a member of staff needs to check it.