

Sandown Park

RACECOURSE

Sandown Park Racecourse Personal Assistant Ticket – Terms and Conditions

At Sandown Park Racecourse, we are committed to providing all customers with the opportunity to enjoy a wonderful experience with each visit. As such, 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 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 17 and under on our standard race meetings as their tickets are complimentary and it is a 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.

For our evening racing with Live Music events where child tickets are purchased, we will issue one complimentary personal assistant ticket attending with a child once proof of eligibility is received.

Complimentary personal assistant tickets are available for the General Admission (Grandstand and Premier) Enclosures. If an upgraded ticket is purchased, the complimentary personal assistant will be issued with the correct enclosure ticket and the upgrade difference will need to be paid for in advance.

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 that, in all cases, the racecourse reserves the right to nevertheless decline to accept an application 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.

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Required Supporting Documentation

When applying for your complimentary personal assistant ticket the following supporting documentation will be required in respect of one of the benefits referred to above:

- 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 a Registered Blind Person then a photocopy of certification and matching photo ID is required.

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

How to apply

Applications (including all proof) are to be made in writing to the racecourse via London.CustomerRelations@thejockeyclub.co.uk in advance of the event. Unfortunately, we are not able to guarantee complimentary entry for personal assistants on the day of the event.

Tickets arranged for the viewing platform at our Evening Racing and Live Music events may be accompanied by wristbands to guarantee access to the viewing platform. These wristbands should be worn at all times. Entry to the platform must be arranged in advance and will not be permissible without the wristbands for both attendees.

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 organisation. A separate ticket is not required however owners should notify the racecourse in advance upon booking their event tickets so that any necessary arrangements can be made.

Assistance Dogs must be kept on leads at all times and we strongly encourage the use of an identifying harness to assist our teams in ensuring you are not challenged throughout the event.