

**Personal Assistant Ticket Terms & Conditions**

At Beverley Racecourse, we are committed to providing all customers with the opportunity to enjoy a wonderful experience with each visit. Our access officer is Fiona Witty who can be reached on fiona@beverley-racecourse.co.uk and is available to answer any questions you may have in advance about your raceday.

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 will need to be in the form of a Disabled Visitor and Personal Assistant ticket that will need to purchased.

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 18 and under as it is racecourse policy that all persons under the age of 18 must be accompanied at all times in any event 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)

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.

**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;
* 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.

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

**How to apply**

Complimentary Disabled Visitor and Personal Assistant tickets may be ordered online ([www.beverley-racecourse.co.uk](http://www.beverley-racecourse.co.uk)) or by calling 01482 867488. You will need to select “Disabled Visitor and Personal Assistant” ticket option. Choosing this type of ticket covers you and your personal assistant. Your tickets will then be emailed to you as e-tickets and must be produced on arrival at the racecourse. Proof of your disability will be required, as outlined above for eligibility to be shown on arrival.

This type of ticket can be purchased on the gate but proof of your disability will still be required and this would be subject to availability.