



ROYAL ASCOT

STAFF INFORMATION & SAFETY HANDBOOK

2017



MAPS

ACCESSIBILITY

INTRODUCTION & CHECKLIST

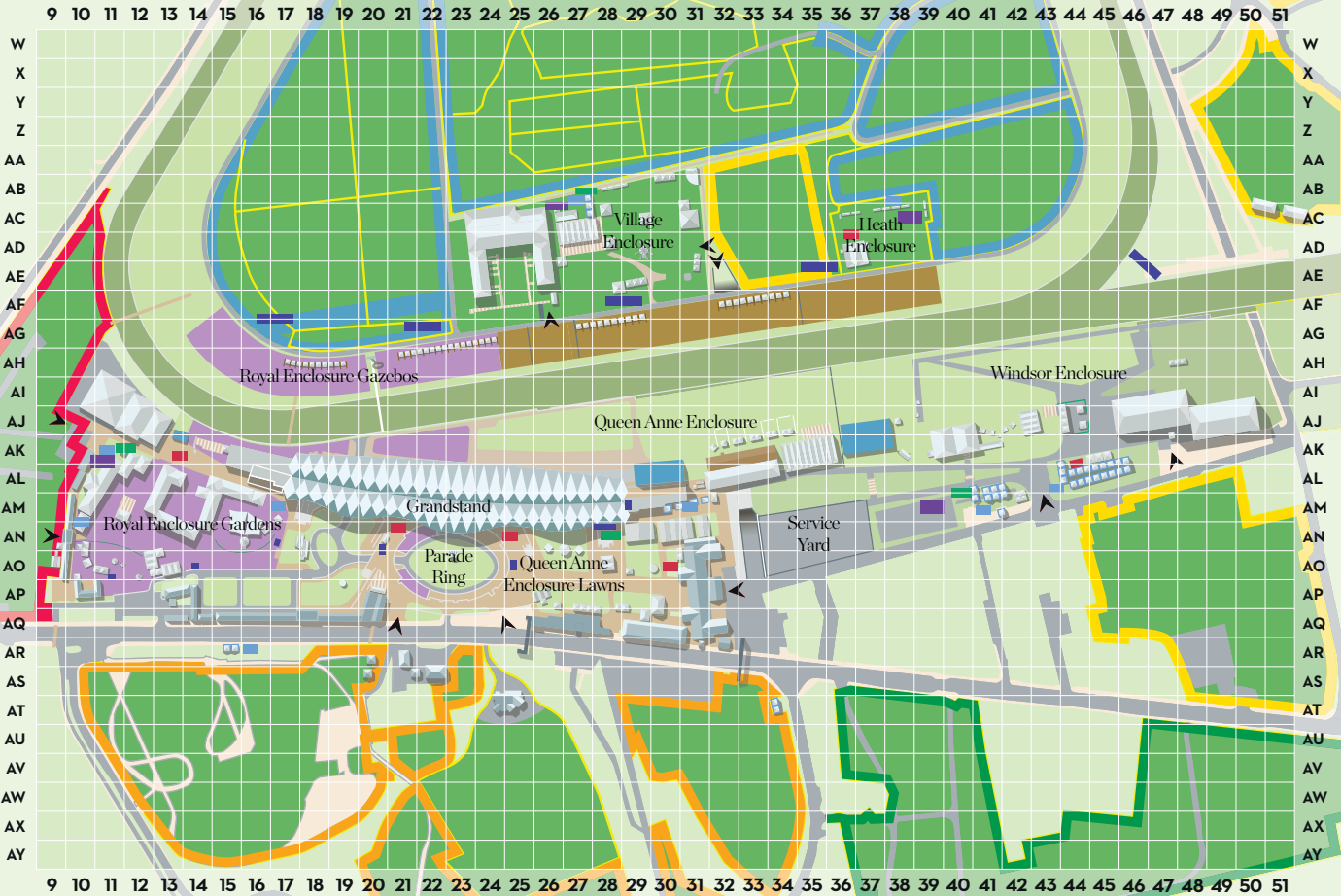
EMERGENCY PROCEDURES

GENERAL INFORMATION

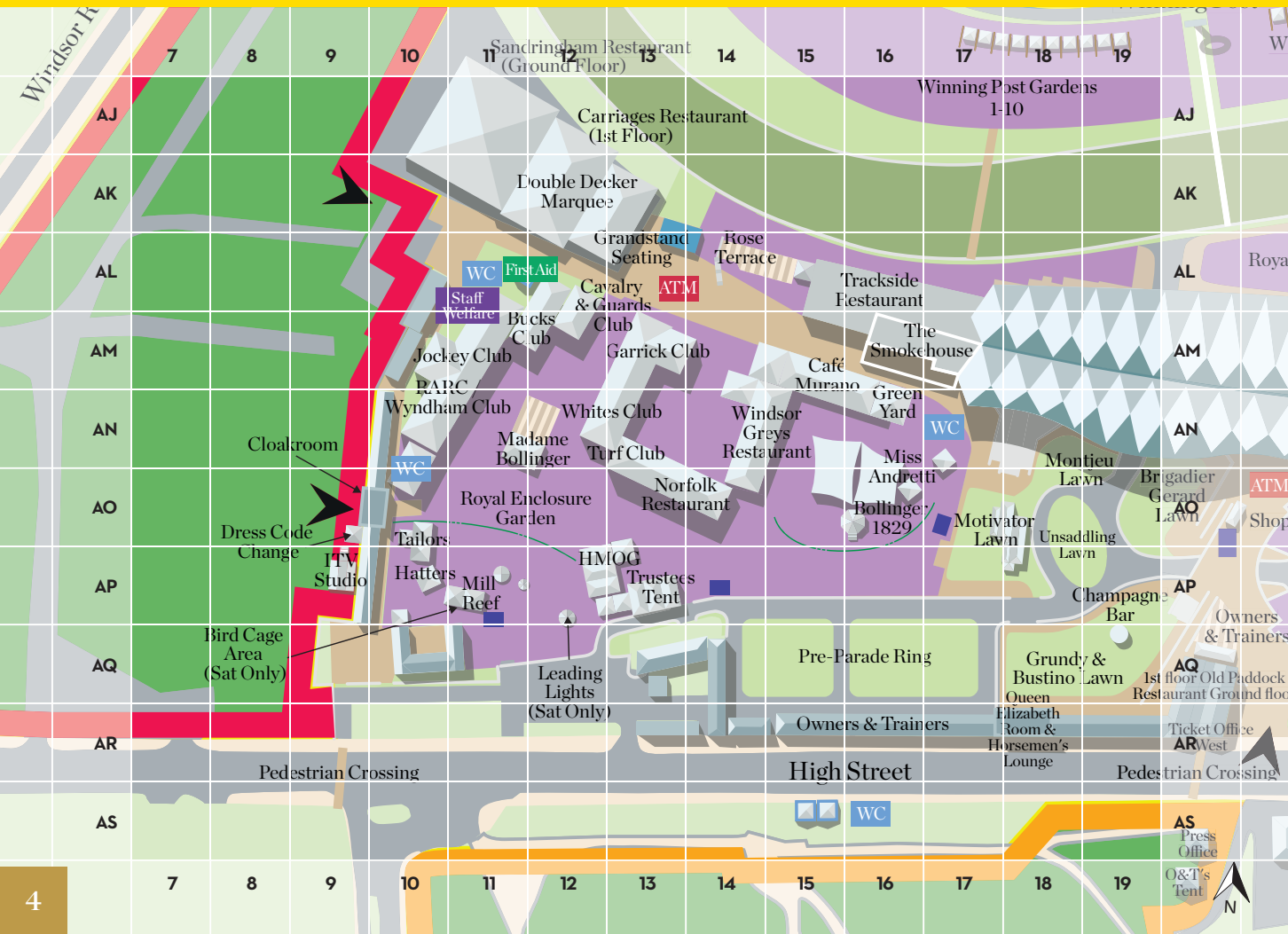
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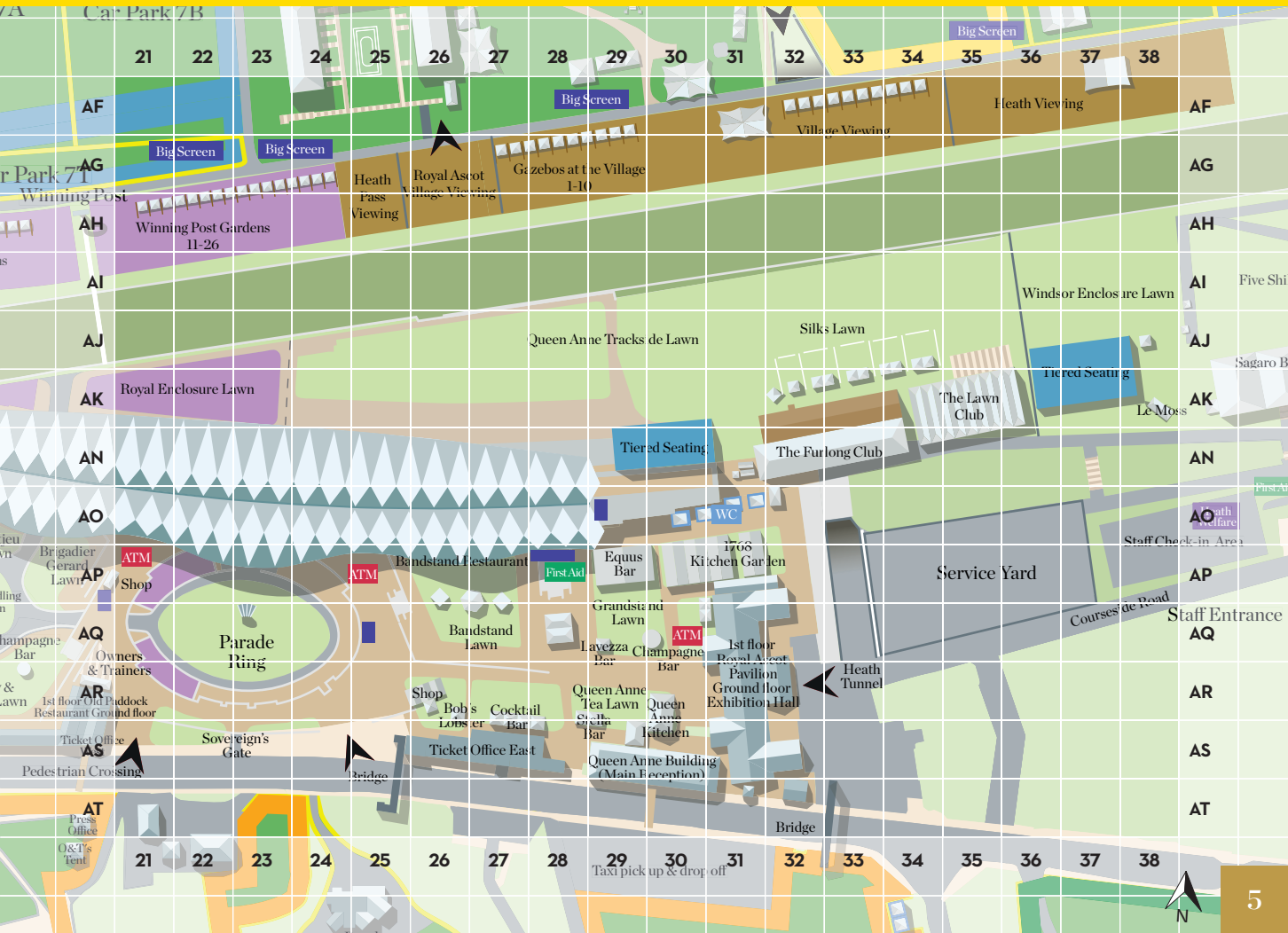
GRID REFERENCE MAP



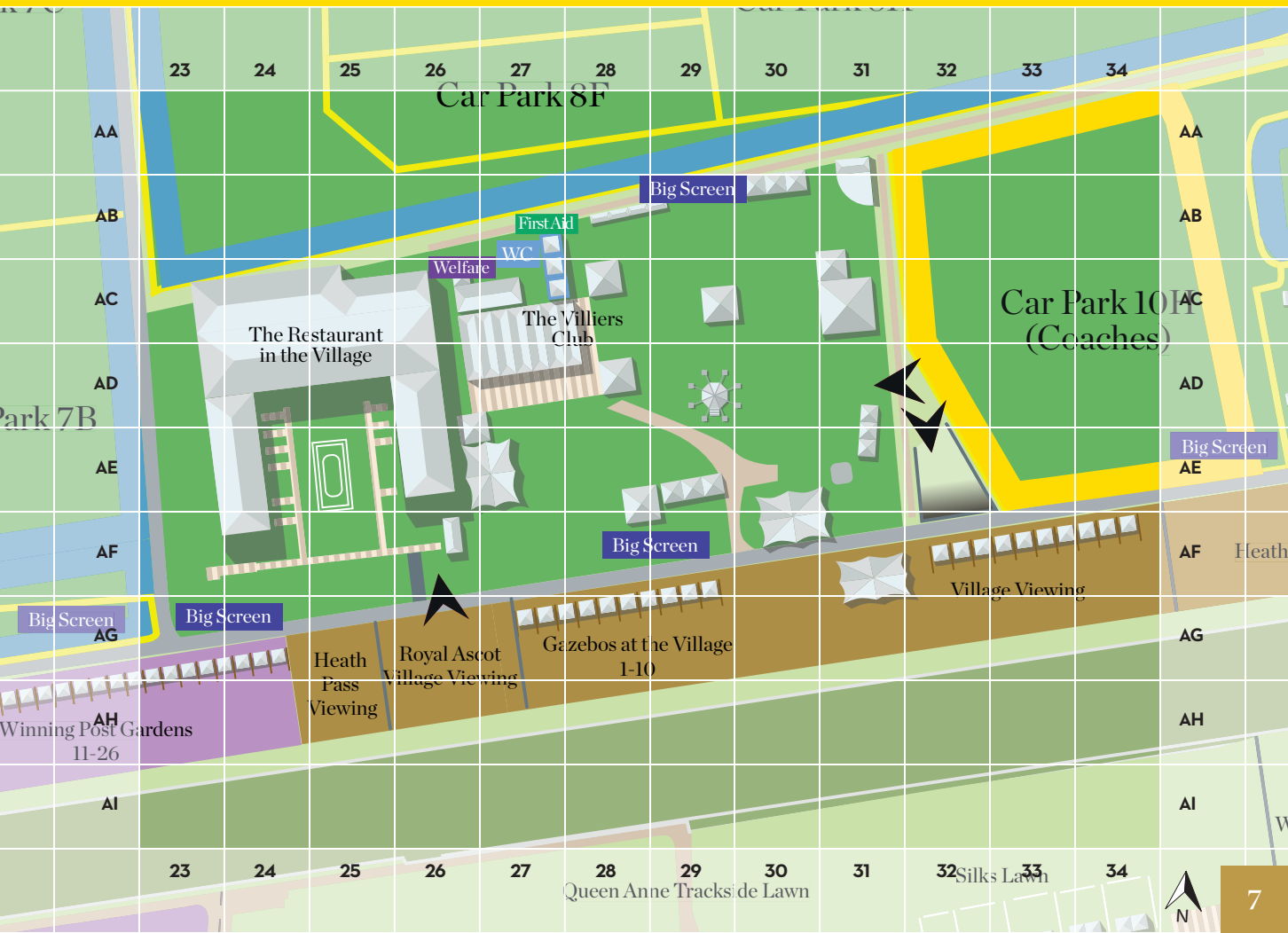
ROYAL ENCLOSURE GARDENS MAP



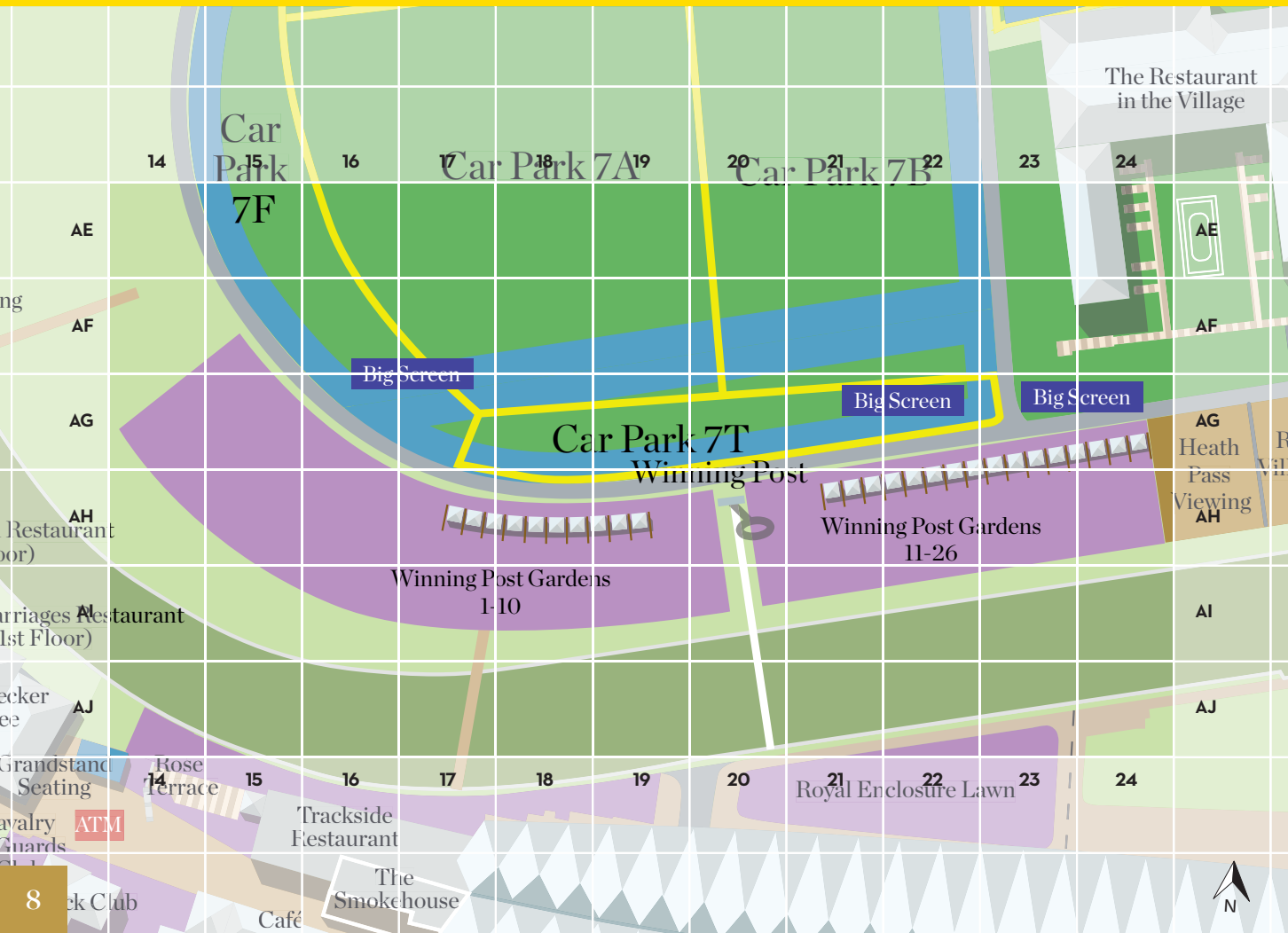
QUEEN ANNE ENCLOSURE & LAWN MAP



VILLAGE ENCLOSURE & GAZEBOS MAP



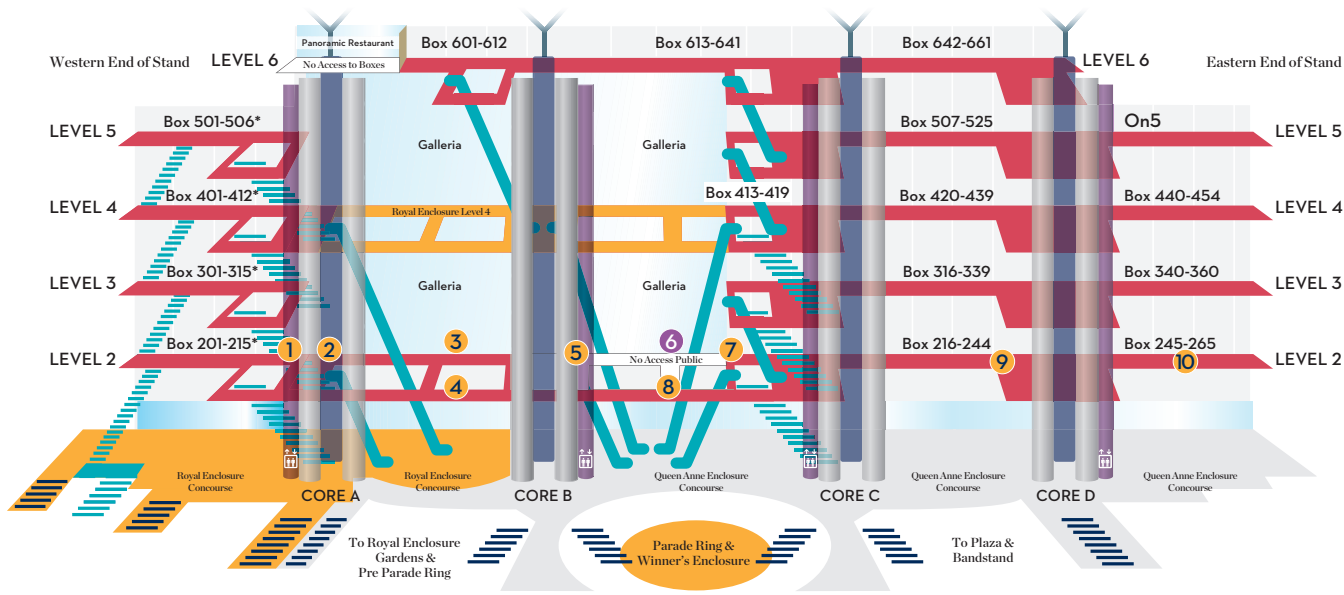
ROYAL ENCLOSURE GAZEBOS MAP



HEATH ENCLOSURE MAP



GRANDSTAND PLAN





- ① Windsor Forest Restaurant
- ② Press Room
- ③ RARC North
- ④ RARC South
- ⑤ Ascot Authority (AA) Box
- ⑥ The Royal Box
- ⑦ King George VI Box
- ⑧ Parade Ring Restaurant
- ⑨ Sponsors Box
- ⑩ Iron Stand Box

*Boxes 201 – 215, 301 – 315, 401 – 412 and 501 – 506 must use the lifts at Core 1 to access these boxes

VEHICLE TRANSFER / MOBILITY MAP

Routes	Stops
Orange	Holloways Bridge Bus Stop to Heath Tunnel
Red	Kennel Gate Bus Stop to 7-1 Crossing
White	All Heath Stops
Purple	Coach Park 10, Holloways Bridge Bus Stop, Heath Tunnel Bus Stop & Windsor Enclosure Stop

 **PEDESTRIAN ROUTE**
 Guests should follow the flagged pedestrian routes from the car parks, to the enclosures.

 **WHEELCHAIR HIRE**
 Wheelchair collection and drop off point.

Heath Shuttle
 (General use)
 Operates on orange, red & white routes from 10:00 - 15:00 & 16:30 - 21:00

Accessibility Shuttle
 (Disabled use)
 Operates on white & purple routes from 10:00 - 15:00 & 16:30 - 21:00
 Vehicles will be available to transport guests who need the aid of accessibility equipment, such as wheelchairs. Priority will also be given to those who are less mobile.

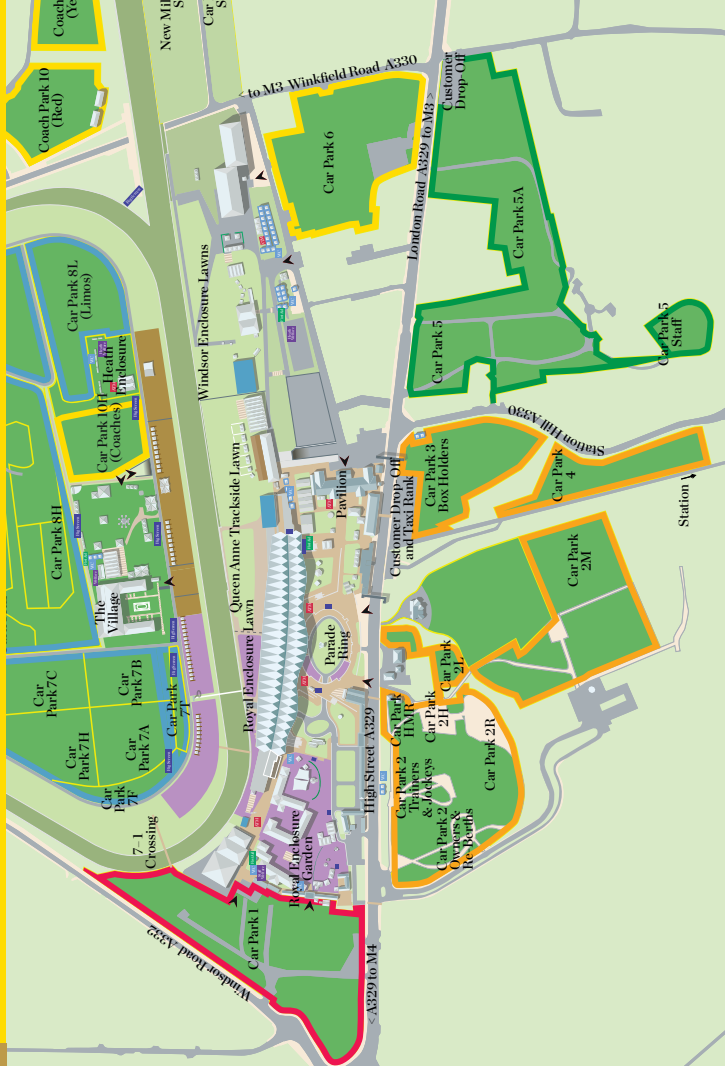


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HEATH AND CAR PARKING MAP



CAR PARKING GUIDE



ACCESSIBILITY

Ascot Racecourse aims to provide an accessible environment for all our racegoers, including the elderly, people with disabilities and those with young children.

Where possible, Ascot Racecourse is happy to make special arrangements and to assist with any queries, both in advance and on a raceday. If you have any accessible issues you need assistance with, contact your supervisor.

Disabilities cannot always be obvious or visible, such as, prosthetic limbs, catheters and mental health problems etc. It is the role of an Ascot steward to accommodate and facilitate those who require the use of accessible facilities. As a steward of Ascot Racecourse, it is not up to you to determine if a customer is disabled or not. You should not question a member of the public's validity as a person with a disability. If a situation arises which raises suspicion, then raise the issue with your supervisor **after** allowing access.

FORWARD PARKING

Blue Badge holders are given forward parking in the car parks, free of charge. These parking areas are subject to capacity on the day and provide closer proximity to the racecourse entrances.

ENTRY TO THE RACECOURSE

All entrances can accommodate guests needing accessibility access. Once inside the racecourse, access to areas above ground level is available via ramps and/or lifts.

CARER

Should a disabled visitor need to bring a carer, the carer will be admitted free of charge. Tickets for carers are available on the day from any ticket office, and we request that the disabled visitor accompanies the carer when collecting the ticket.

WHEELCHAIR HIRE

A number of manual wheelchairs are available for hire on the day, subject to availability. Wheelchair hire is free of charge with a fully refundable deposit of £30 cash on the day.

Wheelchairs are located in Ticket Office East on the High Street. Please also refer to the mobility pull out map on page 11 for wheelchair locations on the Heath and Windsor Enclosure.

ACCESSIBLE TOILET FACILITIES

Within the Grandstand, there are a number of disabled toilets on each level. The toilets by each main core can be accessed using a radar key. Other locations include the Pavilion and the Old Paddock.

AUDITORY ASSISTANCE

Individual induction loops are available to hire at the Main Reception, for use within and around the main Grandstand only. Induction loop hire is free of charge, with a fully refundable deposit of £50 cash on the day.

VIEWING AREAS

There are dedicated disabled viewing areas in each of the enclosures. Due to limited availability we would ask that only one person or carer accompanies a racegoer using these areas.

ROYAL ENCLOSURE

There are viewing areas on the balcony on Level 4 through the following doors, 2 /4 /6 /8 /10 /12.

There is a raised ramp on the Royal Enclosure Lawn and there are also designated viewing areas on the Concourse Level, at aisles 2/3 and 20/21, looking out onto the track above the steppings.

QUEEN ANNE ENCLOSURE

There is a raised viewing ramp on the Queen Anne Enclosure lawn. There is a designated viewing area on Concourse Level at aisles 38/39 looking out onto the track above the steppings.

PARADE RING

There is accessible viewing at the North East and North West sides of the Parade Ring on Concourse level.

BOXES AND SUITES

There are viewing areas suitable for wheelchairs on the balconies of all boxes and private suites.

INTRODUCTION

As a representative at Ascot Racecourse Ltd (ARL) you have three very valuable roles to uphold on a consistent basis:

- 1 Ensure that the customers at Ascot Racecourse have an enjoyable day by aiding them with any questions they may have.
- 2 Ensure that the customers are kept safe by identifying potential safety issues as well as directing them out of the building in an evacuation.
- 3 Ensure that you understand 'The Ascot Way', whether it's opening the doors for customers, greeting them with 'Sir' or 'Madam' or going that extra mile to help a customer have the most original, elegant and uplifting experience at Ascot Racecourse.

IT MEANS MORE AT ASCOT

Our brand positioning is the space we want to occupy in guests' minds. It helps people understand what is different about Ascot, creating positive meaning and goodwill amongst all our colleagues and guests.

Built on a single-minded insight - **that it means more at Ascot** - our brand will help make sure we always deliver the very best experience - recognising our rich Royal heritage and leadership position in the industry.

The brand promise sits at the heart of everything we do. It is a shorthand for our brand and a distillation of our positioning into a simple, memorable phrase.

It defines what we strive to deliver for colleagues, guests & partners every time we engage or interact with them. This is our brand promise.

RAISE THE STANDARD

CODE OF CONDUCT & CUSTOMER CARE

- You are not permitted to drink alcohol onsite or appear intoxicated.
- Do not use bad language around the racecourse.
- Any member of staff has the right to defend themselves, another person or property through the use of physical force, only if the force used is **NECESSARY & PROPORTIONATE**. If any injury occurs to yourself or to a member of the public, you must report this to the Supervisor or control at once. You may be required to give a full report to the police.

Section 3 Criminal Law Act 1967:

“A person may use such force as is reasonable in the circumstances in the prevention of crime, or in effecting or assisting in the lawful arrest of offenders or suspected offenders or of persons unlawfully at large.”

- Anyone found accepting money from people to gain entrance to the racecourse or to exclusive areas will be dismissed immediately. Passing tickets/wristbands or using a staff pass in a fraudulent fashion will be not tolerated, and disciplinary action will be taken.
- Do not smoke or chew gum whilst on duty.
- Do not bet whilst on duty.
- Do not wear sunglasses unless you have a medical condition, approved by your manager.

- Don't say the following in front of customers:

Fire, Bomb or Riot.

Use Fire = Code 2, Bomb = Code 1, Riot = Code 5

- Please keep your jacket on and done up unless you are advised otherwise.
- Before the gates open for each raceday, check your appearance:

- Are you wearing your correct uniform?
- Do you have your hat on?
- Are your shoes polished?
- Are you clean shaven?
- Is long hair tied back neatly?
- Are you acting as a role model and delivering 'The Ascot Way'?

- You must not accept responsibility for any items of property belonging to a member of the public. If you find any item of lost property please hand it in to Main Reception.

CHECKLIST

Before the gates open every raceday, please check that your area is ready for our visitors. The checklist below covers our legal and customer service obligations:

SAFETY OBLIGATION:

- Check fire exits and evacuation routes are clear of any obstructions.
- Check all the fire extinguishers are in their correct places.

- Using the maps on the previous pages, remind yourself which grid reference you are positioned in or what your nearest bar or restaurant is. If you are in the Grandstand, identify your location by the level you are on and the nearest core.
- Remind yourself of the emergency procedures on pages 25 – 35 of this handbook.
- At all times check there are no unattended bags in your area and report to Control any suspicious bags.

CUSTOMER SERVICE OBLIGATION:

- Check which badges are permitted into your area.
- Make sure you read the Raceday Timetable for up to date information.

Familiarise yourself with your area, do you know where all of these are located?

- | | |
|--------------------|-------------------------|
| ✓ ATM | ✓ Evacuation point |
| ✓ Baby changing | ✓ Fire extinguishers |
| ✓ Bookmakers | ✓ Fire safety equipment |
| ✓ Call point | ✓ Left luggage |
| ✓ Cloakroom | ✓ Parade Ring |
| ✓ Disabled toilet | ✓ Race card kiosk |
| ✓ Emergency phone | ✓ Toilets |
| ✓ Evacuation chair | ✓ Tote |

RAISE THE STANDARD



THE ASCOT WAY

ELEGANT ♦ UPLIFTING ♦ ORIGINAL

ELEGANT

Take care of the detail

Take personal responsibility
Anticipate the need of others



RAISE THE STANDARD



THE ASCOT WAY

ELEGANT ♦ UPLIFTING ♦ ORIGINAL

UPLIFTING

Make every moment delightful

Upbeat, positive and energetic

Friendly guest focused



RAISE THE STANDARD



THE ASCOT WAY

ELEGANT ♦ UPLIFTING ♦ ORIGINAL

ORIGINAL

Lead the way

Offer solutions to problems

Suggest new ideas



GRID REFERENCE MAP AND EVACUATION POINTS (EP)

On the inside of the front cover you will see a plan of the site with grid referencing. If there is an incident use this map to identify its location. If you are inside the Grandstand, use the nearest core and level number to identify to Control where you are. e.g Level 2 Core C.

EMERGENCY CODES

To avoid alarming visitors and others, always refer to each problem by its code (listed below).

CODE 1 Suspicious Object
(Only a supervisor or control can call in a code 1. prior to that, it is an unattended item)



CODE 2 Fire



CODE 3 Medical Emergency
CODE 3D Medical Emergency
(Patient may be intoxicated)



CODE 4 Disturbance



CODE 5 Crowd Management Problem



Please refer to **Radios** on page 71 for advice on how to efficiently use your radio.

- Radio Control or telephone 3333 from an internal phone or 01344 878499 from an external phone.
- Ensure that you pass on clear and detailed information using the grid reference map or your nearest Evacuation Point (EP).
- Once Control has been contacted hold this book up, showing its bright inside cover and Control will guide the emergency response to you.
- If necessary, send another staff member to a key location to meet the teams and bring them to you.
- Ensure someone with a radio stays at the incident at all times.

CODE 1: SUSPICIOUS OBJECT

Please note: Only Control can identify something as a “suspicious object” until that point it is an “unattended item”.

HOW TO RESPOND:

- ✘ DO NOT touch it.
- ✘ DO NOT use a radio or phone within 20 m of it.
- ✔ Try to quickly establish who it belongs to.
- ✔ Contact your supervisor immediately.

If you are told of a CODE 1, search your area of responsibility and pass on any relevant information.

If you receive a bomb threat, stay calm and do not hang up the phone. Take as much detail down as possible from the caller. See page 48 for more details on what to do if you receive a call.

CODE 2: FIRE

HOW TO RESPOND:

- ✓ Activate the alarm by breaking the glass on the nearest call point.
- ✓ Contact Control either via your radio, via your Supervisor or alternately via the fire refuge intercom located in each passenger lift.
- ✓ Clear the local area if a fire is discovered.
- ✓ Only fight the fire if it is safe to do so, using the appropriate extinguisher.



WATER



POWDER



FOAM



CARBON
DIOXIDE (CO₂)

For wood, paper,
textile and solid
material fires

DO NOT USE on
liquid, electrical
or metal fires

For liquid and
electrical fires

DO NOT USE on
metal fires

For use on
liquid fires

DO NOT USE
on electrical or
metal fires

For liquid and
electrical fires

DO NOT USE on
metal fires

- ✗ If you have not been trained in fire fighting do not attempt to do so.

ON HEARING A FIRE ALARM OR A POSSIBLE CODE 2 WARNING OVER THE RADIO:

- ✓ Quickly and calmly check your area for signs of fire. Sensors are set in voids and ceilings, so look ALL around for symptoms of fire that could have activated the sensor.
- ✓ Double-check that all emergency doors and gates are unlocked, closed and free from obstruction. Some emergency doors in the buildings are held open by a magnet, to close the doors manually press the button next to the magnet.
- ✓ Await further instructions.
- ✓ Once the all clear is given ensure that all emergency doors are back to the open position.

CODE 3: MEDICAL EMERGENCY**CODE 3D: MEDICAL EMERGENCY
(PATIENT MAY BE INTOXICATED)****HOW TO RESPOND:**

- ✓ If the casualty is able, direct them to the First Aid Post located at Core D, lawn level.
- ✓ If you need assistance, contact Control either via your radio, an emergency phone or a Supervisor.
- ✓ Give as much detail as possible, including: sex and age of the casualty? Are they responsive or unconscious? Are they bleeding? Where is their pain?
- ✓ Remember to quote your grid reference or RVP and hold up the inside of this book.
- ✓ Stay with the casualty and keep hold of a radio or person with a radio so Control can stay in communication.

“CALL SIGN:**CODE 3:****LOCATION:****DETAILS:****PREFERRED COURSE OF ACTION TO FOLLOW.”**

CODE 4: DISTURBANCE

HOW TO RESPOND:

- ✓ If you are unable to resolve a situation, contact your Supervisor (stating your grid reference or RVP).
- ✓ You may be asked to make a statement to the police about what happened.

“CALL SIGN: CODE 4: LOCATION: DETAILS: PREFERRED COURSE OF ACTION TO FOLLOW.”

CODE 5: CROWD MANAGEMENT PROBLEM

HOW TO RESPOND:

- ✓ At certain times during the day ‘pinch points’ do occur at popular locations, usually just before a race commences. Look out for signs of distress and crowds not moving.

“CALL SIGN: CODE 5: LOCATION: DETAILS: PREFERRED COURSE OF ACTION TO FOLLOW.”

DO NOT TRY TO FIX THE PROBLEM YOURSELF.

EVACUATION PROCEDURES

Should you hear this warning on the public address system:

“WILL MR RICHARD RODRIGUEZ PLEASE
REPORT TO THE CONTROL ROOM”

PREPARE FOR A POSSIBLE EVACUATION.

This signals a 5 minute **PREPARATION TIME** to brief your teams for an evacuation, identify those customers who may need help and to make any special preparations.

DO NOT evacuate until you are told to do so, unless there is clear and immediate danger.

If an evacuation is ordered the following message will be announced:

“THIS AREA IS BEING EVACUATED
PLEASE LEAVE BY THE NEAREST EXIT”

LISTEN FOR INSTRUCTIONS FROM CONTROL ON YOUR RADIO, OVER THE PA AND ON THE TELEVISIONS. AT THIS POINT PUT ON YOUR HIGH-VIZ VEST.

- Ensure that your area is cleared of all staff and visitors, asking them to take their belongings with them. Check all areas.

- Switch off any machinery and collect up monies, in accordance with your procedures.
- Leave your area, closing the doors behind you and follow Stewards and your manager's instructions. In the event of an evacuation for a suspect object, do not lock doors.
- Follow directions from Control or, if safe to do so, assemble at your agreed staff assembly point.
- **DO NOT use lifts in case of fire.**
- **DO NOT return to the building.**

If the threat of an evacuation recedes the following message will be broadcast:

**“MR RODRIGUEZ IS NO LONGER
REQUIRED”**

If an evacuation takes place and it is deemed safe to return, the following message will be broadcast:

**“THANK YOU FOR YOUR CO-OPERATION
YOU MAY RETURN TO THE BUILDING”**

On being given the all clear, return to your area as quickly as possible.

LIFT OPERATIONS

- In the case of an evacuation, all lifts will go to Lawn Level or the alternate setting of the Concourse.
- Lawn Level fire lift stewards will take control of the lifts and travel up the building to retrieve any disabled guests held in refuge areas.

ESCALATORS

- If there is an incident or overcrowding etc, the **RED** button at the top and bottom of each escalator can be pressed to bring the escalator to a standstill.
- In the event of an evacuation, escalators can be used, if it is safe to do so and Control have agreed to it.

EVACUATION POINTS

The Safety Officer will inform stewards of where the evacuation point will be via the radio. Please see evacuation points on the yellow evacuation sheet.

ON-COURSE EVACUATION POINTS

EP	LOCATION (WEST TO EAST)	GRID REF
1	Old Paddock Lawns/ Royal Enclosure Gardens	AN 10
3	Grundy and Bustino Lawn	AR 18
4	Parade Ring Steppings	AR 23
5	Queen Anne Lawn	AS 29
6	Windsor Enclosure Wet Weather Cover	AJ 46
7	Windsor Enclosure West Trackside	AH 35
8	Queen Anne Enclosure Trackside Lawn	AJ 32
9	Royal Enclosure Trackside Lawn	AK 23
10	Heath Enclosure	AE 30
11	Heath Apex	AC 43
12	7 - 1 Crossing (Jumps Course)	AH 14

**ABOVE ALL—FOLLOW INSTRUCTIONS
FROM CONTROL**

EVACUATING THE DISABLED

Evacuate disabled guests when the warning for a possible evacuation is given.

A disabled refuge is available in each core to hold disabled guests until it is safe to move them. There is an intercom to Control, to report your location and numbers. Once safe to do so, those placed in refuges will be evacuated by stewards and QRF teams with evac chair training if a chair is required or if they cannot be moved via the lift.

ACCESSIBLE FACILITIES

See Accessibility section, pages 15 – 17.

ACCREDITATION AND RACECOURSE ENTRY

Anyone wishing to enter the racecourse before gates opening, must have working accreditation or be pre-authorised to do so. Staff can gain access through the following entrances: Turnstiles West, Pavilion Staff Entrance, Broadcasters Gate and Windsor Enclosure Gate. Early guests' can only access through Box Holders Entrance.

Every person who enters the racecourse needs to have a badge, wristlet, ticket or laminate. To find out which badge allows the visitor to access which area, please see the **badges section on page 39** of this handbook.

Staff should wear Ascot photographic laminates or a wristlet for access around the site. Corporate identification is not a recognised form of accreditation.

Those wearing a wristlet or a laminate whilst obviously not on duty, should be challenged or reported to your Supervisor or a member of the Operations Department.

PRESS ACCREDITATION

If you receive any enquires regarding access for media/press, please direct them to the Press Office in car park 2, or the Corporate & Racing Communications Manager Ashley Morton-Hunte on 07803 007997.

Refer to press accreditation within the BADGE section on page 46.

ADMISSION AND EJECTION

Ascot Racecourse Ltd (ARL) reserves the right to refuse entry or to eject any persons from the racecourse.

ARL operates a strict behavioural management plan. Any guests considered to be behaving badly, or creating a negative impact on those around them, will be instructed by a senior or qualified member of staff, that they must stop their inappropriate behavior and that if spoken to again, they will be asked to leave the racecourse.

Control must be kept informed of all behavioural management issues.

AED MACHINE (automated external defibrillator)

An AED machine is based in the Box Holders reception. This machine should only be used in an emergency, any medical assistance must be requested via control first in any instance.

ALCOHOL

The appropriate alcohol allowance is only to be allowed into the Windsor Enclosure & Heath Enclosure.

The gazebos along the track, can bring in as much alcohol as they wish.

The ONLY alcohol allowed to be brought into these enclosures/areas, is either a bottle champagne, or a bottle of sparkling wine, per person. This MUST be accompanied with a substantial picnic however.

- No Beer, cider, perry, spirits, wine, fortified wine, liqueurs are allowed onto site.
- No glass other than Champagne bottles are permitted to be served over the bar in all Queen Anne Enclosure areas.
- No glassware is allowed onto the Parade Ring steps.

Drinks are permitted to move forward onto the trackside lawns but only in plastic containers.

PICNIC POLICY

See page 67 for further information.

NON-ADMISSION TO INTOXICATED CUSTOMERS

If you deem that a customer, who is approaching an entrance, is intoxicated, please stop them from gaining entry and alert your Supervisor/Control. The decision on entry, will then be left to the Supervisor and Control.

If they are deemed too intoxicated, the guest will have their ticket removed from them and they will be asked to return to the Supervisor at a later stage in the day, in a more sober state.

On the guests' return, It is then up to the Supervisor/Control to determine whether the customer is sober enough to enter the racecourse at this later stage.

THE WINDSOR ENCLOSURE AND HEATH ONLY

Alcohol can only be brought in with a substantial picnic carried in a picnic hamper or cool box and it is limited to one bottle of sparkling wine or champagne per person.

No other type of alcohol will be permitted in the racecourse.

Refer to "picnics" on page 67 for more information.

All bottles must have the seals intact and any bottles of alcohol, non-alcoholic drinks or water that have been opened will be confiscated at the entrances.

Alcohol can be only be deposited at the left luggage point at the Windsor Enclosure entrance. Alcohol can be collected when guests are leaving the racecourse.

Please ensure alcohol is brought in at the same time as the picnic to ensure allocation is monitored.

Picnics may not be bought on-site on a pass out.

ALTERNATIVE SPORT

Screens showing other big sporting events happening that day can be found on the Concourse at Core A, B and C, on Level 4 the Brown Jack and Horsewalk bars.

Check the timetable for what is being shown and on which screen.

ATM

See “Cash Point Machines” on page 49.

BABY CHANGING AND FEEDING FACILITIES

Unfortunately there is no baby feeding facility at Royal Ascot. The Royal Enclosure Gardens does not have any changing facilities. Baby Changing facilities can be found within most Grandstand toilets.

BADGES

All badges below are day specific and do not allow entry to the racecourse unless otherwise stated. If you are in any doubt as to which badge allows access to which areas, please check your badge board. Below are the different colours for each day and the weekly pass.

Tuesday
2017

Wednesday
2017

Thursday
2017

Tuesday,
Wednesday
and Thursday
2017

Friday
2017

Saturday
2017

Weekly pass
2017

No transfer for Royal Enclosure or Queen Anne Enclosure customers into Windsor Enclosure and Village Enclosure.



Access All Areas

Allows access to all areas including the Royal Enclosure Gardens and the Royal Box. There are no restrictions to this badge.



Allows entry to the racecourse



Armed Forces Bar

This badge is only valid for Friday 23rd June 2017 and is located in the Exhibition Hall (ground floor of the Pavilion Building).

X **Doesn't allow entry into the racecourse. Must be accompanied with a QAE ticket.**



Ascot Authority

Allows access to the Ascot Authority Box, and Level 2 viewing balcony.

X **Doesn't allow entry into the racecourse. Must be accompanied with a RE Badge.**



Bird Cage

Bird Cage Garden in Royal Enclosure Gardens (**Saturday only**).

X **Doesn't allow entry into the racecourse. Must be accompanied with a RE Badge.**



Box Badge

Allows access to the box number displayed on the badge.

X **Doesn't allow entry into the racecourse. Must be accompanied with a QAE or box ticket.**



Bookmakers Badge

Permits the badge holder to trade on their pitch in either the Queen Anne, Windsor, Village or Heath Enclosures.

X **Doesn't allow entry into the racecourse. Must be accompanied with a QAE ticket or WE Ticket.**



Bookmaker's Assistants

Permits the badge holder to trade on their pitch in either the Queen Anne, Windsor, Village or Heath Enclosures.

X **Doesn't allow entry into the racecourse. Must be accompanied with a QAE ticket or WE Ticket.**



Carriages Badge

Allows access into the Carriages restaurant, within the Double Decker marquee.

X Doesn't allow entry into the racecourse.
Must be accompanied with a QAE ticket.



Corps Diplomatique

Entry to QAE and RE areas, Level 4 Viewing balcony and HMOG Marquee. No access to Windsor Enclosure.

✓ Allows entry to the racecourse



The Furlong Club

Allows access to The Furlong Club located east of Core D.

X Doesn't allow entry into the racecourse.
Must be accompanied with a QAE ticket.



Gazebos in the Village

Allows access to the Gazebos In The Village, located on the Heath, in the centre of the racecourse. The badge also permits access to the Queen Anne Enclosure on Tues & Wed **ONLY**.

X Doesn't allow entry into the racecourse.
Must be accompanied with a Village Enclosure ticket.



The Lawn Club

Allows access to The Lawn Club, located to the east of The Furlong Club (east of Core D).

X Doesn't allow entry into the racecourse.
Must be accompanied with a QAE ticket.



Level 2 Viewing

Allows access to Level 2 Viewing.

X Doesn't allow entry into the racecourse. Must be accompanied with a RE Badge or QAE ticket



Loges 2 – 13

These allow access to their corresponding loge. The badge to the left is for Concourse level only. There are badges for Level 4 which is specified on the badge. They can also be hand written.

X Doesn't allow entry into the racecourse. Must be accompanied with a RE Badge or QAE ticket



On5

Allows access to On5 restaurant on Level 5 of the Grandstand at Core D.

X Doesn't allow entry into the racecourse. Must be accompanied with a QAE ticket.



Owner and Trainer

Owner and Trainer pin badge allows access to the Queen Anne Enclosure areas, the Owner's Bar & Dining Room and Owner and Trainer viewing areas. There is also a Weekly badge available.

✓ Allows entry to the racecourse

NO ACCESS TO PARADE RING



Owner and Trainer Guest Badge

Owner and Trainer guest badge allows access to the Queen Anne Enclosure areas, the Owner and Trainer Bar and The Owner and Trainer viewing areas.

This badge does not allow access into the Owner & Trainer dining room.

✓ Allows entry to the racecourse



Parade Ring Badge

This badge access into the Parade Ring & Owners & Trainers viewing.

X Doesn't allow entry into the racecourse



Pavilion Restaurant

Allows access to the appropriate Pavilion restaurant, as there is a separate badge for each Pavilion restaurant, e.g. Pavilion 1, Pavilion 2 & Pavilion 3.

X Doesn't allow entry into the racecourse.
Must be accompanied with a QAE ticket.

Restaurant badges (QAE)

Queen Elizabeth Room
Old Paddock Restaurant

X Must be accompanied with a QAE ticket
to gain entry to the racecourse.

There are separate badges for each of the restaurants within the Grundy and Bustino Lawn, for example:



Restaurant/Club Badges (RE)

- Windsor Forest
- Parade Ring Restaurant
- Trackside Restaurant
- Panoramic Restaurant
- The Green Yard
- Rosebery
- Wyndham Club

There are separate badges for each of the restaurants or clubs areas, for example:



These badges grant access to named hospitality location only.

X Do not allow entry into the racecourse.
Must be accompanied with a RE Badge.



Royal Ascot Racing Club Marquee

This badge allows access into the RARC marquee within the Royal Enclosure Gardens.

Does not permit access to the RARC Club Rooms on level 2.

X Doesn't allow entry into the racecourse.
Must be accompanied with a RE Badge.



The Restaurant in the Village

Located in the Village Enclosure, on the Heath.

This badge allows access to the Queen Anne Enclosure.



Doesn't allow entry into the racecourse. Must be accompanied with a Village Enclosure ticket.



Royal Box

Allows entry to the Royal Box, HMOG and all other enclosures and areas, **including the Parade Ring.**



Allows entry to the racecourse



Royal Box Staff

Allows entry to the Royal Box, HMOG and all other enclosures and areas, **including the Parade Ring.**



Allows entry to the racecourse



Royal Household

Allows entry into the Royal Enclosure, Queen Anne Enclosure and HMOG Marquee.



Allows entry to the racecourse



Royal Enclosure

Allows entry into the Royal Enclosure and Queen Anne Enclosure.



Allows entry to the racecourse



Royal Enclosure Junior Badge

Allows entry into the Royal Enclosure and Queen Anne Enclosure.



Allows entry to the racecourse



Sandringham Badge

Allows access into the Sandringham restaurant, within the Double Decker marquee.

X **Doesn't allow entry into the racecourse.**
Must be accompanied with a QAE ticket.



Silks Lawn

Allows access to the Silks Lawn located on the East Trackside Lawn.

X **Doesn't allow entry into the racecourse.**
Must be accompanied with a QAE ticket.



Trustees' Tent

Will need to be accompanied by a Royal Enclosure badge.

X **Doesn't allow entry into the racecourse.**
Must be accompanied with a RE Badge.



The Villiers Club in the Village

Allows access to The Villiers Club In The Village, located on the Heath in the centre of the racecourse.

X **Doesn't allow entry into the racecourse. Must be accompanied with a Village Enclosure ticket.**



Winning Post Gardens

This is located on the Jumps Course near the 7 - 1 Crossing.
Allows access to the Winning Post Gardens.

X **Doesn't allow entry into the racecourse.**
Must be accompanied with a RE Badge.

PRESS BADGES



Pink badges are valid for all enclosures and press areas including the Level 2 Press Room, Level 2 Viewing Balcony and the Media Centre. No access to the Parade Ring without a Parade Ring Pass.



Red badges are valid for the Queen Anne and Windsor Enclosures, the Level 2 Press Room, Level 2 Viewing Balcony and the Media Centre. No access to the Parade Ring without a Parade Ring Pass.



Yellow badges are valid for the Queen Anne and Windsor Enclosures, the Media Centre, Parade Ring steppings and the Level 7 camera gantry. No access to the Parade Ring without a Parade Ring Pass.



Blue badges are valid for the Queen Anne and Windsor Enclosures and the Media Centre; which should only be accessed via the Brigadier Gerard Bar, not from the Parade Ring steppings. No access to the Parade Ring.



Green badges are valid for the Queen Anne and Windsor Enclosures and the Non-Racing Media Centre situated in Car Park 2. No access to the Parade Ring.



Purple badges are valid for entry to the Queen Anne and Windsor Enclosures only. This badge does not permit access to any media facilities on site. No access to the Parade Ring.



ARMBANDS

Armbands are valid for the on course photography areas, Queen Anne and Windsor enclosures, the Level 2 Press Room, Level 2 Viewing Balcony and the Media Centre. No access to the Parade Ring without a Parade Ring Pass.

BAGS

Staff should store all personal possessions in appropriate areas and should not leave items unattended around site. The ARL cloakroom is available for ARL personnel to store personal belongings. Cloakrooms will be available at the staff check-in area for other staff on site. If you find any personal items left unattended, contact your Supervisor immediately. Please note that bags of both staff and visitors may be searched as a security precaution.

Do not let your lunch bag become a CODE !!

BETTING FACILITIES

Tote	Located at various points around the Lawns, Grandstand. Located on the Box levels 2, 3, 4, 5 and 6.
Bookmakers	Located along the Trackside Lawns within the Queen Anne Enclosure, Windsor Enclosure and Village Enclosure.
Betting Shop	Betfred is located at the western end of the Concourse and Level 4 and by the Danedream Bar in the Windsor Enclosure. Winning Post Bookmakers are by Core B.

Bookmakers Betting Disputes—contact the Betting Ring Manager who can be found by Core C lawn level, trackside (by disabled crossing). If the customers needs further assistance, refer them to Main Reception.

BINOCULARS

Cannot be bought or hired at the racecourse.

BOMB THREAT

If you receive a bomb threat, stay calm and ask key questions to the caller.

- Where is the bomb right now?
- When will it explode?
- What will make it explode?
- What does it look like?
- Reason why?

If the caller's number appears on the phone, write it down, try and remember distinguishing features about the caller, did they have an accent? Male or female? Calm? Angry? Could you hear any background noises? Try and alert someone that you are on the phone to a potential bomb threat and get them to telephone Control.

DO NOT USE YOUR RADIO IN CLOSE PROXIMITY TO ANY SUSPICIOUS ITEM

CAR PARKING

See the car parking guide on pages 13 and 14.

CASH POINT MACHINES

There are 10 permanent cash points situated on the Concourse level at Cores B and C.

Temporary ATM machines are located at the following;

- Under the Pavilion steps
- East end of the Concourse at Core D
- Outside the Sandringham restaurant entrance
- Along Ascot Avenue in the Windsor Enclosure

All ATM faults should be reported to Control on 01344 878 499.

CHEMIST

The nearest chemist is Boots on the High Street by Bar 1. Sanitary products are available in the WC's and shop by The Parade Ring and steps to Core D adjacent to the Bandstand restaurant.

CHILDREN

- Children aged between 10 - 17 years old will have to purchase a ticket for the first time in 2017. This applies to the Queen Anne Enclosure, Village Enclosure and Windsor Enclosure. Proceeds will go to Ascot's Charitable trust. Tickets can only be purchased on the day. An adult is required to accompany the child and show their own ticket as proof of attendance.
- All children under 10 years old are still free to enter the racecourse. Staff should use the child access cards to permit entry
- All children seventeen and under must be accompanied at all times by an adult (*a maximum of 4 children to one paying adult is allowed*).

- No children under 12 may enter the Parade Ring for safety reasons.
- Look under 'Dress Code' for what children should wear in each enclosure.
- Babies and children under 10, are not permitted in the Royal Enclosure.
- Children over 10 are permitted in the Royal Enclosure on **Friday and Saturday only**.

CIGARETTE AND CIGAR SELLERS

Cigarette and cigar sellers operate across the Royal Enclosure and Queen Anne Enclosure. They can also be requested to attend boxes and hospitality locations. Contact the hospitality staff for further details.

CLEANERS

Also see Litter.

If you see any spillages, report them to Facilities Control on Channel 10, alternatively contact your Supervisor.

CUSTOMER COMPLAINTS

If a customer wishes to make a complaint, and you are unable to resolve through Control or your Supervisor, please direct them to the Main Reception, located within the Queen Anne building, **grid reference 29 AS**

If the customer would like some contact details, please pass on the following: **feedback@ascot.co.uk**

When receiving a complaint:

- Listen and empathise (understand their frustration)

- Acknowledge, apologise (repeat some of what they said)
- Tell them what action you will take (Direct to reception, or inform control)

DISABLED FACILITIES

Please refer to the Accessibility section on Pages 15 – 17.

DOGS

Dogs (except guide dogs) are not permitted in the racecourse. All dogs in car parks must be kept on a lead and animals are not to be left in cars.

DRESS CODE

Only OPS Alpha, Head of Client Services and Membership, Royal Enclosure Dress Code Manager and Alastair Warwick may address dress code issues.

ROYAL ENCLOSURE

The Royal Enclosure is a very special part of Royal Ascot. We ask all who attend the Royal Enclosure to adhere to the following dress code:

Ladies are kindly reminded that formal day wear is a requirement in the Royal Enclosure, defined as follows:

- Dresses and skirts should be of modest length defined as falling just above the knee or longer
- Dresses and tops should have straps of one inch or greater
- Jackets and pashminas may be worn but dresses and tops underneath should still comply with the Royal Enclosure dress code
- Trouser suits are welcome; they should be of full length and of matching material and colour

- Hats should be worn; a headpiece which has a base of 4 inches (10 cm) or more in diameter is acceptable as an alternative to a hat.
- Jump suits are now welcome. They should be full length to the ankle.

Ladies are kindly asked to note the following:

- Strapless, off the shoulder, halter neck, spaghetti straps and dresses with a strap of less than one inch (2.5 cm) are not permitted
- Midriffs must be covered
- Fascinators are no longer permitted in the Royal Enclosure; neither are headpieces which do not have a base covering a sufficient area of the head (4 inches / 10 cm).

Gentlemen are kindly reminded that it is a requirement to wear either black or grey morning dress which must include:

- A waistcoat and tie (no cravats)
- A black or grey top hat
- Black shoes

A gentleman may remove his top hat within a restaurant, a private box, a private club or that facility's terrace, balcony or garden. Hats may also be removed within any enclosed external seating area within the Royal Enclosure Garden.

The customisation of top hats (with, for example, coloured ribbons or bands) is not permitted in the Royal Enclosure.

Children (admitted on Friday and Saturday only)

Girls (aged 10 – 16) Should be dressed in accordance with the ladies dress code (see able). Children are allowed to wear fascinators.

Boys (aged 10 – 16) should either dress in accordance with the gentlemen's dress code (as set out above); or alternatively may wear a dark-coloured lounge suit with a shirt and tie (whereupon no hat is required).

Overseas Visitors

Overseas visitors are welcome to wear the formal National Dress of their country or Service Dress.

Serving Military Personnel

Serving military personnel are welcome to wear Service Dress or equivalent.

QUEEN ANNE & VILLAGE ENCLOSURES

Ladies within the main Queen Anne Enclosure are encouraged to dress in a manner as befits a formal occasion.

Ladies are kindly asked to take particular note of the following:

- A hat, headpiece or fascinator should be worn at all times
- Strapless or sheer strap dresses and tops are not permitted
- Trousers must be full length and worn with a top that adheres to the guidelines above (i.e. strapless or sheer strap tops are not permitted)
- Jackets and pashminas may be worn but dresses and tops underneath should still comply with the Queen Anne Enclosure dress code
- Midriffs must be covered
- Shorts are not permitted

Gentlemen are required to wear a matching suit with a shirt and tie.

Children

Girls (17 or under) should be dressed for a formal occasion. Smart summer dresses are suggested. Hats, headpieces or a fascinator may be worn but are not compulsory.

Boys aged (13 – 17) should wear a suit or jacket with a shirt and a tie. Younger boys (12 or under) should be dressed smartly but are not required to wear a jacket or tie.

Fancy Dress

Fancy Dress or any replica sport shirts are not allowed into any enclosure during Royal Ascot.

WINDSOR & HEATH ENCLOSURES

- There is no enforced dress code, however we advise guests to dress for a smart occasion
- Fancy dress is still prohibited

DRUGS

Drug enforcement laws are as applicable on this site as they are anywhere else in the country and any infringements of these laws will be taken very seriously.

Customers may be subject to a random stop and search by ARL's contracted security.

- Honesty boxes will be positioned at some entrances.

If you suspect that drugs are being either taken or dealt on site then please alert your Supervisor. Please do not take any further action unless instructed to do so.

EMERGENCY PHONES

Any phone can be used in an emergency to contact Control. Dial 3333 from an internal phone or 01344 878499 from an external phone. Emergency phones are located in all lift lobbies which will directly link you to Control.

ENTERTAINMENT

The Grenadier Guards are the Military Band for Royal Ascot 2017. They will be performing throughout the day in the Parade Ring and on the Bandstand and will close the day at 6.00pm with singing around the Bandstand.

WINDSOR ENCLOSURE

The Windsor Enclosure will have a variety of live performances. A jazz trio will be playing at the main entrance on arrival whilst a DJ mixes new and current music at the Danedream Bar.

VILLAGE ENCLOSURE

The Village Enclosure will have live acoustic music throughout the day, creating a festival vibe. After racing, DJs and live party bands will play on stage until 9pm.

The main stage will host Fully Funktional on Thursday, Friday and Saturday. They will be performing during the day and after racing between 6pm - 7pm.

FIRE EXTINGUISHERS

These are located behind bars, Totes, outside lift lobbies, kitchens, restaurants, within food outlets and the Weighing Room. Please check you know the location for your area.

FIRST AID

First Aid is located at the following areas:

- By the Double Decker
- Western entrance to the Windsor Enclosure

- Medical Centre is located at Core D, lawn level
- Jockeys hospital is behind the Weighing Room
- Next to the Village Enclosure on the Heath

If a member of the public or staff requires immediate attention, please contact control and report a Code 3 (*refer to emergency procedures on page 25*). If the Code 3 is due to a trip or fall or there has been an incident, please inform control so they can ensure an incident form is completed.

FOOD AND DRINK LOCATIONS

NAME	AREA	LOCATION
1768 Grill & Tea Rooms	Plaza	Pavilion Lawn
AA Box	Level 2	Core B
Armed Forces Bar (Friday only)	Plaza	Exhibition Hall
Bollinger Pall Mall Bar	Plaza	Bottom of Core D steps
Bandstand Bar	Plaza	West of Bandstand Lawn
Bandstand	Plaza	Bandstand Lawn
Bandstand Restaurant	Plaza	North of Bandstand Lawn
Bangers & Bubbles	Concourse	East of Core B, Southside
Bangers on the Bandstand	Plaza	Bandstand Lawn
Baracouda Bar	Concourse	East end of Core D, Northside
Birdcage Umbrella Bar (Saturday Only)	Enclosure Royal Enclosure Garden	Mill Reef Garden
Brummells Bar	Village Enclosure	Heath

Bollinger 1829	Royal Enclosure Garden	Windsor Greys Garden
Bollinger Lounge		Motivator Lawn
Brigadier Gerard Bar		Brigadier Gerard Lawn
Brigadier Gerard Picnic collection		Brigadier Gerard Lawn
Bit & Bridle Cocktail Bar	Level 4	Core B Northside
Brown Jack	Level 4	Core C Southside
Bucks Club	Royal Enclosure Garden	West End of Gardens
Bullet Train Bar	Concourse	Core D, Northside
Bustino Bar		Grundy & Bustino Lawn
Cafe Murano	Royal Enclosure Garden	East End of Gardens
Cavalry & Guards	Royal Enclosure Garden	West End of Gardens
Canford Cliffs Bar	Concourse	Between Cores B & C, Northside
Carriages Restaurant	Double Decker	2nd floor
Caviar House & Prunier	Level 4	East of Core C Southside
Cedar Tree Bar & Deli	Plaza	Cedar Tree Lawn
Choisir Bar	Concourse	Between Cores B & C, Southside
The Cocktail Box	Village Enclosure	Heath
Dancing Brave Bar	Concourse	Core B, Northside
Danedream Bar	Windsor Enclosure	West of Lower WWC Middle
The Deli	Plaza	Bandstand Lawn
Dubai Millennium Bar	Concourse	Between Core B & C, Southside
Equiano Champagne Bar	Concourse (RE)	Core B, Southside

Equus Bar	Plaza	Grandstand Lawn
Fashion Bar	Plaza	Grandstand Lawn
Fish & Chips	Plaza	North of Bandstand Lawn
Frankel Bar	Level 4	Core A, Northside
Front Runner Grill Furlong Club	Concourse Concourse	Core C, Southside East of the Grandstand
Galileo Bar	Level 4	Core A & B, Northside
Garrick Club	Royal Enclosure Garden	West End of Gardens
Generous Bar	Plaza	Core D, Bandstand Lawn
Goldikova Bar	Concourse	Core D, Northside
The Green Yard	Royal Enclosure Garden	East End of Gardens
Grundy Bar & Kitchen		Grundy & Bustino Lawn
Hatters Cocktail Bar	Royal Enclosure Garden	Mill Reef Garden
Hepburns Bar	Village Enclosure	Heath
Her Majesty's Official Guests (HMOG)		Royal Enclosure Garden
Horsewalk Bar	Level 4	East of Core A, Southside
Jockey Club Marquee	Royal Enclosure Garden	West end of Garden
The Juniper Garden	Concourse	Core D, Southside
Laurent-Perrier	Plaza	Bandstand Lawn
Lavazza at Desert Orchid	Concourse	Core C, Northside
Lavazza On 4	Level 4	Core C, Northside
Lavazza on the Lawn	Plaza	Grandstand Lawn

Lavazza Origins Coffee Bar	Concourse	East of Core A Southside
The Lawn Club	East Trackside Lawn	East of Furlong Club
Les Moss Bar	Windsor Enclosure	Upper WWC East
Like Nowhere Else	Concourse	Between Cores B & C, Southside
Loren's Bar	Village Enclosure	Heath
Madame Bollinger Bar	Royal Enclosure Garden	West End of Gardens
Magnificent 7 Bar	Plaza	Ground floor, Pavilion
Mill Reef Bar	Royal Enclosure Garden	Mill Reef Gardens
Miss Andretti Coffee & Cocktails	Royal Enclosure Garden	East End of Gardens
Montjeu Bar		Montjeu Lawn
Nijinsky Bar	Concourse	Core C, Northside
Norfolk Restaurant		Royal Enclosure Garden
Old Paddock Restaurant	Grundy & Bustino Lawn	2nd Floor
On5	Level 5	Core D
Owners & Trainers Bar		Pre Parade Ring, West turnstiles
Panoramic Restaurant	Level 6	West end, Core A
Parade Ring Restaurant Centre	Level 2	Between Core B & C, Southside
Pavilion Bar Plaza	Pavilion Lawn	East end of Plaza
Queen Anne Kitchen	Plaza	Queen Anne Lawn
Queen Elizabeth Rooms	Grundy & Bustino Lawn	Clock Tower, Second Floor

Restaurant in the Village		Village Enclosure
The Rose Terrace	Concourse	West of Core A, Northside
Royal Ascot Pavilion	Plaza	First floor, Pavilion Building
Royal Ascot Picnic	Brigadier Gerard Lawn	Brigadier Gerard Deli
Royal Ascot Racing Club	Level 2	Between Cores A & B, Northside & Southside
Royal Ascot Racing Club Marquee	Royal Enclosure Garden	West end of gardens
Royal Ascot West end, between Core A & B,	Level 2	
Sagaro Bar	Windsor Enclosure	Upper Wet Weather East
Sandringham Restaurant	Double Decker	1st floor
Scenic Blast Bar	Windsor Enclosure	Lower WWC
Seafood Terrace	Concourse	East of Core A, Southside
Shergar Bar	Concourse	Core A, Northside
Silks Lawn	Front Lawn	East Trackside Lawn
Silks Lawn Bar	Front Lawn	East Trackside Lawn
Staff Welfare Areas		GA entrance from CP1 Service Tunnel, by Core A Check in area, service yard Silver Ring next to female toilets Heath Enclosure Village Enclosure
Stella Artois Lawn Bar	Plaza	Queen Anne Lawn
Stewards House Cocktail Bar	Plaza	Stewards House Lawn

Smokehouse Express	Plaza	Bottom of Pavilion Restaurant 1 steps
The Smokehouse by HotBox	Village Enclosure	Heath
Swain Bar	Level 4	Core C, Northside
Tailors ,Lobster & Champagne Bar	Royal Enclosure Garden	Mill Reef Garden
Take Over Target Bar	Windsor Enclosure	Lower Wet Weather Middle
Terrace Champagne Bar	Terrace	East of Core A, Outside
Trackside Restaurant	Concourse	West of Core A, Northside
Trustees Tent		Royal Enclosure Garden
Turf Club	Royal Enclosure Garden	West end of Gardens
Veuve Clicquot Champagne Bar	Plaza	Bandstand Lawn
Village Champagne & Seafood Bar	Village Enclosure	Heath
The Villiers Club	Heath	Heath Enclosure
Whites Club	Royal Enclosure Garden	West end of Gardens
Windsor Enclosure Food Village	Windsor Enclosure	East of upper WWC
Windsor Forest	Level 2	Core A, Northside
Windsor Greys Restaurant	Royal Enclosure Garden	East end of Gardens
Wine @ Shergar	Concourse	Core A, Northside
Wine Blush Bar	Concourse	Core D, Southside

Wood Fired Pizza	Concourse	East side of Core C, Southside
Woodford Reserve Bar		Brigadier Gerard Lawn
Wyndham Club	Royal Enclosure Garden	West end of Gardens

GUIDES

Royal Ascot information guides will be located throughout the site, including all entrances each day. Both Royal Enclosure, Queen Anne Enclosure, Village Enclosure and Windsor Enclosure guides will be able to offer information on betting facilities, catering outlets, nearest toilet facilities and general information.

HEATH SHUTTLE BUS

Shuttle buses operate around the Heath and transfer guest from their cars to the racecourse and back again at the end of the day.

See page 11 for full shuttle bus map displaying stops and routes.

Also see “Staff Shuttle Bus” on page 73.

HELICOPTERS

The helicopter landing area is located in Lower Farm. There will be a service from Lower Farm to the Heath Tunnel and 7 - 1 Crossing. Please direct all enquires to Fresh Air on 01869 278244.

HORSES

To stay safe when working in equine (horse) areas, please adhere to the following instructions:

- Never turn your back to a horse.
- Keep a good safe distance between yourself and a horse.
- Keep an eye on your colleagues and other people when horses are present.
- Make sure you communicate to guests when they are crossing the equine areas to remain vigilant.

INFORMATION KIOSK

Permanent Union Jack kiosks are situated around the top of Parade Ring, Core B along the concourse, just inside the Pavilion entrance and within the Windsor

Enclosure located next to the Lower WWC.

KEY PERSONNEL & PHONE NUMBERS

NAME	COMPANY	NUMBER
Alastair Warwick	Chief Operating Officer	07775 530668
Joanna Wales	Head of Operations & Events	07919 290330
Richard Conroy	Operational Contracts Manager	07903 200080
Tony Deacan	Safety Officer	07985 585 588
Rob Skelton	Deputy Safety Officer	07584 055 373
Mike Knowles	APS Contract Manager	07808 797883
Jimmy Flynn	Corps Contract Manager	07989 195 984
Aram Kanji	EEP Contract Manager	07791 193 143
Sarah Walters	Windsor Enclosure Sector Manager	07900 185 947

Berna Ucel	High Street Sector Manager	07904 454675
Tawny Wagner	Heath Sector Manager	07982 998466
Adrian Jones	Lawns Senior Supervisor	07737 380756
Charles McMullan	Racing Senior Supervisor	07854 498111
Chris Turle	Level 4 Senior Supervisor	07753 738 528
David Dickman	Level 2 Senior Supervisor	07824 900 014
Jason Taylor	Entrance Sector Manager	07825 727735
Nicola Todman	Royal Enclosure Sector Manager	07855 097393
Emma Parley	Village Enclosure Sector Manager	07921 511 495
Roger Chapman	Concourse Senior Supervisor	07815 815 710
Amy Critchley	HR Manager	07917 521 430
Jane Jackson	Head of Sponsorship	07979 653 724
Ashley Morton-Hunte	Communications Manager	07803 007 997
Kirsty Sargeant	Owners & Trainers Manager	07717 516 066
Chris Bevan	Head of Marketing	07738 716 395
Craig Staddon	Head of Sales	0785 522 386
Michelle Atkinson	Head of Client Services & Membership	07966 224137
Susan Thomsett	Boxes Senior Manager	07919 398 880
Rebecca Yeoman	Ticketing & Fulfilment Manager	07855 097 427
Alex Lewis	Head of Food & Beverage Operations	07557 474 801
Owen Enser	Head of Fine Dining & Boxes	07827 836 534
Richard Gee	SMART Catering (Village Catering)	07823 771 699
Adam	Creative (Windsor Enclosure Catering)	07825 785151

Ryan Underhill	General Manager of Food & Beverage Operations	07825 384 930
Jonathan Parker	Director of Food & Beverage Operations	07887 9904882
Daniella Sutherland	Operations Planner	07890 630607
Scott Reid	Event Build Manager	07816 339736

LEFT LUGGAGE

Cloakrooms are located:

- At the Royal Enclosure Entrance from car park 1.
- The layby opposite Ticket Office East
- Pavilion Entrance
- Turnstile West

Left luggage operate from 1030 to 1900. After this time, all left items will be taken to Security Reception.

LITTER

If litter is beginning to build up in any areas please contact Facilities Control, Channel 9.

LOST PROPERTY

You must not accept responsibility for any items of property belonging to a member of the public.

If you find any item of lost property please hand it into Main Reception in the Queen Anne Building. Open 0700 - 1930.

LUNCH BAGS

If you are entitled to a lunch bag, please collect from the raceday staff canteen between 0600 – 1630. Please store your lunch bag in a sensible place. Please retain your water bottle so you can refill it from the water fountains.

DO NOT ALLOW IT TO BECOME A SUSPICIOUS PACKAGE!

MEDIA

Please see page 68 (Press Section) for further details.

MEDIA CENTRE

This is located to the West of the Weighing Room. Only accredited personnel may enter.

MEETING POINT

The meeting point is located to the South of the Parade Ring near Sovereign's Gates.

MISSING PERSON(S)

Only missing children/vulnerable visitors, subject to Control, may be reported over the public address system and the radio network. **Please ensure that names are not used.**

- Should this occur, staff located at exit points will monitor people leaving the racecourse.
- If a lost child is reported to you, report the details to Control. Escort the parent/guardian/child to Main Reception in the Queen Anne building to wait to be reunited.

- All other lost visitors should be directed to the Main Reception.
- If you are unable to escort a lost child or vulnerable person to the Queen Anne building, you can call for assistance using the call sign, Charlie Whiskey.

WINDSOR & VILLAGE ENCLOSURES

- All missing persons should be reported to Control or the Sector Manager. They will then advise on further action.

OWNERS AND TRAINERS

There are catering facilities for Owners and Trainers in the Dining Room and Bar situated in the building next to the Grundy & Bustino Lawn.

PICNICS

- **Picnics are only allowed in the Windsor Enclosure and the Heath Enclosure.**
- Picnics are allowed into the Gazebos, which line the track. They are not subject to the picnic policy. There is no restrictions on the food & drink allowed in the Gazebos.
- We do allow blankets and fold away chairs in these areas only.
- Queen Anne Enclosure customers may eat their picnics in the Heath Enclosure ONLY, without charge.
- Picnics must be brought to the racecourse in a picnic hamper or cool box.
- Informal picnics are permitted in the car parks, however, formal entertaining will be stopped.

- We do not allow barbecues or hot food to be brought onto racecourse property, this includes coach and car parks.
- Kitchen knives will not be permitted and will be confiscated upon entry.
- In all other enclosures there will be no food, drink or snacks permitted to be bought in.

Please also see alcohol policy.

PRESS

PRESS ACCREDITATION

If you receive any enquires regarding access for media/press, please direct them to the Press Office in car park 2, or the Corporate & Racing Communications Manager Ashley Morton-Hunte on **07803 007997**.

Refer to press accreditation within the BADGE section on page 46.

If asked a question by a member of the media/press, please use the following line ***“I’m afraid I cannot help you with your enquiry, please speak to the Press Desk in car park 2”***

NO PRESS ARE ALLOWED IN THE ROYAL ENCLOSURE

PHOTOGRAPHY

- Photography, for personal and non-commercial use only, is permitted in public areas.
- You may use mobile devices and point-and-shoot or compact cameras to capture images for your own private and domestic use (but you shall not use professional level photography or filming equipment).
- Flash photography is strictly forbidden and photography is not permitted in the Parade Ring, or in the Royal Enclosure during Royal Ascot.
- All press photographers need to have suitable press accreditation if they wish to take photographs. Please refer to the Press section of this handbook for more information.
- Photographs may not be sold privately or used in any third party commercial activity or promotions. Entry to the racecourse is deemed as acceptance of these terms and failure to adhere will result in removal from site.
- **Press photography is not permitted in the Royal Enclosure at any time and photography on the racing surface is strictly forbidden.**
- You shall not use any device or technology to capture, record, store, transmit or broadcast any data relating to any race, fixture or other race-related activity at the racecourse, unless you are expressly permitted to do so.

RACE TIMES

All races are screened on ITV.

	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1ST RACE 1430	The Queen Anne Stakes. (Group 1) One mile.	The Jersey Stakes. (Group 3) 7f.	The Norfolk Stakes. (Group 2) 5f.	The Albany Stakes. (Group 3) 6f.	The Chesham Stakes. (Listed) 7f.
2ND RACE 1505	The Coventry Stakes (Group 2) 6f.	The Queen Mary Stakes. (Group 2) 5f.	The Hampton Court Stakes (Group 3) One mile 2f.	The King Edward VII Stakes (Group 2) One mile 4f.	The Wolferton Rated Stakes (Listed) One mile 2f.
3RD RACE 1540	The King's Stand Stakes (Group 1) 5f.	The Duke of Cambridge Stakes. (Group 2) One mile.	The Ribblesdale Stakes. (Group 2) One mile 4f.	The Commonwealth Cup (Group 1) 6f.	The Hardwicke Stakes (Group 2) One mile 4f.
4TH RACE 1620	The St James's Palace Stakes (Group 1) Old mile.	The Prince Of Wales's Stakes. (Group 1) One mile 2f.	The Gold Cup (Group 1) Two miles 4f.	The Coronation Stakes. (Group 1) One mile.	The Diamond Jubilee Stakes. (Group 1) 6f.
5TH RACE 1700	The Ascot Stakes. (Handicap) Two miles 4f.	The Royal Hunt Cup. (Heritage Handicap) One mile.	The Britannia Stakes. (Heritage Handicap) One mile.	The Duke of Edinburgh Stakes (Handicap) One mile 4f.	The Wokingham Stakes. (Heritage Handicap) 6f.
6TH RACE 1735	The Windsor Castle Stakes. (Listed) 5f.	The Sandringham Stakes. (Listed) (Handicap) One mile.	The King George V Stakes. (Handicap) One mile 4f.	The Queen's Vase (Group 2) One mile 6f	The Queen Alexandra Stakes. (Conditions) Two miles 6f.

Details correct at date of going to print, April 2017.

RACECARDS

These can be purchased from various locations around the racecourse. Make a note as to where your nearest racecard

seller is for future reference. Look out for the Union Jack kiosks as these are the main locations for race card sales.

RADIOS

- Ensure you are operating on the correct radio channel (please refer to the table overleaf).
- Check the airwaves before you transmit as you might be transmitting over another conversation.
- Decide on your message.
- Hold down the button wait for the beep before speaking.
- If you hear an angry beep the channel is busy—please try again until the ‘cheerful’ beep is heard.
- Do not hold the radio too close to your mouth.
- Use your call sign.
- If relevant—use a code:

CODE 1	Suspicious Object
CODE 2	Fire
CODE 3	Medical Emergency
CODE 3D	Medical Emergency (Patient may be intoxicated)
CODE 4	Disturbance
CODE 5	Crowd Management Problem

- Be clear and concise with your message.
- If you are reporting an incident, always pass on your location and/or grid reference.
- If your message is not urgent or could involve a lengthy discussion, consider using a landline phone.
- **Tell Control what you would like to happen.**
- Listen to all messages, regardless of it not being in your area.

CAT 3

Ch 1	Race day control, ARL Operations, Safety Team, Lawns
Ch 2	Concourse Levels 2, 3, 4, 5, 6
Ch 3	Windsor Enclosure
Ch 4	Heath & Village Enclosure
Ch 5	Car Parks, Gate security, Site security, Entrances
Ch 6	Medics
Ch 7	Racing and Grounds
Ch 8	Finance
Ch 9	Facilities Control
Ch 10	Facilities and M&E
Ch 11	Marketing and Sales
Ch 12	Racecards
Ch 13	Fashion / RARC / Memberships
Ch 14	Press and Media
Ch 15	Royal Enclosure
Ch 16	Spare Channel

RE-ADMISSION

Re-admission is permitted. Customers must have their ticket scanned on exit to facilitate re-entry. Alcohol may not be brought in on returning to the racecourse.

SHOP

Shops are located at the following locations:

- Core B, by the Parade Ring
- The Cedar Tree Lawn
- Windsor Enclosure, by the food court

SMOKING

Smoking is permitted outside the glazing line in Grandstand and outside areas, for example: on box balconies, restaurant terraces, steppings, gardens.

Staff are not to smoke outside of welfare areas.
E-cigarettes are permissible in the buildings.

STAFF SHUTTLE BUS

A staff shuttle bus service is operational from Car Park Z and New Mile Car Park to the Banks car park, next to staff check-in. This shuttle bus runs from 0445 - 1030 and from 1800 - 2200. Please be advised that there may be road closures on Winkfield Road between 1745 - 1815 with large crowd numbers and traffic which will delay journeys. For times and routes see **page 11**.

STAFF WELFARE

Locations of staff welfare areas can be found on page 60.

The raceday staff canteen can be found in the Pavilion and used for ARL and Sodexo staff. Here, meal vouchers can be exchanged from 0600 - 1630.

For persons who wish to smoke, the designated areas area; Queen Anne Enclosure (grid reference 32AR), Royal Enclosure (grid reference 11AL), Windsor Enclosure (grid reference 34AN) and Village Enclosure (grid reference AC27).

SUNSCREEN

The tobacconist concessionaires (located in the Windsor Enclosure, the Plaza in the Queen Anne Enclosure, west of the Parade Ring and the Old Paddock) are selling sun block. Sunscreen for race day staff is available in all welfare areas.

SUPERVISORS

Below is a list of Supervisors' call signs

AREA	SENIOR SECTOR SUPERVISOR	SUPERVISORS (CALL SIGN)
Entrances	East Supervisor	Echo East
	West Supervisor	Echo West
Lawns	Adrian Jones Lawns Senior Supervisor	Oscar Papa Alpha
	APS - Tunnel Supervisor	Oscar Papa Bravo
	Old Paddock Supervisor	Oscar Papa 1
	Plaza Supervisor	Oscar Papa 2
	APS - Plaza Supervisor	Oscar Papa 2, Charlie
	Royal Enclosure Lawn Supervisor	Oscar Papa 3
	APS - Royal Enclosure Lawn Supervisor	Oscar Papa 3, Charlie
	Queen Anne Enclosure	Oscar Papa 5
APS - Queen Anne Enclosure	Oscar Papa 5, Charlie	
Royal Enclosure	Royal Enclosure Supervisor	Oscar Papa Romeo
	APS Royal Enclosure	Oscar Papa Romeo Charlie
Concourse	Roger Chapman	Charlie Alpha
	Concourse Senior Supervisor	
	APS - Concourse Senior Supervisor	Charlie Bravo
	Concourse East	Charlie 1
	APS - Concourse East	Charlie 1, Bravo
	Concourse Central	Charlie 2
	APS - Concourse Central	Charlie 2, Bravo
	Concourse West	Charlie 3
APS - Concourse West	Charlie 3, Bravo	

Level 2	David Dickman Level 2 Senior Supervisor EEP - Level 2 Senior Supervisor East Supervisor West Supervisor	Lima 2 Alpha Lima 2 Bravo Lima 2, 1 Lima 2, 2
Level 4	Chris Turle Level 4 Senior Supervisor EEP - Level 2 Senior Supervisor Level 4 Supervisor Level 4 Supervisor	Lima 4 Alpha Lima 4 Bravo Lima 4 Charlie Lima 4 Delta
QRF Teams	Nick Wortley	Quebec Alpha
Heath	Tawny Wagner Heath Sector Manager	Hotel Alpha
Village Enclosure	Emma Parley Village Enclosure Sector Manager	Hotel Bravo
Windsor Enclosure	Sarah Walters Windsor Enclosure Sector Manager	Sierra Alpha
High Street	Berna Ucel High Street Sector Manager	Xray Alpha

TAXIS

Taxi rank this year is located in car park 3 and by the train station.

Cedar Cars	01344 872666
Ascot Cars	01344 297297
Atlas Cars	01344 874874
Taxi Ascot	01344 970014

TRANSFERS

Customers wishing to upgrade their enclosure ticket may do so at ticket offices. All enclosure transfers are subject to ticket availability and **dress code policy**.

WATER

Water fountains are located along the concourse at each of the cores.

A water bottle can be found in your lunch bag (if you are entitled to one). All stewards can use their water bottles which can be refilled at the water fountains. Please make sure you hydrate yourself throughout the day, especially when it is very hot.

WINNING CONNECTIONS

This is situated next to the Weighing Room.

GLOSSARY

Control	This is the Ascot Control Room and is where the Safety Officer and Police Commander are based.
RVP	Rendezvous point is a specific location should you require further assistance.
Trackside	This is referred to as the North side of the main Grandstand. The same side as the track.
Southside	This is referred to as the south side of the main Grandstand. The same side as Ascot High Street.
QA	Queen Anne Enclosure
RE	Royal Enclosure
REG	Royal Enclosure Gardens
EP	Evacuation Point
ARL	Ascot Racecourse Ltd
WE	Windsor Enclosure.

Fluorescent Yellow
inside back cover

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