



## **FREQUENTLY ASKED QUESTIONS**

### **Do I have to wear a mask?**

A facial covering is recommended when walking around the stadium to the toilets.

### **Can I sit where I want?**

We will operate a table service. Seating will be allocated at the time of booking.

### **Will I be allowed to stand up and move around?**

Guests will be required to stay seated unless using the toilet facilities.

### **Are the toilets cleaned regularly?**

Toilets are checked and cleaned hourly. Toilet attendants are available on site for every meeting.

### **Where do I get my drinks/food and place bets?**

We will be operating a table service, a tote operator and waiter will be allocated to each cluster of tables.

### **Is it safe for me to come to the stadium?**

Yes, we have followed all government guidelines, have implemented some additional safety measures, been licensed by the local authority and significantly reduced our capacity level.

If you have any concerns there will be a COVID-19 ambassador available to discuss these with.

### **How do I get service if my waiter has gone?**



## FREQUENTLY ASKED QUESTIONS

Each waiter will only be allocated a small number of tables leaving plenty of time for service.

### Can I book a large party?

In line with the governments new update on 14<sup>th</sup> September, the biggest table we can facilitate is a 6. Ground floor level only has tables of 4.

### Can I use cash?

Yes - however, we would prefer you to use contactless/Debit and credit card wherever possible.

You can use cards when purchasing food and beverages. Tote betting is cash only.

### What is the last booking time?

Pending availability, bookings can be taken up to two hours before opening. Saturday Brunch meeting closes at 4:30pm on Fridays.

### Do you have a track and trace policy?

Yes - information will be taken at the time of your booking and kept for 21 days.

### Do you have hand sanitisers available?

We have plenty of hand sanitisers around the stadium for customers to use.

### Do I need to always book?

Yes every event will need to be booked. We will not be able to accept walk-ins.

### Where can I view the restaurant menus?



## **FREQUENTLY ASKED QUESTIONS**

Menus are available on our website and social media platforms or contact the stadium.  
Single use disposable menus will be available on tables.

### **How do I book?**

At present, call the stadium where our friendly staff will be able to assist.

### **Have you got presentation packages available?**

Presentation packages are limited. Please contact the stadium for more information.

### **Do you still do Party Pack?**

At present Party Packs are not available.

### **Do I still get a race card?**

Yes, all customers above the age of 18 will receive a race card.

### **Can I prepay for anything?**

Restaurant menus/admission will be prepaid.

### **Is there fast food?**

Only on Saturday's this facility will not be available during other meetings. For more information call the stadium.

### **Can I go on the terraces and stand outside?**



## FREQUENTLY ASKED QUESTIONS

No terrace access is allowed when attending the stadium. Unfortunately, if you are a smoker, this isn't something we can facilitate until further notice. Movement around the stadium is restricted to toilet facilities only.

### Do you still have onsite parking?

Parking is available for customers. Please follow instructions when walking from your car to the stadium entrance.

### Do staff wear masks?

All staff serving tables will be wearing facial coverings.

### If inside what is the viewing like?

There are some restricted areas however all areas have clear TV viewing.

### In the restaurants how will service work?

We will be using disposable menus and condiments. Cutlery will be wrapped in serviettes and placed on tables when your food is served.

### Will it still be £7 entrance?

Entrance will still be £7 per head, owners will still enter free of charge.

### Do you still race on the same days?

Slight changes since the closure we now race Tuesday (Eve), Wednesday (AM), Thursday Friday afternoons and Saturday AM and PM.

### Can I bring my own food and drink?



## **FREQUENTLY ASKED QUESTIONS**

Unfortunately, we will only allow food and drink purchased on site to be consumed on site.

### **How do I know who is serving me?**

Your tote operator and waiter will introduce themselves on arrival.

### **Do you still have disabled access?**

Yes, the lift will be available to use for one person at a time.  
The lift will then be cleaned after every use.

### **Will I be able to bet with bookmakers?**

We will not have on-course bookmakers as this will require significant movement and mixing of a larger group of customers across all sections of the track. This would increase the risk of a spread of the virus and would prove challenging to gain local authority approval.

### **Can I move from the restaurant to the bar area?**

Again to stop the risk this is not allowed.

### **Can my trainer come to see me at my table?**

Restrictions in movement apply to everyone. Unfortunately, trainers will not be able to visit tables anywhere in the stadium unless they have booked their own table in the same section as you and then Social Distance Guidelines will still need to be adhered to at all times.

### **How will you manage social distancing?**

We will have social distancing officers located around the stadium.

Anyone that fails to comply will be given 3 verbal warnings before being asked to leave the premises.



## FREQUENTLY ASKED QUESTIONS

*Will we be able to stand up by our table?*

The only time you can stand is when leaving the table to use toilet facilities.

*What facilities are available during the meetings?*

Tuesday Evening Meeting will have a limited offering from our restaurant kitchen, menu can be found on our website.

Wednesday morning, Thursday and Friday afternoons will have a bar service, with hot and cold beverages available, plus the usual bar snacks (NO Fast Food)

Saturday AM will have the usual brunch served in the restaurant and a fast food in the downstairs area all will be waiter service at your table.

Saturday PM will be restaurant service upstairs and fast food down, again all will be table service.

**ALL MEETINGS WILL HAVE TABLE SERVICE**