



FREQUENTLY ASKED QUESTIONS

Do I have to wear a mask?

With the government's new advice, face masks are always to be worn around the stadium, except for when sat at your table. Proof of exception will be required from guests not wearing face masks walking around.

Can I sit where I want?

We will operate a table service. Seating will be allocated on 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?

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



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Can I book a large party?

Booking at present will be a maximum of 6 people per table.

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 up to two hours before opening.

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?

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?



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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?

Any booking with us has no access to the terracing due to limiting the amount of movement around the stadium. Please let any smokers know in your party.

Do you still have onsite parking?

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



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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?

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.



FREQUENTLY ASKED QUESTIONS

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 always still need to be adhered to .

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.

Will we be able to stand up by our table?

Yes, you will be able to stand up but you would have to be considerate to those behind you.

What facilities are available during the meetings?

Tuesday Evening Meeting will have a limited offering from our restaurant kitchen like our fast food menu served upstairs in the restaurant.

Wednesday morning Thursday and Friday afternoons there will be 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



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Saturday PM will be restaurant service upstairs and fast food downstairs again all will be table service only with orders taken at the table

ALL MEETINGS WILL HAVE TABLE SERVICE FOR NORMAL BAR SERVICE PLUS HOT AND COLD BEVERAGES.