



ACCESSIBILITY GUIDE

<https://www.aigwomensopen.com/spectatoradvice>

Telephone: +44 (0)1334 460010

Email: accessibility@randa.org

WELCOME

In 2023, the AIG Women's Open will be played at Walton Heath. The Surrey course, which has hosted prestigious Championships such as the British Masters and The Senior Open presented by Rolex, will host the AIG Women's Open for the first time. The inaugural Walton Heath hosting will be the 47th playing of women's golf's most international major.

The AIG Women's Open aims to provide an enjoyable spectator experience for all individuals. If you have any queries or require any specific assistance, please phone our Customer Service Team on +44 (0)1334 460010 or email accessibility@randa.org. Our opening hours are Monday to Friday, 9am to 5pm.

This document will be updated from time to time as available facilities and operational details are confirmed. If you cannot find the information you are looking for, please check back closer to the Championship or contact our Customer Service Team on the telephone number or email address above.

TICKETING POLICY

The R&A enjoys welcoming all spectators to its events, and to help persons with accessibility needs to attend and enjoy The AIG Women's Open, the following ticketing policies are in place:

1. Ticket holders who require a carer to assist them are entitled to receive one free carer ticket to the event. This complimentary carer ticket must be ordered at the same time as the purchase of the ticket.
2. Spectators who hold an Accessible Parking Permit and require car parking at the event will be allocated a free car parking place, on the production of a valid permit.

Both of the above are subject to availability.

'Proof of Disability'

In order to be eligible for a free carer ticket, spectators must provide proof of disability, with any one of the following forms of evidence accepted by The AIG Women's Open Ticket Office.

1. Receipt of the standard or enhanced (also known as mid or high) rate of the Daily Living Component or the high rate mobility component of the Personal Independence Payment or Disabled Living Allowance for Children/Child Disability Payment for those under 16 years of age.
2. Receipt of either the Employment & Support Allowance or Attendance Allowance.
3. War Pensioners' Mobility Supplement or War Disablement Pension for 80% or more disability.
4. Blind or partially sighted registration certificate (Certificate of Vision Impairment (CVI) or A655 in Northern Ireland) or evidence from an eye specialist, for example an optometrist, that the individual would qualify to be registered as severely sight impaired (blind) or sight impaired (partially sighted).
5. Confirmation in writing from Social Services that the individual is included on their Deaf Register, or a letter or report from an aural specialist confirming that hearing loss has been recorded at 70 dBHL or above.
6. Confirmation in writing from Social Services that the individual has a learning difficulty or disability. This may include proof of registration with Social Services, or if not on the Local Authority Register, a letter from a doctor or support worker confirming that the individual has a difficulty in learning new skills or may be unable to cope independently. For children – a letter from the head teacher at their school is also sufficient.
7. A personal letter from the GP, community nurse or social worker stating that the individual has a long-term disability and requires assistance/support.
8. Other official documentation that a person might have to evidence that they require support via a carer in everyday life.

Proof of disability must be provided in advance of the event in order for The AIG Women's Open Ticket Office to process any complimentary carer or parking tickets.

GETTING THERE

For full directions and travel information, please visit our dedicated Getting There travel page: <https://www.aigwomensopen.com/tickets-and-hospitality/getting-there>

Travel by Rail

Southern Railway provides train services on routes across large parts of south-east England. There will be a complimentary accessible bus shuttle service running from Redhill Station to the Championship main entrance for passengers with reduced mobility. The journey time between Redhill Station and Walton Heath is approximately 20 minutes. The first shuttle will start 20 mins before gate opening times and run until after play has finished each day, with an extended service on Saturday 12 August after the Ellie Goulding concert. Further details of pick up points will be published here when available.

Train services are expected to be busy during the AIG Women's Open so please ensure you leave plenty of time to travel. Rail timetables and ticket booking information will be published here when available.

Travelling by Bus

Information on local bus services will be added to this section in the near future. Check back soon for details.

Travelling by Road

Pre-booked accessible parking is available free of charge for Accessible Parking Permit holders, subject to availability. This car park is on grassed surface and located in Yellow Car Park approximately 350 yards from the main spectator entrance. To request an accessible car park pass, contact the AIG Women's Open Ticket Office on +44 (0)1334 460010 or by emailing accessibility@randa.org.

There is no public car parking at Walton Heath Golf Club or in the immediate surrounding area other than limited Blue Badge parking. All public parking will be located at The AIG Women's Open Park & Ride facility, where dedicated buses will be available to transport spectators to the course. The main public car parks are grass and the buses used to transport spectators to and from the course all have low floor access and are fitted with a ramp.

Gate Opening and Park & Ride Opening Times

The Park & Ride will open 15 minutes before the gates open until after play has finished each day. An extended service will operate on Saturday evening so buses are available to take passengers back to the Park & Ride site after the concert.

Date	Gates Open	First Service to Course	Last Service to Car Park
Wednesday 09 August	7.00am	First Bus 6.45am	Last Bus 8.00pm
Thursday 10 August	6.00am	First Bus 5.45am	Last Bus 9.30pm
Friday 11 August	6.00am	First Bus 5.45am	Last Bus 9.30pm
Saturday 12 August	8.00am	First Bus 7.45am	Last Bus 11.30pm
Sunday 13 August	8.00am	First Bus 7.45am	Last Bus 9.00pm

Minibus Parking

There is no on-site parking for minibuses.

Minibus parking is available at the Park & Ride site free of charge for vehicles measuring between 5 metres and 7.99 metres in length and/or with a seat capacity between 10 and 22 seats. Drivers should follow signs to the Park & Ride where passengers can use the complimentary shuttle service to travel between the Park & Ride site and the course. Overnight parking is not permitted.

There is a dedicated entrance for minibuses. Drivers should follow signs for Minibuses and Coaches on approach to the Park & Ride site.

Coach Parking

There is no on-site parking for coaches.

Coach parking is available at the Park & Ride site free of charge for vehicles measuring 8 metres or more in length and/or a seat capacity greater than 22 seats. Drivers should follow signs to the Park & Ride where passengers can use the complimentary shuttle service to travel between the Park & Ride site and the course. Overnight parking is not permitted.

Coach parking space is limited at the Park & Ride site so all drivers of vehicles 23-seater and above must apply for a parking pass in advance – please email tickets@aigwomensopen.com by Wednesday 19 July to request a coach parking pass.

Failure to display a coach parking pass may result in entry being refused if the coach parking area is fully booked.

There is a dedicated entrance for coaches. Drivers should follow signs for Minibuses and Coaches on approach to the Park & Ride site.

All of Park & Ride buses are wheelchair accessible. All of the information regarding the type of wheelchairs and mobility scooters suitable for the buses can be found here: www.metrobus.co.uk/wheelchair-and-mobility-scooter-users.

Taxi

There will be a designated taxi rank and private hire drop off/pick-up area in operation for the AIG Women's Open.

Further details will be published on the AIG Women's Open website when available.

TICKET OFFICE

There will be a Ticket Office located all of the public entrances to the AIG Women's Open.

The route up to the Ticket Office will consist of fairly-level grass terrain.

The most suitable public entrances for those with accessibility requirements would be at the Accessible Parking. However, members of the Ticket Office staff will be available to provide assistance at all of the public entrances, if required.

The Ticket Office will have a lowered window for wheelchair users.

There will also be Audio Induction Loops for spectators who have hearing aids and would like to amplify the sound of the ticket office staff during their enquiry at the Ticket Office.

ENTRANCE TENT & SECURITY CHECK

Once you arrive at the venue please proceed to the Entry Gates where your ticket will be scanned and a security check will take place.

This security check will include a bag check and a body search to check for prohibited items.

Metal barriers lead you to the security check points. The security check points have natural lighting.

The terrain leading to the Entrance Tents will be a mixture of both hard standing and flat grass areas. The Entrance Tent is a hard floored structure with ramps on entry & exit.

FACILITIES

Toilet Facilities

Toilet and accessible facilities will be available at various points around the course which will include Ladies, Gents, Gender Neutral and Accessible units. Each accessible toilet contains a toilet and sink to allow complete privacy.

Accessible toilets will be located at the main entrance, the Accessible car park, on-course and at the Park & Ride site.

We will have a PAMIS facility onsite, a specially designed facility for people with a range of profound and complex disabilities who cannot use the toilet independently and need more space and more support than is provided in a standard accessible toilet. The location of this facility will be published here when available.

Features include a weight-bearing ceiling track hoist, a height-adjustable changing bench, wheelchair accessible shower, a height-adjustable wash basin, hydrasafe floor, emergency alarm and temperature-regulated water for assured safety.

For help finding the nearest Changing Places toilet facility as part of your travel plans to the AIG Women's Open, please use the map finder on the Changing Place website here:

<https://www.changing-places.org/find>

Mobility Scooters & Wheelchairs

Event Mobility will be providing electric scooters and manual wheelchairs for the use of disabled, elderly and mobility impaired visitors to the AIG Women's Open.

To reserve an electric scooter or manual wheelchair you can book online at www.eventmobility.org.uk/book-your-scooter

Event Mobility asks for a donation of £30 for the use of an electric mobility scooter and £10 for a manual wheelchair. All accessible devices must be pre-booked prior to arrival with on-the-day loans being offered on a first come, first served basis. Event Mobility will be located in the Accessible car park (Yellow car park).

For further information and full [Terms and Conditions](#), please visit their website www.eventmobility.org.uk.

Those wishing to bring privately owned or hired mobility scooters into the venue are required to contact accessibility@randa.org or call +44 (0)1334 460010 prior to the event to discuss their requirements. At that time we will ask that the specification details of the mobility scooter/wheelchair are sent by email to the Ticket Office so that we can confirm at that time that the dimensions can be accommodated.

For spectators whose applications are successful, please note that liability of using mobility scooters will remain with the user and this should be considered when accessing areas of the golf course. Please also note that The R&A has the right to restrict or refuse entry on the grounds of safety if the environment and/or the scooter is considered as a risk to the user and/or other spectators. Such times may be in severe adverse weather/ground conditions or possibly if the specification of the scooter presents an increased risk. It is not a requirement, but we recommend that you have 3rd Party Insurance in the event of damage liability to either a pedestrian or property.

Dining & Beverage Facilities

- Catering facilities will be available at the course, with the main facilities located in the spectator village which will be near the main public entrance. Other catering facilities will be available on course.
- Access to the spectator village catering area will have both step and ramp access.
- The spectator village has seating area on grass terrain, there are no steps.
- Large print is used where possible.
- The 2023 AIG Women's Open food and beverage offerings will be from mobile food units. These units will have the capacity to cater for wheelchair users.

Hospitality Areas

Stair climbers will be available for wheelchair users requiring access to two-tiered facilities or hospitality units with stairs.

ACCESSIBLE VIEWING AREAS

Wheelchair viewing areas will be available at the following locations across the course:

- 1st tee (right-hand side)
- 5th tee (left-hand side)
- 9th green (right-hand side)
- 11th green (right-hand side)
- 16th green (left-hand side)
- 18th green (left-hand side)

Access will be on a first come first served basis and also be available to accompanying carers (max of one) who will be provided with seating. These wheelchair viewing areas can become congested especially on Championship Days but we aim to accommodate as best we can.

Accessible Viewing Platform for Ellie Goulding Concert

An accessible viewing platform and viewing area will be available for the music on Saturday evening. Further details will be published here when available.

Please email accessibility@randa.org with any specific requirements relating to your attendance to the music concert or access to viewing areas.

THE AIG WOMEN'S OPEN SHOP

The AIG Women's Open Visitors Shop will be located within the Spectator Village with the route in being grass terrain.

The flooring within The Shop is vinyl and the area is well lit. On entry to The Shop there will be both step and ramp access and The Shop is one level with having good access around all displays.

Floor Staff are available to assist customers if required and The Shop has low height desks at all the self-serve till points along with a traditional till with a customer service representative present.

There is one large separate exit which is signposted.

OTHER USEFUL INFORMATION

Getting around the course

Some areas on the golf course are unsuitable for some spectators, with rough and sloping ground which can become soft and slippery in wet conditions. Marshals have been briefed to assist in asking spectators to allow wheelchair users to access the front of the rope line where possible.

INFORMATION FOR VISUALLY IMPAIRED SPECTATORS

We welcome assistance dogs.

EMERGENCY EVACUATION PROCEDURES

In the case of an emergency evacuation, all visitors to the AIG Women's Open will be led to localised Rendezvous Points around the course which you will be directed to by a Steward/Marshal.

In the case of a Full Course Evacuation, Security Scotland security guards will assist Marshals and direct you to the nearest Entry/Exit or Assembly Point Area.

FESTIVAL VILLAGE ACTIVITIES

The Sessions Stage

Located in the heart of the Festival Village, The Sessions Stage will host a diverse programme of entertainment daily from Thursday to Sunday. Kicking off with The Drop Live, the stage programme will celebrate women across sport and business and feature player interviews, panel discussions, music performances and more. The stage will be fully accessible with level access, located under a shaded tent structure.

Located next to the cocktail bar, there will be a bar games activation featuring favourites like Shuffle board, Lane Shuffle and Cornhole, the activation space will have ramped access.

Swing Zone

The Swing Zone will be made up of 12 driving bays operating throughout the five days. Spectators can book a 15-minute lesson with an experienced PGA professional; for beginners who may want to try golf for the first time or for existing golfers to hone their technique. The Swing Zone is sited on level ground suitable for wheelchair access. For those with accessibility requirements, these can be noted at the time of booking to allow us to best accommodate any specific requirements.

If you have any questions on the above, please don't hesitate to call us on +44(0)1334 460010 or email us at accessibility@randa.org

We look forward to welcoming you to the AIG Women's Open at Walton Heath.