



ACCESSIBILITY GUIDE

Telephone: +44 (0)1334 460010

Email: accessibility@randa.org

WELCOME

In August 2024, the AIG Women's Open heads to the Home of Golf, where the world's best players will take on the famous Old Course.

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.

Fans who use British Sign Language (BSL) can contact the AIG Women's Open Customer Service team by using our SignVideo BSL Interpreter service found on the Contact Us page [here](#).

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, SignVideo link 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 can only be ordered following 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 tickets.

All requests should be sent through to accessibility@randa.org.

GETTING THERE

Full directions and travel information will be added to the dedicated travel page in due course.

Accessible Parking

All parking is complimentary at this event and will be a short distance from the main public entrance. Please present your Blue Badge on arrival, one of our attendants will direct you to the area reserved for Accessible Parking.

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 here when available.

ACCESSIBILITY INFORMATION HUB

For the second year running, an Accessibility Information Hub will be located in the Festival Village. This is a dedicated unit staffed by Accessibility volunteers who provide advice direct to spectators with disabilities. More information on the exact location will be advised in due course.

TICKET OFFICE

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

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

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 tickets 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 Tent will be a mixture of both hard-standing and flat grass areas. The Entrance Tent is a hard-floored structure with ramped access and natural lighting.

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.

Locations of all toilet facilities will be shown on the spectator map once published.

A PAMIS facility will be available onsite, a specially designed facility for people who 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.

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

Those wishing to bring a privately owned or hired mobility device 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 device are sent by email to the Ticket Office so that we can confirm 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.

Food & Beverage Facilities

Catering facilities will be available at the course, with the main facilities located in the Festival Village which will be near the main public entrance. The locations of all catering facilities will shown on the spectator map once published.

The Festival Village has seating area on grass terrain.

The 2024 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. Please ask a member of staff if you require assistance accessing the counter.

Hospitality Areas

Hospitality guests with additional accessibility requirements are advised to email Experiences@AIGwomensopen.com or telephone +44 (0) 1334 460090 for further details of the accessible facilities available for each specific package.

SPECTATOR VIEWING AREAS

Spectator viewing is available all around the course from behind the rope line. Please take care on rough and sloping ground and be aware that some areas may become soft and/or slippery in wet conditions. Marshals are briefed to ask the crowd to allow spectators with an impairment to access the front of the rope line where possible.

Wheelchair accessible viewing platforms will be available at multiple locations around the course. These locations will be shown on the spectator map once published.

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. Please ask a grandstand marshal for assistance with seating, if required.

THE AIG WOMEN'S OPEN SHOP

The AIG Women's Open Shop will be located within the Festival Village which is on flat 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 while The Shop is on one level with 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.

Wheelchair accessible fitting rooms are available in The Shop.

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 or 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

More information on the Sessions Stage and full range of activities in the Festival Village will be made available in due course.

Located in the heart of the Festival Village, The Sessions Stage will host a diverse programme of entertainment daily from Thursday to Sunday.

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 St Andrews.