



ACCESSIBILITY GUIDE

Telephone: +44 (0)1334 460010

Email: accessibility@randa.org



WELCOME

From 29 July to 2 August 2026, the AIG Women's Open heads to the Royal Lytham & St Annes Golf Club, where the world's best players will take on this historic links 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 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 **upon provision of appropriate documentation (see next slide)**. 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. **This parking cannot be pre-booked and will be available on-site only.**

Please note, the above are subject to availability.



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 or 'worse'.
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 should also be sufficient.
7. A personal letter from the GP, community nurse, or social worker that the individual has a long-term disability and requires assistance/support.
8. A Nimbus Access Card with the +1 symbol or other official documentation that a person might have to provide evidence that they require support from a carer in everyday life.

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

PREPARING FOR YOUR VISIT – GETTING THERE

The 2026 AIG Women's Open will take place at Royal Lytham & St Annes, Lancashire, between 29 July and 2 August. Helpful directions and travel information is available via this [link](#).

ARRIVING BY TRAIN

If you plan to travel by train, please find Northern Railway's Accessibility information [here](#). Please note there is no accessible shuttle from the train station.

ARRIVING BY CAR

We will have an area located onsite for Accessibility Parking which is approx. 130m from the main entrance and the Event Mobility stand. Please follow black and yellow event AA signage to P3 and present your Blue Badge on arrival which will be required for access, where one of our parking attendants will direct you.

This parking is free of charge upon arrival and cannot be pre-booked.

ARRIVING BY TAXI

If you are arriving by taxi, to gain access to the accessible drop off please present your Blue Badge, Sunflower Lanyard or Nimbus Access ID card on arrival.

For assistance or if you have any further questions on this process, please email Accessibility@randa.org.

PREPARING FOR YOUR VISIT

MOBILITY SCOOTERS & WHEELCHAIRS

Event Mobility will be providing electric mobility scooters and manual wheelchairs at this event for the use of mobility impaired, disabled and elderly visitors.

A link to reserve an electric mobility scooter or manual wheelchair in advance will be available soon. [It is recommended to book in advance](#), and all bookings must be made at least 2 days before the event.

Bookings cannot be taken during the event. If there is spare equipment available at the event it is offered on a first come, first served basis only.

Those wishing to bring a privately owned or hired mobility device into the venue are advised to check that the dimensions can be accommodated prior to attending the Championship:

- The maximum dimensions permitted for wheelchairs are 1200mm length x 700mm width.
- The maximum dimensions permitted for mobility scooters are 1200mm length x 600mm width.

Please note that any mobility devices larger than the above permitted dimensions will be refused entry.

The liability of using a mobility device will remain with the user and this should be considered when accessing all areas of the venue. 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 mobility device is considered a risk to the user and/or other spectators. Such times may be in severe adverse weather/ground conditions or if the specification of the mobility device presents an increased risk.

It is not a requirement, but it is strongly recommended that users of powered wheelchairs or mobility scooters have Third Party Liability Insurance in case of injury or damage to persons or property.



SITE LAYOUT

AIG WOMEN'S OPEN

—ROYAL LYTHAM &—
ST ANNES 2026

ACCESSIBILITY PLAN

PLEASE NOTE: THE VENUE IS A LINKS GOLF COURSE WITH AREAS OF UNEVEN OR SLOPING GROUND AND A MIXTURE OF NATURAL (GRASS) AND MAN-MADE (TARMAC) SURFACES.

CROSSING POINTS ACROSS THE GOLF COURSE ARE SHOWN ON THE MAP AND WILL REQUIRE SPECTATORS TO NEGOTIATE THE NATURAL LINKS TERRAIN.

ALL SURFACES WILL BE EXPOSED TO THE NATURAL ELEMENTS AND IT MAY BE NECESSARY TO DIVERT AND/OR CLOSE SPECTATOR ROUTES FOR THE PURPOSES OF PROTECTING SAFETY.

IF YOU HAVE ANY QUERIES OR REQUIRE ANY SPECIFIC ASSISTANCE, PLEASE VISIT THE ACCESSIBILITY HUB IN THE FESTIVAL VILLAGE.

FOR ANY QUESTIONS BEFORE YOU ARRIVE ONSITE, YOU CAN PHONE OUR CUSTOMER SERVICE TEAM ON +44 (0)1334 460010 (SIGNVIDEO ALSO AVAILABLE VIA OUR 'CONTACT US' PAGE) OR EMAIL ACCESSIBILITY@RAMDA.ORG

TERRAIN HERE IS SANDY AND UNEVEN SO IS UNSUITABLE FOR WHEELCHAIRS

THE RAISED DUNES AND ELEVATION CHANGES IN THIS AREA WILL BE A CHALLENGE FOR WHEELCHAIRS

ACCESSIBLE PARKING DISTANCE FROM ACCESSIBLE PARKING TO MAIN ENTRANCE: APPROX 133M TERRAIN: ALL GRASS

EVENT MOBILITY DISTANCE FROM EVENT MOBILITY TO MAIN ENTRANCE: APPROX 45M TERRAIN: ALL GRASS

TERRAIN HERE IS UNULATING AND UNEVEN IN PLACES SO MAY BE UNSUITABLE FOR WHEELCHAIRS



PREPARING YOUR VISIT

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.

PROHIBITED ITEMS

Please note that that folding chairs and folding stools including collapsible stools, of any size, or other seating devices aside from monopole shooting sticks are not permitted and will be not be permitted on entry. There will be seating available onsite including grandstands & public seating, including accessible picnic benches suitable for wheelchairs.

TICKET OFFICE

There will be a Ticket Office located at the main public entrance to the AIG Women's Open. This team will be able to answer any ticket related queries.

The Ticket Office will have a ramp and 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.



FACILITIES ONSITE

INFORMATION & ACCESSIBILITY HUB

There will be a designated Information & Accessibility Hub located in the Festival Village near the main entrance. This is a dedicated unit staffed by **accessibility ambassadors** who provide advice direct to spectators with additional needs.

An accessible map of the venue will be displayed here around May 2026.

FOOD & BEVERAGE

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 other catering facilities will be shown on the spectator map in due course.

The 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.

TOILETS & CHANGING FACILITIES

Toilet and accessible facilities will be available in the Festival Village and around the course. This will include Ladies, Gents, Gender Neutral and Accessible units. Each accessible toilet contains a toilet and sink to allow complete privacy.

A **PAMIS facility** will be available onsite within the Festival Village, a specially designed facility for people who need more space and more support than is provided in a standard accessible toilet.

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>



FACILITIES ONSITE

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.

INFORMATION FOR VISUALLY IMPAIRED SPECTATORS & ASSISTANCE DOGS

Assistance dogs are welcome at the AIG Women's Open.

We recommend you bring your Assistance Dogs (UK) Book or an equivalent international organisation identification document for your dog and handler.

ACCESSIBLE 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.

There will be wheelchair accessible viewing areas on the driving range, 1st tee, 15th green, and 18th green.

Access will be on a first come first served basis and will 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.



FACILITIES ONSITE

THE AIG WOMEN'S OPEN SHOP

The AIG Women's Open Shop will be located within the Festival Village.

The flooring within The Shop will be 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.

Staff will be available to assist customers if required and there will be 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 will be available in The Shop.



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.



THANK YOU.

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 Royal Lytham & St Annes.